

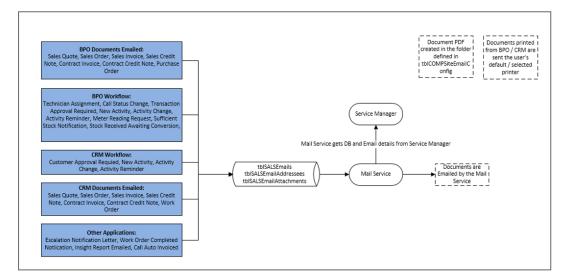
We are currently updating our site; thank you for your patience.

BPO MAIL SERVICE

The Mail Service sends out all emails that are not handled by the Print Service.

Mail Service (sends Emails based on unsent records in tblSALSEmails that are not handled by Print service).

- [°] Gets Environment details from Service Manager.
- Monitors Sales Email table (records created from various places within our software suite)
- Document PDF saved to 'Invoices' folder within the Mail Service folder
- ° Related To Types NOT handled:
 - ° CINV Sales Invoice
 - ° CRNT Sales Credit Note
 - ° CTIN Contract Invoice
 - ° CTCN Contract Credit Note





Mail Service

RelatedToType	Description	Process
CINV	Sales Invoice	Print Queue Reprint in BPO
CRNT	Sales Credit Note	Print Queue Reprint in BPO
CTIN	Contract Invoice	Print Queue \ Print Queue Reprint in BPO
CTCN	Contract Credit Note	Print Queue Reprint in BPO
CALL	Sales Quote	Select Email Document in BPO
CALL	Sales Order \ Proforma Invoice	Select Email Document in BPO
CALL	Sales Invoice	Select Email Document in BPO
CALL	Sales Credit Note	Select Email Document in BPO
CALL	Contract Invoice	Select Email Document in BPO
CALL	Contract Credit Note	Select Email Document in BPO
CALL	Purchase Order	Select Email Document in BPO
СТСА	Contract Credit Note Awaiting Approval	Release for Approval in BPO
CTRT	Contract Awaiting Approval	Release for Approval in BPO
SCRN	Sales Credit Note Awaiting Approval	Release for Approval in BPO
ADJR	Adjustment Request Awaiting Approval	Release for Approval in BPO
PREQ	Purchase Requisition Awaiting Approval	Release for Approval in BPO
PRAPP	Part Request Awaiting Approval	Release for Approval in BPO
PRRQ	Part Request Sufficient Stock	Workflow Notification - when stock received for open part request
PINV	Supplier Invoice Awaiting Approval	Release for Approval in BPO
ESCA	Contract Escalation Notification	Run Escalation Notifications in BPO
SCHED	New Activity Notification	Create New Activity in CRM
WKOR	Work Completed	Completed Work Service monitors calls and completes calls where all items have been actioned
PMON	Prepaid Contract Usage Limit Reached - Contract put on Hold	Prepaid Monitor Service monitors meter readings against contract usage limit
IRIC	Part Request Stock Received Awaiting Conversion to Asset	Workflow Notification - when stock received for open part request against asset warehouse

RelatedToType	Description	Process
PMNG	Technician Assigned to Project Notification	Assigned a Technician to a Project in BPO
WKRQ	Work Request Awaiting Approval	Work Request created in BPO
ACTIVITY	Activity Change Notification	Change made to the activity in CRM
CUST	Customer Awaiting Approval	Release a Customer in CRM
DRS	Distributed Reporting Services Report Generated	DRS Reporting Service checks for reports due to be run
REMINDER	CRM Ativity Reminder	Reminder that Activity is due based on reminder set on Activity
QUOT	Quote Email	Quote emailed from CRM
QUOT	Quote Status Change	Quote Accepted / Rejected in CRM
WORKORDER	Work Order	Work Order Emailed from CRM
SALESCRNOTE	Sales Credit Note	Sales Credit Note Emailed from CRM
SALESORDER	Sales Order \ Proforma Invoice	Sales Order Emailed from CRM
SALESCRNOTE	Sales Credit Note	Sales Credit Note Emailed from CRM
CONTRACTINVOICE	Contract Invoice Report Email	Contract Invoice Emailed from CRM
SALESQUOTE	Sales Quote Report Email	Sales Quote Emailed from CRM
SALESINVOICE	Sales Invoice	Sales Invoice Emailed from CRM
MTRS	Meter Reading Request Email	Send Meter Reading requests from BPO
INSIGHT	Insight Report	Report emaield from Insight
SLIM	Contract placed on Hold (CO3 only)	Contract Placed on Hold by Service Limiter when support hours have been reached
TIME	Time Booked (CO3 only)	Time Manager application calculates and emails time booked
AREP	Service Report	Auto Reporter application creates service report per customer
CALL	New Call	New Call created in BPO
CALL	Call Assignment	Call Assigned to Technician in BPO
CALL	Call in Progress	Call moves to In Progress - either by call Assignment or call Acceptance
CALL	Call on Hold	Call Placed on Hold in BPO
CALL	Call in Pending	Call Placed in Pending in BPO
CALL	Call Completed	Call Completed in BPO
CALL	Call Closed	Call Closed in BPO
CALL	Call Invoiced	AutoInvoice application checks for billable items to invoice

