Quick Guide to Subscribing to an Alert

Introduction

This document provides a quick guide explaining how to subscribe to an Alert in the One Network system.

Throughout the day, many events occur within the One Network System. These events can trigger alerts that users may subscribe to, which keeps the user aware of certain things occurring or not occurring in the system. An event can be something such as a shipment being updated or a shipment not being delivered.
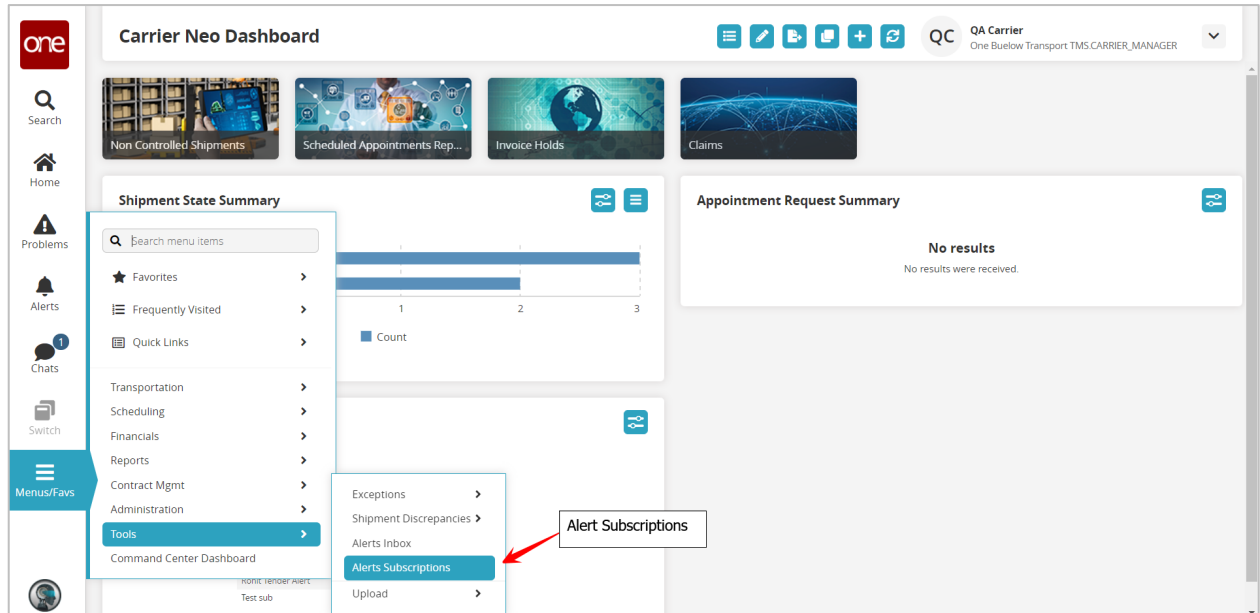
An alert can happen when a specific event occurs – these are referred to as event-based alerts. When a shipment is tendered would be an example of an event-based alert – the event is the tendering itself.

An alert can also happen if an event does not occur within a specified time threshold - these are referred to as time-based alerts. An example of a time-based alert is using the Tender In Jeopardy alert type. You can subscribe to this alert and then specify a threshold time which would indicate the amount of time before the tender expires.

Note – this Quick Guide is for the NEO UI

Subscribing to an Alert

1. Login to the One Network system.

2. Navigate to Menus/Favs -> Tools -> Alerts Subscriptions.

3. The **Alerts Subscriptions** screen displays with a list of your current alert subscriptions.

Note: To view or edit the details for an existing alert subscription, select the **Alert Subscription name** link under the **Subscription Name** column.

To create a new alert subscription, click the **New Subscription** button.

4. After clicking the **New Subscription** button, the **New Subscription** screen displays.

This screen is divided into 3 sections: **Alert Information**, **Alert Type**, and **Alert Filters**.

Note - the fields under the **Alert Filters** section will change depending on what type of alert is selected in the **Alert Information** section.

5. Enter and select information in the **Alert Information** section of the screen.

   Note: Fields marked with an asterisk symbol (*) are required.

