



Infor Distribution FACTS System Alerts User Guide

Release level 9.3.2

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About this guide

This document describes the system alerts that are available in Infor Distribution FACTS.

Intended audience

This guide is for FACTS end users, managers, in-house analysts, and trainers who require an understanding of the system alerts and how to use them.

Related documents

Infor product documentation is available from the Infor Support Portal. System administrators must have a working knowledge of Distribution FACTS and be familiar with the current version of these documents:

- *Infor Distribution FACTS System Management User Guide*
- *Infor Distribution FACTS Inventory Control User Guide*
- *Infor Distribution FACTS Advanced Inventory Management User Guide*
- *Infor Distribution FACTS Purchase Orders User Guide*

Contacting Infor

If you have questions about Infor products, go to Infor Concierge at <https://concierge.infor.com/> and create a support incident.

The latest documentation is available from docs.infor.com or from the Infor Support Portal. To access documentation on the Infor Support Portal, select **Search > Browse Documentation**. We recommend that you check this portal periodically for updated documentation.

If you have comments about Infor documentation, contact documentation@infor.com.

Chapter 1 Overview

Alerts provide users with proactive notifications of issues and potential issues. Buyers can respond to exception alerts or acknowledge and close them. Replenishment alerts allow you to manage inventory. System alerts indicate when there are issues with credit card transactions, background processes, API processing, GL transaction imports, and document holds. Alerts are an integral part of FACTS processing.

Alert Control Center

Use the **Alert Control Center (ACC)** program to review, respond to, or dismiss alerts for a specific user.

You should always delete alerts that you have addressed or have acknowledged but do not need to do anything about. Keeping this **ACC** list clean and small helps ensure that you notice important issues as they arise. If the list gets lengthy, it is more likely that you will miss something or stop reviewing the list altogether.

Use the **Alert Codes** list at the top of the **ACC** to limit the results by alert code. You can sort the list by any of the columns. By default, the items are sorted by descending date, with the most recent issues displayed at the top of the list.

In the browser in the lower portion of the screen, this information is displayed:

- Alert code
- Description
- Status
- Open and close dates
- Whether the alert is actionable
- The display message for the alert

For actionable alerts, click **Respond to Exception** to access the entry program used to manage the alert.

When only the PreAuthExp alert is displayed, click **Re-Auth All** to attempt to re-authorize all the pre-authorizations currently displayed. If any pre-authorization lines fail, a message is displayed.

Click **Alert Details** to view information about the highlighted alert.

Editing alert subscriptions

- 1 Select **System Managements > System Dashboards Menus > System Alerts Dashboard**.
- 2 In the browser, highlight the alert subscription that you want to edit.
- 3 Click **Manage Subscriptions**.
- 4 Click **Edit** and modify the Available Subscription values as needed.
- 5 Click **OK**.
- 6 Optionally, repeat steps 4-5 to manage additional alert subscriptions.
- 7 Click **Done**.
- 8 When you are finished editing to alerts, click **Done** again.

Deleting alert subscriptions

- 1 Select **System Managements > System Dashboards Menus > System Alerts Dashboard**.
- 2 In the browser, highlight the alert from which you want to unsubscribe.
- 3 Click **Manage Subscriptions**.
- 4 In the browser in the lower portion of the screen, select the alert subscription that you want to remove.
- 5 Click **Delete**.
- 6 Optionally, repeat steps 4-5 to delete additional alert subscriptions.
- 7 Click **Done**.
- 8 When you are finished deleting alerts, click **Done**.

Responding to user alerts

- 1 Select **System Managements > Maintenances > Alert Control Center**.

All alerts for the user are displayed. You can further limit the browser display by specifying an alert code in the dropdown list.

- 2 In the browser, highlight the alert to which you want to respond.
- 3 For actionable alerts, click **Respond to Exception** to access the entry program to manage the alert.
- 4 Optionally, when only the PreAuthExp alert is displayed, click **Re-Auth All** to attempt to re-authorize all the pre-authorizations that are currently displayed.

If any pre-authorization lines fail, a message is displayed.

- 5 After you have entered the alert response information, click **OK**.
- 6 Optionally, highlight an alert and click **Manage Subscriptions** to add a subscription for an alert type.
- 7 Optionally, highlight an alert and click **Alert Details** for more information about the alert.
- 8 Click **Done**.

Chapter 2 Replenishment alerts

Alerts are an integral part of the advanced inventory management system in FACTS. These alerts are automatically delivered to the buyer through the **Exception Control Center (ECC)** or email, based on the settings in **Buyer Code F/M**.

To use the FACTS replenishment system, you must be familiar with these alerts and prepared to respond to the issues they represent.

The re-raise interval is the default number of days before the alert will be raised again if the condition that caused it remains. Whether the alert was ignored or deleted, it is returned to the top of the list in the **ECC** if the condition still exists. This prevents alerts from being forgotten or overlooked.

The subscription values are used for subscribing to the alerts outside of the **ECC**. Alerts are automatically delivered to the appropriate buyer. Only users who are not established buyers need to be concerned with the subscription values.

The tables in this chapter describe the available replenishment system alerts.

