Corporate Services Release Report

Release Date: 12/15/2009

PR 2009121501 **Issues with Traverse Export when there are no taxable line items**

APP:RTMS

This case has been entered to investigate the following:

Client Reports:

Issues with Traverse Export when there are no taxable line items. The NonTaxSubtotal and NonTaxSubtotalFGN in Traverse table tblARTransheader are not being populated with the correct totals.

Investigation Results:

Recent changes for RFM 9553 accidentally misplaced custom logic that used the non-discounted amount for these fields.

Result of Report:

Modified code to replace use of non-discounted values for this client.

Release Date: 12/17/2009

PR 2009113002 **Receiving error message and corrupt invoice from Managers Approval process**

APP:TRAKQUIP

This case has been entered to investigate the following:

Client Reports:

While approving a ticket to create an invoice through the Managers Approval process the system generates the below messages then it creates an invoice header without the line items. This is not happening every time but it seems to happen at least once a week here lately.

Invoice Error

While performing procedure adding new line item the Invoice SUB routine reports Error -2147217873:[Microsoft][ODBC SQL Server Driver][SQL Server]Cannot insert duplicate key row in object 'dbo.invoiceitem' with unique index 'IX_invoiceitem_12'.

OK

The client is currently deleting the invoice, un-posting the ticket to reset the approval flag so that it can be invoiced again through the Manager Approval process. The second attempt at invoicing the ticket is then successful without incident

Result of Report:

Additional logging was added to track down the error. Additionally, we have added a check when a manager approved invoice fails to create to attempt to delete the invoice.

PR 2009092302 **Updating a Job may set Billing Logic Incorrectly**

APP:RTMS

Release Date: 12/17/2009

PR 2009092302 **Updating a Job may set Billing Logic Incorrectly**

Client Reports:

It was found during internal testing that if a user updates a Job and clicks yes to update tickets, the billing logic is updated to match that of the job . The problem is when a job is set to 'Use Default Logic'. When a ticket has been invoiced, the billing logic is set to 'Add Days Only', but if the job is updated and tickets are updated to match the edit of the job, the billing logic is reset to 'Use Default Logic' billing both min and add days again.

Investigation Results:

This can be reproduced locally if the Rental Preference 'Update Ticket Locations From Job' is not turned on.

Result of this report:

A code change was made to prompt the user if the job billing logic is set to 'Use Default Logic' and the delivery tickets have been previously billed and have the billing logic set to something other than default.

PR 2009120103 **Credit Limit Check on Save issues - enhancements to RFM10716**

DLL:MS_DYN

Release Date: 12/17/2009

PR 2009120103 **Credit Limit Check on Save issues - enhancements to RFM10716**

This case has been entered to investigate the following:

Client Reports:

On RFM 10716 Client requested a credit check upon save of the ticket line items to ensure a customer was not exceeding their credit limit. If the credit limit was exceeded, the ticket was to be placed on hold and the user notified of the hold status due to credit limit issues.

Client reports that when an order exceeds the customer's credit limit, the ticket is not being placed on hold. Nor is there any notification that the customer has exceeded their credit limit.

Investigation Results:

Investigation reveals that code was add October 12th to accommodate this need.
'MOD - 2009/10/12 - MDS - RFM 10716 - SaveTicket - Added call to new sub DTCreditCheck used to check credit status at save time

