

Corporate Services Release Report

Printed: 2/10/2010 11:40:28 AM

Page 1 of 15

Release Date: 2/2/2010

PR 2010010601 User able to add items to posted tickets

APP:TRAKQUIP

Client Reports:

An inventory item is showing -1 total out in inventory, but the bin location summary records correctly show the expected total out of zero.

Investigation Results:

It appears that this item was returned or un-posted from the ticket twice. Review of the creation date of this item confirms that it was added to the ticket on a date which was later than the other items on the ticket. It appears the item was added while the ticket was posted and that the item was un-posted from the ticket prior to being marked out in inventory. Since the item was out for another ticket, the un-post was successful.

Investigation reveals that it is possible to add an item to a posted rental ticket and then un-post the ticket prior to saving it. It was also discovered that if the item added triggers misc charge items, the misc charge items are also added to the posted ticket.

Result of Report:

A modification was made to restrict the user from adding non-comment items to posted tickets. The ticket must be unposted to add inventory items.

Release Date: 2/5/2010

RFM 10941 Additional Modifications related to Credits and Rebills

DLL:PROFL

DLL:BILG

DB:CS_SQL_SCRIPTS

APP:TRAKQUIP

DLL:INVOICE

Corporate Services Release Report

Printed: 2/10/2010 11:40:28 AM

Page 2 of 15

Release Date: 2/5/2010

RFM 10941 Additional Modifications related to Credits and Rebills

Client Request: RFM 10941

1.) Add a check box to the inventory tab "adjustment required"

- In relation to the reason code functionality, when used, provide a flag on the inventory form to indicate whether a reason code item requires an adjustment. This flag should only be visible for items with the specified reason code subcategory. When the user selects a reason code from the pick list, if that reason code item requires an adjustment, automatically mark the credit as adjustment required. If an adjustment is NOT required, then the existing prompt should still be issued asking the user if an adjustment is required. If the reason code does require an adjustment, do not allow the user to un-check the flag.

- Client would like to specify that the reason codes are NOT set up in inventory as requiring adjustment. The user should get the current message of "does this credit require an adjustment" so they will have the option to set the flag. However, on the items that default to require adjustment, the user will not be able to un-check the "require adjustments" flag.

2.) Add a new flag to the invoice header.

- Currently when cloning an invoice to create a credit, TQ has a flag in the credit memo header to identify it as a Credit rather than an Invoice. However, when cloning an invoice to create another invoice or a rebill, TQ has no way of identifying one type of invoice from another.

Client would like a flag for these invoices created through the cloning feature similar to the one created for credit memo's.

- If an invoice was created through the cloning feature the flag should indicate that the invoice is a "clone".
- If a rebill invoice was created through the cloning feature the flag should indicate that the invoice is a "rebill".
- If user is creating a credit memo or rebill from a converted Invoice (Invoice imported from previous system) and the Original Invoice does not have a valid Ship Address, when user clicks save or attempts to mark the Credit/rebill "Ready For Approval", it gives them a warning message that they cannot proceed with this credit/rebill until the correct Ship To information is entered. (I have attached the users notes to the Assoc Documents)

3.) Add logic to credit memo approval form

- Add logic to the credit approval form to only populate the credits for a particular job if all credits created for that day have been marked as "Ready for Approval". EXAMPLE: If 3 credits are issued for the same job on the same day, none of them will appear on the approval form until all 3 credits have been marked "Ready for Approval".

- Modify existing logic to notify user if an attempt to approve or reject fails. After attempt is made, reload the spreadsheet so that only the ones not yet approved are displayed.

- Modify the credit memo approval form to add a check box with a label "Approve by Job". If this option is checked by the user, when the user approves a credit memo, all other credit memos for the same job are automatically checked.

4.) Add a preference to require certain users to use the credit approval process in order to close credit memos to accounting.

- When checked, user will be required to mark their credits "ready for approval" and will not be able to close invoices to accounting that have not been CM process approved.

