

Orders - SKY Energy

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Overview

A listing of all Energy Product Delivery Orders (PDO) is available in SKY Energy. The list can be narrowed down by selecting the **Filter** icon and entering a filter criteria or any grid cell with the search bar located in the header. When typing, the grid will populate based on the text entered. Choose the **Ellipsis** at the top to Reset Grid from filtering or Autofit Columns.

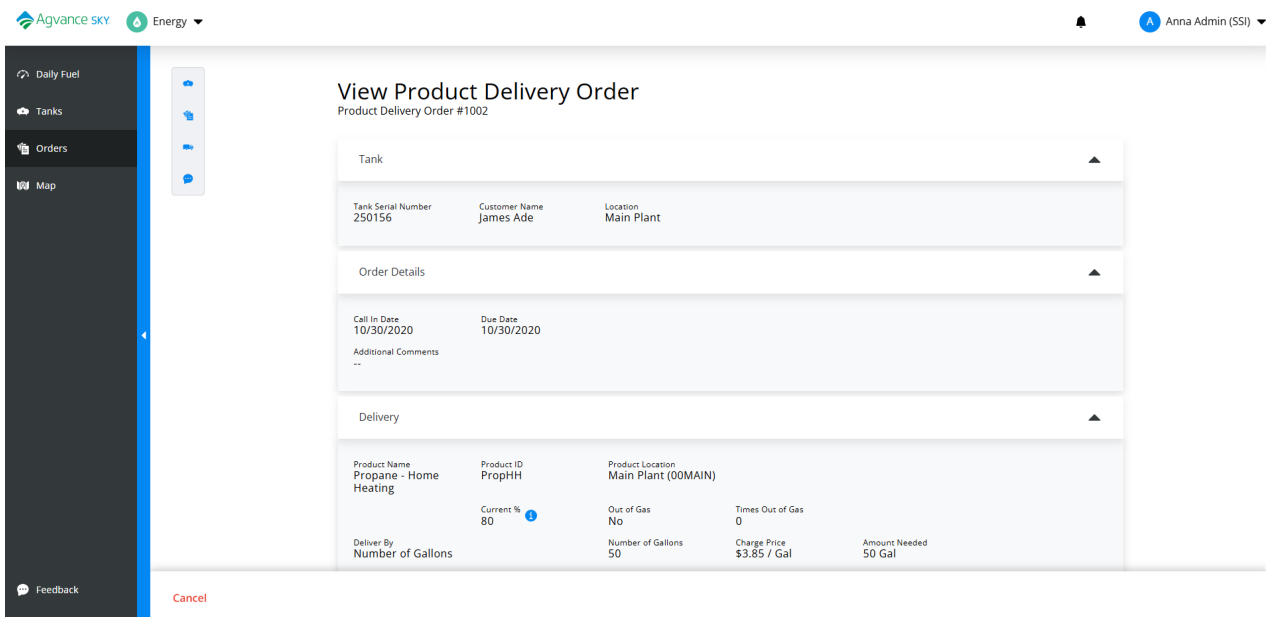
Ticket N.	Location	Call In...	Due Date	Status	Customer	Phone	Tank Se...	Order T...	Tank De...	Route	Region
1	Main Plant	10/30/2017	10/30/2017	Incomplete	James Ade	217-562-25...	250156	Gallons	Home Heat	North	East
2	Main Plant	11/01/2017	11/01/2017	Incomplete	Donna Roper	217-632-24...	354161	Gallons	Home Heat	South	West
1002	Main Plant	10/30/2020	10/30/2020	Incomplete	James Ade	217-562-25...	250156	Gallons	Home Heat	North	East
3005	Main Plant	01/25/2023	01/25/2023	Incomplete	Tommy Tester	217-774-99...	A123C589	Percent	Home Heat	--	--
3009	Main Plant	12/17/2023	01/17/2024	Incomplete	Tommy Tester	217-774-99...	A123C589	Percent	Home Heat	--	--
4009	Main Plant	01/17/2024	01/17/2024	Incomplete	Tommy Tester	217-774-99...	461235	Percent	Grain Dryer	South	East
4010	Main Plant	01/17/2024	01/17/2024	Incomplete	Tommy Tester	217-774-99...	A123C589	Percent	Home Heat	--	--
4013	Main Plant	08/06/2024	08/06/2024	Incomplete	Barry Anderson	217-226-23...	85975465	Percent	BA Tank	North	East
4014	Main Plant	09/09/2024	09/09/2024	Incomplete	Barry Anderson	217-226-23...	85975465	Percent	BA Tank	North	East
3	Main Plant	11/01/2020	11/01/2020	Completed	Bob Cowgill	217-774-29...	350124	Gallons	Grain Dryer	South	East

Columns displaying include:

- *Ticket Number* – Formerly known as *Call In ID*.
- *Location*
- *Call In Date*
- *Due Date* – This column defaults to ascending (oldest date at the top).
- *Status* – This column defaults to show *Incomplete* first.
- *Customer*
- *Phone*
- *Tank Serial Number*
- *Order Type*
- *Tank Description*
- *Route*
- *Region*

Note: Any field without data will show a double dash (--).