On Save, the system makes these tests:
1. If the ticket has already been placed on hold, the code in the save event does nothing
2. If the ticket is not already on hold, the the system follows these steps
   A. Confirms that the Hold and Release logic is turned on by preference
   B. Confirms that the ticket is a D or T ticket (ignores Bids and Interoffice transfers)
   C. Confirms that the accounting software preference is Microsoft Dynamics GP
   D. Runs the function doCheckMSGPCust to return a credit decision
      A. Checks preference to "Use GP Data for Credit Decisions"
      B. Checks preference for "Over Credit Limit Threshold"
      C. Checks preference "Treat Zero Credit Limit as Zero" to determine reaction to zero credit limit
         A. If a zero balance means that the customer has no credit line, then the customer is put on hold
      D. Checks preference "Use GP AR Age Data" to determine if Aging data is used for credit limit decision and the threshold for this decision
         A. Retrieves customer total balance, current portion and determines the percentage of balance that is current
         B. Checks "Over Age Threshold" to determine if ticket should be placed on hold.
      E. The system checks the current AR balance against the credit limit
         A. If the customer is already over the limit, the ticket is placed on hold
         B. If the customer is Not already over the limit, then
            A. The system adds to the customer's balance any open invoices (not closed to accounting) and determines if credit limit is exceeded, is so the ticket is placed on hold
            B. If open invoices do not put the customer over the limit, then the value of the open rental tickets is determined, added to the customer balance to determine if ticket is placed on hold
   E. If ticket is not on hold after the credit check action, then the credit code assigned to the customer is evaluated
      A. If the credit action is HOLD, then the ticket is placed on hold
   F. A message is issued to the user that the customer has been placed on hold.

Investigation reveals that all steps above are processed, however, when the customer is new, the only credit limit possibility is the value of the current ticket.
Investigation found that the code written as: If doGetTQDTAmount(sCustNum, dblDTAmount) Then
This function expect the customer code as mandatory, but the second parameter is an option rental ticket parameter and the third is the amount of the rental ticket(s) in the check.
In this case, the code should have been and should be changed to If doGetTQDTAmount(sCustNum, 0, dblDTAmount) Then to place the rental ticket in the third parameter position and allow it to return the appropriate ticket totals (dblDTAmount)

Result of Report:

Modified the call to doGetTQDTAmount so that the parameter dblDTAmount was in the proper position to return the total of the rental ticket.

PR 2009120101 **Credit and Rebill Reason Code Issues - enhancements to 10515**

DLL:BILLG

APP:TRAKQUIP

Release Date: 12/17/2009

PR 2009120101 **Credit and Rebill Reason Code Issues - enhancements to 10515**

This case has been entered to investigate the following:

Client Reports:

If user does not choose a code from the reason code pick list, another reason code form will appear allowing the user to enter a 'freelance message'. Client intended to force the user to only choose the reason code from the pick list. If the user cancels from the freelance message form they do get the expected message indicating that a reason code is required however; they can repeat the process of skipping the drop down and still enter a freelance message. Please ensure that the freelance message form does not appear.

Also, once the user has chosen a reason code there is still the possibility to remove it from the invoice using the delete function. Please ensure that a user cannot "Save", "Recalculate" or Mark it "Ready for Approval" without a reason code. All reason codes will have a subcategory set up in preferences so we envision that the credit/rebill must have at least one item on it from that subcategory.

Investigation Results:

Investigation confirms that a freelance option was provided in the belief that the reason may not always be found in the pick list. This was an assumption on the part of the developer and was not included in the original RFM.

Result of Report:
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1. Code that allowed freelance reason code entry was removed
2. Code was added so that when the user saves the credit memo, the user is reminded that a reason code is required, the reason code list is displayed for the user to pick and the code also turns off the "Ready for Approval" check box

RFM 10927 **Provide the ability to specify the rm_lm.dsn file as a command line parameter**

APP:TRAKQUIP

DLL:LOGIN

DLL:PRIMR

DLL:RMDB

APP:SU

Client Request:

Provide the ability to specify the rm_lm.dsn file path and file name as a command line parameter.

Overview and Background:

Currently, the system will look for a file named "rm_lm.dsn" in the "Data Sources" subfolder of the updates path.
The updates path can be specified as a command line parameter, but if the rm_lm.dsn location or file name is changed from the default, this is only stored in the windows registry.
Allowing the user to specify the rm_lm.dsn file on the command line will simplify the task of switching between rm_lm databases.