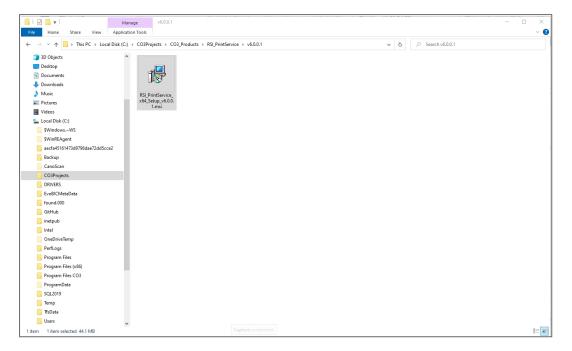
REQUIREMENTS

 This local service console application will be installed by your CO3 Analyst or BPO System Administrator on your company's application server, and run automatically through Windows Services at the interval defined in the Environment file. Confirm with your System Administrator to check on the interval configured for your company.



INSTALLATION

- Double click on the 'RSI_PrintService' install file.
 - **Note**: Check that you have the latest version compatible with your version of BPO.



- The Installation Wizard will open.
- Click on Next.



📙 l 🗹 📑 🖛 l v6.0.0.1			- 0	×
File Home Share View				~ 🕜
← → ~ ↑ 🔒 > This PC > Local Disk	(C:) > CO3Projects > CO3_Pro	ducts > RSLPrintService > v6.0.0.1 v 👌 🖉 Search v6.0.0.1		
 ← → → ← → → This PC + Local Disk: # Quick access ↓ Downloads ↓ Log ↓ Log ↓ v2.50x ← OneDrive - Personal ➡ This PC ③ 30 Objects ➡ Decistop ➡ Downloads ↓ Music ➡ Intures ➡ Videos ➡ Local Disk (C) ➡ Network 	(c) > CO3Projects > CO3.Pro	ducts > RSJ.PrimService > v6.0.1 v 0 Serchv6.0.01		
1 item				

• The default location for installation is:

C:\Program Files\CO3 Technologies (Pty) LTD\RSI Print Service

It is recommended that you keep this default location. Keeping a standard will make upgrades easier.

- Ensure that **Everyone** is selected for the install.
- Click on the **Next** button.



I I I v6.0.0.1 File Home Share View			< 2
	> CO3Projects > CO3_Pr	oducts > RSI_PrintService > v60.0.1 v 0 P Search v60.0.1	
# Cuick access ↓ Downleads tog tog v2.5.0x OneDrive - Personal	RSI_PrintService_ x64_Setup_v6.0.0. 1.msi	想 BPO Print Service - X Select Installation Folder	
This PC J 30 Objects Destop Occuments Contracts Munic For Instrumes Votors Votors		The installer will instal BPD Pinr Service to the following lader: To install in this folder, click "Next". To install to a different folder, enter it below or click "Biowne". Eodes: Eodes: C.V.Pogram Flex/C03 Technologies (Pby) LTD/SPD Pint Service. Biowne	
Interes Vinters (C) Network		Disk Cott Install BPO Pirts Service for yourself, or for anyone who uses this computer: © Everyone Just me	
1 Rem		(Back Net) Cancel	

- The installer will ask you to **Confirm Installation**.
- Click on **Next** to start the installation.

