

# Emailing from Energy Force

Last Modified on 03/20/2025 2:06 pm EDT

## Email Maintenance Setup

Email Setup can be found at *Supervisor Menu / Maintenance Menu / Email Client Maintenance*. A new user right is required. Please have your IT email Energy Force Support to have this right added.

*Mail Host, Username, and Password* fields must be filled in.

For Example:

**ef** Email Client Maint

Mail Host:   
This should be the SMTP address of the email client being used

Username:   
This should be the full email address of account being used

Password:   
Email clients using MFA (multi factor authentication) may require an "App Password" to be set up. Please contact your IT department for assistance with this.

Port:  Use SSL:

If port is left as 0 the default of 587 will be used

## Driver Email Maintenance Setup

To email drivers from the call-in screen, the Driver Emails maintenance table needs to be filled out. This is located at *Supervisor Menu / Maintenance Menu / Maintenance tables / Driver Emails*.

Enter the driver's *Last Name, First Name, Email Address, Route, Truck #*, and the entry must have an A for active.

RRN	Last Name	First Name	Email Address	Route #	Route Description	Truck #	Truck Name	Cell Phone #	A/I
1	STARK	SHANE	3175551212@vzwpix.com	102	DANVILLE LP	100	2022 FREIGHT	( ) -	A
2	TURNER	SCOUT	jdoe@energyforce.net	202	MOORESVILLE LP	96	2021 FREIGHT	( ) -	A

To send a text to a cell phone, enter the cell phone email address. The phone email address will be the 10-digit phone number and the appropriate @gateway address on the end. If the appropriate @gateway address is unknown, send a text from the cell phone to an email address to see the address the email came from.

RRN	Last Name	First Name	Email Address	Route #	Route Description	Truck #	Truck Name	Cell Phone #	A/I
1	STARK	SHANE	3175551212@vzwpix.com	102	DANVILLE LP	100	2022 FREIGHT	( ) -	A
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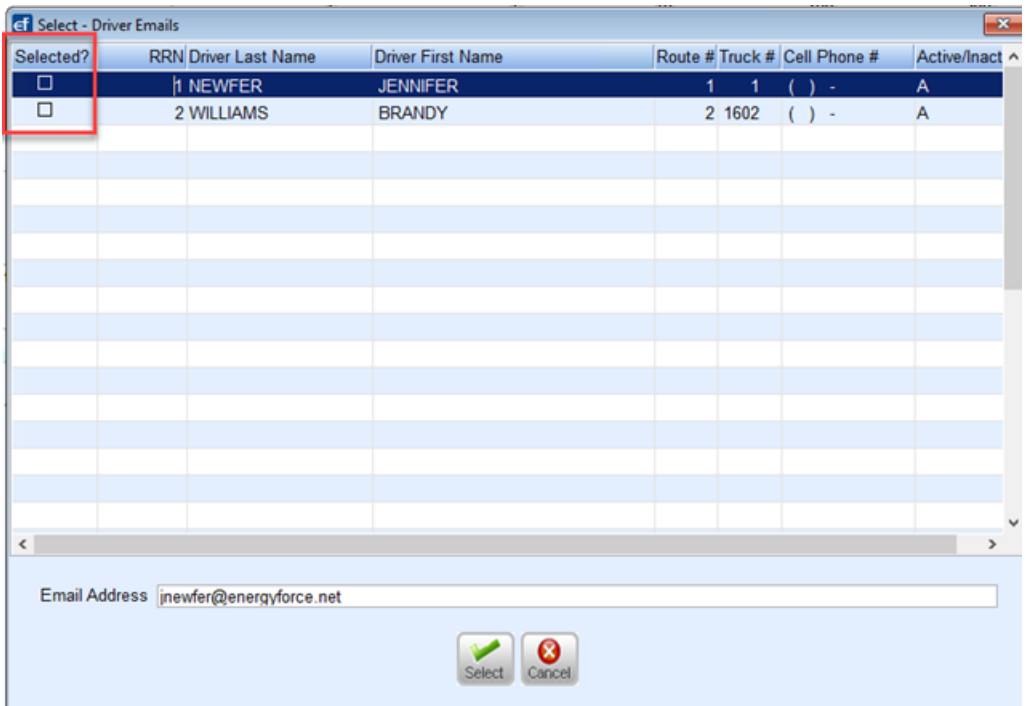
**Note:** Some carriers limit the amount of characters when using the SMS suffix. In the case of Verizon, the SMS suffix @vtext.com is limited to 160 characters while the @vzwpix.com has a 1000 character limit. In this case, use the @vzwpix.com for any of the Drivers email set up that have Verizon as their Carrier.