This table shows the alerts for order point, usage, and non-replenished items with hits:

Alert name	Description	Subscription values	Re-raise interval
IC-5HI (5Hi Max Dollar Increase Exceeded)	<p>The 5HI cost exceeded the limits of the increase as established in Replenishment Parameter Maintenance. The 5HI cost is the amount associated with increasing the calculated order point to the average of the five highest shipment quantities. When this limit is exceeded, the order point is not adjusted. These are possible responses to this alert.</p> <ul style="list-style-type: none"> Increasing the limit. Setting a T-Min order point for the affected item. Noting the situation and doing nothing. 	Warehouse Item	14
IC-ASQ (ASQ Max)	The cost associated with increasing the	Warehouse	14

Alert name	Description	Subscription values	Re-raise interval
Dollar Increase Exceeded)	<p>calculated order point to the average shipment quantity exceeded the limits of the increase as established in Replenishment Parameter Maintenance. When this limit is exceeded, the order point is not adjusted. These are possible responses to this alert.</p> <ul style="list-style-type: none"> Increasing the limit. Setting a T-Min order point for the affected item. Noting the situation and doing nothing. 	Item	
IC-ABUSAGE (Abnormal Usage)	<p>Usage for the last thirty days is abnormally high or low based on the settings in Replenishment Parameter Maintenance. These are possible responses to this alert.</p> <ul style="list-style-type: none"> Accessing Usage Review and verifying whether the usage is accurate. Examining why usage is dropping or rising so quickly, and adjusting qualified usage or the update usage flag on specific documents. Making a note to monitor the item. 	Warehouse Item	14
IC-NRWHITS (Non-Replenished Item with Hits)	<p>An item that is not being replenished has experienced an increased level of activity. These are possible responses to this alert.</p> <ul style="list-style-type: none"> Evaluating the item to determine what is driving the increased activity. Changing the item to a replenished item. Making a mental note and deleting the alert. 	Warehouse Item	7

This table shows the frozen values alerts:

Alert name	Description	Subscription values	Re-raise interval default days
IC-CALCVAR (Calculated Value Deviates from Frozen Value)	One of the frozen values (order point, line point, or EOQ) on a warehouse/item deviates from the calculated value by more than the limits established in Replenishment Parameter Maintenance . To respond, review the frozen values to determine whether they are still valid, should be adjusted, or should be removed.	Warehouse Item	30
IC-EXPIRE (Replenishment Parameters Expiring or Unfreezing)	A parameter in Replenishment Parameter Maintenance is about to expire or unfreeze and should be evaluated before the expiration date. Responses to this alert could include extending the expiration date for the parameter or reviewing the parameter and allowing it to expire.	To Warehouse Vendor Purchasing Line From Warehouse Item	7

This table shows the lead time alerts:

Alert name	Description	Subscription values	Re-raise interval default days
IC-ABLTTTR (Abnormal Lead Time on a Transfer)	A new receipt of a warehouse transfer had a lead time that is abnormally high or low based on the settings in Replenishment Parameter Maintenance . These are possible responses to this alert. <ul style="list-style-type: none"> • Accessing Lead Time Review and specifying a qualified lead time, or setting the lead time to ignore. • Doing nothing if the lead time was valid. 	To Warehouse From Warehouse	7
IC-AVGLTV (Average Lead Time Limits Applied to Vendor)	A new PO was received, and when the new average lead time was calculated, it was outside the limits established in Replenishment Parameter Maintenance . These are possible responses to this alert. <ul style="list-style-type: none"> • Accessing Lead Time Review to 	Vendor Warehouse Item	14

Alert name	Description	Subscription values	Re-raise interval default days
	<p>investigate whether the recorded lead times are accurate.</p> <ul style="list-style-type: none"> Reviewing the limits that you have established in Replenishment Parameter F/M to determine whether they are appropriate. 		
IC-AVGLTW (Average Lead Time Limits Applied to Warehouse)	<p>A new transfer was received, and when the new average lead time was calculated, it was outside the limits established in Replenishment Parameters Maintenance. These are possible responses to this alert.</p> <ul style="list-style-type: none"> Accessing Lead Time Review to investigate whether the recorded lead times are accurate. Reviewing the limits you have established in Replenishment Parameter F/M to determine whether they are appropriate. 	From Warehouse To Warehouse Item	14

This table shows the review cycle alerts:

Alert name	Description	Subscription values	Re-raise interval default days
IC-MAXRCW (Max Review Cycle for a Restocking Warehouse Has Been Exceeded)	<p>The last time a transfer was made exceeds the maximum review cycle. These are possible responses to this alert.</p> <ul style="list-style-type: none"> Checking whether you need to place a transfer from this warehouse. Changing the max review cycle setting. Making a mental note and deleting the alert. 	To Warehouse From Warehouse	7
IC-MAXRCV (Max Review Cycle for a Vendor Has Been Exceeded)	<p>Based on the last purchase order date, it is past time to reorder from this vendor. The maximum review cycle, set in Review Cycle Setup, has been exceeded. These are possible responses to this alert.</p> <ul style="list-style-type: none"> Checking whether you need to place a PO for this vendor. 	To Warehouse Vendor Purchasing Line	7

Alert name	Description	Subscription values	Re-raise interval default days
	<ul style="list-style-type: none"> Changing the max review cycle setting. Making a mental note and deleting the alert. 		
IC-RCTR (Missing Warehouse Transfer Review Cycle Record)	There are replenished items in this warehouse that are set up to be transferred from another warehouse, but the restocking warehouse has no review cycle record set up in Review Cycle Setup . Review cycle records are required for all established ARPs. The response to this alert is to access Review Cycle Setup and create the review cycle record.	To Warehouse From Warehouse	7
IC-RCV (Missing Vendor Review Cycle Record)	There are replenished items in this warehouse for this vendor, but the vendor has no review cycle record set up in Review Cycle Setup . Review cycle records are required for all established ARPs. The response to this alert is to access Review Cycle Setup and create the review cycle record.	To Warehouse Vendor Purchasing Line	7
IC-REVCYC (Review Cycle out of outside limits)	When a review cycle with a preferred target base of cost, weight, or cubes is calculated outside the minimum or maximum review cycle, an alert is raised.	Type To Warehouse Vendor Purchasing Line From Warehouse	7