- When NOT checked, credit memo can be "closed to accounting" without going through the credit memo approval process.

Overview and Background:

Proposed Modifications:

Make code changes to fulfill the client request.

Corporate Services Release Report

Printed: 2/10/2010 11:40:28 AM

Page 3 of 15

Release Date: 2/5/2010

RFM 10699 **Add Office Pick List to Sum GL Per Invoice Report**

APP:RTMS

Customer Request:

Add an office pick list to the Sum GL Per Invoice Report in RTMS. Currently the filter screen allows the user to select an office range. Remove the office range and supply a standard pick list for office codes from the company table. The list should allow a user to select one, many or all offices.

Overview and Background:

Proposed Modifications:

Make code changes to fulfill the client request

RFM 10826 **Maintainable Fluid Type List**

DB:CS_SQL_SCRIPTS

APP:TRAKQUIP

DLL:PROFL

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, and 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:

-
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 2010012901 **Syntax error on legacy code to populate return bin**

DLL:LOGIN

Corporate Services Release Report

Printed: 2/10/2010 11:40:28 AM

Page 4 of 15

Release Date: 2/5/2010

PR 2010012901 Syntax error on legacy code to populate return bin

Client Reports:

Client reports they receive an incorrect syntax error message when populating the new return_bin_loc field. Initial thought is this is related to SQL Server 2000 compatibility.

Investigation Results:

A field was added to save the bin location an item was returned to. Legacy code was written to populate this new field for tickets that are less than two years old. The query used for this update was not compatible with SQL Server 2000.

Result of Report:

The query was rewritten to be compatible with SQL Server 2000.

PR 2009120201 Rental History on the Inventory tab seems to be blank

APP:TRAKQUIP

This case has been entered to investigate the following:

Client Reports:

When selecting Rental History on the Inventory module screen, for the TQ item M-03, the history screen sometimes appears blank, sometimes contains only 1 or a few lines, and sometimes contains all 32 lines expected. The form will sometimes produce a timeout error, but not always, and even when the timeout error is produced, data will still sometimes load correctly.

Investigation Results:

Efforts to rebuild indexes and statistics produced no improvement in results. Running the same queries directly in the database produced instant and consistently expected results. Further investigation with a local copy of the client's database revealed that changing the recordset type from forward only to static provided a drastic improvement in the load time and consistency of the results.

Result of Report:

Enhanced error messages and added progress bars to help identify more precisely which section of the code is failing. Changed item history recordset opening to use static rather than a forward only recordset.

PR 2010010501 Book Depreciation with Recovery Change is not Calculating Post Recovery Change Depreciation Properly

APP:FA

Corporate Services Release Report

Printed: 2/10/2010 11:40:28 AM

Page 5 of 15

Release Date: 2/5/2010

PR 2010010501 Book Depreciation with Recovery Change is not Calculating Post Recovery Change Depreciation Properly

This case has been entered to investigate the following:

Client Reports:

The Book Depreciation with Recovery Change function is not calculating post recovery change depreciation properly. The monthly depreciation value seems too low.

Investigation Results:

The depreciation rate was not being set properly for post recovery change calculations.

Result of Report:

RFM 11038 Add preference to hide particular menu options

DLL:PROFL

APP:TRAKQUIP

Client Request:

Add a preference to hide the "close to accounting" menu option

-when checked the Invoice menu option "Close to Accounting" will be hidden whether user has permission to close to accounting or not.

Add a preference to hide the "Create Invoice from Rental Contract" menu option

-when checked the Invoice menu option "Create Invoice from Rental Contract" will be hidden whether user has permission to create an invoice or not.

Overview and Background:

When client sets up their Manager Approval and Credit approval process, they use a combination of preferences and permissions. Both processes include auto close the invoices to accounting. This process requires a user with the authority for Manager and Credit approval to not restrict their permission to "Invoices close to Accounting Software". This particular permission also controls the invoice menu option "Close Invoice(s) to accounting system". Although the user needs the permission for the approval process, they do not have authority to close other credits or invoices to accounting. In order to control this, Client would like a preference to hide that menu option even though the permission to "Invoices close to Accounting Software" is not restricted.

