Corporate Services Release Report

Release Date: 3/1/2010

PR 2010022301 **Add auto-numbering Primary Key field to subcategories table**

DB:CS_SQL_SCRIPTS

This case has been entered to investigate the following:

Client Reports:

Client requests that we add a primary key for the subcategories table to facilitate database jobs they would like to put in place.

Investigation Results:

There has never been a primary key on the subcategories table.

Result of Report:

Added an identity (auto-number) field as a primary key to the sybcategories table in the TrakQuip and RTMS databases.

RFM 11003 **Add Stub Period Setup to Price Lookup for Anniversary Billing**

APP:Batch

DLL:BILLG

DB:CS_SQL_SCRIPTS

APP:TRAKQUIP

DLL:PRICELOOKUP

DLL:PROFL

Release Date: 3/1/2010

RFM 11003 **Add Stub Period Setup to Price Lookup for Anniversary Billing**

Client Request:

Client would like a way to Stub (prorate) differently depending on the job type, the duration code and itype.

Also, during order entry process, to consider price set-up and stub period set-up (new tab) in order for the item(s) to be a legal combination and to be able to insert item into the order.

Overview and Background:

Currently the client uses the Anniversary Billing preference in TrakQuip. It only applies when using Initial Term Billing, and is applied only at the first renewal of the billing.

The desire is to have some short term rentals to also use Anniversary Billing.

Additionally, when one of our client's customers receives an invoice, our client wishes all line items to bill thru date to be the same on all line items.

Proposed Modifications:
----
1. Add a new tab to the Price Lookup Screen named Stub Period (Prorate) Setup

2. On the Tab, add a spreadsheet

3. The spreadsheet will have 4 columns.
   a. Column 1 = Job Type (drop down data to come from 'static job type list')
      --Query to load the job types
      SELECT jobtype
      FROM jobtypelist
   b. Column 2 = Duration Code (drop down data to come from 'duration setup')
      --Query to load the durations combo box
      SELECT duration, duration_description
      FROM tbl_durations
   c. Column 3 = Itype (drop down data to come from 'billing logic')
      --Query to load the itypes
      SELECT itype, typedesc
      FROM itype
   d. Column 4 = Stub Instructions (see below)
      - Stub on Initial
      - Stub on Renewal
      - Do not Stub

4. Modify the data enter logic to validate both Price Setup and Stub Value (job type, duration and itype) and issue warnings when invalid combination and delete the line.
   --Query to validate combination from rental ticket
   --Note: This table does not exist
   SELECT job_type, duration, itype
   FROM tbl_stub_setup
   WHERE duration = '28 DAY'
   AND job_type = '01 - Construction'
   AND itype = '3'

5. Modify Anniversary logic as follows:
   a. Logic is triggered by the combination of Job Type, Duration Code and Itype
      i. Stub on Renewal -
         1. Works as existing Anniversary Logic where no stub is considered on initial billing
         2. When renewal is billed, then the job anniversary date is established or the renewal is pro-rated to the existing date.
      ii. Stub on Initial -
         1. When item is billed then the job anniversary date is established or the billing is pro-rated to the existing date.
      iii. Do not Stub
         1. When an item is billed, anniversary date is ignored and is not established.

6. Test

7. Document

Release Date: 3/1/2010

RFM 11003 **Add Stub Period Setup to Price Lookup for Anniversary Billing**

Release Date: 3/5/2010

RFM 10503 **Additional logging to "reason for Change" Review and Approve functionality**

DLL:PROFL

DLL:REVAPP

APP:RTMS

Customer Request:

Customer would like to add additional logging to the "Reason For Change" functionality that currently exists in RTMS.

Overview and Background:

Currently when a Ticket is changed and it affects the billable balance, and the user attempts to advance the ticket using Review and Approve, user is prompted with a reason for change for each line item where total was affected.(once out of the initial state)

Customer would like to enhance this functionality to check the ticket for change when the user attempts to save the ticket as well.(once out of the initial state)

Users many times go to delivery tickets edit pricing or date information before they are ready to advance the ticket. Customer would like to log this activity in the snap shot tables.

