

Corporate Services Release Report

Printed: 11/3/2009 12:38:59 PM

Page 1 of 10

Release Date: 10/30/2009

PR 10791 **EOF error received on check in of interoffice transfer**

DLL:INVTY

Client Reports:

During checkin of an interoffice transfer, the following error message is received:

"The Move Inventory Location Function for Item 00000015 Reports: While opening inventory recordset, the system reports error 3021
Either BOF or EOF is True, or the current record has been deleted..."

Investigation Results:

Discovered that recent changes for RFM 10560 introduced this problem. This will happen anytime an item is transferred into a bin location that it has never before existed in.

Result of Report:

Modifications were made to correctly process the transfer of items into a bin location that the item has never been in.

RFM 10254 **Create 'Auto-Email' Ticket Feature**

DLL:BILLG

DB:CS_SQL_SCRIPTS

DLL:PROFL

APP:RTMS

DLL:TICKET

DLL:VIEW

Corporate Services Release Report

Printed: 11/3/2009 12:38:59 PM

Page 2 of 10

Release Date: 10/30/2009

RFM 10254 Create 'Auto-Email' Ticket Feature

Client Request:

Provide a method to automatically send style X delivery (type D and T) and return ticket PDF files to a specified set of email addresses. The Subject of the email should be as specified in the detail.

Create a method to allow a user to enter email addresses for sales people and link them to the salesperson codes so that when RTMS emails the ticket PDF it will automatically email a copy to the list of sales persons related to the salesperson codetagged to that customer.

Proposed Modifications:

1.) Add two preference options, one for delivery tickets and one for return tickets, to specify an email address and a spare email address (for future use) to which the ticket should be sent in a PDF format when printed. The email should be sent "silently" with no user interaction using the SMTP email functions available. This will require setting SMTP email settings in preferences. This will only be available on style X tickets.

Dev: 4 new preferences were added under the EMAIL SETTINGS Group:

- Ticket Primary Email
- Ticket Secondary Email
- Return Ticket Primary Email
- Return Ticket Secondary Email

2.) Add a preference option to archive tickets, similar to the existing preference option for invoices. This preference will tell the system where the PDF files should be saved when generated to attach to the emails. This will only apply to style X tickets.

Dev: 1 new preference was added under the RENTAL TICKET Group:

- Ticket Archive Path...

3.) Add a detail table for salespersons that will allow for multiple email addresses to be entered for a salesperson code.

4.) The file name and email subject line should be formatted as specified in detail.

5.) Create a log event to log all emails that were sent out. Log should include user, timestamp, ticket number, delivery or return.

Dev: Viewable via the DT Log report

6.) Provide the ability for the emails to be sent with a read receipt to be sent to the ticket logging email address.

RFM 7900 ACCPAC INTERFACE

DB:CS_SQL_SCRIPTS

APP:TRAKQUIP

APP:PO

DLL:PROFL

Client Request:

Create an Accpac interface for TrakQuip according to the attached specifications. Invoices, PO distributions, and inventory journal entries should be exported.

Proposed Modifications:

This modification added a new invoice export for the Sage Accpac 5.5 specification. It is enabled by selecting "Sage Accpac 5.5" as your accounting software from the Accounting preference group.

PR 10644 Syntax Error on Damage Report tickets in Material Tickets Module

APP:Material

Corporate Services Release Report

Printed: 11/3/2009 12:38:59 PM

Page 3 of 10

Release Date: 10/30/2009

PR 10644 **Syntax Error on Damage Report tickets in Material Tickets Module**

Client Reports:

Client reports the following error when trying to create a Damage Report in the Material Ticket Module.

System Message

While attempting to open recordset, in ADO mode,

SQL->SELECT DH.job_number, DI.item, DI.quant, DI.descr, DI.counter FROM deltickhdr AS DH WITH (NOLOCK) INNER JOIN deltickitem AS DI WITH (NOLOCK) ON DH.dticket = DI.dticket WHERE DI.itype NOT IN ('S', 'C') DH.job_number = 'N90247' AND DI.return_date = '08/21/09' ORDER BY DI.dticket, DI.counter

the system reports error - -2147217900 [Microsoft][ODBC SQL Server Driver][SQL Server]Incorrect syntax near 'DH'.

OK

Investigation Results:

It appears that on the leave cell from the "Reference Job" field that the user is prompted to enter a return date. When the user clicks "OK" on the return date prompt form the error message is thrown.

Investigation of the error message reveals that the "AND" in the SQL Statement where clause was left out. Inserting an "AND" between the ltype and job_number fields in the SQL should correct the issue.

Result of Report:

The SQL statement was modified to include the "AND" between the first and second where clause.