Similar situation with the Create Invoice from Rental Contract option. Users need the ability to create an invoice through the manager approval process, therefore, the permission cannot be restricted. However, those users are not allowed to create an invoice in any other way.

Proposed Modifications:

1. Added preference and code to hide menu option even when user has permission.

RFM 10911 Add printing of terms and conditions to bids

DLL:PROFL

DLL:VIEW

Corporate Services Release Report

Printed: 2/10/2010 11:40:28 AM

Page 6 of 15

Release Date: 2/5/2010

RFM 10911 Add printing of terms and conditions to bids

Client Request:

Allow the user to specify a terms and conditions file to be printed on bid printouts in the same manner as the system currently allows on ticket and invoice printouts.

Overview and Background:

Currently, the system allows the specification of the terms and conditions file via a preference setting and this only applies to ticket and invoice printouts.

Proposed Modifications:

Provide the following two new rental ticket preferences:

- 1.) Print Terms and Conditions on Bids
- 2.) Bid Terms and Conditions Filename...

When selected, and a file has been provided, print the contents of the file between each page of the bid so that it appears on the back of each page when printing to a duplex printer. This should work in the same manner as the existing options on tickets and invoices.

PR 2010012105 Message "No Data Found " returned when trying to print Invoice in restricted office

APP:RTMS

Client Reports:

User is set up with a preference profile restricted from all offices but one and a permission profile selected to view but not edit invoices in restricted offices.

When the user prints an Invoice in a restricted office they receive the following message.

"No Data Found"

Investigation Results:

The permission to view but not edit invoices was not being considered in the print logic.

Result of Report:

A code change was made to check the permission to view but not edit invoices in restricted offices.

PR 2010012103 User receiving invalid warnings of inadequate inventory

APP:TRAKQUIP

Corporate Services Release Report

Printed: 2/10/2010 11:40:28 AM

Page 7 of 15

Release Date: 2/5/2010

PR 2010012103 User receiving invalid warnings of inadequate inventory

This case has been entered to investigate the following:

Client Reports:

When saving a rental contract, the user receives a warning on sales item 18821 that "inventory is inadequate to meet all needs" yet it appears that there is exactly enough inventory available for that item to satisfy the ticket and the item it is not out on any other ticket.

On the other hand, for sales item 46652, there is not sufficient inventory to satisfy the ticket and no warning is received.

Investigation Results:

Investigation reveals that the item 18821 was backordered on ticket 24335 and appears on that ticket as out with a quantity of 1 but the itype is a comment itype. Since comment itypes do not affect inventory, comment items should not be considered for the sake of this warning.

Investigation reveals that item 46652 only appears on the ticket currently being saved and the warning logic is only applied when the item is also being sold on other tickets. Although this is consistent with the original intention of this feature, we may want to consider expanding this feature to test for adequate inventory in this situation.

Result of Report:

PR 2010012702 Invalid procedure call or argument error received during database update

DLL:Classes

Client Reports:

When applying database updates to the rm_lm database, the system reports the following error:

UpdateSQLDatabase the system reports error - 5 Invalid procedure call or argument

This is occurring when the progress bar reads the following:

Reading Primary Key PK_tbluser_reg

Investigation Results:

It appeared the database update logic was failing to read the tbluser_reg table, so we asked the client's DBA to drop this unused table. After the table had been dropped, a similar message was received for the table tblnamelog_detail. Upon retrieving a backup of the client's rm_lm database, it was discovered that the system was actually failing the attempt to read the temporary table tmp_NLLOYD_perm_info which had not been properly disposed. The reason the system could not read the primary key on this table is because it was created in the ERMS_ADMIN schema rather than the dbo schema. Directed the client to drop the temp tables tmp_NLLOYD_perm_info and tmp_NLLOYD_perm_xref and attempt the update again and to modify the ERMS_ADMIN login to use the dbo schema for all CS databases.