This table shows the transfers alerts:

Alert name	Description	Subscription values	Re-raise interval default days
IC-TREARLY (Transfer to Arrive Too Early)	When this transfer arrives, there will already be enough available stock to exceed the number of days' supply specified in Replenishment Parameter Maintenance .	Warehouse Item	3

Alert name	Description	Subscription values	Re-raise interval default days
	<p>These are possible responses to this alert.</p> <ul style="list-style-type: none"> contacting the distribution center warehouse to see if the transfer can be cancelled planning to cross-dock the goods when they arrive to send them back to the distribution center determining whether you should run a promotion on the item to quickly sell the excess stock 		
IC-TRLATE (Transfer to Arrive too Late for Demand)	<p>By the time the transfer arrives, this item will be stocked out for more than the number of days specified in Replenishment Parameter Maintenance. The response to this alert is to place an emergency transfer to bring in additional stock before the stockout occurs.</p>	Warehouse Item	3

This table shows the seasonal alerts:

Alert name	Description	Subscription values	Re-raise interval default days
IC-TRNDLIM (Seasonal Trending Limits Applied)	<p>The seasonal trend percentage for this item and warehouse was higher than the maximum allowed percentage, or lower than the minimum allowed percentage specified in Replenishment Parameter Maintenance. The response to this alert is to check the usage to determine whether a higher or lower trend percentage is warranted.</p>	Warehouse Item	30
IC-SEAS (Seasonality/Trend Flag Questionable)	<p>Seasonality analysis indicates that this item's usage method is potentially set incorrectly. Responses to this alert could include</p> <ul style="list-style-type: none"> evaluating whether the item's usage type is set correctly changing or freezing the usage type in Warehouse/Item F/M 	Warehouse Item Usage Method	30

This table shows the purchase orders alerts:

Alert name	Description	Subscription values	Re-raise interval default days
IC-PASTPD (PO Past Promise Date)	An existing purchase order is past the established promised date and has not been received. The response to this alert is to call the vendor to inquire on the delivery status of the PO.	Warehouse Vendor Ship From	2
IC-POCONF (Unconfirmed PO)	A purchase order remains unconfirmed after the time limit established in Replenishment Parameter Maintenance . The response to this alert is to call the vendor to inquire whether they received the PO.	Warehouse Vendor	1
IC-POEARLY (PO to Arrive Too Early)	When this PO arrives, there will already be enough available stock to exceed the number of days' supply specified in Replenishment Parameter Maintenance . These are possible responses to this alert. <ul style="list-style-type: none"> contacting the vendor to cancel the PO planning to cross-dock the goods when they arrive to send them back to the vendor determining whether to run a promotion on the item to quickly sell the excess stock 	Warehouse, Item	3
IC-POLATE (PO to Arrive too Late for Demand)	By the time the PO arrives, this item will be stocked out for more than the number of days specified in Replenishment Parameter Maintenance . The response to this alert is to place an emergency buy or a warehouse transfer to bring in additional stock before the stockout occurs.	Warehouse, Item	3

This table shows the stock out alerts:

Alert name	Description	Subscription values	Re-raise interval default days
IC-STKOUT (Item Stock Has Been Exhausted in this	A new transaction for this item has caused the available stock in this warehouse to fall to or below zero. Note that the IC-STKOUT	Warehouse Item	7

Alert name	Description	Subscription values	Re-raise interval default days
Warehouse)	alert only applies to replenished items. The response to this alert is to check for incoming orders for this item to determine whether an emergency buy should be placed.		

This table shows the planned special-order alerts:

Alert name	Description	Subscription values	Re-raise interval default days
IC-STLSPO (Planned Special Order PO is Stale)	<p>A planned special-order PO remains unaddressed past the allowable number of days specified in SO Static Control F/M. The record that generated the alert could be in the POSUGG file or the Buyers Control Center for procurements. These are possible responses to this alert.</p> <ul style="list-style-type: none"> evaluating whether the planned special order is still valid performing a recalculate in BCC to create the PO to fill the special order 	Warehouse Vendor Item	1
IC-STLSTR (Planned Special Order Transfer is Stale)	<p>A planned special-order transfer remains unaddressed past the allowable number of days specified in SO Static Control F/M. The record that generated the alert could be in the ICSTRN file or the Buyers Control Center for transfers. These are possible responses to this alert.</p> <ul style="list-style-type: none"> evaluating whether the planned special-order transfer is still valid performing a recalculate in the BCC to place the transfer to fill the special order 	To Warehouse From Warehouse Item	1

This table shows the vendor alerts:

Alert name	Description	Subscription values	Re-raise interval default days
IC-VENDCRO (Vendor	Alert for vendor credit that is overdue,	Warehouse	7

Replenishment alerts

Alert name	Description	Subscription values	Re-raise interval default days
Credit Overdue)	based on a user-specified number of days.	Vendor	
IC-VENDRNR (Vendor Return not Received)	Alert for a vendor return that is not received, based on a user-specified number of days.	Warehouse Vendor	7

Chapter 3 System alerts

For these defined scenarios, an alert is generated and displayed in the **Alert Control Center (ACC)** program. These alerts are raised when the program is triggered in the described scenario. There are no re-raise default intervals as there are with replenishment alerts.