🔜 🖓 🔜 ╤ v6.0.0.1			- • ×
File Home Share View			~ 🕑
Quick access Downloads Leg Leg SUP.004.001_PrintService_files OneDrive - Personal Desktop Desktop Downloads Music Pictures Videos Lecal Dak (C:) Network	(c) > C03Projects > C03.Pro FSI.PrintService, SSI.Sentep., 660.0 I.msi	ducts > R3_PrintService > v6.0.01 v b Search v6.0.01	
1 item			155 📼 I



- The **Print Service** installation will begin.
- Wait for it to be completed.

📙 l 🗹 📑 🖛 l v6.0.0.1		- 🗆 ×
File Home Share View		~ 0
$\leftarrow \rightarrow \land \uparrow \square \rightarrow$ This PC \rightarrow Local Disk (C:)	CO3Projects > CO3_Products > RSI_PrintService > v6.0.0.1	✓ Č
 Quick access Log Log SUP 00A001 PimService_files OneDrive - Personal This PC 30 Objects Decktop Documents Documents Music Pictures Videos Local Disk (C:) Network 	Signatures Side Setup, sola Image and the service is being nataled. Please wait. Please wait. (Book Next) Concel	
1 item		

- Once Installation is **Complete**.
- Click on Close.



L P I v6.0.0.1			- • × ~ 0
) > CO3Projects > CO3_Pro	oducts > RSI_PrintService > v6.0.0.1 v 🖉 🖉 Search v6.0.0.1	
 Cuick acces Log Log Log Sup OutintService, files OneDrive - Personal This PC 30 Objects Decuments Downloads Music Fitures Videos Local Disk (Cs) Network: 	RSI_PrintService, rol_setup_rolab. 1.msi	BPD Print Service - × Installation Complete BPD Print Service has been successfully initialed Cick "Dooe" to exit. Please une Windows Update to check for any critical updates to the .NET Framework. Clove Cancel	
1 item			800 📼

CONFIGURATION

1. In your File Explorer, search for the following file location:

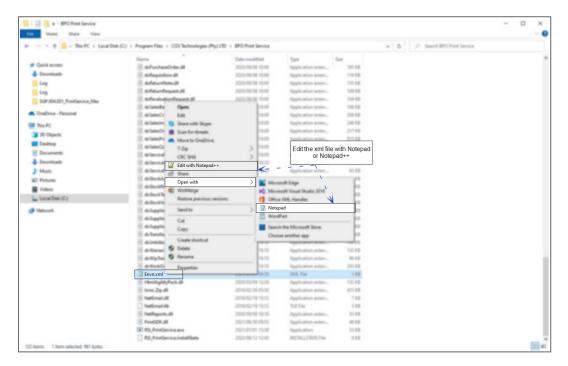
C:\Program Files\CO3 Technologies (Pty) LTD\RSI Print Service

• Right click on the Envn.xml file.