Result of Report:

Code modifications were also made to the database update logic to skip the reading of tables that are not in the dbo schema. Since these were only temporary tables, there is no impact to skipping them in this case, but if these had been actual baselined tables created in an alternate schema, we would want the system to fail on the creation attempt, rather than the read attempt, for easier troubleshooting and so that other needed changes could be applied.

Corporate Services Release Report

Printed: 2/10/2010 11:40:28 AM

Page 8 of 15

Release Date: 2/5/2010

RFM 10483 New Order Entry form for Client

DB:CS_SQL_SCRIPTS
APP:TRAKQUIP
DLL:GFRMS
DLL:INVTY
DLL:OrderEntry
DLL:PROFL

Client Request:

Create custom Order Entry form for client.

RFM 10715 Permission to "Restrict cloning of invoice if closed in GP "

APP:TRAKQUIP
DLL:MS_DYN
DLL:PROFL

Client Request:

Add a permission to "Restrict cloning of invoice/credit if closed in GP".

Overview and Background:

What we are trying to do is have a permission available where a user cannot clone an invoice/credit if the invoice/credit is no longer "open" in our Great Plains software. Once an invoice/credit is closed in GP it is considered 100% settled with our customer and no further credits/adjustments are applicable.

Proposed Modifications:

-
1. Add a function to derive the balance of an invoice in Microsoft Dynamics GP
 2. Add a permission restriction to restrict users from cloning an invoice found in GP with a zero balance in GP
 3. Add code in TrakQuip to check this restriction prior to executing the code to clone an invoice
 4. Add code in TrakQuip so that when a Credit Memo is saved, the user will not be able to save the credit memo for more than the open balance of the original invoice
-

RFM 10551 Credit Memo Approval Process

DLL:BILG
DB:CS_SQL_SCRIPTS
APP:TRAKQUIP
DLL:GFRMS
DLL:PROFL

Corporate Services Release Report

Printed: 2/10/2010 11:40:28 AM

Page 9 of 15

Release Date: 2/5/2010

RFM 10551 Credit Memo Approval Process

Proposed Modifications:

Add a preference option to activate a Manager Approval process for Credit Memos as follows:

- 1.) Provide a new menu option and form for "Credit Memo Approval Process Setup." Provide a permission restriction to control access to this form.
- 2.) On the "Credit Memo Approval Process Setup" form, allow the user to configure the following information:
 - a. Descriptions and amounts for 3 or more levels of approval. i.e.
 - i. Level 1 - RM - amount allowed
 - ii. Level 2 - DM - amount allowed
 - iii. Level 3 - Corporate - amount allowed
 - b. Assignment of user logins to roles and offices. i.e.
 - i. User A - RM - Offices 1, 2, 3
 - ii. User B - RM - Office 4
 - iii. User C - DM - Offices 1,2, 3, 4
 - iv. User D - Corporate - Offices 1, 2, 3, 4, 5

Note: The offices should be displayed in a comma separated list, but stored in an additional table. A selection list should be provided for selecting the offices for each user and the office codes should be validated if typed or "pasted" in.

3.) Add fields to the invoice header table to store the current level of approval and whether the credit memo has reached final approval to export. Add a button for the user to flag the credit memo as ready for approval once the user is done editing and visual indicators on the invoice tab to display the approval status and level. Allow the user to query credit memos by the approval level and status.

a. The button to flag the credit memo as ready for approval should only be available when the credit memo is first created or when it has been rejected and sent back to the initial level.

b. At any level after being flagged ready for approval and prior to final approval, the status label should read "Ready for <level> approval," where <level> is the description entered for the appropriate approval level (item 2, a above).

4.) Modify the MS Great Plains export to prevent exporting Credit Memos that have not been approved by the required level of management.