This table shows the available system alerts and the scenarios that trigger them:

Alert code	Scenario description
BK-I1 DXML	<p>Delivery of XML in Background Procedure Failure (ALC130) is raised if the delivery of XML failed in the background procedure. If this was an ION XML delivery failure, the XML was written to SMPUPR/SMPUML. You can access the Alert Control Center to view and optionally dismiss this alert.</p> <p>This information is available in the alert:</p> <ul style="list-style-type: none"> API Name Destination Type Destination Transaction GUID <p>You can subscribe to the API name.</p>
BK-I2 CERR	<p>Connection error to Infor OS (ALC131) is raised if the I2 background process attempted to connect Infor OS to but something prevented it from gaining a successful connection. You can access the Alert Control Center to view and optionally dismiss this alert. The ID for the database is available in the alert.</p>
BK-IMS CERR	<p>IMS Connection error (ALC159) is raised if the current IMS settings cannot connect to Infor OS. You can access the Alert Control Center to view and optionally dismiss this alert. You must resolve the connection setting issue in Infor OS Management. The logical ID is the available in the alert.</p>
BK-I2 OUT	<p>Delivery of XML to Infor OS failure (ALC128) is raised if an outbound BOD XML document was ready for delivery to Infor OS, but something prevented it from being delivered.</p> <p>You can access the Alert Control Center to view and optionally dismiss this alert. This information is available in the alert:</p> <ul style="list-style-type: none"> API Name Transaction GUID

Alert code	Scenario description
	You can subscribe to the API name.
DocDelFail	Doc Delivery Failure is raised if the delivery action for a document was not completed.
API-TIME	Use Background Process Time Out Alert (ALC127) to subscribe to any or all API requests. If the API request has timed out, then you are notified by email. You can access the Alert Control Center to view and optionally dismiss this alert. The request ID is available in the alert. It allows for filtering and reviewing to determine if the issue is related to a single API request or is system-wide. You can subscribe to the API name.
ERR XMLGEN	Build XML Fail (ALC129) is raised if SMC600 is unable to build the outgoing XML. It is raised by the I1 background process. You can access the Alert Control Center to view and optionally dismiss this alert. The API name is available in the alert. You can subscribe to the transaction GUID.
GL-IMPORT	Imported G/L Transactions (ALC133) is raised when a G/L transaction is imported using the API. You can access the Alert Control Center to view and optionally dismiss this alert. The Imported G/L Transactions alert is sent to provide visibility that the import occurred. If you have the necessary permissions, you can view the transaction in GL Journal Inquiry. This information is available in the alert: Period Journal
ERROR	The Error (ALC135) alert is raised when an error occurs in FACTS. You can access the Alert Control Center to view and optionally dismiss this alert. The Error alert is sent to provide visibility that an error occurred. The error can be viewed in System Error Inquiry, with security to access this program. This information is available in the alert: Company User Code Program Name Error Number
PreAuthExp	Pre-auth Credit Card Transaction is Expiring (ALC137) is called when a pre-authorization transaction that does not qualify for automatic re-authorization based on the customer's settings is expiring soon. You can access the Alert Control Center to view and optionally dismiss this alert, or click Respond to Exception to access Order Entry, Invoice Entry, or Payment Entry. In Payment Entry, only pre-auth transactions can be manipulated. This information is available in the alert: Customer Number

Alert code	Scenario description
	Ship-To Number Document # Pre-Auth Amount Transaction Date
ReAuthFail	<p>Auto Re-Auth of a Pre-Auth Failed (ALC136) is called/raised when a pre-authorization transaction qualified for automatic re-authorization based on the customer's settings and the # Days Old field in Credit Card Control F/M, but the attempt to re-authorize the transaction failed. You can access the Alert Control Center to view and optionally dismiss this alert, or click Respond to Exception to access Order Entry, Invoice Entry, or Payment Entry. In Payment Entry, only pre-auth transactions can be manipulated.</p> <p>This information is available in the alert:</p> Customer Number Ship-To Number Document # Pre-Auth Amount Transaction Date
SvcHold	<p>ServiceHold (ALC138) notifies the user when an SO document is placed on service hold or released from a service hold. Any SO document placed on service hold or released from service hold generates the alert.</p> <p>You can access the Alert Control Center (POE410) to view and optionally dismiss this alert. The alert is raised when an S4 background program, BK610, checks the svc_alert_action field in SORSOH. When a service hold alert action or service hold release alert action is issued, the alert is raised and users are directed to Order Review (SOE230), based on the type of alert.</p> <p>Note: New orders, which are created with an initial Hold status, will not generate an alert.</p> <p>These alert types are available:</p> Hold Status = N – Documents not on hold if alert is a release alert, Hold Status = H – All documents on hold if alert is a hold alert. <p>This information is available for the alert:</p> Customer Number Ship-To Number Document # Action Creator (User) Order Date / Order Total Hold Type H: Placed on Svc Hold

Alert code	Scenario description
CrdHold	<p>R: Release from Svc Hold</p> <hr/> <p>CreditHold (ALC139) is used to notify the user when a sales order is placed on service hold or released from a credit hold. Any SO document placed on credit hold or released from credit hold generates the alert.</p> <p>You can access the Alert Control Center to view and optionally dismiss this alert. The alert is raised when the S4 background program, BK610, checks the crd_alert_action field in SORSOH. When a credit hold alert action or credit hold release alert action is issued, the alert is raised and users are directed to Order Review (SOE230) based on the type of alert.</p> <p>Note: New orders, which are created with an initial hold status, will not generate an alert.</p> <p>These alert types are available:</p> <p>Hold Status = N – Documents Not on Hold if alert is a release alert, Hold Status = H – All Documents On Hold if alert is a hold alert.</p> <p>This information is available for the alert:</p> <p>Customer Number Ship-To Number Document # Action Creator (User) Order Date / Order Total Hold Type</p> <p>H: Placed on Svc Hold R: Release from Svc Hold</p>
ServiceHoldPO	<p>The ServiceHoldPO (ALC154) alert is used to notify the user when a PO document is placed on service hold or released from a service hold. Any PO document placed on service hold or released from service hold generates the alert.</p> <p>This information is available for the alert:</p> <p>Vendor Number Ship-From Number Action Creator (User) Hold Type</p> <p>H: Placed on Svc Hold R: Release from Svc Hold</p>
ServiceHoldTR	<p>The ServiceHoldTR (ALC155) alert is used to notify the user when a transfer is placed on service hold or released from a service hold. Any transfer placed on service hold or released from service hold generates the alert.</p> <p>This information is available for the alert:</p>