Customer would also like to enhance the "Reason for Change" screen. When the user is prompted would like to force them to choose from a drop down list of reasons for change.

Would like a menu option to maintain the items listed in the drop down options as well as a permission to restrict users from accessing the maintainable list.

Proposed Modifications:
----
1. Add a screen and database table to store reason codes
2. Add a changed flag variable to the system
3. Set the flag to true if a row is deleted, row is inserted or a cell is changed
4. If user saves ticket and the flag is true, save a snapshot
5. If user saves ticket and the flag is true, prompt the user for a reason code with a screen that offers the reason codes
6. Add a preference to use reason code
    A. This preference overrides the existing logic that prompts for reason and replaces it with the new reason drop down screen
    B. This preference also makes it a requirement to provide the reason
7. Add a permission restriction to maintain reason code list

PR 2010020503 **StandBy Days not clearing correctly**

APP:TRAKQUIP

APP:RTMS

Corporate Services Release Report

Release Date: 3/5/2010

PR 2010020503 **StandBy Days not clearing correctly**

This case has been entered to investigate the following:

Client Reports:

Standby days were added to a posted ticket using the right click on the field. The ticket was saved and the user added additional Standby days to the same line item on the ticket. The second time, the user did not click "Save" on the Ticket spreadsheet then attempted to scroll to the next record. They system presented a prompt to save the ticket, but the user selected 'No.' At this point, the system only showed the original amount of standby days on the line item even though the additional standby days were still associated with the line item.

Also, if the user does not click "Save" and then performs a "Find" and "OK" there is no prompt to save and the standby days will also be out of sync.

Investigation Results:

This was also observed on the usage days column and is happening for both columns in both TrakQuip and RTMS. Since the usage and standby days are being entered on a separate form, the system should not require the user to save the ticket spreadsheet after selecting the days. This should work in a similar manner to the down days form in TrakQuip.

It was also observed that the system is not always properly warning the user when changes may be lost. In TrakQuip, for example, the warning seems to sometimes appear after the ticket which was changed is no longer displayed.

Result of Report:

A code change was made to save the usage and standby days to the database when they are entered. This will ensure the standby/usage days associated with the ticket will always be in sync with the deltickitem table.

RFM 10835 **Modify Batch Advanced Settings**

APP:Batch

Release Date: 3/5/2010

RFM 10835 **Modify Batch Advanced Settings**

Client Request:

Modify the "Advanced Settings" in batch.
Create an option to exclude never billed "D" tickets
Create an option to exclude "T" tickets that are flagged as "renewal"

The criteria for the never billed "D" tickets are:
tick_type = D
first_billing =True
last_invoice = 0
last_inv_date = null
nocharge = False
timesbilled = 0
approved_office = False

The criteria for the "T" tickets that are flagged as "renewal" are:
tick_type = T
renewal_flag = True
first_billing =True

Overview and Background:

Currently when a ticket status has never been billed, it appears on the batch spreadsheet in black.

Users must identify if the black tickets are a T type or a D type and if it's a Renewal or not.
-If a ticket is a T type and it is NOT a renewal, it is to be included in the batch and will remain checked.
-If a ticket is a T type and it is a renewal, it will not be included in the batch, therefore, it is unchecked.
-If the ticket is a D type it cannot be included in batch, therefore, it is unchecked.

Proposed Modifications:

Add and modify existing Batch code to comply with wishes of the client
Note: approved_office is only a consideration if the Preference for Manager's approval is activiated
Note: TicketType T renewal_flag is only a consideration if the Initial Term Billing Logic Preference is activiated

Modify frmAdvanced to save new options values is OK'd
Modify frmAdvanced to retrieve new options value when form is loading
Modify Batch.bas LoadBatchOptions to retrieve new options value
Modify Batch.bas SaveBatchOptions to save new options value
Modify frmBatchInvc to retrieve options
Modify frmBatchInvc to react to changes in option values
Modify frmBatchInvc.BuildDTList to structure query to react to new options
Modify frmSplash, Sub cmdOK_Click to record new options when Ok'd
If necessary modify frmSplash, Sub SplashLoad to be sensitive to new values when profile is changed
If necessary modify frmSplash, cmdSave_Click to be sensitive to new options

