ODT Service 365

Release Notes V10.0.0.0

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What's New

- **Added an Apply Maintenance Expense feature**
  Service costs can be posted back to a linked Fixed Asset
- **Added Send and Print And Send functionality to Service Tickets, Planned Maintenance Tickets, and Proforma Invoice.**
- **Added a Warranty Type field to Item and Resource Cards**
  Specified Warranty Type will flow through to the Job Planning Lines when added to a Service Ticket
- **Added a Service Unit Status field to the Service Ticket Status table**
  Updating the status of a ticket will now also update the status of the Service Unit
- **Added new Simplified Technician Role Center**
  Technicians can now view a list of Service Tasks that have been assigned to them, as well as the current status of each task.
- **Service Tickets and Tasks can now be assigned to multiple technicians**
- **Service Managers can now release Tickets and Tasks to technicians by changing the Service Status**
  Tickets and Tasks that have not been released will not be displayed in the Technician Role Center.
- **Added a wizard for technicians to add additional tasks**
- **Added a Comments flow field for technicians to add line comments**

Issues Resolved

- **Fixed an issue were the Inactive checkbox on a Service Unit could not be unchecked if the unit did not have a Service Meter.**
  Code has been modified so that the error no longer occurs.
- **Fixed an issue were Tax Area Code was not updating when selecting an Alternate Shipping Address**
  Code has been modified so Tax Area Code now updates correctly

Known Issues

- **No known issues at this time**

Upcoming Releases – Planned Modifications and New Features

- **Add Work Description to Service Ticket**
- **Warranty Phase 2**
- **Critical Service Templates**
- **Timesheet Integration**