Alert code	Scenario description
	<p>From Warehouse</p> <p>To Warehouse</p> <p>Action Creator (User)</p> <p>Hold Type</p> <p>H: Placed on Svc Hold</p> <p>R: Release from Svc Hold</p>
ServiceHoldMCB	<p>The ServiceHoldMCB (ALC156) alert is used to notify the user when a BOM production ticket is placed on service hold or released from a service hold. Any BOM production ticket placed on service hold or released from service hold generates the alert.</p> <p>This information is available for the alert:</p> <p>Finished Item Number</p> <p>Warehouse</p> <p>Action Creator (User)</p> <p>Hold Type</p> <p>H: Placed on Svc Hold</p> <p>R: Release from Svc Hold</p>
ServiceHoldMCF	<p>The ServiceHoldMCF (ALC157) alert is used to notify the user when a formulation production ticket is placed on service hold or released from a service hold. Any formulation ticket placed on service hold or released from service hold generates the alert.</p> <p>This information is available for the alert:</p> <p>Formula</p> <p>Warehouse</p> <p>Action Creator (User)</p> <p>Hold Type</p> <p>H: Placed on Svc Hold</p> <p>R: Release from Svc Hold</p>
DebitHoldPO	<p>The DebitHoldPO (ALC158) alert is used to notify the user when a purchase order is placed on debit hold or released from a debit hold. Any PO document placed on debit hold or released from debit hold generates the alert.</p> <p>This information is available for the alert:</p> <p>Vendor Number</p> <p>Ship-From Number</p> <p>Action Creator (User)</p> <p>Hold Type</p> <p>H: Placed on Dbt Hold</p>

Alert code	Scenario description
OrderInAPI	<p>R: Release from Dbt Hold</p> <p>The OrderInAPI (ALC141) alert is used to notify the user when an a sales order, meeting the subscription criteria, arrives in FACTS through the API:OrderLoad.</p> <p>You can access the Alert Control Center (POE410) to view and optionally dismiss this alert. When a sales order is received through the API:OrderLoad, the alert is raised and users are directed to Document Inquiry (SOI620), with the appropriate doc type and doc number values.</p> <p>This information is available for the alert:</p> <ul style="list-style-type: none"> Customer Number Ship To Initiating Warehouse Order Handling Code <p>You can subscribe to these values.</p>
QuoteInAPI	<p>The QuoteInAPI (ALC142) alert is raised as a notification that a quote, meeting the subscription criteria, has arrived in FACTS through the API:QuoteLoad. You can access the Alert Control Center to view and optionally dismiss this alert, or click Respond to Exception for the option to access Document Inquiry (SOI620) with the Doc Type and Customer/Doc Number appropriately displayed for the alert.</p> <p>This information is available for the alert:</p> <ul style="list-style-type: none"> Customer Number Ship To Initiating Warehouse <p>You can subscribe to these values.</p>
LTSRP-EXC	<p>The LTSRP-EXC (ALC143) alert is used to notify the user that an item's available quantity exceeds the long-term surplus quantity.</p> <p>You can access the Alert Control Center (POE410) to view and optionally dismiss this alert. When background process R3 (BKC603) runs and updates the long- and short-term surplus points, each item's available inventory is checked against the quantity of inventory tagged as long-term surplus. If the available quantity exceeds the long-term surplus quantity, the alert is raised. Users are directed to Item Inquiry (ICI610) with the appropriate item number and warehouse values displayed.</p> <p>This applies only if these four parameters are set in Replenishment Parameter Maintenance (ICF990).</p> <ul style="list-style-type: none"> Surplus Stock Long-Term Surplus Seasonal and Long-Term Surplus

Alert code	Scenario description
	<p>Non-Seasonal</p> <p>This information is available for the alert:</p> <p>Warehouse Code</p> <p>Item Number</p> <p>Long Term Surplus Point</p> <p>Long Term Surplus Qty</p> <p>Available Qty</p> <p>You can subscribe to the warehouse code and item number values.</p>
STSRP-EXC	<p>The STSRP-EXC (ALC144) alert is used to notify the user when an item's available quantity exceeds the short-term surplus quantity.</p> <p>You can access the Alert Control Center (POE410) to view and optionally dismiss this alert. When background process R3 (BKC603) runs and updates the long- and short-term surplus points, each item's available inventory is checked against the quantity of inventory tagged as short-term surplus. If the available quantity exceeds the short-term surplus quantity, the alert is raised. Users are directed to Item Inquiry (ICI610) with the appropriate item number and warehouse values.</p> <p>This applies only if the Surplus Stock, Short-Term Surplus, Seasonal and Short-Term Surplus, Non-Seasonal parameters are set in Replenishment Parameter Maintenance (ICF990).</p> <p>This information is available for the alert:</p> <p>Warehouse Code</p> <p>Item Number</p> <p>Short Term Surplus Point</p> <p>Short Term Surplus Qty</p> <p>Available Qty</p> <p>You can subscribe to the warehouse code and item number values.</p>
APIERROR	<p>The APIERROR (ALC145) alert is used to notify the user when an API containing a customer number fails with a completion code of E. It provides notification when a Storefront shopper places a shopping cart order that fails. You can access the Alert Control Center (POE410) to view and optionally dismiss this alert.</p> <p>This alert applies under these conditions:</p> <p>Only APIs that generate an error code of E, wrapped in a CompletionCode XML wrapper (<CompletionCode>E</CompletionCode>), are considered.</p> <p>Only APIs that have a customer number wrapped in a CustomerNumber XML wrapper (<CustomerNumber>XXXX</CustomerNumber>) are considered.</p> <p>Response and request logging must both be enabled in System Control F/M (SMF950). Ensure that the Request Log and Response Log check boxes on</p>