PR 2010022401 **Tickets flagged at No Charge invoices through Manager Approval**

APP:TRAKQUIP

Release Date: 3/5/2010

PR 2010022401 **Tickets flagged at No Charge invoices through Manager Approval**

This case has been entered to investigate the following:

Client Reports:

If client is using the Manager approval / Salesman approval preferences, once a ticket has been posted the "approved_office is set to zero" and it is automatically placed on the Manager/Salesman Approval temp table awaiting approval for billing. However; if the ticket is marked at No Charge prior to the manager approving it, the ticket can still be invoiced the initial term. It seems that the "Flag at No Charge" process does not verify if the approved or approved office flag is set to zero, nor does it remove the initial term values on the ticket. If the flag is set to zero the ticket remains as waiting for approval therefore it can still be processed through the manager approval.

Investigation Results:

Replicated locally by creating a ticket, posting the ticket, verified it's on the manager approval list, flagged the ticket as no charge, verified ticket was still on manager approval list then approved it.

The following changes should be made on this PR:

-- Add the removal of the initial term values when marking a ticket at No Charge or voided.

-- Warn user if ticket is posted and not fully returned.

-- Rather than displaying an invoice number of 6666 provide a label indicating it is a no-charge ticket

-- Add code to log the event when a user selects "unflag contract at no charge"

The following changes should be proposed on a new RFM for the client:

-- Change the manager approval queries to exclude no-charge tickets

Manager approval / salesman approval functionality activated
Ticket is marked at No Charge

-- If ticket is then unflagged at no charge the system should clear the approved and approved_office flags so that the ticket can be processed through Manager Approval / Salesman Approval properly.

Result of Report:

1.) Added setting of the initial term rate on the ticket line items to zero when marking a ticket at No Charge or Voided.

2.) Added warning to user if the ticket being flagged no charge is posted and not fully returned.

3.) When displaying a no charge ticket, added wording to the status box indicating the ticket is "Flagged No Charge"

4.) Corrected the log event for unflagging a ticket no charge to properly include the ticket number.

5.) Added database transaction logic to prevent partially updating the ticket as flagged or unflagged no charge.

6.) Corrected ticket refresh logic so the ticket is immediately updated to display the changes caused by flagging or unflagging the ticket no charge.

PR 2010022304 **Ship From not printing on Interoffice Transfer**

DLL:TICKET

Release Date: 3/5/2010

PR 2010022304 **Ship From not printing on Interoffice Transfer**

This case has been entered to investigate the following:

Client Reports:

Client is using interoffice transfer style XB and when printing the transfer, the From section is completely empty. See attachment for example.

Investigation Results:

The code that loads the ship from address in the ticket print logic was only loading addresses for ticket type D.

Result of Report:

Modified the ticket print logic to load the appropriate ship from address based on the actualy ticket type.

RFM 11008 **Move the transferred flag and transferred date columns**

APP:RTMS

Client Request:

Client would like to move the 'Transferred' flag and the 'Transferred Date' columns on the Delivery Ticket spreadsheet to be directly after the 'SaleUnUsed' column and before the "T" flag. Currently these two columns are at the end of the spreadsheet. This is a permanent move so no preference will be required to allow it to move back and forth.

The client would also like the Transferred flag and Transfer Date columns to be hidden along with the return details. The columns should only be shown when the user clicks the "Show Return" button.

Proposed Modifications:

For this client only, on the delivery ticket spreadsheet, display the columns for "Transferred" and "Transferred Date" to the right of the "Sale Unused" column and make these columns visible only when the return information is made visible via the "Show Return" button.

RFM 10995 **Provide the ability to specify the default active tab in inventory**

DLL:PROFL

APP:RTMS

Client Request:

When using the custom fields on the inventory tab, show "custom tab 1" as active, rather than the main tab.

Overview and Background:

The client does not utilize any of the inventory information located on the "Main" tab and would prefer to have the system make "custom tab 1" the active tab.

Proposed Modifications:

Add a preference option to the "custom fields" group for "default tab." The standard options should be "Main Tab" and "Custom Tab 1." For any clients with other custom tabs, also include those tabs as options.

Modify RTMS to show the tab specified in this preference as the default active tab when viewing inventory.

