ODT Service 365

Release Notes V13.0.0.0

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What's New

- **Added Service Notification Emails**
  Emails can be automatically sent to a customer when a unit is due for service, and technicians can be sent a To Do list of tasks and a list of overdue tasks
- **Added the ability to email direct links to a Service Ticket**
  An email can be sent to a customer with a direct link to a specific service ticket
- **Added support for remote capturing signatures from an email**
  Remote signature capture can be done using DocuSign
- **Added RMA functionality to warranties**
  RMA will be created after posting the invoice for a Service Ticket with a warranty claim. The RMA can then be processed and amounts approved can be billed back to the warranty provider
- **Added a new report for tickets that are ready for processing**
  Service Tickets have a field to mark when all tasks are completed. The new report will list all tickets that have completed lines and are ready for invoicing and processing
- **Enhanced Apply Maintenance Expense to record cost of Resources**
  Can be configured using the Applied Maintenance Expense Account field on General Product Posting Groups
- **Added Multiple Pictures to Service Ticket Lines**
- **Enhanced Visual Resource Scheduler to load tasks from current work date or later**
  Improves scheduler loading times. Date can be changed to load earlier tasks if needed
- **Added a Work Type Code field to Service Ticket Header**
- **Added support for Topaz signature pads when signing service documents**

Issues Resolved

- **Fixed an issue where the Change Customer action would not update the Customer Discount Group**
  Code has been modified so that the issue no longer occurs and Customer Discount Group updates accordingly.
- **Fixed an issue where the Service Ticket Wizards would error if the default description exceeded 50 characters.**
  Character limit has been increased to 100 characters to match other service fields.

Known Issues

- **No known issues at this time**

UPCOMING Releases – Planned Modifications and New Features

- **Approval Workflow Improvements**
- **Allow Service to use the new Jobs feature for multiple customers**
- **Enable ODT Service data to be Archived with Job data**
- **Create Service Role Centers**