

Tech Notifications

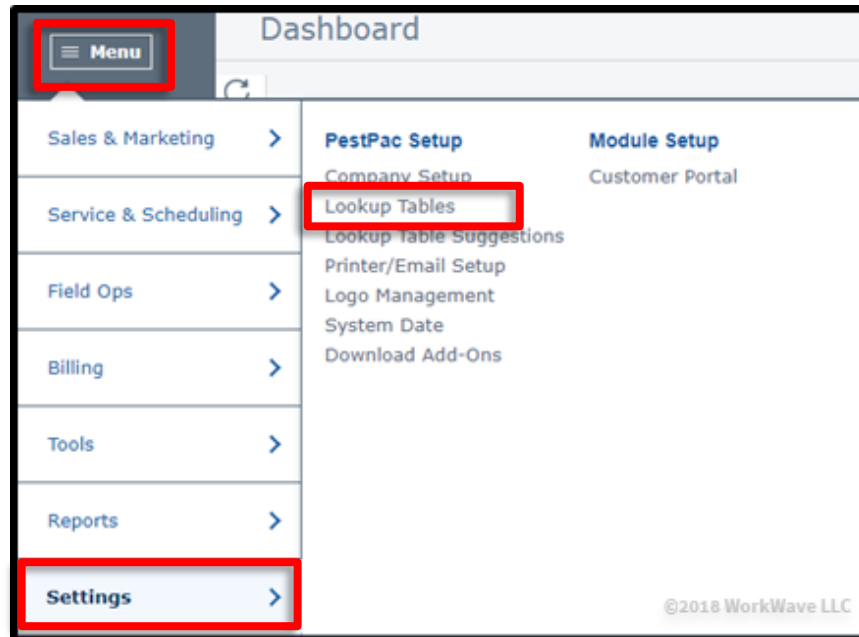
Technicians can use PestPac Mobile to send your customers text messages and emails (depending on Service Order notification rules) when they are on their way to perform a service. You can also include a Tech photo and bio. This document walks through the set up and usage of this feature.

Note: You need to have CallAhead set up to use the texting feature.

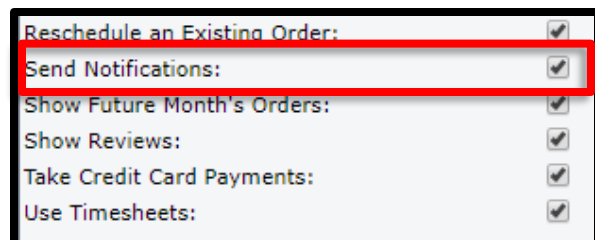
Access Rights

To enable Techs to send notifications via the Mobile app, you will need to update the Access Template by doing the following:

1. Go to *Menu > Settings > Lookup Tables > Access Templates* and select the template used for your Technicians.



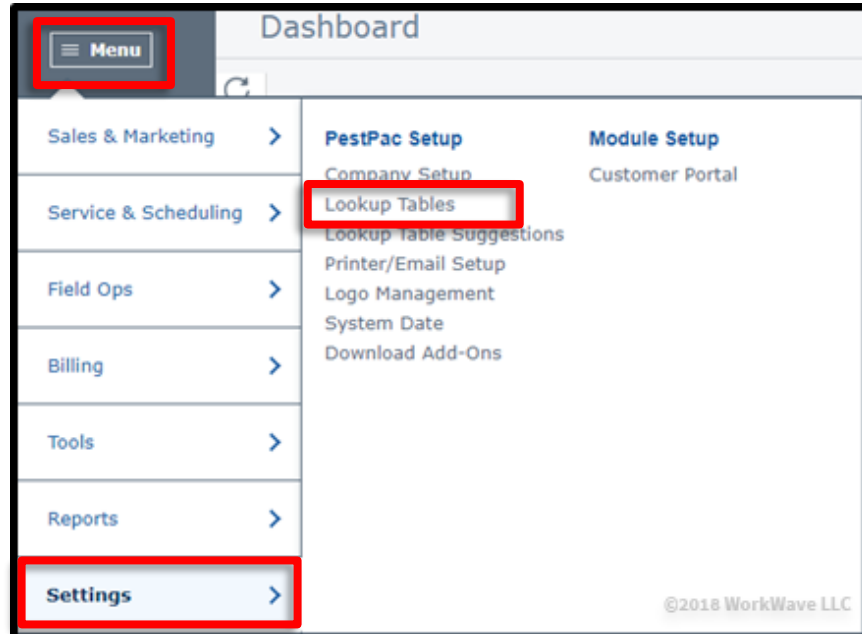
2. Check the *Send Notifications* option under the PestPac Mobile App Advanced Options section.