Email to SMS Gateway List		
Carrier	Email-to-SMS	Email-to-MMS
AT&T	number@txt.att.net	number@mms.att.net
Sprint	number@pm.sprint.com	number@pm.sprint.com
T-Mobile	number@tmomail.net	number@tmomail.net
Verizon Wireless	number@vtext.com	number@vzwpx.com
Virgin Mobile	number@vmobl.com	number@vmobl.com
Sprint	number@messaging.sprintpcs.com	number@pm.sprint.com
AT&T Enterprise Paging	number@page.att.net	number@page.att.net
Rogers Wireless	number@sms.rogers.com	number@pcs.rogers.com
Boost Mobile	number@sms.myboostmobile.com	number@myboostmobile.com
Telus Mobility	number@msg.telus.com	number@msg.telus.com
Airfire Mobile	number@sms.airfiremobile.com	number@sms.airfire.ca
Ameritech	number@paging.acswireless.com	number@paging.acswireless.com
Assurance Wireless	number@vmobl.com	number@vmobl.com
BellSouth	number@bellsouth.cl	number@bellsouth.cl
Bluegrass Cellular	number@sms.bluecell.com	number@sms.bluecell.com
Cellcom	number@cellcom.quiktxt.com	number@cellcom.quiktxt.com
Cellular South	number@csouth1.com	number@csouth1.com
Chariton Valley Wireless	number@sms.cvalley.net	number@sms.cvalley.net
Chat Mobility	number@mail.msgsender.com	number@mail.msgsender.com
Clartalk	number@sms.clartalk.us	number@sms.clartalk.us
Consumer Cellular	number@cingularme.com	number@mailmymobile.net
Consumer Cellular	number@mailmymobile.net	number@txt.att.net
Cricket	number@sms.cricketwireless.net	number@mms.cricketwireless.net
Element Mobile	number@SMS.elementmobile.net	number@myelementmobile.com
Esendex	number@echoemail.net	number@echoemail.net
Mellon Mobile	number@mellonmobile.ga	number@mellonmobile.com
MetroPCS	number@mymetropcs.com	number@mymetropcs.com
Nextech	number@sms.ntwls.net	number@sms.nextechwireless.com

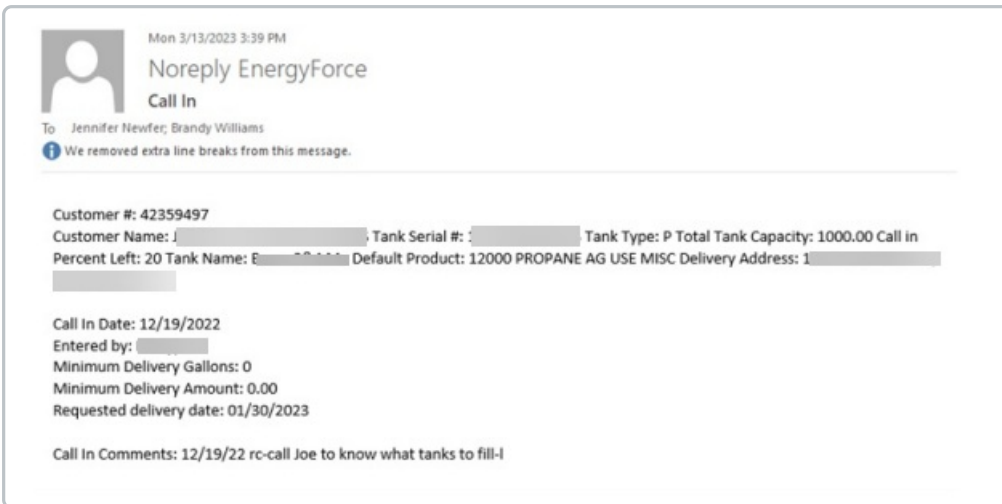
Email to SMS Gateway List		
Page Plus Cellular (Verizon MVNO)	number@vtext.com	number@vtext.com
South Central Communications	number@rinasms.com	number@rinasms.com
Southernlinc	number@page.southernlinc.com	number@page.southernlinc.com
Straight Talk	number@txt.att.net	number@mypixmessages.com
Syringa Wireless	number@rinasms.com	number@vtext.com
Teleflip	number@teleflip.com	number@rinasms.com
Union Wireless	number@union-tel.com	number@teleflip.com
US Cellular	number@email.uscc.net	number@union-tel.com
Voyager Mobile	number@text.voyagemobile.com	number@email.uscc.net
Centennial Wireless	number@cwemail.com	number@text.voyagemobile.com
TracFone (prepaid)	number@txt.att.net	number@cwemail.com