BPO Print Service							- D X
	(A) A (A) (A) (A) (A) (A) (A) (A) (A) (A						
> This PC > Local Disk	(C:) > Program Files > CO3 Technologies (Pt	/) LID > BPO Print Service			* 0 P	Search BPO Print Service	
	Name	Date modified	Туре	Size			
 Quick access 	dxPurchaseOrder.dll	2020/09/08 10:09	Application exten	195 KB			
Downloads	dxRequisition.dll	2020/09/08 10:09	Application exten	116 KB			
Log	dxReturnNote.dll	2020/09/08 10:09	Application exten	135 KB			
Log	dxReturnRequest.dll	2020/09/08 10:09	Application exten	109 KB			
SUP.004.001, PrintService, files	dxRevaluationRequest.dll	2020/09/08 10:09	Application exten	104 KB			
-	dxSalesBackOrder.dll	2020/09/08 10:09	Application exten	106 KB			
CneDrive - Personal	dxSalesCrNote.dll	2020/09/08 10:09	Application exten	208 KB			
This PC	dxSalesInvoice.dll	2020/09/08 10:09	Application exten	248 KB			
3 10 Objects	dxSalesOrder.dll	2020/09/08 10:09	Application exten	217 KB			
	dxSalesProposal.dll	2020/09/08 10:09	Application exten	815 KB			
Desktop	dxSalesQuote.dll	2020/09/08 10:09	Application exten	187 KB			
S Documents	dxServiceHistory.dll	2020/09/08 10:09	Application exten	159 KB			
Dewnleads	dxServiceReport.dll	2020/09/08 10:10	Application exten	93 KB			
Munic	dxServiceReport_ByPer.dll	2020/09/08 10:10	Application exten	93 KB			
Pictures	dxStockAdjustment.dll	2020/09/08 10:10	Application exten	100 KB			
Videos	dxStockRevaluation.dll	2020/09/08 10:10	Application exten	105 KB			
-	dxStockTakeSheet.dll	2020/09/08 10:10	Application exten	55 KB			
Local Disk (C)	dxStockVariance.dll	2020/09/08 10:10	Application exten	64 KB			
Natural	dxSupplierDebitNote.dll	2020/09/08 10:10	Application exten	122 KB			
	dxSupplierInvoice.dll	2020/09/08 10:10	Application exten	117 KB			
	dxSupplierReturn.dll	2020/09/08 10:10	Application exten	135 KB			
	dx TransferNote.dll	2020/09/08 10:10	Application exten	110 KB			
	dxUnbilledItems.dll	2020/09/08 10:10	Application exten	100 KB			
	dxWarrantyClaim.dll	2020/09/08 10:10	Application exten	132 KB	1		
	dx WipTransaction.dll	2020/09/08 10:10	Application exten	96 KB			
	dxWorkOrder.dll	2020/09/08 10:10	Application exten	293 KB			
	Envn.xml	2020/03/00 10:10 	XML File	1 KB			
	HtmlAgilityPack.dll	2020/03/09 12:26	Application exten	132 KB			
	S Ionic.Zip.dll	2010/02/26 05:30	Application exten	435 KB			
	NetEmail.dll	2018/02/19 15:12	Application exten	435 KB			
	NetEmail.dll	2018/02/19 15:12	Application exten TLB File	3 KB			
				3 KB 53 KB			
	NetReports.dll	2020/09/08 10:10	Application exten				
	PrintSDK.dll	2021/06/30 09:55	Application exten	46 KB			
	RSI_PrintService.exe	2021/07/01 15:38	Application	53 KB			
2 items	RSI_PrintService.InstallState	2022/06/12 12:45	INSTALLSTATE File	8 KB			

- The File menu will open.
- Select to either Open with *Notepad* or **Edit with Notepad++** (or any program that will allow editing and saving an xml file).



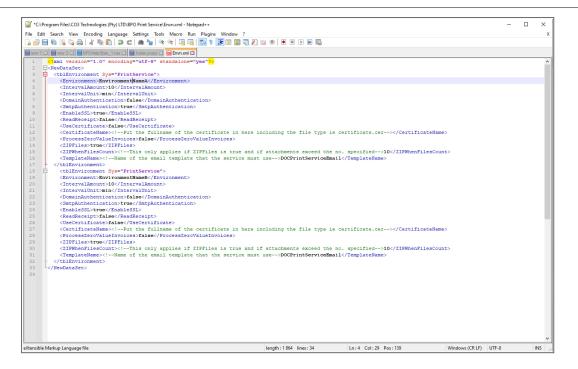


The xml file will open in the selected program.

Define the following tags:

- Environment: as defined for this database, in the Service Manager.
- IntervalAmount and IntervaUnit: The frequency with which the application will be run by Windows Services. In this example
 I have set the interval to 10 minutes.
- **DomainAuthentication**: True or False depending on whether required for your email server.
- **SmtpAuthentication**: True or False depending on whether required for your email server.
- EnableSSL: True or False depending on whether required for your email sever.
- **ReadReceipt**: True or False depending on whether you require the recipient to mark as read.
- UseCertificate: True or False depending on whether required for your email sever. If required, ensure the certificate name is noted in the <CertificateName> tag, and is in a folder named Certificates within the Print Service installation folder.
- **ProcessZeroValueInvoices**: True or False depending on whether you want Zero Value Invoices to be printed or emailed to your clients.
- **ZIPFiles**: True or False depending on whether you want the files to be zipped when the number of attachments exceed the number specified in the <ZIPWhenFilesCount> tag.
- **ZIPWhenFilesCount**: This count only needs to be specified when the <ZIPFiles> tag is True.