Proposed Modifications:

Add a new command line parameter "/DSNFile" which can be used to specify the complete path and file name of the rm_lm.dsn file.

i.e. /DSNFile:\\Cs-Dev\CS_V71\Updates\Data Sources\rm_lm_test.dsn

RFM 10826 **Maintainable Fluid Type List**

DLL:PROFL

DB:CS_SQL_SCRIPTS

APP:TRAKQUIP

Release Date: 12/17/2009

RFM 10826 **Maintainable Fluid Type List**

Client Request:

Client would like to add a maintainable list to the Maintain Menu option under the Rental Contract tree for "Dump Site Fluid Type". This will be a user entered list with an auto-generated ID column and a "Fluid Type" column.

The Fluid Types that will be entered are Production, Drilling, Flowback, Freshwater, Drill Mud.

Client would also like this information to be populated on the ticket spread sheet. They are currently populating that information in the "vtrx_prod_set_cd" column. Client is fine continuing to use this column or adding a new column to the rental contract spreadsheet.

Once the user begins entering the Fluid type on the line item the client would like the field to auto-populate with the correct fluid type from the maintainable list. (If the auto-populate option is not feasible here the client is fine with a right click to open a pick list and select the fluid type).

For example when the user enters "Pro" we would then check against all Types entered in the fluid type table and auto-complete with "Production".

Proposed Modifications:
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1. Add a preference to the rental ticket preferences to display the Fluid Type Column on the rental ticket line
2. Add a database table to store the possible fluid types.
3. Add a maintenance screen to maintain these fluid types
4. Add a menu option to the Maintain list to allow user to maintain the list (not permission controlled)
5. Add a database column to the ticket lines to store the fluid type (nVarChar(50)
6. Add a column to the spreadsheet (location to be determined) that is a text box
    A. Column will only appear if preference is checked
    B. Right Click will be implemented to allow user to pick from a list
    C. Validation code will be added to the Save routine to validate the fluid type

Values will be stored on ticket lines, but not transferred to invoices.

PR 2009120802 **Accounts with special characters causing issue when generating Late Charges**

APP:AR

This case has been entered to investigate the following:

Client Reports:

When a customer record has an (') in the name and the user attempts to generate late charges they receive an error message and no late charges are generated. example: AL'S AUTOMOTIVE REPAIR

Investigation Results:

Investigation confirms that a single quote or apostrophe does create a syntax error.

In addition, testing group identified wrong message given if GL Account not supplied by client.

Result of Report:

Add call to FixQueryString() function to adjust syntax of the query prior to submission to the OpenRecordset() function.

Corrected missing data message.

PR 2009120801 **New Restriction affects receiving of Repair PO's**

APP:PO

Release Date: 12/17/2009

PR 2009120801 **New Restriction affects receiving of Repair PO's**

Client Reports:

When restriction "Allow adding of new inventory items during receiving." is enabled it does not allow a user to receive a "Repair PO" with an item number populated. The user receives message "Item Not Found - Item XXXX was not found in inventory. This item number will need to be added to inventory before any quantity can be received." However the item in question is an inventory item.

When a "Repair PO" is created and the preference "Prevent Updating Inventory on Repair PO" is enabled the user should be able to receive that PO as it is not affecting inventory.

Investigation Results:

If there is an item number entered and the permission "Allow adding of new inventory items during receiving" is restricted the logic assumes a new item number is being added to inventory. When the PO is a repair PO and the preference to prevent updating inventory on repair PO's is set we are not affecting inventory and should not prompt the user with the message.

Result of Report:

A code change was made to check for a repair PO and the value of the preference to prevent updating inventory on repair PO's.

PR 2009120701 **PO created with incorrect cost (GL) account code**

APP:AutoPurch

This case has been entered to investigate the following:

Client Reports:

When auto purchase creates a PO and the preferences are set to populate the "Cost Code" column with GL Accounts, it does not properly expand GL Account codes when replacement characters are used in the expansion of the GL Account code.

Investigation Results:

Investigation confirms that depending on the source of the GL Account used to populate the cost code column, it might not be expanded properly

Result of Report:

Modified code to insure that no matter the source of the account code, it is properly expanded.

PR 2009120402 **Preference option for billing closed jobs has inconsistent default value**

APP:RTMS

Release Date: 12/17/2009

PR 2009120402 **Preference option for billing closed jobs has inconsistent default value**

This case has been entered to investigate the following:

Client Reports:

The setting of the preference option "Allow Closed Jobs to Appear in 'Create Invoice from Ticket / 'Bill a Job' List?" has changed.