5.) Add a permission restriction to control which users are allowed to set the credit memo as ready for level one approval. Eligibility to set the credit memo to higher levels of approval will be determined by the roles assigned to the user in Credit Memo Approval Process Setup.

6.) The approval process will work as follows:

a. The user creates a credit memo and edits as needed. (The approval level at this point is zero). When done editing the credit memo, if the user has permission, the user flags the credit memo as ready for level 1 approval, which increments the approval level to 1.

b. A manager who has been designated to perform the next level of approval (see item 2, b above) reviews the credit memo and either approves or rejects the credit memo.

i. If the Manager approves the credit memo and has authority based on the specified threshold, the approval level should be incremented to the next level and the credit memo should be flagged as approved for export. If the "Auto Close Invoices to Accounting" preference is selected, the credit memo should also be exported to Great Plains in the same manner as the manager approval process for rental contracts. At this point the credit memo is closed and no further action is necessary.

ii. If the Manager approves the credit memo and does not have the authority based on the specified threshold, the approval level should be incremented to the next level but the credit memo should not be flagged as ready for export. The credit memo will now require the next level of approval and the process will continue at 6, b, above.

iii. If the Manager rejects the credit memo, the credit memo approval process level should be set back to the original level of zero and the process will continue at 6, a, above.

7.) To support this process, add a credit memo approval form, similar to the existing ticket approval form. This form should load only the credit memos that are ready to be approved and eligible for approval by the current user. This form should provide options to accept or reject each credit memo.

a. Eligibility to approve the credit memo will be based on the office and level assigned to the user (item 2, b).

b. A threshold comparison will be performed to determine if the approval is the final level of approval necessary to export the credit

Corporate Services Release Report

Printed: 2/10/2010 11:40:28 AM

Page 10 of 15

Release Date: 2/5/2010

RFM 10551 Credit Memo Approval Process

memo. The comparison will take the sum of all invoices for the same job with the same creation date and compare it to the threshold specified for that user. If the threshold meets or exceeds this amount, the credit memo should be flagged and exported accordingly. If the threshold is lower than this amount, the credit memo approval level should be advanced for the next level of approval.

8.) Add a history table to the database to store the history of credit memo approval. This should include the number of the credit memo, the user name of the user who approved or rejected it, the level of the approval, whether this was the final approval, and a date and time stamp.

Added 8/12/09:

-
- 1.) When creating the credit memo, allow the user to designate whether the credit memo will require an adjustment. Add a new field to the credit memo header table to store the value of this flag.
 - 2.) In the spreadsheet for setting up approval levels, allow the user to flag one of the approval levels as "required only for adjustments."
 - 3.) If a credit memo has been flagged to require an adjustment, the system should require that the credit memo be approved by a user assigned to the approval level designated as "only for adjustments." If the credit memo has not been flagged to require an adjustment, the system should not require approval at this level.

PR 2010020103 TrakQuip Reporting Dashboard and View Catalog Applications Menu Items Need Updating

APP:TRAKQUIP

This case has been entered to investigate the following:

Client Reports:

The Reporting Dashboard and View Catalog Applications menu items found in TrakQuip no longer look for the applications in the correct location.

Investigation Results:

With the change to include "LLC" in our .NET product company names, the registry path has also changed. The menu items in question should now include the "LLC" in the company name portion of the registry path. They should also look at the string value named "TargetDirectory" instead of "InstallationPath".

Result of Report:

Modified menu items to look in a new registry path for executable existence.

RFM 11014 Include GP validation for Credit Manager Approval Process

APP:TRAKQUIP

DLL:PROFL

Corporate Services Release Report

Printed: 2/10/2010 11:40:28 AM

Page 11 of 15

Release Date: 2/5/2010

RFM 11014 Include GP validation for Credit Manager Approval Process

Client Request:

Modify Manager Approval Process to include validation in GP.

- Add permission to "Restrict approving a credit if original invoice closed in GP"

- Revised 1/29/2010 to read: "Restrict approving credit memo where the source invoice is not found Open in GP (Non-Zero Balance)."