RFM 10617 **Preference to lock additional fields on Rental Ticket and Job maintenance**

DB:CS_SQL_SCRIPTS

APP:TRAKQUIP

DLL:PROFL

Corporate Services Release Report

Printed: 11/3/2009 12:38:59 PM

Page 4 of 10

Release Date: 10/30/2009

RFM 10617

Preference to lock additional fields on Rental Ticket and Job maintenance

Client Request:

Provide the ability to restrict the user from modifying the following fields as indicated:

Rental Ticket Header:

1. Closed flag - Restrict manually setting a Rental Ticket to 'closed'
2. Discount - Restrict entering and editing, should only be populated from customer maintenance
3. Tax Status (Tax Code) - Restrict entering and editing, should be set to 'Vertex' if Vertex is being used or populated from customer maintenance, otherwise.
4. Price Grid - Restrict entering and editing, should only be populated from customer maintenance

Added 9/25/09:

5. Inside Salesperson - Restrict entering and editing, should only be populated from the user log in
6. Outside Salesperson - Restrict entering and editing, should only be populated from customer maintenance "Sales Rep" field

Rental Ticket Spreadsheet:

1. Item description - If the item number used exists in inventory, the user should not be allowed to change the description on the line item. For comment lines or items that do not exist in inventory, the user should be allowed to edit the description.
2. UOM - Restrict entering and editing, should only be populated from inventory record
3. Ret. Auth No. - Restrict entering and editing
4. Discount - Restrict entering and editing, data should only be populated from the ticket header
5. Minimum amount - Restrict entering and editing

Job Record

1. Tax Status (Tax Code) - Restrict entering and editing, should be set to 'Vertex' if Vertex is being used or populated from customer maintenance, otherwise.
2. Job Number - Restrict entering and editing, this should only be set according to the existing logic that assigns the next job number for the customer

Overview and Background:

When a user edits any of the listed fields, it can cause failures in exporting to Great Plains or other internal issues. The client would like to be able to restrict editing this information, but still have it available for reference. The existing logic to populate these items automatically, should not be affected.

Proposed Modifications:

-
- 1.) Provide new permission restrictions to control access to the following fields on the rental ticket header form:
 - Ticket is closed - No More Invoices (There is an existing restriction for setting tickets to 'Active')
 - Discount
 - Tax Status (Tax Code)
 - Price Grid

- 2.) On the rental ticket Spreadsheet Designer maintenance form and database table, provide a new column to designate whether the field should be read-only. Provide logic to lock down fields designated as read-only on the spreadsheet designer. This can be used to control access to the following fields:

- UOM
- Ret. Auth No.
- Discount
- Minimum amount

NOTE: fields not marked read-only may still be locked for other reasons or by other existing logic.

- 3.) Provide a new permission restriction to control the user's ability to edit the description of Rental Ticket line items. This should not apply to line items with a comment type, with no item number, or with an item number that is not found in inventory.

- 4.) Provide new permission restrictions to control access to the following fields on the job maintenance form:

- Tax Status (Tax Code)
- Job Number

Corporate Services Release Report

Printed: 11/3/2009 12:38:59 PM

Page 5 of 10

Release Date: 10/30/2009

PR 10576 **Attached documents print after canceling print preview**

APP:RTMS

Client Reports:

In RTMS print preview an Invoice with attached document and then click "cancel" on the print preview screen. The attached document (when checked to print with Invoice) will still print even though the user canceled the print preview. This appears to be happening for all X Styles.

Investigation Results:

We determined that the system was not properly checking to ensure that the invoice printed before printing attached documents. Changes should be made to check if the invoice was printed first.

Result of Report:

We now properly ensure that the invoice was printed before printing attached documents.

RFM 10475 **Ability to add Ship from information to the ticket header**

APP:RTMS

DLL:TICKET

DB:CS_SQL_SCRIPTS

APP:TRAKQUIP

DLL:GFRMS

DLL:LOGIN

Client Request:

Client would like the ability to specify the Ship From information on a rental contract and have this information available to print on the rental contract print out.

Overview and Background:

Currently, the user can specify a "Billing" address and a "Ship To" address on a rental contract header, but it is assumed that the "Ship From" address will be the company address for the office indicated on the contract.

