

**Take a look at what's new from On Time Support!**

**VALUABLE MONEY SAVING OFFER**

This genuine coupon entitles the customer to a 10% discount off the list price of the following products:

3100-NETWORK  
One Network Label Printer

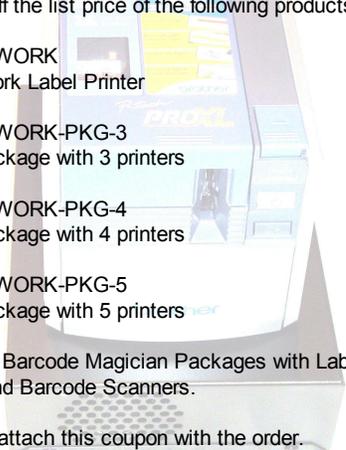
8200-NETWORK-PKG-3  
Printer Package with 3 printers

8200-NETWORK-PKG-4  
Printer Package with 4 printers

8200-NETWORK-PKG-5  
Printer Package with 5 printers

Any of the Barcode Magician Packages with Label Printers and Barcode Scanners.

You must attach this coupon with the order.  
Does not apply to quantity discounts.  
Expires: 09/30/2006 Only available in the US.



**In this issue, we discuss how to implement automated escalation using our E-Mail Notification program for MET/TRACK.**

Instruments Overdue						
Over 60 Days						
Asset	Mfg	Model	Descrip	Due_Date	over30days	email
T 0259	HIMMELSTEIN & CO	2661T(1-4)	TORQUEMETER	04-15-2006	Jason Degroot	jdegroot@ontimesupport.com
PH0570	VIATRAN	248BFGX1220	HI LEVEL PRESSURE TRANSDUCER	04-11-2006	Jason Degroot	jdegroot@ontimesupport.com
PH0571	VIATRAN	248BCS1220	HI LEVEL PRESSURE TRANSDUCER	04-11-2006	Jason Degroot	jdegroot@ontimesupport.com
PH0568	VIATRAN	2476BFGX1220	HI LEVEL PRESSURE TRANSDUCER	04-08-2006	Jason Degroot	jdegroot@ontimesupport.com
PH0569	VIATRAN	2476BCGX1220	HI LEVEL PRESSURE TRANSDUCER	04-08-2006	Jason Degroot	jdegroot@ontimesupport.com

**ON TIME SUPPORT, INC.  
25132 OAKHURST DRIVE  
SUITE 185  
SPRING, TEXAS 77386**

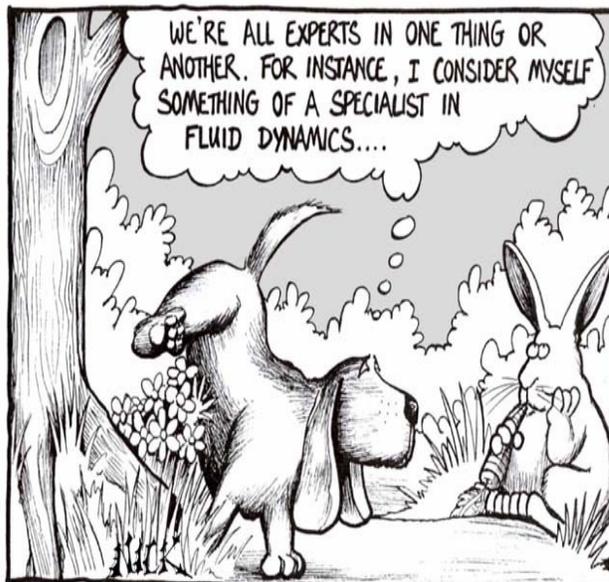
News from  **ON TIME SUPPORT®**

NCSL is coming, (August 6-12 in Nashville) and we will have a booth there. We plan to introduce some new web products and some new product updates at the show. Please come by our booth and see us while you are there.

In a previous newsletter we discussed how the E-Mail Notification program for MET/TRACK® worked using dynamic addressing. There has been a very good response using this method to automate instrument due notices and other types of notifications. The fact that you can send out individual e-mails with only a single query is a real time-saver. In this newsletter we are going to revisit the dynamic addressing scheme and will discuss how to implement automated e-mail escalation for MET/TRACK.

**E-Mail Notification Basics – Why we need it.**

Let's face facts, we are always being asked to do more with less. The metrology industry gets hit hard because of a perception that this industry does not directly generate revenue. However, metrology provides crucial services for everyone. For example, with today's gas prices, if you buy 5 gallons (or liters) of gas, you want to make sure you received what you paid for. The output of the gas pumps are supposed to be verified. The more we can automate repetitive tasks, the more efficient we are. It is no different with equipment because it is more efficient to have the asset management system send out recall notices via e-mail than it is to send out paper every week. E-mails need to be easy to read, especially in today's environment where we are bombarded by junk e-mails every day. That is one reason that we mail out newsletters instead of sending them by e-mail.



Many companies have procedures for notifying upper management (an escalation procedure) when instruments are not returned to the lab for calibration in a timely manner. This system may implement a corrective action for a user that does not want to turn in instruments for calibration. However, this is not always the case. What if the instrument coordinator has been out sick or on vacation? Who gets notified? A system that solves these problems and eliminates confusion, improves the quality system. At OTS, we have been working with several customers and have implemented several automated escalation processes. The real challenge is to keep the process simple and easy to support.