   - **Subscription Name** field - enter a name for your alert

   - **Category** field - select one of the available categories from the **Category** drop-down list. If you want to subscribe to an alert based on the Movement or Shipment, select the **Movement** or **Shipment** category option.

   - **Alert Type** field – once you select a **Category**, the list of corresponding **Alert Types** will become available. Select one of the available **Alert Types** from the **Alert Type** drop-down list.   If you selected the **Shipment** Category, you can pick a specific alert such as **Shipment Not Delivered** or you can pick a general type of alert such as **Shipment Event Alert** which you would then specify the event for this alert in the **Alert Filters** section of the screen.

6. Next enter information in the **Alert Type** section of the screen.

   This section allows you to send this alert to two different email addresses as well as to send the alert to the system so you can see it within the application.

   - For the **Email Delivery Option** field, select one of the selections from the drop down list – **Alternate Email**, **Email**, or **None**

     Note – If you select the **Email** option from the drop down list, it will default to the email address specified for your username. The **Alternate Email** option from the drop down list will allow you to enter any email address.

   - For the **Secondary Delivery Option** field, select one of the selections from the drop down list – **Alternate Email**, **Email**, or **None**

     Note – If you select the **Email** option from the drop down list, it will default to the email address specified for your username. The **Alternate Email** option from the drop down list will allow you to enter any email address.

   - Select the checkbox next to the **System Delivery** field if you want the alert to be seen in the application under your **Alert Inbox**
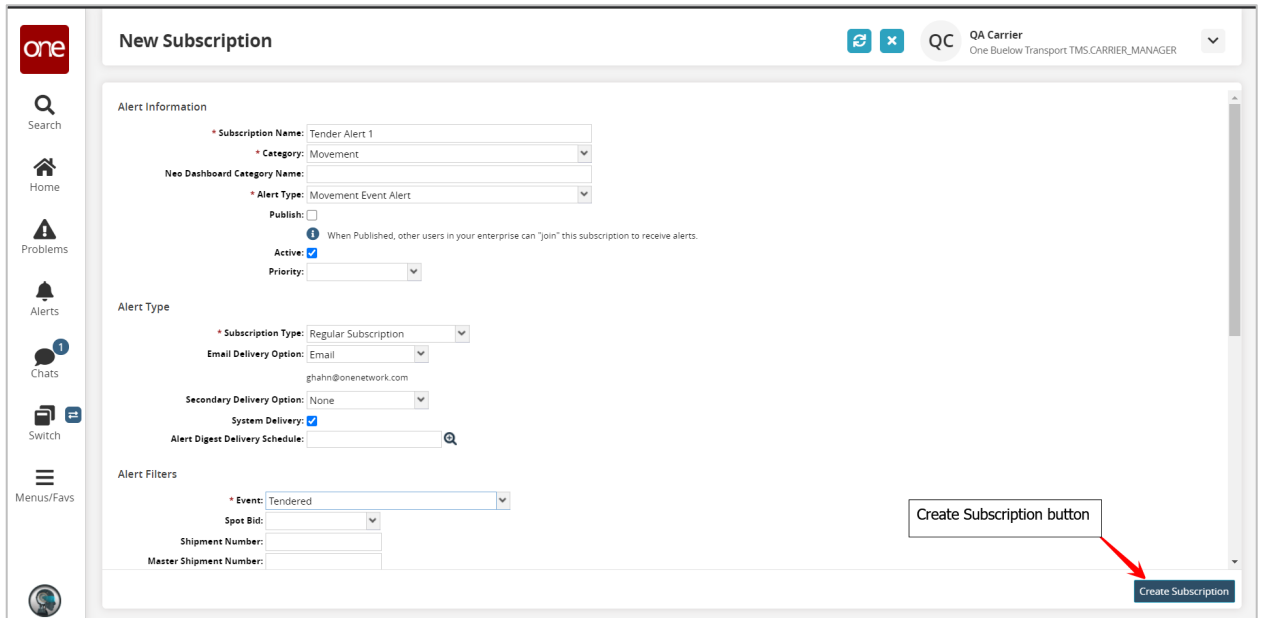
7. Enter information in the **Alert Filters** section of the screen.