Proposed Modifications:

- 1.) Add a new table to the database to store a "ship from" address which will be associated with a rental contract. The fields should include address lines 1-3, city, state, zip, and country.
 - 2.) On the rental contract header form, provide a command button which, when clicked, will launch a form allowing the user to enter, edit, and save a "ship from" address for the rental contract.
 - 3.) Modify the rental contract print objects to load this data and make it available to the rental contract printout.
 - 4.) Modify the client's custom style X rental contract printout to include the ship from address when provided.
-

PR 10679 **Unit of Measure not populating when coming from price grid**

APP:TRAKQUIP

Corporate Services Release Report

Printed: 11/3/2009 12:38:59 PM

Page 6 of 10

Release Date: 10/30/2009

PR 10679 Unit of Measure not populating when coming from price grid

Client Reports:

Client reports that the Unit of Measure is not being populated on the ticket when using price grids. When the user attempts to post the ticket without the unit of measure, they are told they do not have enough in inventory to post the ticket. The user then populates the Unit of Measure on the ticket and they can successfully post the ticket.

It appears we are storing the Unit of Measure as a blank string on the price grid level and passing this to the ticket.

Investigation Results:

The unit of measure for the pricing grid does not allow nulls, so the client has been using a blank space to indicate no special unit of measure applies.

Result of Report:

Modifications were made to treat a blank unit of measure as if no unit of measure was specified on the pricing grid. This will allow the unit of measure to carry over from the inventory item record.

PR 10765 Transfer ticket being created with ticket number 0

APP:RTMS

Client Reports:

Client reports that they have a ticket that was created using "Transfer Ticket to New Location" with a ticket number of "0". Client reports that when clicking on the "View Associated Invoices" menu option over 80,000 Invoices are being returned for the ticket numbered "0".

Investigation Results:

This was researched locally and was able to replicate this using the following steps:

Create a ticket using the "transfer Ticket to New Location" function. When prompted for the ticket number remove the value and press ok, or press cancel.

This results in a ticket numbered "0".

Result of Report:

Modifications were made not to allow a 0 ticket number to be created when using the prompt for ticket number preference.

PR 10757 Sum GL Per Invoice / Revenue Per Salesperson Reports are Taking a Long Time to Complete

APP:RTMS

Client Reports:

Client reports that running the 'Sum GL Per Invoice' and their custom 'Revenue Per Salesperson' reports for the month is taking much longer to run than in the past.

Investigation Results:

The tax calculation functions were being called for each line on the invoice items. This is no longer necessary now that the tax values are being saved in database tables.

Result of Report:

Code changes were made to join the tax tables to the main query. This eliminates the need to call the tax calculation functions.

PR 10662 Schedule Preventative Maintenance Work Orders issue

DLL:MAINT

Corporate Services Release Report

Printed: 11/3/2009 12:38:59 PM

Page 7 of 10

Release Date: 10/30/2009

PR 10662 **Schedule Preventative Maintenance Work Orders issue**

Client Reports:

When attempting to use the 'Schedule Preventative Maintenance Work Orders' functionality on certain items, the following message is received:

Unable to create work order

The system reports that no inventory was available in your default location. The system reports that there are no locations with this item available to you. The repair work order cannot be created.

OK

However, if you try to send the item to a work order from the menu item on the inventory menu, the work order is created for the item.

Investigation Results:

-
- 1.) When the item has zero total inventory in the current office's profit center, and a non-zero total inventory in another profit center:
 - a. If there is a zero quantity on hand across all profit centers, the system does not create the work order and presents the reported message. (Normally this would simply create a work order that does not affect inventory).
 - b. If there is a non-zero quantity on hand in one other profit center, the work order scheduler creates the work order, pulling the item from the other profit center.
 - c. If there is a non-zero quantity on hand in more than one other profit center, the work order scheduler prompts the user to type in the bin location the item should be pulled from.
 - 2.) When the item has a non-zero total inventory and a zero quantity on hand in the current office's profit center, the system attempts to create the work order for the current office, but fails to move the item in inventory. Based on the logic for items 1.b. and 1.c. above, it would seem that we would either create a work order that does not affect inventory, or pull the item from an alternate profit center.

Result of Report:

-
- 1.) For case 1.a., the user will be given the option of skipping the work order or creating the work order without affecting inventory.
 - 2.) For case 1.b., no changes were made to preserve past functionality.
 - 3.) For case 1.c. and 2., an enhanced selection form will be provided to allow the user to select the location to use or whether the system should skip the work order or create the work order without affecting inventory.

RFM 10636 **New permission to restrict marking ticket header as Closed**

DLL:PROFL

APP:TRAKQUIP

Corporate Services Release Report

Printed: 11/3/2009 12:38:59 PM

Page 8 of 10

Release Date: 10/30/2009

RFM 10636 **New permission to restrict marking ticket header as Closed**

Client Request:

The client would like to have a permission to restrict users from manually closing a rental ticket.

In the ticket header there is a radio button labeled "Ticket Closed - No More Invoices". With the proposed permission set this field should be disabled.

Overview and Background:

There is currently a permission to restrict marking a ticket "active" after it was previously closed, but there is no way to restrict setting the ticket closed.