Investigation Results:

Investigation reveals that for the preference profile and database in question, the "closed jobs" preference had not been saved. Comparison to a copy of the client's rm_lm database taken a while back confirms that the preference setting had not been saved at that time either.

Further investigation reveals that in preference settings, this option shows up with a default value of checked, but where used in the code, the system is assuming a default setting of un-checked. This means that when the setting is gray (not saved), even though it appears to be set, the code will act as though it is not set. This appears to be the best explanation for this complaint.

This preference was added on PR 2009082004

Result of Report:

Modified the system to use a consistent default setting for the "Allow Closed Jobs to Appear in 'Create Invoice from Ticket / 'Bill a Job' List?" preference. The default setting in both preference settings and in code is now set based on the clients keyname to preserve the functionality in place prior to the addition of the option.

PR 2009120204 **Issue with Tickets created through RA**

DLL:RETURNAUTHORIZATION

Client Reports:

When a ticket is generated through the RA process, the tax code is not populating on the line items. If a user adds items through the kit or just by adding an item, the Vertex Product CD populates however the tax code does not.

Investigation Results:

Replicated locally - Found that when the RA process generates the ticket, a taxcode is not populated on the ticket header. When line items are added to the ticket, the taxcode is populated from the ticket header.

Result of Report:

A code change was made to populate the taxcode on the ticket header when tickets are created using the RA process.

PR 2009121603 **Z type items no longer print on style X invoice**

DLL:INVOICE

DLL:PROFL

DLL:TICKET

Release Date: 12/17/2009

PR 2009121603 **Z type items no longer print on style X invoice**

This case has been entered to investigate the following:

Client Reports:

Line items using an IType of 'Z' are not printing on Invoices. The costs of the items on these 'Z' line items are included in the totals on the invoice, but the lines are not included. This means that if a customer totals the line items on an invoice the line items do not equal the total.

Investigation Results:

This is a result of RFM 10777, which added the Z-rollup logic to style X tickets and invoices. The Z-rollup logic suppresses the printing of items with an itype of Z. At the time this was implemented, it was thought that all clients using Z itypes would want this feature.

Result of Report:

Preferences were added to control the use of Z-rollup logic on style X tickets and invoices.

PR 2009120303 **Zero Dollar Purchase Orders appear as Fully Distributed**

APP:PO

This case has been entered to investigate the following:

Client Reports:

Create a new Purchase Order and do not add any monetary value to the Purchase Order. The label displayed on the footer of the form displays the Purchase Order as "FULLY DISTRIBUTED". Client finds this confusing for his end users as he has instructed them to never edit "FULLY DISTRIBUTED" purchase order.

Client also noted that the "Cost Code" column is not being displayed wide enough by default and would like to expand the default width of the "Cost Code" column on the form load.

Result of Report:

Code changes were made to display the Purchase Order as "Not Distributed" when there is a zero dollar amount and set the default width of the cost code column.

PR 2009072203 **Custom DT Accrual Report is not filtering out No Charge Tickets and Items on Multiple Tickets**

DLL:PROFL

APP:RTMS

Release Date: 12/17/2009

PR 2009072203 **Custom DT Accrual Report is not filtering out No Charge Tickets and Items on Multiple Tickets**

Client Reports:

When the user ran their custom Accrual Report on the DT Reports menu, some items were shown on the report that had their tickets billed for the report date range.

Investigation Results:

There were two reasons for these items showing on the report:

1. The report record source is not filtering out the tickets marked as no charge with the 'Flag DT No Charge' option.

2. Items from multiple tickets are on the invoice and the report code is testing the ticket number against the ticket number found in the invoice header instead of the ticket number bound to the invoice item. Also, the ucounter from the related ticket item record needs to be linked when trying to determine the proper line to consider.

Result of Report:

The report code has been corrected to filter out tickets marked as "no charge", and the invoice line item ticket number and ucounter will be used to determine the proper match to the ticket item being tested for inclusion in the accrual.

