



ODT Service 365

Release Notes V10.1.0.1

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What's New

- **Added the ability to create a Service Unit from an Item or Fixed Asset card**
- **Added a Work Description field to Service Tickets**
Work Description will be printed on service documents
- **Added a Tag field to Service Tickets**
- **Added Attributes to Service Units**
- **Added a number series for Auto Creating Service Units**
This field is optional and can be configured in Service Management Setup. If enabled, this number series will be used for Auto Creating Service Units instead of the regular number series.
- **Added the ability to approve time from a Service Ticket when using time sheet integration**
- **Added Meter Reading and Serial No. to printed service reports**
- **Added the ability to clock in to multiple service tickets at the same time**
This can be enabled in Service Management Setup
- **Added Approval Workflows**
Service Tickets and Planned Maintenance Tickets can be configured to require approval before certain actions can be performed

Issues Resolved

- **Fixed an issue where an error would occur when linking a Fixed Asset or Item to an existing Service Unit**
Code has been modified so that the issue no longer occurs.
- **Fixed an issue where if Filter Service Unit By Customer No. is enabled, an error would occur when opening service tasks in the Technician Role Center**
Code has been modified so this error no longer occurs.
- **Fixed an issue where when using Service Ticket Types that had Track Budget To Actuals enabled, the Estimated Quantity and Quantity Used in the Technician Task Card would not function correctly.**
Code has been modified so that when this option is used, Estimated Quantity and Quantity Used now function correctly

Known Issues

- **No known issues at this time**

UPCOMING Releases – Planned Modifications and New Features

- **Add Apply Maintenance Expense to Planned Maintenance Tickets**
- **Add the ability to schedule technicians using the visual calendar**
- **Master Jobs**