

Email Importing Help Page

This page will help guide you in the importing of service inspections from your service providers that use the SAFE Program.

Service Providers will send an email to you with the SAFE inspections attached. The text file is called Safelnspt.txt. Make sure your internet or network firewall will accept their attached file.

Before you Begin:

Please create a folder called "SAFE Email" in your C: Directory - as C:\SAFE Email.

Import Procedure:

1. Open the email message from the service provider. Click on the attachment and save it to the folder dedicated to the SAFE Inspection emails - "C:\SAFE Email". You should name the file so that you will be able to recognize it for what it is and when it was sent - like "XYZ Septic 9-1-05.txt".

2. Minimize your Email program. Start Windows Explore, find the C:\SAFE Email folder, and copy and paste the file that you saved in Step 2 (the XYZ Septic 9-1-05 file). Rename the copied/pasted file as Email.txt. That is always the file that will be read when you run the import program.

3. Open the SAFE program and click on the Import Email Menu. Click the Import Button and import the Email.txt File.

4. A prompt should appear stating that the importing is in progress.

5. Preview the Inspection Report and Print it out for verification. 2 errors can occur - 1) you have no matching permit number or 2) the permit is not flagged for Routine Maintenance. You may ignore the error and manually input the inspection once you resolve the problem, correct the inspection by changing the .txt file and re-importing it, or calling the Service Provider to have them correct their problem and resending the corrected text file.

6. Click "Load the Inspections to the SAFE Database"

7. When you print the inspection report, you have the option of printing 1 customer per page - for filing purposes - or multiple customers on the same page - to conserve paper. Remember that you have their a record of their inspections in 4 places - their email record, their text file that you saved to the C:\SAFE Email folder, the report that you printed and the inspection records that you loaded to the SAFE program.

Remember that there are a couple of settings in the "Your Company" master file that affect the way inspections are used. The first decision you need to indicate is whether to use the TEST DATE or the SCHEDULED DATE when computing the NEXT INSPECTION DATE.

The second decision you need to indicate is whether to use any type of inspection or just SCHEDULED INSPECTIONS to update the NEXT INSPECTION DATE.

If errors occur during the agency's email importing procedure, please contact us. The SAFE program needs to be similar versions in order to work properly.

Note: If the service providers are not using our software, this process will NOT work. Only companies using the SAFE private company program will update agency SAFE data.