

How to send a message to Customer Operations Centre



Notes: messages can also be sent in relation to a specific order when lodging.

Navigate to Messages

The screenshot shows the MI Connect Home page. On the left sidebar, the 'Messages' menu item is highlighted with a red box and a red arrow pointing to it. The main content area shows a 'Home' header with a 'CREATE ORDER' button, a message 'There are no orders in the next 7 days.', and a 'Current Flow' section with two cards showing '0.00 ML/d' for 'M116285/1' and 'Y1A/1'.

Click Compose

The screenshot shows the MI Connect Messages page. The 'COMPOSE' button is highlighted with a red box. Below it is a table of messages:

To	Message	Date ↓
My Planner	Hi, can I please change the water flow of order 789456 from 8ML to 15ML Thanks	27/05/2024, 15:39
My Planner	Hi can I please delay my order 726567 from 8AM to 10AM Thanks	27/05/2024, 15:38
My Planner	Hi can I please bring forward my order 726567 start time from 8AM to 10AM	27/05/2024, 15:28

Type message to Customer Operations Centre.

Your message should include mention of the appropriate order, outlet or farm.

The screenshot shows the MI Connect Messages page with the 'Compose New Message' dialog box open. The dialog box has a 'To' field with 'My Planner' selected and a text input field containing the message: 'Hi can I please change the flow rate of my order 734234 from 10ML to 15ML'. There are 'SEND' and 'CANCEL' buttons at the bottom of the dialog box.

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Click Send

