

Emailing from Energy Force

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Email Maintenance Setup

Emailing documents is an essential part of day-to-day business. While it is possible other bulk email services may work, SSI researched and tested using SendGrid® - an emailing service that allows companies to use a bulk email service instead of their existing mail service provider. The use of SendGrid® helps protect domain reputation as well as get emails into inboxes rather than spam folders. SSI has determined two options in how SendGrid® can be used for emailing from Energy Force:

1. SSI can add a subdomain to our SendGrid® account at no cost to our customer. With this option, emails will come from *your-company@agvance.net*. SSI will assist with the setup at *Hub / Setup / Company Preferences*.
2. A second option is to set up a SendGrid® account. This service includes a charge but will allow for setting up a specific email in their own domain to be used as the *From Address*. This account setup and charge is the responsibility of the account holder.

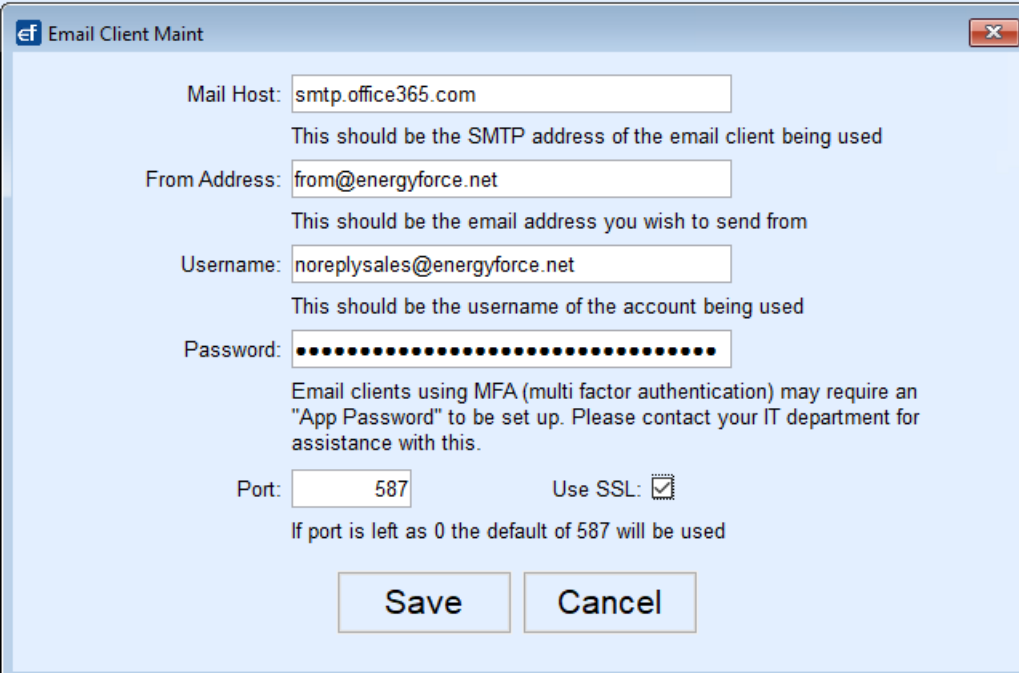
After setting up a SendGrid® account, it is recommended to follow SendGrid®'s instructions for helping prevent emails from going to a customer's *Spam* folder. See [SendGrid® Setup Instructions](#) regarding this setup.

Once the SendGrid® account has been established, enter the following information 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.

Energy Force can send emails using SendGrid® using a *From Address* so the *From Address* and *Username* can be different.

For Example:



The screenshot shows a dialog box titled "Email Client Maint" with a close button (X) in the top right corner. The dialog contains the following fields and text:

- Mail Host:**
This should be the SMTP address of the email client being used
- From Address:**
This should be the email address you wish to send from
- Username:**
This should be the username of the 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
- Buttons:** "Save" and "Cancel"

- **Mail Host** – Enter the mail host information. For SendGrid®, enter *smtp.sendgrid.net*.
- The *From Address* will automatically be populated with the current *Username*.
- The *Username* and *Password* fields would then be used to enter the SendGrid® Api Key.
- Set *Port* and select *Use SSL*.

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@vzwpx.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@vzwpx.com	102	DANVILLE LP	100	2022 FREIGHT	() -	A
2	TURNER	SCOUT	jdoe@energyforce.net	202	MOORESVILLE LP	96	2021 FREIGHT	() -	A

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 @vzwpx.com has a 1000 character limit. In this case, use the @vzwpx.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

Email to SMS Gateway List		
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
Cleartalk	number@sms.cleartalk.us	number@sms.cleartalk.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
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.voyagermobile.com	number@email.uscc.net
Centennial Wireless	number@cwemail.com	number@text.voyagermobile.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.

[illegible]


Sample of the email:

Mon 3/13/2023 3:39 PM

Noreply EnergyForce

Call In

To Jennifer Newfer; Brandy Williams

 We removed extra line breaks from this message.

Customer #: 42359497

Customer Name: J [REDACTED], Tank Serial #: [REDACTED] Tank Type: P Total Tank Capacity: 1000.00 Call in
Percent Left: 20 Tank Name: E [REDACTED] Default Product: 12000 PROPANE AG USE MISC Delivery Address: 1 [REDACTED]
[REDACTED]

Call In Date: 12/19/2022

Entered by: [REDACTED]

Minimum Delivery Gallons: 0

Minimum Delivery Amount: 0.00

Requested delivery date: 01/30/2023

Call In Comments: 12/19/22 rc-call Joe to know what tanks to fill-

Sample of the text to a cell phone:

Customer #: [REDACTED]
 Customer Name: [REDACTED]
 Tank Serial #: [REDACTED]
 Tank Type: P
 Total Tank Capacity: 500.00
 Call in Percent Left: 5
 Tank Name: house
 Default Product: 102008 LP GAS
 Delivery Address: [REDACTED]

 Call In Date: 03/07/2023
 Entered by: [REDACTED]
 Minimum Delivery Gallons: 200
 Minimum Delivery Amount: 210.87
 Requested delivery date: 00/00/0000

 Call In Comments: only fill 200 liters at \$3.299

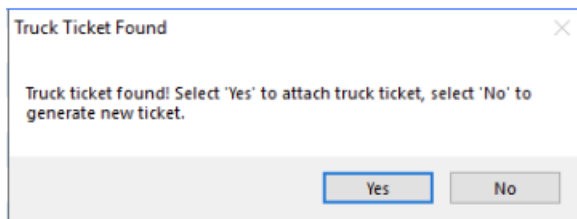
Email a Single Invoice

- 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.

The screenshot shows the EnergyTrack software interface. At the top, there are fields for Tank S/N, Tank Name, and Tank Size. Below this is a table with columns: Date, Truck#, On#, Jml, Ticket#, Code, Dept, Posting Reference, Quantity, Gallons, Unit Price, Line Amt, Sales Tax, and Debit Amt. The table contains several rows of transaction data. At the bottom of the interface, there are four buttons: 'Image(s)', 'Email', 'Show in Ascending Order', and 'History Transactions'. The 'Email' button is highlighted with a red box. A modal window titled 'Select - Customer Emails' is open, showing a list of email addresses for customer 518914. The list includes 'jwafer@energyforce.net' and 'bwilams@energyforce.net'. Below the list is a text field for 'Email Address' and two buttons: 'Select' and 'Cancel'.

Date	Truck#	On#	Jml	Ticket#	Code	Dept	Posting Reference	Quantity	Gallons	Unit Price	Line Amt	Sales Tax	Debit Amt
05/02/23	99	7	255152	21457009	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	48963	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

- 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.