## Email or Text Call-In Entry

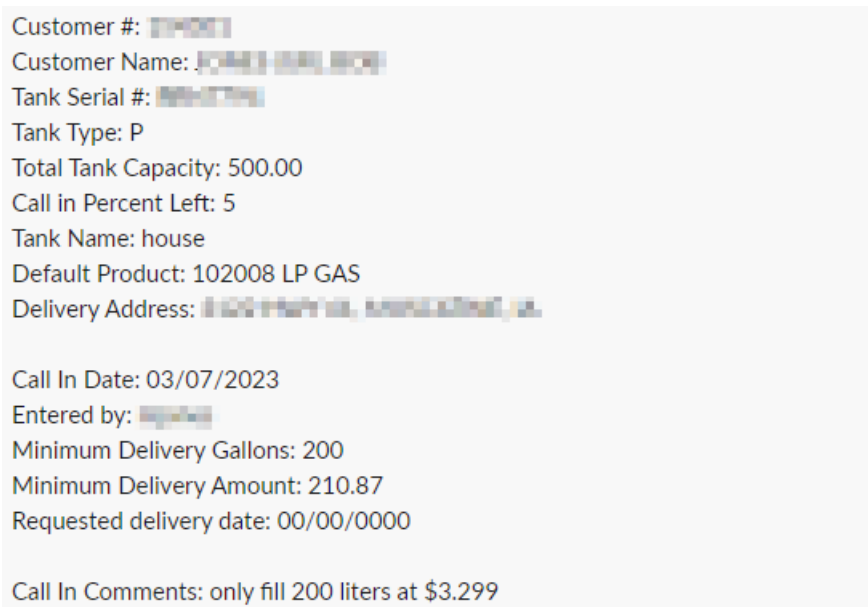
Select the **Email** button on the *Call-In* screen. Check the box in the *Selected?* column. More than one email can be selected.



Sample of the email:



Sample of the text to a cell phone:



## Email a Single Invoice

- To email an invoice to a customer, navigate to *Customer Maintenance*, open the customer's account and select *History Inquiry*.
- The **Email** button in the history will only be enabled once the Mail Host is set up. See the previous section for the setup process.
- Select the invoice to email and choose **Email** at the bottom. An email address selection window will open with email addresses listed found by selecting the **Other Phone/Email** button on the customers account. Multiple email addresses can be selected.

Date	Truck#	On#	Jmi	Ticket#	Code	Dept	Posting Reference	Quantity	Gallons	Unit Price	Line Amt	Sales Tax	Debit Amt
05/02/23	99	7	255152	2347809	14	11000	PROPANE RESIDENTIAL	0.00	600.00	2.4500	\$1,470.00	\$16.75	\$1,506.75
10/05/22	0	0	189572	2180046	21	2	CHECK	0.00					
10/05/22	2585	325	189571	2181235	14	11000	PROPANE RESIDENTIAL	0.00	441.00	2.4500	\$1,080.45	\$27.01	\$1,107.46
12/22/21	0	0	48953	8951	21	2	CHECK	0.00					
12/17/21	2451	372	47522	1820079	14	11000	PROPANE RESIDENTIAL	0.00	716.40	2.4900	\$1,783.84	\$39.24	\$1,823.08

Select - Customer Emails

Selected?	Division	Customer Number	Email
<input type="checkbox"/>	1	518914	jenifer@energyforce.net
<input type="checkbox"/>	1	518914	billiams@energyforce.net

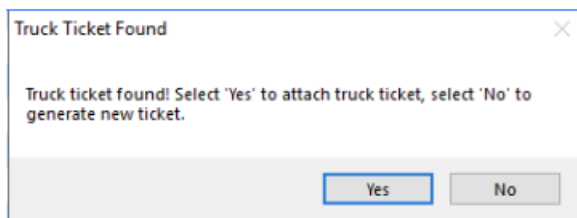
Email Address: jenifer@energyforce.net

Save Cancel

Image(s) Email Show in Ascending Order History Transactions

- If the email address needed is different, then select **Cancel** and type in the address on the email. When there is no email address on the customer's account, one can still be added directly to the email by selecting *Modify*, entering the email address, and saving.
- Users have the option on delivery invoices from EnergyTrack to send the PDF of the truck ticket or to have a new PDF generated. This is beneficial if an item has been voided.



- When an item on a ticket is voided, that item will not print on an invoice if it is sent to a printer or if a PDF is created for emailing.
- A pop-up notification will display to indicate if the email was sent successfully.
- There is a **View** button on the email preview window that will open the PDF for review before sending it.