Alert code	Scenario description
	<p>the Settings tab are both selected in System Control F/M.</p> <p>This information is available for the alert:</p> <ul style="list-style-type: none"> API request Company Customer Customer name Unique trigger value for key Response file name <p>You can subscribe to the API request, company, and customer number values. The trigger value is the API Request ID + Response Log File Name. This ensures that the trigger is unique.</p>
SOCITEM	<p>The SOCITEM (ALC146) alert is used to notify the user that a SO companion item has an upcoming effective or expiration date where the number of days between today and the effective or expiration date equals the subscribed "Issue the alert" number of days.</p> <p>You can access the Alert Control Center (POE410) to view and optionally dismiss this alert. When background process A1 Data Miner (BKC100) runs, if the expiration and effective dates of the SO Companion item is greater than or equal to today's date, the alert is raised. Users are directed to SO Companion Item Entry (SOE150) with the parent item and the proper companion item displayed for viewing or editing of that companion item's effective/expiration date.</p> <p>This information is available for the alert:</p> <ul style="list-style-type: none"> Parent Item Companion Item Subscription Type Number of days prior to issue the alert Parent Item Status <p>You can subscribe to the parent and companion item number values, parent item status and subscription type.</p>
POCITEM	<p>The POCITEM (ALC147) alert is used to notify the user that a PO companion item has an upcoming effective or expiration date where the number of days between today and the effective or expiration date equals the subscribed "Issue the alert" number of days.</p> <p>You can access the Alert Control Center (POE410) to view and optionally dismiss this alert. When background process A1 Data Miner (BKC100) runs, if the expiration and effective dates of the PO Companion item is greater than or equal to today's date, the alert is raised. Users are directed to PO Companion Item Entry (POE150) with the parent item and the proper companion item displayed for viewing or editing of that companion item's effective/expiration</p>

Alert code	Scenario description
	<p>date.</p> <p>This information is available for the alert:</p> <ul style="list-style-type: none"> Parent Item Companion Item Subscription Type Number of days prior to issue the alert Parent Item Status <p>You can subscribe to the parent and companion item number values, parent item status and subscription type.</p>
PGMLAUNCH	<p>The PGMLAUNCH (ALC148) alert is triggered by programs launched from the FACTS Launcher.</p> <p>You can access the Alert Control Center (POE410) to view and optionally dismiss this alert. When viewing launched alerts you can export the list to Excel and perform these analysis tasks:</p> <ul style="list-style-type: none"> Verify when users launch certain programs. Track all programs a user accesses to determine if more training or tighter security measures are needed to prevent unexpected/unusual program launches Track all launches of a particular program to determine if the program is restricted to certain users and an unexpected user launches it. <p>Programs launched from within other programs via Go To or View menu options or direct code-based launching are not part of this alert.</p> <p>You can subscribe to the program name, company and user code values.</p>
FLDCHANGE	<p>The FLDCHANGE (ALC149) alert is triggered by a user change in program fields that have validation procedures.</p> <p>You can access the Alert Control Center (POE410) to view and optionally dismiss this alert.</p> <p>These fields are available for subscription for the alert:</p> <ul style="list-style-type: none"> Prompt Values - Specify the valid SMPRMT entry options. Use the provided F2 functionality and values and are automatically separated and ended with: ^. These values must be filled in order. Entry is only expected when the preceding entry is not blank. Click Options to specify the program identifier, runtime condition and field to audit. This is a required field. Company - Optionally specify a company code. User - Optionally specify a user code. Value Comparison - Specify the value for raising the alert for the indicated field. Click Options to display the valid entry options. Choosing None or a drop box option without value blanks out the field. The value entered should correspond to the expected and allowed values for the SMPRMT field being

Alert code	Scenario description
	<p>analyzed. This is a required field.</p> <p>Notice/Memo – Optionally specify information to display when the alert is raised.</p> <p>Changes to character-based or GUI program fields without validation or from within code, via direct code-based change to relevant variables, are not part of this alert.</p>
JOBSTREAM	<p>The JOBSTREAM (ALC150) alert is triggered by Job Stream processing. You can access the Alert Control Center (POE410) to view and optionally dismiss this alert. The alert is raised when background process, Jobstreams (BKC611), runs. The alert remains in the subscriber's alert control. The subscriber can manually delete the alert at any time from the Alert Control Center.</p> <p>This information is available for the alert.</p> <p>Job Stream Program Status You can subscribe by these status values.</p> <p>S: Starting – Job stream program has passed evaluation and the running of that program started.</p> <p>F: Finishing – Job stream program has finished (Result file set to 'Complete').</p> <p>E: Erroring – Job stream program returned 'with error' (Result file set to condition other than 'Complete').</p> <p>Q: Queuing – Job stream program selected to run – evaluation if it should run or not commencing.</p> <p>C: Completing – Job stream has cycled all programs.</p> <p>I: Initializing – Job stream is starting.</p> <p>Type You can subscribe by these processing types.</p> <p>B: Background (API) – if the job stream was launched via the background process (code: JS) then this is true.</p> <p>M: Manual – if the job stream was launched via the Job Stream Run program (JSU100) then this is true.</p> <p>C: Cron – if the job stream is evaluating environment variables SSI_JOBSTREAM and SSI_RUNPROG then from_cron is true.</p> <p>You can subscribe to the all of these values.</p>
ALERT-3LE	<p>The ALERT-3LE (ALC151) alert is triggered when a specified header or line process occurs in a three-level entry program controlled by SME999 and SME997 driver programs. Processes and record changes to that are outside three-level entry driver control do not raise an alert. Alert subscribers can</p>