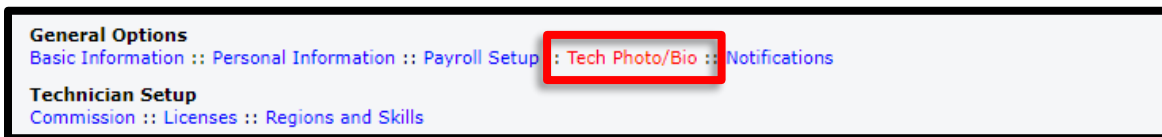
Setting Up Tech Bios and Pictures

If you plan to include a Tech Bio and Picture in your Notifications, complete the following steps in desktop PestPac:

1. Go to *Menu > Settings > Lookup Tables > Employees* and select a Technician.



2. Select *Tech Photo/Bio*.



3. Click *Choose File*, select the Tech's photo, and click the *Add* button. You can also include a Tech Bio with interesting information about the person performing the Service.

Tech Photo/Bio

Current Photo

No Photo Found.

New Photo Path:

Tech Bio:

Font Family Font Size **A** *ab* **ab**

B *I* U **ABC**

Path:

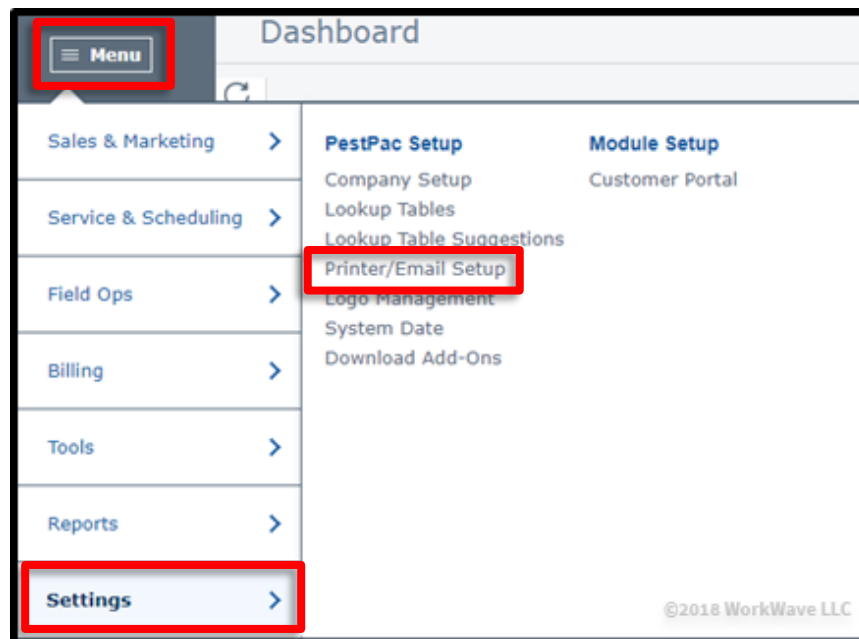
- Click the *Save* button when done.



Setting Up Tech Notifications

To set up Tech Notifications, complete the following steps in desktop PestPac:

- Go to *Menu > Settings > Printer/Email Setup* and select *Tech Notifications*.



2. You can set up you Tech Notification Defaults on this screen.
 - a. Include a *From Email Address* for email notifications. Note that if you leave this address blank, any emails sent will come from the Technician’s email address in their profile.
 - b. If using Email Notifications, specify your Subject and select a Letter (pulls from the Letters Lookup Table).

You can create a letter in that Lookup Table using mail merge codes so that you can send standard reminders that include the Location’s address, Tech’s first and last name, Tech Bio, and Tech Photo.

Mail merge codes for the items above include:

Information	Mail Merge Code
Location Address	##L.Address##
Tech First Name	##T.TechFName##
Tech Last Name	##T.TechLName##
Tech Bio	##T.TechBio##
Tech Photo	##T.TechPhoto##

- c. If using Text Notifications, include a default message. We recommend keeping this message short, especially under 120 characters so that your customer doesn’t receive the reminder across multiple text messages.



Tech Notifications Defaults

Email Notifications

From Email Address:

service@alixpest.com

(If left blank, email will be from the technician's email address in their profile)

Subject:

Your service technician is on

Letter:

SERVICE REMINDER

Text Notifications

Default Message:

Your service technician is on their way!

If over 120 characters, multiple text messages may be sent. Standard text messaging rates will apply.

Sending Tech Notifications

To send a Tech Notification from the Mobile app, complete the following steps:

1. Go to the *Appointment List*.
2. Tap the Order for the Customer you want to notify.
3. Tap the *Notify* icon, and tap *OK*.

REMEMBER: For additional setup, training, and usage resources for FREE, including live webinars and a robust video library, please visit [PestPac University](#).