On RFM9796 a process was created to validate GP using the following logic: Test if the invoice exists in the posted and unposted tables and if it does not exist in GP at all then clear the credit memo field (invoice number) from the credit memo invoice and the XSLT will skip the apply mode if that value does not exist. This logic should continue to be followed as well as the below logic.

On RFM 10515 a new restriction and functionality was implemented to "restrict users from cloning and/or set "ready to approval" if the cloned credit is no longer open or the amount being credited exceeds the amount "open" in GP. Client would like the similar functionality and restriction when approving the credit as follows:

If the credit has been set to manager approval and now the transaction is waiting for its level of approval, before going to the next level or closing to accounting, the system should perform the same logic as in RFM 10515, and re-look at GP. If the credit amount does not exceed what is open, it is approved and goes to next level or closes it to accounting (see RFM 10551 to understand how it determines to close to accounting)

If the credit has exceed the available amount to credit, then it should warn the user (see print screens) and function the same way as "rejecting the credit", see RFM 10551 to understand how "rejection" works.

See attachment for suggested warning messages.

Overview and Background:

Currently when cloning an invoice to create a credit, the system checks GP to verify that the invoice is still open. If not, the system does not allow the credit to be created. If the invoice has been partially paid in GP, the system gives the user a message stating the credit exceeds the open balance of the original invoice and only allows the user to create a credit for the open amount or less. Once the user completes the credit and marks it "ready for approval" and that credit stays in that status until a manager approves it. If approved, the manager approval process then closes the credit to accounting. However; if in the interim of marking the credit ready for approval and the actual manager approving it, the original invoice may have been paid in full. However, there is no way to stop that credit from being approved.

Proposed Modifications:

1. Add new permission restriction to "Restrict approving credit memo where the source invoice is not found Open in GP (Non-Zero Balance)."

2. Modify the approval process

 Add a test for the value of the open invoice in GP

 If the amount is less than the open value of the credit memo, then report this to the user and reject rather than approve the credit memo

 If the source invoice does not exist in GP, then report this to the user and reject rather than approve the credit memo.

3. If the Approve by Job check box is turned on, then all credit memos for the job should be rejected - 2/2/2010 - Client indicated if full approval for invoice was achieved, it could be closed to accounting even if another on same job requires adjustments only. Client indicated that this should not happen and would be a rare occasion.

4. Modify the code to wait for all credit memos for a job to be approved prior to closing any to accounting.

5. Test

6. Document

PR 2010020105 RTMS Reporting Dashboard and View Catalog Applications Menu Items Need Updating

APP:RTMS

Corporate Services Release Report

Printed: 2/10/2010 11:40:28 AM

Page 12 of 15

Release Date: 2/5/2010

PR 2010020105 RTMS Reporting Dashboard and View Catalog Applications Menu Items Need Updating

This case has been entered to investigate the following:

Client Reports:

The Reporting Dashboard and View Catalog Applications menu items found in RTMS no longer look for the applications in the correct location.

Investigation Results:

With the change to include "LLC" in our .NET product company names, the registry path has also changed. The menu items in question should now include the "LLC" in the company name portion of the registry path. They should also look at the string value named "TargetDirectory" instead of "InstallationPath".

Result of Report:

PR 2010012904 'Transfer At Return to User's Current Location' Preference not Working for Repair Tickets

APP:RTMS

Client Reports:

When a user attempt to return a repair ticket in a location that is different that thier current location, and the preference 'Transfer at Return to Users Current Location' is checked, the item's inventory record's BIN LOCATION and AUTH OFFICE fields are properly set to the user's location, but the item is returned to the reapiir ticket office's bin location instead of being transferred to the user's location default bin.

Investigation Results:

It was found that the transfer logic is only available for 'D' and 'T' type tickets.

Result of Report:

A code change was made to include 'R' type tickets for the preference 'Transfer at Return to Users Current Location'.