Alert code	Scenario description
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manually close or clear the alert at any time from the Alert Control Center (POE410).

This information is available for the alert.

3LE Selection - If this optional entry is made, it must be a valid 3LE program followed by ^ , followed by runtime condition. For example: SOE510^ORDER. The selected SMENTY values must have either a Header file entry, a Line file entry, or both to use the Data Filter field. Some three-level entry programs may have name changes during program runtime. To pick up program runtime changes, you can specify values with a description of "Not on file".

Process Type - This table shows the available Header and Line process options.

DB Value	Text Value
L	Launched/started (entering program)
O	Opened/pulled (loading doc)
C	Created/updated (header saved/updated)
d	Deleted (deleted doc)
S	Saved/closed (end of doc)
F	finished/exited (leaving program)
A	Added line
R	Removed line
E	Edited line

Line options are specified including the text, Line. All options are recorded post occurrence, after the indicated event is completed.

Company

User

Data Filter - This optional advanced filter requires a working knowledge of proper PxPlus syntax. It can be used only when a 3LE Selection value is specified.

These Process Type restrictions apply.

- The Header option, Launched/Started, should not engage a Data Filter when there has been no document loaded.
- The Delete option should not rely on a corresponding Header or Line Data Filter as the line or document has already been deleted.

Refer to these scenarios for In-Line filter and SMGCTL filter methods of use.

