The new service sends job docs and licence updates from Safetyminder into SIMPRO in batches, it means they will not instantly show in SIMPRO.

This was done to improve performance and reduce error messages for when SIMPRO may not be available.

If a job doc is urgently required in SIMPRO, they can be manual sent from by clicking **SEND** in Administration/Company Set up/Simpro Logs.

Home / Administration / Company Set up / Simpro Logs

	EXCEL	PDF	FILTER	GROUP	Search...	✕		

Type	Description	stat...	Creat Date Ti...	Send Date Time	Response Date...	Actions
JOB	Job Name: V52 Test Job No: 54288/Doc No: 861, Job Status: Completed/	Pending	08/12/2025 10:32			SEND
JOB	Job Name: Test Contact Job No: 54219/Doc No: 860, Job Status: Completed/	Sent	01/12/2025 15:19	01/12/2025 15:41	01/12/2025 15:41	