(12/3/09) : Re-opened to correct the functionality of the "Enable Updating of Invoice Line DT" preference and the permission restriction "If Checked, Will Restrict Users From Editing Invoice Line Ticket Number and Line Ucounter" which were added with this PR. These options were not working properly and since they were only implemented for this client, should not be visible to other clients.

PR 2009110303 **Particular type of credit produces errors in GP**

:

This case has been entered to investigate the following:

Client Reports:
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1 - When cloning an invoice to create a credit, if the invoice included no charge line items (zero dollar rate) and then closes to accounting, GP generates and error 'Debit and Credit Amounts must be > 0' and produces erroneous lines for ActNum ST and DebitAmt in the GP import. (See 'Debit Credit Amounts' tab on attached spreadsheet)
If user deletes the zero charge line items prior to closing to accounting, no error messages or erroneous lines occur in the GP import.

2 - When user clones a cloned invoice to create a credit, GP produces an additional line on the import that replicates everything but the DISTINDX and generates error 'Account does not exist for Account Index (DSTINDX)'. (See 'Account does not exist' tab on attached spreadsheet)

On invoice 2534804.3 - Original invoice 2534804 was cloned to create credit 2534804.1 - no issue in GP - Invoice 2534804 was cloned again to create credit 2534804.2 - no issue in GP - Credit 2534804.2 was cloned to create credit 2534804.3 - issue now in GP 'Account does not exist for Account Index (DSTINDX)'

On invoice 2732414.1 - Original invoice 2695763 was cloned to create credit 2695763.1 and rebill invoice 2732414- no issue in GP - Rebill was created in error so user cloned rebill invoice 2732414 to create credit 2732414.1- issue now in GP 'Account does not exist for Account Index (DSTINDX)'

Investigation Results:

Result of Report:

Corporate Services Release Report

Release Date: 12/18/2009

PR 2009121101 **Contact restrictions not working properly**

DLL:CustVend

Client Reports:

Customer/Vendor Contact Records - Add Edit
Customer/Vendor Contact Records - View/Add/Edit Sales Only

Setting the permission to restrict users for adding or editing contact information is not working. If you click edit on the customer record, and then go to the contact tab, all the action buttons are disabled however; if you do not click edit first, the action button are available and you can add and edit the contacts and notes.

Investigation Results:

It was found that the permission to add or edit contact information was only implemented in our old customer/vendor maintenance form. The permission to view/add/edit Sales Only contacts was working correctly.

Result of Report:

A code change was made to implement Customer/Vendor Contact Records - Add Edit in the enhanced customer/vendor maintenance form.

RFM 10931 **Added support for padded invoice numbers to the MAS integration**

APP:Mas200

Client Request:

Client would like CS to modify program and views to accomodate for padding invoice numbers out to 7 digits. This is important to ensure consistency of invoices and credit memos.

Overview and Background:

The MAS data stores the invoice as a text rather than a number. It is limited to 7 charcters.

Example Invoice 0004125
Example Credit Memo 08175.1

Proposed Modifications:
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1. Modify the MAS Interface function doChkView_approved_invoices_jobnum to include a new column named INVOICE_NUM_7PADDED. This function replaces the view VIEW_approved_invoices_jobnum with a new version.

PR 2009121601 **Restrict creating invoice permission issue - enhancement to 10515**

APP:TRAKQUIP

APP:Batch

Corporate Services Release Report

Release Date: 12/18/2009

PR 2009121601 **Restrict creating invoice permission issue - enhancement to 10515**

This case has been entered to investigate the following:

Client Reports:

When you choose the permission to restrict a user from creating an invoice "Invoices (only) Create" the system still allows a user to create an invoice through the invoice menu option "Create invoice from rental contract"

If this restriction is enabled client feels that a user should not be allowed to create an invoice in any way shape or form.

Investigation Results:

Original RFM 10515 was used to restricting creation of invoices by certain methods, but not in all areas.

Result of Report:

Code has been added to prevent execution of any method of invoice creation.
This includes using menu options and create invoice button