Alert code	Scenario description												
	<p>This optional advanced filter requires a working knowledge of proper PxPlus syntax. It can be used only when a 3LE Selection value is specified.</p> <p>In-line Filter Scenario</p> <p>These filter restrictions apply.</p> <ul style="list-style-type: none"> • May be up to 30 characters in length. • Must use valid PxPlus syntax and evaluate to True for the alert to be recorded. For example: selecting for customer C100: cvs(h.cust_num\$,3)="C100" • Be specifically tied to the Process Type selected, being either a Header or a Line option. <p>When a header option Process Type is selected:</p> <ul style="list-style-type: none"> • the 3LE Header File variable alias is preceded with lower case h. and followed by the dollar sign: h.alias\$ • only 3LE Header file variable aliases may be used <p>When a line option Process Type is selected:</p> <ul style="list-style-type: none"> • the 3LE Line File variable alias is preceded with lower case l. and followed by the dollar sign: l.alias\$ • only 3LE Line file variable aliases may be used <p>SMGCTL Filter Scenario</p> <p>These filter restrictions apply.</p> <ul style="list-style-type: none"> • Must begin with a lower-case letter: e • Be equal to or less than 8 characters or digits • Must correspond at some point to an entered SMGCTL record, which controls the filter process. • When a new SMGCTL record is created, it must have these entries on the General tab of Search/Inq FM (SMF002). Quotes may be required around the value in some cases. 												
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Alert code	Scenario description								
	Def Sort 1 Ord								
	Additional new SMGCTL record details								
	<p>You can use Data Filter 1 and 2 fields located at the bottom of tabs One-Five. To activate and use a disabled tab, specify no file in the Sort File field. All Data Filter field values must use valid PxPlus syntax, appropriate h. or l. syntax, and all inclusively must evaluate to True for the alert to be recorded. You can use either or both Header file and Line file variable aliases preceded with the appropriate h. or l. syntax and followed by the dollar sign.</p> <p>Refer to these examples.</p>								
	Header Process Type								
	<p>When the Process Type of the tied alert is Header, and Line file variable aliases are used, all records of the Line file tied to that header record are evaluated for the indicated 'true' condition. If any record and other provided conditions are evaluated true, the alert is sent.</p> <p>This table shows the SMGCTL values required on the One tab of Search/Inq FM (SMF002). If Line file variable aliases are not used in this SMGCTL record, these are not required.</p>								
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	Line Process Type								
	<p>When the Process Type of the tied alert is Line, and Header file variable aliases are included/used, only the impacted line of the Line file is evaluated for the indicated 'true' condition,</p>								
	<p>This table shows the SMGCTL values required on the One tab of Search/Inq FM (SMF002). If Header file variable aliases are not used in this SMGCTL record, these are not required.</p>								
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Alert code	Scenario description																				
	<p>Fixed Key the Line file's variable aliases, with correct I. syntax, for the fixed key of the Header file (eg. I.company\$I.doc_num\$)</p> <p>Notice/Memo - This optional text value is displayed in the Notice column of the Alert Control Center (POE410). You can specify specific notes or text of the corresponding alert. There is a 30-character max.</p> <p>Except the for Notice/Memo, you can subscribe to all of these values.</p>																				
ALERT-FM	<p>The ALERT-FM (ALC152) alert is triggered when a file maintenance process occurs via the SME999 driver program.</p> <p>Processes and record changes to files that are outside SME999 driver control do not raise an alert. Alert subscribers can manually close or clear the alert at any time from the Alert Control Center (POE410).</p> <p>This information is available for the alert.</p> <p>FM Selection - Optionally specify a valid file maintenance program. For example: SOF930.</p> <p>Process Type - This table shows the process type options available.</p> <table border="1" data-bbox="467 1031 1430 1570"> <thead> <tr> <th data-bbox="467 1031 683 1094">DB Value</th> <th data-bbox="683 1031 1430 1094">Text Value</th> </tr> </thead> <tbody> <tr> <td data-bbox="467 1094 683 1150">I</td> <td data-bbox="683 1094 1430 1150">Launched/started (entering program)</td> </tr> <tr> <td data-bbox="467 1150 683 1207">o</td> <td data-bbox="683 1150 1430 1207">Opened/pulled (loading doc)</td> </tr> <tr> <td data-bbox="467 1207 683 1264">c</td> <td data-bbox="683 1207 1430 1264">Created/updated (header saved/updated)</td> </tr> <tr> <td data-bbox="467 1264 683 1320">d</td> <td data-bbox="683 1264 1430 1320">Deleted (deleted doc)</td> </tr> <tr> <td data-bbox="467 1320 683 1377">S</td> <td data-bbox="683 1320 1430 1377">Saved/closed (end of doc)</td> </tr> <tr> <td data-bbox="467 1377 683 1434">F</td> <td data-bbox="683 1377 1430 1434">finished/exited (leaving program)</td> </tr> <tr> <td data-bbox="467 1434 683 1491">A</td> <td data-bbox="683 1434 1430 1491">Audit: added record</td> </tr> <tr> <td data-bbox="467 1491 683 1547">R</td> <td data-bbox="683 1491 1430 1547">Audit: removed record</td> </tr> <tr> <td data-bbox="467 1547 683 1604">E</td> <td data-bbox="683 1547 1430 1604">Audit: edited record/field</td> </tr> </tbody> </table> <p>All options are recorded post occurrence, after the indicated event is completed.</p> <p>The audit options, a, r, and e, are only applicable for file maintenance programs with the Audit settings turned on for the indicated file. Use the Audit>Change Audit Settings For This File FM menu option to activate file auditing. Audit-based alerts indicate that an audit record has been recorded for the indicated situation. If File Auditing is not turned on for the file impacted by the file maintenance, an alert is not raised for the audit Process Types.</p>	DB Value	Text Value	I	Launched/started (entering program)	o	Opened/pulled (loading doc)	c	Created/updated (header saved/updated)	d	Deleted (deleted doc)	S	Saved/closed (end of doc)	F	finished/exited (leaving program)	A	Audit: added record	R	Audit: removed record	E	Audit: edited record/field
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Alert code	Scenario description								
	<p>Company</p> <p>User</p> <p>Data Filter - This optional advanced filter requires a working knowledge of proper PxPlus syntax. It can be used only when a FM Selection value is specified.</p> <p>These Process Type restrictions apply:</p> <ul style="list-style-type: none"> • The Launched/Started option should not engage a Data Filter when there has been no document loaded. • The Delete option should not rely on a corresponding Filter as the record has already been deleted. <p>Refer to these scenarios for using the In-Line filter and SMGCTL filter methods. This optional advanced filter requires a working knowledge of proper PxPlus syntax. It can be used only when a FM Selection value is specified.</p> <p>In-line Filter Scenario</p> <p>These filter restrictions apply:</p> <ul style="list-style-type: none"> • May be up to 30 characters in length. • Must use valid PxPlus syntax and evaluate to True for the alert to be recorded. For example: selecting for customer C100: cvs(f.cust_num\$,3)="C100" • The file maintenance variable alias is preceded with lower case letter f. and followed by the dollar sign: f.alias\$ <p>SMGCTL filter Scenario</p> <p>These filter restrictions apply:</p> <ul style="list-style-type: none"> • Must begin with a lower case letter: e • Be equal to or less than 8 characters or digits • Must correspond at some point to an entered SMGCTL record, which controls the filter process. • When a new SMGCTL record is created, it must have these entries on the General tab of Search/Inq FM (SMF002). Quotes may be required around the value in some cases. <table border="1" data-bbox="477 1654 1435 1871"> <thead> <tr> <th data-bbox="477 1663 649 1717">Field</th> <th data-bbox="649 1663 1435 1717">Value</th> </tr> </thead> <tbody> <tr> <td data-bbox="477 1717 649 1772">Primary File</td> <td data-bbox="649 1717 1435 1772">no file</td> </tr> <tr> <td data-bbox="477 1772 649 1827">Kno</td> <td data-bbox="649 1772 1435 1827">0</td> </tr> <tr> <td data-bbox="477 1827 649 1871">Title</td> <td data-bbox="649 1827 1435 1871">Specify a descriptive title of what this filter SMGCTL record</td> </tr> </tbody> </table>	Field	Value	Primary File	no file	Kno	0	Title	Specify a descriptive title of what this filter SMGCTL record
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Alert code	Scenario description
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Template	no template
Key Eval	no eval
Def Sort Ord	1

Additional new SMGCTL record details

You can use Data Filter 1 and 2 fields located at the bottom of tabs One-Five. To activate and use a disabled tab, specify **no file** in the Sort File field. All Data Filter field values must use valid PxPlus syntax, appropriate f. alias syntax, and all inclusively must evaluate to True for the alert to be recorded.

Notice/Memo - This optional text value is displayed in the Notice column of the Alert Control Center (POE410). You can specify specific notes or text of the corresponding alert. There is a 30-character max

Except the for Notice/Memo, you can subscribe to all of these values.
