



ODT Service 365

Release Notes V12.0.0.0

Open Door Technology
200, 7710 5 Street SE
Calgary, Alberta T2H 2L9
877.777.7764

www.opendoorerp.com

What's New

- **Added a new option to manually post maintenance expense**
A new option is available in Service Management Setup to toggle between manual and automatic posting of maintenance expense
- **Added an option to record either cost or price when applying Maintenance Expense**
- **Can now attach a payment service logo to Service Invoice**
Logo acts as a clickable link to the payment service
- **Added a utility to refresh the costs of items on Service Templates**
- **Added an option to mark a resource as a budget resource**
If a Budget Resource is part of a task, the budget hours specified on that resource will be used when scheduling the task
- **Added Interaction Logging to Service Tickets and Quotes**
- **Added the ability to create events that can be assigned in the Visual Resource Scheduler**
Events such as Sick and Vacation can be added to admin tickets and used in the Visual Scheduler
- **Added filters to the Visual Resource Scheduler task list**
- **Add option to create a Labor Line on a Service Task after being assigned in the Visual Resource Scheduler**
- **Added support for multiple photos on Service Tickets**
Multiple pictures can be taken and added to Service Tickets. A factbox has been added for the taking and display of pictures, if required. To save pictures to OneDrive or resize pictures are manual processes. From the Gallery, accessed from the factbox, the photos can be resized by selecting Actions, Resize. For organizations that want to save pictures to OneDrive, this can be done using Actions, Save To OneDrive.

Issues Resolved

- **Fixed an issue where selecting a Customer Name on a Service or Planned Maintenance Quote would not default customer information properly.**
Code has been modified so that the issue no longer occurs and customer information defaults correctly.
- **Fixed an issue where if the local and user timezones were different, tasks added to the Visual Resource Scheduler would be scheduled at the wrong time.**
Code has been modified so tasks are scheduled at the proper time.

Known Issues

- **No known issues at this time**

UPCOMING Releases – Planned Modifications and New Features

- **Warranty Phase 2**
- **Email links to Service Tickets**
- **Master Jobs**
- **Automatically save pictures to a shared OneDrive URL**