• Multiple environments are configured by setting up additional <Environment> tags within the main <dsEnvironments> tag.

CONFIGURE SCHEDULED TASK

BPO Service Console Applications run automatically through Windows Services at the interval defined in the Environment file. This interval should be defined by the frequency invoice and credit notes are created throughout the day, and depends on your company's requirements, e.g., every 30 minutes.

RUN APPLICATION AND CHECK LOGS

Running the application after installation and configuration is important, in order to ensure all configuration has been done correctly.

Refer to" **Start a service** " on page 1 for more information relating to starting a Windows Service.



After running the application check the application's log to ensure the application is running correctly.

- Browse to the application's installation folder.
- Log text files are generated by date within the **Log** folder.

This PC > Local Disk	(C:) > Program Files > CO3 Technologies (Pty) LTD :	BPO Print Service			× 8	P Search BPO Print Service	
_	Name	Date modified	Tape	See			
Quick access							
- Downloads	Invoices	2622/05/31 10:30	File folder	_			
Log	Log	2022/05/31 13:08	File folder				
RSI, Printlervice	Reports_STD	2022/06/12 12:45	File folder				
SUP.004.001, PrintService, Siles	Temp	2022/05/31 16/05	File folder				
and and an investment of the	BusinessLayer.dll	2021/06/30-09-55	Application exten	7.62			
OneDrive - Personal	Detal.ayer.dll	2021/06/30 09:55	Application exten				
This PC	DevExpress.Charts.v18.2.Core.dll	2018/11/16 11:46	Application exten	736.438			
	DevExpress.CodeParser.v18.2.dll	2018/11/16 11:45	Application exten	1 707 838			
30 Objects	DevExpress.Data v18.2.dll	2018/11/16 11:46	Application exten	6-624 KB			
Desktop	DevExpress.DataAccess.v18.2.dll	2018/11/16 11:46	Application exten	1 608 438			
Documents	DevExpress.DataAccess.v18.2.01.dll	2018/11/16 11:46	Application exten	906 KB			
- Downloads	DevExpress.Diagram.v18.2.Core.dll	2018/11/16 11:46	Application exten	2.840 KB			
Munic	DevExpress.Images.v18.2.dll	2018/11/16 11:46	Application exten	8 101 838			
E Pictures	DevExpress.Office.v18.2.Core.dll	2018/11/16 11:46	Application exten	2 341 KB			
	DevExpress.Pdf.v18.2.Core.dll	2018/11/16 11:46	Application exten	2 890 KB			
Videos	DevExpress.PivotGrid.v18.2.Core.dll	2018/11/16 11:46	Application exten	3 046 KB			
Local Disk (C)	DevExpress.Printing.v18.2.Core.dll	2018/11/16 11:46	Application exten	4 107 83			
Network	DevExpress.RichEdit.v18.2.Core.dll	2018/11/16 11:46	Application exten	6.905.KB			
	DevExpress.Sparkline.v18.2.Core.dll	2018/11/16 11:46	Application exten	06 KB			
	DevExpress.Ubits.v18.2.dll	2018/11/16 11:46	Application exten	13.620.KB			
	DevExpress.Ubits.v18.2.ULd8	2018/11/16 11:46	Application exten	351 KB			
	DevExpress.Xpn.v18.2.dll	2018/11/16 11:46	Application exten	1 862 88			
	DevExpress.XtraBars.v18.2.dll	2018/11/16 11:46	Application exten	6.239.838			
	DevExpress.XtraCharts.v18.2.dll	2018/11/16 11:46	Application exten	4 525 KB			
	DevExpress.XtraCharts.v18.2.Extensions.dll		Application exten	35.438			
	DevExpress.XtraCharts.v18.2.Wcard.dll	2018/11/16 11-46	Application exten	7 298 838			
	DevExpress.XtraDiagram.v18.2.dll	2018/11/16 11-46	Application exten	1.231.838			
	DevExpress.XtraEditors.v18.2.dll	2018/11/16 11-46	Application exten	6.272.838			
	DevExpress.XtraGauges.v18.2.Core.dll	2018/11/16 11:46	Application exten	1913.438			
	DevExpress.XtraGrid.v18.2.48	2018/11/16 11:46	Application exten	3 252 88			
	DevExpress.XtraLayout.x18.2.48	2010/11/16 11-46	Application exten	1 954 83			
	DevExpress.XtraNavBar.x18.2.dll	2018/11/16 11:46	Application exten	431.83			
	DevExpress.XtraFivotGrid.v18.2.dll	2018/11/16 11-46	Application exten	219.42			
	DevExpress.3braPrinting.v18.2.dll DevExpress.3braPrinting.v18.2.dll	2018/11/16 11-46	Application exten	1 101 KB			