A full page view of Product Delivery Order information is available by selecting the *Ticket Number* on the *Orders* grid or from the *Tank History* page.

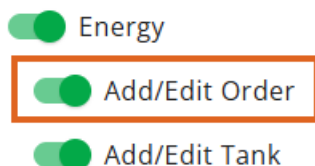


For more information on how to use the Energy Product Delivery Order grid see, [Using Grids in Agvance SKY](#).

To view more Customer details, select the Customer name link to open that specific Customer's **SKY Customer Overview** page. Read more about the [SKY Customer Overview](#) page.

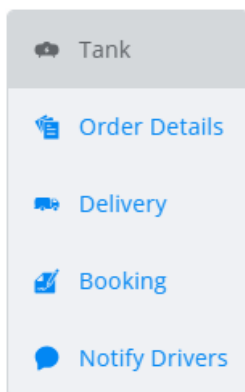
Adding PDOs

A user permission required to enable adding Product Delivery Orders within SKY Energy is found at *SKY Company Admin / User / Edit User* and toggle on *Add/Edit Product Delivery Order*.



Open *SKY Energy / Orders* and hover over the blue + icon and select **New Product Delivery Order**.

On the *New Product Delivery Order* page, all fields will appear on open and sections expanded. The left navigation tree expands view upon hovering, and choosing a section will jump to that area of the form.



Tank

New Product Delivery Order

Tank

Tank Serial Number 85975465	Customer Name Barry Anderson	Location Main Plant	Remove Tank
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- Add the tank to order by selecting **+Add Tank** to open the search overlay and choose from active tanks. The *Tank Serial Number*, *Customer Name*, and *Location* fields will populate upon choosing **Select + Close**.
 - Once the tank has been added it can be removed and replaced if needed by selecting **Remove Tank** and choose **+Add Tank** to select the replacement.

Note: Adding a Tank is required to enter a Product Delivery Order.

Order Details

Order Details

Call-in Date* 6/10/2025	Due Date* 6/10/2025
Additional Comments 0 / 250	

- **Call-in Date** – Required field that auto fills with the current date.
- **Due Date** – Required field that auto fills with the current date.
- **Additional Comments** – Include comments when creating a PDO for the driver to help with the order once received.

Delivery

Delivery

Product Name Propane - Home Heating	Product ID PropHH	Product Location Main Plant	Change Product
Determine Remaining By Calculated	Current %* 0	<input type="checkbox"/> Out of Gas	Times Out of Gas 0
Delivery By* Fill Percent	Delivery Amount (%)* 0	Charge Price (\$/Gal) 3.85	

- **Product Name / Product ID / Product Location**
 - If a tank is not selected the following message displays: *Select a Tank to manage delivery options.*
 - Once tank is selected, the *Product Name*, *Product ID*, and *Product Location* attached to the tank will display. Using the **Change Product** button opens a Product search overlay for a new product selection.
 - If there is not a product attached to the tank **+ Product** displays and is mandatory to save an Product Delivery Order.
- **Determine Remaining By / Current %**

- If a tank has a monitor, the *Determine Remaining % By* dropdown will default to *Monitor with Current (%)* or optionally choose *Calculated*.
- If a tank does not have a monitor, the default is *Calculated* and display in a read-only state with *Estimated (%)*. *Estimated (%)* will default to values in the database, but can be changed.
- **Out of Gas** – Mark the tank on the as *Out of Gas*
 - **Times Out of Gas** – Counts how many times the tank has previously been out of gas.
- **Delivery By** – Defaults to *Fill Percent* or choose *Number of Gallons* or *Amount of Purchase*.
- **Delivery Amount (%) / Delivery Amount (Gal) / Amount of Purchase (\$)**
 - If *Fill Percent* is selected, *Delivery Amount %* displays with an initial value of 0. This can be changed if needed and has a maximum of three numeric characters.
 - If *Number of Gallons* is selected, *Delivery Amount (Gal)* displays with an initial value of 0. This can be changed if needed and has a maximum of five numeric characters.
 - If *Amount of Purchase* is selected, *Amount of Purchase (\$)* displays with an initial value of 0. . This can be changed if needed and has a maximum of four numeric characters.
- **Charge Price** – Price charged per Gallon.

Saving or Canceling

Select **Create Order** will save the New Product Delivery Order and route the user back to the Orders list page. A validation banner at the bottom of the screen lets the user know that the order has successfully been saved.

- If any required inputs are empty, the validation banner will display at the top of the page, below the header, calling attention to required inputs.
 - A Tank must be added.
 - *Delivery Amount (% or Gal)* or *Amount of Purchase (\$)* must be entered.
 - The validation banner and error state of inputs will display until the user selects **Create Order** after entering required content.

Select **Cancel** to close out and return to the *Orders* screen. If any field was populated a message displays stating the tank will not be saved. Select **Discard & Continue** to cancel the tank or **Go Back** to return to the *Add Product Delivery Order* form.

Product Delivery Order Will Not Be Saved

If you leave this page without saving, any information entered for this product delivery order will not be saved.

Discard & Continue **Go Back**