RFM 11063 Add discount column to style 2 invoice

APP:RTMS

Client Request:

Add a column to the far right of the page to show the discount percentage

Overview and Background:

Proposed Modifications:

Add a column to the far right of the page to show the discount percentage

PR 2010020301 Issues with credits and approval process

APP:TRAKQUIP

Corporate Services Release Report

Printed: 2/10/2010 11:40:28 AM

Page 13 of 15

Release Date: 2/5/2010

PR 2010020301 Issues with credits and approval process

This case has been entered to investigate the following:

Client Reports:

Credit Memo Issues

- User has the ability to edit a credit after it has been marked ready for approval. See credit 2552115.1 in this client's database as I was able to change the dollar value after the credit was marked ready for approval.
FIXED ON RFM 10551

- When creating a credit, the user is required to choose a reason code at the beginning of the process. However, if the original reason code was incorrect the user then has to delete the original reason code then choose another code from a pick list. If the adjustment required box was checked for the original reason code, and the new reason code does not require an adjustment, the system is not resetting that flag as it should. Since the flag is locked, the user cannot manually uncheck it either. - WILL NOT BE DONE BECAUSE INSTRUCTIONS WERE TO NO UN-CHECK ONCE CHECKED - THERE COULD BE OTHER REASON CODES OR A USER COULD HAVE CHECKED THIS ON PURPOSE

- When choosing a different reason code from the pick list (as described above) the system places that new reason code in an odd place. The item code is placed on line one and the description is either placed on the line below it or replaces the description on the last line item. (see attached print screen for credits 2806156.1 and 2806157.1)

Credit Approval Form

- If the approved box has been checked and then the user needs to un-check it for any reason, the reject button checks upon the un-check of approve. This seems to only happen if there are multiple credits for one job, however, only one or two of them are marked reject. When you uncheck the reject button, the approve buttons then check. CORRECTED

- To approve a credit, the user clicks on the approve check boxes and then to process the credits they click on the approve button at the bottom of the form. This makes sense to the client. Approve/Approve

- To disapprove a credit the user checks the reject box then clicks on the approve button at the bottom of the form to process the rejection. This is confusing to the client as it is Reject/Approve. Client would like to rename the "approve" button at the bottom of the form to "Process Request" or "Save". Due to the fact that they are not just approving the credits, this will be less confusing to the user who is NOT approving them. CHANGED TO PROCESS

- To mark a credit as All Adjustment Completed, a user checks the All Adjustment Completed check boxes, checks the approve check boxes. To process the credits they click on the approve button at the bottom of the form. This does not flow with the other two as there are 2 fields that need to be checked in order to process instead of just one. Adjust complete/Approve/Approve. If possible, client would like to change this Adjust Complete process to just having to check the All Adjustment Completed and then clicking the "approve/process" button at the bottom of the form to process the credits. NO - Code requires that user approve change in adjustment.

Investigation Results:

Result of Report:

RFM 10831 Modifications to printing of minimum charges on invoice

DLL:PROFL

DLL:INVOICE

Corporate Services Release Report

Printed: 2/10/2010 11:40:28 AM

Page 14 of 15

Release Date: 2/5/2010

RFM 10831 Modifications to printing of minimum charges on invoice

Client Request:

When printing a style X invoice, if the client is using the preference option "Minimum Amount Billing Logic" with the "Minimum Amount Billing type" set to "TICKET", does not print the line charges for items that apply toward the ticket minimum.

When a line item qualifies toward the minimum charge, suppress the printing of the rate and extended total of that line. When the system inserts the minimum line item per "min amt billing logic" rather than printing the difference to reach the minimum, print the total amount of the minimum as the extended total.

In the event that there are additional lines on the invoice that do not qualify toward the ticket minimum, do not suppress the printing of the price and extended totals on those lines.