## E-Mail Notification Configuration – A Quick Review

One question that always seem to come up is “How do I set up my database with the e-mail contact information?” First, we will look at the report requirement:

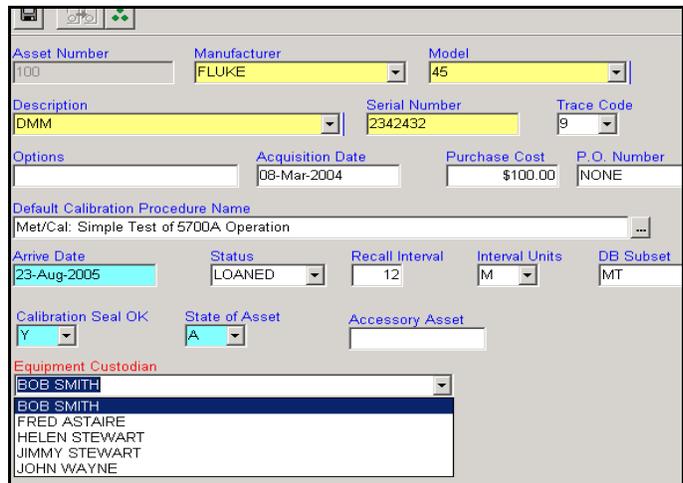
- Create three instrument recall reports that will send out e-mails to each instrument custodian and two higher levels of management if instruments are overdue 60 days and 90 days. In other words, we need the report to only send data that is pertinent to that particular contact and their managers, but we have several contacts and only want to create one report for the instrument custodian and one report for each manager. Three reports will do it all.

This sounds like a challenge but is quite easy to do. Dynamic addressing really saves us a lot of time.

## Dynamic Addressing – The Easy Way

There are many ways to implement dynamic addressing. The easiest way is to use a merge table that is created in MET/TRACK. A merge table can be customized for a variety of needs. In our example we are going to add a field to the inventory screen on our MET/TRACK database and then configure field I4247 as a validated merge field with the contact names and e-mail addresses. We will call this field “Equipment Custodian”.

This merge field will just list the instrument custodian. However, the management and their e-mail addresses will be listed in the merge table.



## Configuring the Merge Field for Escalation

```

create table mrg4247
    (merge char(48),
    Over60Days char(48),
    Over90Days char(48),
    Email1 char(48),
    Email2 char(48),
    Email3 char(48),
    Dept char(32));
commit;
grant all on mt.mrg4247 to public;commit;
update me2_customiz set merge='Y' where fldnum='4247';commit;
update customiz set merge='Y' where fldnum='4247';commit;
    
```

The following example assumes you are using the E-Mail Notification program. We are going to configure field I4247 as a merge field with three contacts and their e-mail addresses. This first contact is the person responsible for the instrument. The second person is his supervisor and the third person is the supervisor's boss. We are going to use a simple SQL statement to create the merge table. You can execute this SQL example using the Sybase ISQL tool.

**NOTE: Backup your system before attempting any database changes.**

We have created our merge table and have entered in some contacts with their management. Let's look at John Wayne. He is the primary instrument custodian and is responsible for the equipment in his area. His e-mail is under column Email1. His manager is Kirk Douglas and his e-mail is under column Email2. Ronald Reagan is the dept manager and his e-mail is under column Email3.

merge	Over60Days	Over90Days	Email1	Email2	Email3	Dept
JOHN WAYNE	KIRK DOUGLAS	RONALD REAGAN	JWAYNE@HOLLYWO	KDOUGLAS@HOLLY	RREAGAN@HOLLYW	101
FRED ASTAIRE	GINGER ROGERS	GENE KELLY	FASTAIRE@HOLLY	GROGERS@HOLLYW	GKELLY@HOLLWOO	102

In our example, normal recall e-mails will be sent to John Wayne. If he does not respond and the equipment is over 60 days old, then an e-mail is sent to Kirk Douglas. If Kirk Douglas does not take any action and the instrument is over 90 days overdue, then Ronald Reagan will receive the e-mail.

**Creating the SQL Queries for E-Mail Notification**

The next part is easy, creating the queries. What is really nice is that the same three queries are used for all of the instrument custodians and all of their managers, which is a great feature of dynamic addressing. If you decide to try this example, use the ISQL editor to test the SQL statements and be sure to backup your database before making any changes. The first query is the normal instrument recall that will be sent to John Wayne. This query recalls any instruments that are currently overdue and instruments that are due within 30 days.

```
select I4201 Asset, i4202 Mfg, i4203 Model, i4204 Descrip, Dateformat(c2303, 'mm-dd-yyyy') Due_Date, merge Equip_Custodian, Email1 email from mt.inventory, mt.calibration, mt.mrg4247 where mt.inventory.mtag=mt.calibration.mtag and i4247 = merge and i4299='A' and c2303 < today(*)+30 order by c2303 Desc
```

The following query will create an e-mail and send it to Kirk Douglas if there are instruments that are overdue by 60 days and higher.

```
select I4201 Asset, i4202 Mfg, i4203 Model, i4204 Descrip, Dateformat(c2303, 'mm-dd-yyyy') Due_Date, over60days, Email2 email from mt.inventory, mt.calibration, mt.mrg4247 where mt.inventory.mtag=mt.calibration.mtag and i4247 = merge and i4299='A' and c2303 < today(*) - 60 order by c2303 desc
```

The following query will create an e-mail and send it to Ronald Reagan if there are instruments that are overdue by 90 days and higher.

```
select I4201 Asset, i4202 Mfg, i4203 Model, i4204 Descrip, Dateformat(c2303, 'mm-dd-yyyy') Due_Date, over90days, Email3 email from mt.inventory, mt.calibration, mt.mrg4247 where mt.inventory.mtag=mt.calibration.mtag and i4247 = merge and i4299='A' and c2303 < today(*)- 90 order by c2303 desc
```

These queries when implemented correctly will automate the escalation process. The examples shown here are for informative purposes only and you will have to modify these examples to fit your application. Give us a call and let us know how this works for you or contact us at [inquiries@ontimesupport.com](mailto:inquiries@ontimesupport.com).

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