Release Date: 3/5/2010

PR 2010022502 **Conditions Functionality Issues**

APP:FI_Conditions

This case has been entered to investigate the following:

Client Reports:

A - When viewing the Asset Codes to Conditions - then clicking on find and entering the condition code then clicking ok, cannot scroll through the list of assigned assets/categories unless you click edit first. Was this intended to be this way or is this a glitch of some kind?

B - When clicking on the Conditions Menu option on the inventory tab, the RTMS screen shrinks and upon clicking it again the screen is enlarged again. Is this a glitch of some kind as well?

C - Assets/categories that have multiple conditions are not reflecting the correct status.

- Example 1 - item 000000003 has 2 conditions assigned and only one condition has been successfully completed, however, the status of the item shows "No Condition Needed" when it should appear as "Warning Condition Is Required" (See attached)

- Example 2 - Item 000007542 appears to have 2 conditions assigned to it as the item appears under 2 different condition numbers (38 & 92), however, when viewing the Inventory conditions detail, only 92 appears on the list. (See attached)The condition status is incorrect as well as it shows "No Condition Needed" when it should appear as "Warning Condition Is Required"

We were able to correct the conditions by deleting the category from the condition 92 & 38 then adding them again for this one item, however, client has 100’s like this.

Investigation Results:

A.) Logic should be locking/unlocking only the check box column, not the entire spreadsheet, to control access to edit mode.

B.) Could not replicate this behavior locally. It appears this may have been corrected as a side effect of recent RFM 8650 which was released 2/16/2010.

C.) Found that the "Remove Asset Code from List" option on the "Asset Codes to Conditions" form was always setting the item back to "No Condition Needed" regardless of other conditions on the item.

Example 2 - Asset code 100856 appears on condition 38 due to several other item numbers associated with condition 38 that also use asset code 100856. Item 000007542 itself is not actually associated with this condition.

Result of Report:

A.) Corrected spreadsheet locking/unlocking logic on the "Asset Codes to Condition" form to allow the user to scroll the spreadsheet even when the spreadsheet is in an un-editable state.

C.) Modified "Remove Asset Code from List" option to apply the same condition status determination logic that is used on the "Inventory Condition Details" form when conditions are completed or deleted.

PR 2010022202 **Vendor File Import Ignoring Location**

DLL:INVTY

Release Date: 3/5/2010

PR 2010022202 **Vendor File Import Ignoring Location**

This case has been entered to investigate the following:

Client Reports:

We encountered an issue with the current logic within the Vendor Bid Automation functionality in TrakQuip. When importing bid information from suppliers, the system applies the data to the local database by item number, regardless of location, before the data is parsed out. This means that any non-local databases receive proper pricing information (their data is parsed by location). The logic should qualify all data by location, then item number to avoid mismatched pricing.

Investigation Results:

When importing a vendor file, prior to data being parsed by location, all items are being imported into the primary database without regard to the location that requested the quote. This is a problem if two locations use the same item number for different items.

Result of Report:

Prior to importing each line from the vendor file, a code modification was made to check the location and only update the prices of corresponding items.

PR 2010021701 **Outstanding Items Report issue**

DLL:CustVend

This case has been entered to investigate the following:

Client Reports:

When producing the "Outstanding Items" report it appears that not all open items are included in the report. For example: If we enter the same item multiple times on the ticket using a quantity of 1 each, the report only shows that item once with a quantity of 1.

See attachment for example

Investigation Results:

It was found that the query was only returning distinct records. Meaning if an item was on the ticket multiple times with the same item number, description, delivery date, start date, stop date, and return date it would only show once on the report.

Result of Report:

The query was corrected to show the correct quantity on the lines that are grouped with the same information.

PR 2010012704 **Invalid Customer number in Job pick list**

APP:TRAKQUIP

Release Date: 3/5/2010

PR 2010012704 **Invalid Customer number in Job pick list**

This case has been entered to investigate the following:

Client Reports:

Using the Rental Ticket "transfer to new location" function for one customer, completing that ticket and then moving to the invoice tab and cloning an invoice for a totally different customer, while attempting to edit the job number on the invoice/credit header, the pick list that appears when you right click in the job field, has the customer number and jobs of the transfer customer rather than the customer number and jobs for the invoiced customer.