Proposed Modifications:

Add a new permission restriction to control whether user has the ability to manually close a rental ticket using the "Ticket Closed - No More Invoices" option on the rental ticket header form.

RFM 10622 **Modifications to hard-coded Invoice style**

APP:RTMS

Client Request:

Client uses Invoice style A to print their Invoices. They would like to make some changes specific to them to the hard-coded style.

Proposed Modifications:

Make modifications to Invoice Style A as outlined in client request using KEYNAME to differentiate client use of invoice from others.

PR 10778 **PO Authorization not working properly with Email Authorization**

APP:PO

Client Reports:

Client Reports that PO will not manually authorize when the logged in user has the Authorization Level to approve the PO.

Investigation Results:

Testing determined that the system was not properly handling the case that the authorization was zero. Zero is a special case that actually means that the user has unlimited power to authorize.

Result of Report:

The PO email authorization logic was slightly modified to properly consider the email authorization level of zero as unlimited.

RFM 9848 **Calculate Loss Damage Waiver on Rental Contract**

APP:TRAKQUIP

DLL:PROFL

Corporate Services Release Report

Printed: 11/3/2009 12:38:59 PM

Page 9 of 10

Release Date: 10/30/2009

RFM 9848 Calculate Loss Damage Waiver on Rental Contract

Client Request:

Add a preference to calculate the loss damage waiver charge based on projected return date.

Include the loss damage waiver charge when calculating the projected amount of the rental contract.

Add a radio button to the cash register form named 'on account' for credit customers. When the On Account option is selected, the deposit and payment information is not affected.

Re-Opened 10/19/2009: Provide a preference option to have the projected LDW amount saved as the sales price on the LDW line item on the ticket.

Proposed Modifications:

This RFM provided two Rental Ticket preference options for calculating LDW charges based on the estimated ticket charges. This RFM also added an additional option on the deposit form for this client only called "On Account."

Please refer to the "Help Files" for more information regarding these features.

RFM 10795 Allow collector to re-print invoice from collections aging screen

DLL:CustVend

Client Request:

During recent client visit, it was discovered that collectors spent quite a bit of time researching invoices. It seems that often the customer will request a new printout of the invoice or may have questions about it. The goal would be to reduce the number of steps required to do this.

Overview and Background:

The initial goal was to allow the collector to double click the invoice and allow this to trigger the rental software to display the invoice. Several technical issues made this difficult because the customer vendor module is actually a separate executable and communications between applications is difficult.

It was decided that most of the time the requirements would be met if when the user double clicks on the ageing row it would print-preview the invoice. This way the collector can provide information to the customer and if the customer requires a copy, the collector can either click the print button or the send button.

Proposed Modifications:

Add code that will allow X? Style invoices to be print previewed when the user double clicks on the open invoice spreadsheet.

PR 10796 Database field error when printing delivery ticket

DLL:VRTX

Corporate Services Release Report

Printed: 11/3/2009 12:38:59 PM

Page 10 of 10

Release Date: 10/30/2009

PR 10796 **Database field error when printing delivery ticket**

Client Reports:

While running in the TEST environment, a support person would get the following error every time they tried to print a ticket:
While in CalcTax, the system reports error, the system reports error - 3265 Item cannot be found in the collection corresponding to the requested name or ordinal.

Investigation Results:

Research revealed the user was running in a database with Vertex enabled and found some code that was accessing the ship to fields in the ticket header that do not exist in RTMS.

Result of Report:

For RTMS, point the code to the customer address rather than the shipping address until such time that the shipping address fields are added to RTMS tickets and invoices.

RFM 10779 **Modify the xrent style and additional contract details**

APP:TRAKQUIP

DLL:TICKET

DB:CS_SQL_SCRIPTS

Client Request:

The client would like to be able to add words such as "1% of declining balance" to the end of their rental contract details and have this print on the custom rental contract print style xrent.

Overview and Background:

When using the clients keyname, a menu option is available to allow the user to enter "additional contract details." The data entered on this form is stored and printed on the rental contract printout.

Proposed Modifications:

- 1.) Modify the additional contract details form and database table to provide a new field for entering and storing the information. This field should be placed prior to the text "Executed in duplicate..." on the form.
 - 2.) Modify the custom rental contract printout style XRENT to print this new field in the same location on the printout.
-

PR 10800 **Add views to baseline for RFM 10512**

DB:CS_SQL_SCRIPTS

Client Reports:

Errors are reported by the RA Report

Investigation Results:

Modifications to the report included changes to views that were not included in the baseline.

Result of Report:

Added the following Views.
CSView_RA_Ticket_Lines_All.sql
CSVView_RA_Report_All.sql