   This section allows you to specify certain filter criteria that needs to be met for this alert.

   For example, the **Alert Filters** section may include a **Ship From Site** field (depending on which alert type you selected). You could then specify a **Ship From Site** which means you would only get this alert for Shipments that contain this **Ship From Site**.
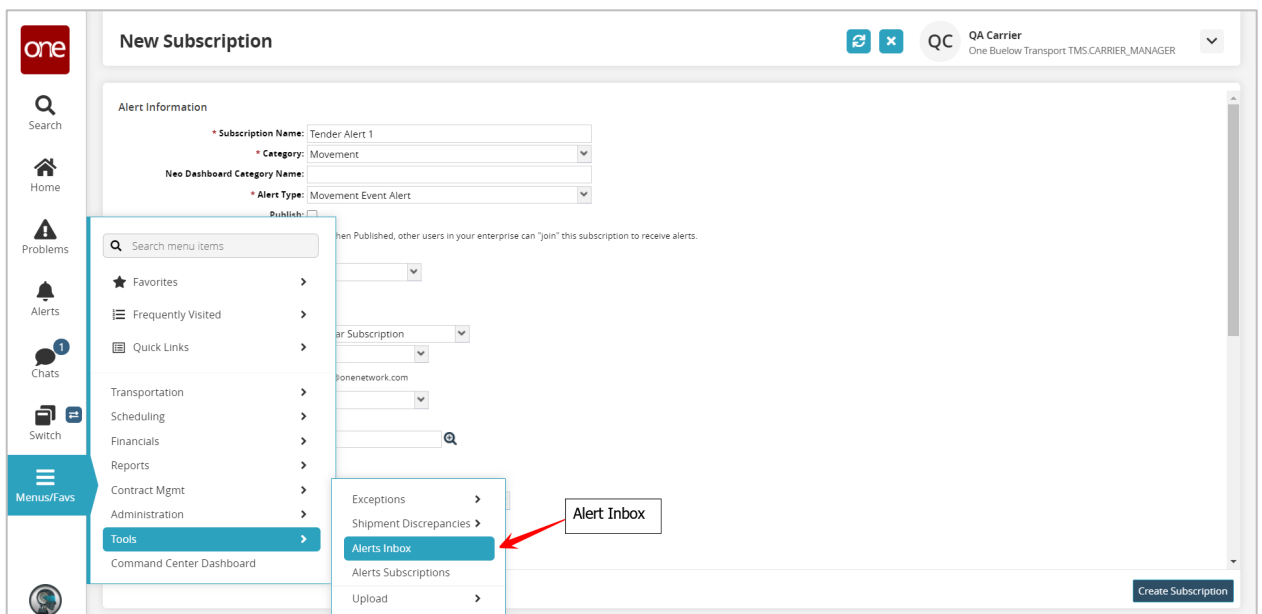
8. Once all the information has been entered on the **New Subscription** screen, click the **Create Subscription** button on the bottom right of the screen.

    You will receive a message on the screen that the alert was successfully created.

9. Once an alert is triggered, you will get an email message to the email address you specified on the alert plus the alert will be sent to the system if you selected the **System Delivery** checkbox.

10. To view alerts sent to the system, navigate to Menus/Favs -> Tools -> Alerts Inbox.

11. The **Alerts Inbox** screen displays with a list of alerts that were sent to the system.

Note – this would be for the alerts where you selected the **System Delivery** checkbox.

The **Alerts Inbox** screen will list the date the alert was sent under the **Date** column as well as the name of your alert under the **Subscription** column.

You can filter and search for specific alerts by selecting the "Filters (edit)" link and then entering filter information and then pressing the **Search** link.

12. On the **Alerts Inbox** screen, you can mark an alert as "read" by selecting the envelope symbol for the alert. The envelope symbol changes to an open envelope to signify to you that you have already read and acknowledged this alert.

13. To delete an alert message, select the checkbox next to the alert message and click the **Actions** button and select **Delete Checked**.

14. Another way to view the alerts sent to the system is to add the **Alert Summary** widget to your **NEO Dashboard** which can then be used to view alerts.

Select an alert to go to the alert detailed information.