Reproduced locally following these steps:
Locate an open ticket not returned (used job C206441-0003), transfer all items to new ticket using the "Transfer to New Location" function.
Once the ticket has been completed go to the invoice tab.
Do Find/OK, then choose the oldest invoice in the results.
Ensure it is not the same customer as your transfer. (Used job 32943-0010)
Choose menu option "clone current invoice" and create a clone of that invoice (credit or rebill doesn't matter).
Once the cloned invoice appears, click edit, note the job number of the invoice,
Right click in the job number filed. The customer number and jobs that populate on the "Select a Job" form do not match the customer on the invoice.

Attached is a screen shot of this example

Investigation Results:

When the user right clicks in the job number field on the invoice header, if no customer number was provided it was using the customer number on the ticket tab instead of the invoice.

Result of Report:

A code change was made to load the customer number from the invoice and not the ticket when right clicking in the job number field on the invoice header.

PR 2010012703 **Machine Total is not displaying in consistent format on Repair History**

APP:Fleet

This case has been entered to investigate the following:

Client Reports:

Issue found during internal testing by Corporate Services.

From "Reports" menu of Fleet, click on " Repair History ".

From Repair History Report Dialog, Enter Start Date "1/1/2009", Select All Categories, Check "New Page Sub Category" check box and click ok button.

Investigation Results:

It was found that when one of the options to start a new page for sub categories, categories, models, etc. the code started a new page without printing the previous totals.

Result of Report:

A code change was made to print the totals before starting a new page.

Release Date: 3/5/2010

PR 2010012705 **Syntax error when adding usage to an unsaved line item**

APP:RTMS

This case has been entered to investigate the following:

Client Reports:

Client reports that when typing a usage value into the Usage Days field on the delivery ticket they receive the following error.

System Message

While attempting to open recordset, in ADO mode,

SQL->SELECT * FROM usagedays WHERE dticket = 1100198 AND ucounter = AND usagetype = 'U'

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

User: bmapp
Computer: BMAPP
Timestamp: 1/27/2010 1:47:30 PM

OK

This occurs when the line item is Un-saved(red on spreadsheet). If the user clicks "OK" on the error and then clicks the "Save" button the usage days entered on the spreadsheet saves correctly.

Investigation Results:

The code was using the ucounter to attempt to look for usage or standby days already entered on the item.

Result of Report:

If there is no ucounter, there is no need to check for existing usage on the item.

PR 2009112402 **Issue with Payment Options on POS**

APP:TRAKQUIP

Release Date: 3/5/2010

PR 2009112402 **Issue with Payment Options on POS**

This case has been entered to investigate the following:

Client Reports:

The following issues were found related to the Payment Options on the POS header.

1 - It appears that the Collect Payment option is selected if Customer is setup with Deposit Required. I would think that PO Required would be checked against the Customer setting PO Required. This does not seem to work.
2 - If the Collect Payment option was chosen on the last POS shown, and a user clicks find, this option is still checked. Cancel or find does not clear the option setting.
3 - When finding POS records and the Collect Payment option is chosen, the user will be presented with the message asking to find records that "are" or "are not" checked. If user clicks yes, no records are found. If the user clicks no, it appears records are returned but they all appear to have the Collect Payment option set (even though they are not).
4 - No message is presented to user during a find when the PO Required option is chosen.
5 - A POS record can be added with no payment option, but once a payment option is selected, it forces one or the other to be true. The user is not able to select both and is not able to deselect both.

Investigation Results:

Investigation Reveals:

When the customer is set as "Deposit Required" this takes precedence over the "PO Required" option. If the customer is set to "PO Required" only, the POS invoice will be set to "PO required", if the customer is set to both "Deposit Required" and "PO required" the PO is set to "Collect Payment." This appears to be working as expected.

The system does not currently store the setting of the "Collect Payment" or "PO Required" option in the invoice table. Apparently, this has not been a problem, as this information is really only used during the POS invoice entry. However, based on the query logic, it appears the system expects the invoice "Deposit Flag" to be set when the POS invoice was created. There is no way for the system to know which invoices are set to "PO required" and it is most likely not necessary after the POS invoice has been created, so there will be no way to query or display this information on the POS invoice load.