This change only applies when printing initial term invoices

Current Minimum prints as follows:

1	Emergency Fee	500.00	\$500.00
40	6' Panels	2.79	\$ 111.60
20	Sand Bags	10.00	\$ 200.00
1	MINIMUM CHARGE item	88.40	\$ 88.40

			\$ 900.00

With Modifications should print as follows:

1	Emergency Fee	500.00	\$500.00
40	6' Panels		
20	Sand Bags		
1	MINIMUM CHARGE item		\$400.00 *

			\$ 900.00

* The value in this field represents the minimum amount found in the ticket header. In the above examples only the 6' panels and Sand bags qualify towards the minimum.

See attachment for additional invoice scenario details.

To allow flexibility to revert back to the current way the minimum charge prints on an invoice, create a preference to either print the old way or the new way as described above.

Client currently uses invoice style X, XC

Overview and Background:

The minimum charge logic is applied when creating the invoice based on data stored on the ticket. In order to implement this, it will be necessary to link back to the ticket to determine what the ticket minimum was and which items applied to it.

Proposed Modifications:

NOTE: This will only apply when printing an invoice when the preference option "Minimum Amount Billing Logic" is set and the preference "Minimum Amount Billing type" is set to "TICKET".

1.) Add a preference to activate the Minimum Charge Printing logic. Do not provide the ability to change this option at print time.

2.) When the preference is set, apply minimum charge printing logic as follows:

a.) Do not print the rate and extended total on any of the line items that apply towards the minimum charge

b.) On the minimum charge item, as indicated by the "Item for minimum billing logic" preference, rather than printing the difference needed to achieve the minimum, print the total minimum charge specified in the corresponding ticket header as the rate and extended total

Corporate Services Release Report

Printed: 2/10/2010 11:40:28 AM

Page 15 of 15

Release Date: 2/5/2010

RFM 10831 Modifications to printing of minimum charges on invoice

for that line.

- 3.) When the preference to apply minimum charge printing logic is not set, print the items normally.
- 4.) Update the invoice print logic and/or style X report definition to support these changes.

RFM 10556 New custom Invoice print style and Invoice proof

DLL:OrderEntry

Customer Request:

Provide a new Invoice print style and invoice "proof" based on the attached mock ups.
These will be based on the data entered into the data entry screen being added for RFM 10483.
The ship from addresses are being added on RFM 10501.

RFM 11053 Modify Return Ticket and Ticket With Logo Printing Function for Auto-Email Capability

DLL:PROFL

APP:RTMS

DLL:TICKET

DLL:VIEW

Client Request:

RTMS needs the ability to create the ticket with logo (plain paper feature) in PDF format for auto-emailing regardless of which format the users selected to print.
RTMS needs the ability to automatically print the return ticket to a PDF for auto-emailing even if the user elects not to print the return ticket after returning items.
Change the auto-email message subject from just 'ticket_number.PDF' to (ticket field names specified)

Jobnum_name_loc6_loc5_dticket.PDF

Overview and Background:

These are changes to the original auto-email request that we have decided to modify while in testing.

Proposed Modifications:

-
1. Modify the auto-email code at ticket print time to generate a second print job that is always using the X4 'Plain Paper' parameter for purposes of creating the PDF (so if the user prints to logo paper the PDF that gets sent always has the logo on it)
NOTE: Added new preference option "Override Pre-Print Option on Archive" to control this. Defaulted to on for client.
 2. Modify the Return 'OK' click process to automatically print a return ticket style X4 to PDF (so if the user returns items without printing the return ticket, it will auto-create the return PDF and email.
NOTE: Added logic for client to apply this logic for all X style tickets
 3. Change both the ticket and return ticket auto-email message subject from just 'ticket_number.PDF' to (ticket field names specified) 'Jobnum_name_loc6_loc5_dticket.PDF' (so the user getting the email can identify the customer and job location without having to open the ticket file).

Added 2/3/10:

4. Only send the auto-email when the ticket is posted

Added 2/4/10:

5. Only send the email when printing type D or T tickets