- Open the Log file generated for the corresponding date.
- Check that connection was successful, and that there are no errors in the log.
- Resolve any issues until the log file is clear of errors.



Mail Service

→ * ↑ — This PC → Local Dis	ik (C:) > Program Files > CO3 Technologies (Pty) LTD	> BPO Print Service > 1	og		5 V)		
Ouick access	Name	Date modified	Туре	Size					
Downloads Log RSI_PrintService SUP.004.001_PrintService_files	RSL_Printing_Log_31052022.txt RSL_Printing_Log_310520221.txt RSL_Printing_Log_26052022.txt RSL_Printing_Log_12062022.txt	2022/05/31 16:05 2022/05/31 13:06 2022/05/26 09:36 lotepad	Text Document Text Document Text Document	122 KB 19 KB 95 KB				- 0	×
 OneDrive - Personal This PC 30 Objects Destop Decoursents Downloads Music Pictures Videos Local Disk (Ci) Network 	File Edit Format View Help 15:12: RSI_PrintService: 15:12: RSI_PrintService: 15:12: RSI_PrintService: 16:05: RSI_PrintService: 16:05: RSI_PrintService: 16:05: RSI_PrintService: 11/05/2022 16:05: RSI_Print 11/05/2022 16:05: RSI_Print 11/05/	Checking for env The timer setting Database : BP02 Server : NB05 Server : NB05 thService: Checkin thService: Checkin thService: Checkin thService: Checkin thService: Checkin thService: Checkin thService: Invoic thService: Invoic thService: Invoic thService: Invoic thService: Checkin thService: Checkin thService: Checkin thService: Checkin thService: Checkin thService: Retrie thService: Retrie thService: Retrie thService: Retrie thService: Retrie thService: No for thService: Thomas thService: No for thService: Thomas thService: Thomas thService: Retrie thService: Retrie thService: Retrie thService: Retrie thService: Thomas thService: Th	Ironment file :C Ironment file :C 35 are once even ALPHA 25011 3011\BPO mer settings are g Connection Properties g HTML template tion Properties g HTML template is 6.0.0.1 Check g For Records T Service Config g HTML email fo No : IN0008816 Ho : IN0008816	<pre>/ 1 min. once every 1 perties. configuration conded Success ing For Record 0 for site 1. Prior Ster 10 Process: For for site 1. Invoice: IN0 Prior Method Processes Sources for site 1. Second Ster 1 Find Rethod Processes Sources for site 1. Second fortate 1. S</pre>	min. for 'DOCPrint fully. s To Process: nd Invoice No: DF Printer: Micr - Email, Atte 000816 from '' - Email, Email cessfully. ocessed Succes s. end: Found: 1 elated To ID:	ServiceEmail Found 1 IN00000816, vosoft Print impting to S V0CPrintServ. 1 Saved Suc sifully. 871 Related	<pre>1'. Print Queue IC to PDF ave Email iceEmail' email cessfully. To Type: CTIN</pre>	D: 960.	
	31/05/2022 15:14: RSI_Prim	ntService: Databa	se : BPO2_ALPHA	25011					~

- It is recommended that you check the log files the following day to make sure the Scheduled Task fired that there are no errors in the log.
- This application can now be left to run via the Windows Scheduled Task.
- Review the log if any issues arise on BPO related to this functionality.

Related Topics

- Print Queue
- Print Queue Reprint
- Print Queue Viewer

SUP.006.001