Result of Report:

1.) Modified code to reset both the "Collect Payment" and the "PO Required" options to unselected on "Cancel" and "Find."

2.) Added logic to save and show the "Collect Payment" option as selected during POS invoice entry.

3.) Disabled "PO Required" option in "Find" mode.

PR 2010022303 **OLE DB Error when trying to add Inspections**

DB:CS_SQL_SCRIPTS

APP:RTMS

Release Date: 3/5/2010

PR 2010022303 **OLE DB Error when trying to add Inspections**

This case has been entered to investigate the following:

Client Reports:

Client reported they received an OLE DB error message when trying to add Inspection information to an item number.

We were able to replicate this locally by attempting to enter Inspection information for an item from a delivery ticket with more than 2 characters for the office code.

Currently the "inspections" table is only set up to allow 2 characters in the "location" field. Per Tim this needs to be capable of storing up to 6 characters.

To enter Inspection, log in as "Client" and go to the Inventory tab. Click on the "Inspections" button in the lower right corner of the form, click "Add" on the new form that is opened.

Investigation Results:

Investigation reveals that column inspections location allows only 2 characters and column previnspdata.prevlocation currently only allow 5 characters. These fields are populated by the office code which was expanded to 6 characters.

Also noted: The form allows unlimited field length, therefore, OLE DB errors will occur if data entered exceeds.

Result of Report:

Modified RTMS Baseline to expand the location fields to 6 characters

PR 2010021801 **Change GetTaxInfo in batch when using Vertex**

APP:Batch

This case has been entered to investigate the following:

Client Reports:

When processing batch, the error log produced 100 messages of "GetTaxInfo - No valid sales tax code provided to the function GetTaxInfo, therefore, the sales taxes cannot be determined" and it does not indicate which tickets/invoices the message is referring to.

Investigation Results:

This does not matter and has no negative impact.

This message occurs when the list of tickets to be billed is loaded into the spreadsheet. Code was designed to alert users that they did not have a tax code.

In the Vertex implementation, we should have turned off this check, but failed to do so

Result of Report:

Modified batch to avoid producing this error message for clients that are using vertex.

RFM 10483 **New Order Entry form for Client**

DLL:OrderEntry

DLL:PROFL

DB:CS_SQL_SCRIPTS

Release Date: 3/5/2010

RFM 10483	**New Order Entry form for Client**

APP:TRAKQUIP

DLL:GFRMS

DLL:INVTY

Client Request:

Create custom Order Entry form for client.

RFM 10947	**Print Invoice Style DEF with words DRAFT INVOICE if not Approved**

DLL:PROFL

APP:RTMS

Client Request:

Add the words DRAFT INVOICE to Invoice style DEF if the "Approved" checkbox on the Invoice header form is not checked.

Overview and Background:

Client will begin using the Invoice preference 'ONLY USE APPROVED INVOICES IN VI CLOSEOUT' to control which invoices can be sent to accounting system. This will allow the user to send an "un-approved" invoice draft to the customer for approval. Upon approval, the invoice will be marked as approved and can be re-issued as a full invoice and closed using the VI accounting export.

Proposed Modifications:
----
1. Modify Invoice style DEF to recognize when the invoice header "approved" field is not set, print "DRAFT INVOICE" as the document header. If the "approved" field is set, print "INVOICE" as the document header.

2. Add a preference 'Print DRAFT INVOICE on Invoice if Not Approved?' to control this feature. Preference should only show if the Invoice Style preference is "DEF".

RFM 10594	**New Custom Bid styles**

DLL:INVOICE

DLL:OrderEntry

DLL:PROFL

Customer Request:

Provide two new custom bid styles per the attached mock-ups. One style should be used for Internal customers and the other style for external customers, as noted.

PR 2010030503	**RMES DIR Function is not properly Setting the BOOKED status**

APP:RTMS

When saving a ticket, the equipment status field in Inventory is being set to BOOKED when a ticket is posted. BOOKED should only be set when the ticket is not posted and not returned.