Ascente 4.1
Enhancements/Fixes

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SPECIAL NOTES:

Ascente 4.1.x requires Ascente 4.0.x to be installed first

A number of new menu items have been added to the system. Users flagged as Administrators will have access to these, but all other users will not. If you want a user to be able to run a new item, you will need to go into System Manager, Maintenance, User, view the user, go to the Security tab and check off those items you would like them to access. Here is a list of the new menu selections:

Menu	*Sub-menu*	*Item*
Inventory	*Maintenance*	*Part Recommendations*
	Periodic	*Copy Parts to Location*
Mobile	*Maintenance*	*Signer Reason*
Physical Inventory	*Transactions*	*Physical Inventory Freeze*
		Count Sheet
		Count Entry
		Import Counts
		Unfreeze Counts
	Journals	*Physical Inventory Register*
	Maintenance	*Options and Interfaces*
	Reports	*Physical Inventory Reports*
Service Dispatch	*Periodic*	*Reassign Technician*
System	*Inquiries*	*User Inquiry*

Enhancements

General

- On-line Help (F1) has been updated to include all of the features described in this document.
- Added the new Ascente icon to the product
- All Date fields throughout the system have the following new options:
    - 't' or 'T' will set the date to today
    - +/- will increment/decrement the date by one day
    - 'w' or 'W' will cause the +/- increment/decrement to be by week
    - 'm' or 'M' will cause the +/- increment/decrement to be by month
    - 'y' or 'Y' will cause the +/- increment/decrement to be by year
    - 'i' or 'I' will cause a new window to display that will allow you to control the increment settings:

    - Combinations can be entered…tm+ will take todays date switch to incrementing by a month and add 1 month to the current value
    - NOTE: The increment settings only remain in effect for the current form. Once the form is closed the settings revert back to default.
- Customer/Vendor Lookups have been changed throughout the system to only list Customers/Vendors that are flagged as "Active"
- Purchase History Lookup has been changed to return the last 3 years of history instead of just 1 year.
- Jobsite Address Lookup has been changed to include Address line 2 and all looks search both Address line 1 and Address line 2
- Part Lookup has been changed to exclude discontinued parts throughout the system.
- View Changes:
    - Adjusted the SOHistorySummary view to include the Year, Month and Day as separate fields for the Invoice and Input Dates
    - Adjusted the LstIcGlAcctCodeView to use the new UseOverlays flag instead of the UseTraverseGl flag
    - Added a new LstResolutionView so the list option from Resolution maintenance would be available.
- Data Conversion
    - The timeout has been changed to be unlimited for the data conversion to prevent timeouts when converting customers with large amounts of data.
    - Changed the program to stop the Ascente GPS and Ascente Mobile Update services and then restart them upon completion.
- Price Calculation:
    - A new Price Calculation button ⌐ has been added to Job T&M Billing, Quote Entry and Work Order Entry on the detail tab. This will display how the system would calculate the price for the current item. This will not match what is displayed for the price if the user has made a manual override. This functionality was available previously by double clicking in the unit price field before the record was initially added. Now the user to click on this at any time to see the calculation.
- Performance Adjustments:
    - Added a new lookup for Jobsites with Components to speed up the lookup when copying Components from one Jobsite to another.
    - Added a new lookup for Task to speed up lookups on Tasks.
    - Made adjustments to Work Order Entry to speed up the loading of the GL Account combo boxes
    - Made system wide adjustments to reduce the number of reads for Inventory and Service options that should speed up the loading of most entry forms.

- o   Made adjustments to the fuctions that enable/disable the Custom Field and Signature buttons that make this process faster.
- Payroll Purge:
  - o   Updated the default tblPaTransEarnPurge.sql and tblPaTransEarnPurge2005.bat script and batch file to work with Traverse 11.
- New User Setup:
  - o   Make Status bar and Toolbar visible when setting up a new user. (ECR 37368)

Ascente 4.1
Enhancements/Fixes

Physical Inventory Module – New Feature

A new Physical Inventory module has been added to Ascente. Some key features that this affords are:
- Freeze Counts by Location/Product Line
- Print Count Sheets
- Count Entry
- Import Counts
- Unfreeze Counts
- Print a list of Uncounted parts
- Update Counts and optionally post variance to General Ledger (a new Inventory Adjustment Account has been added to the GL Account Code for this purpose)

Inventory, Maintenance, Options & Interfaces (Inventory)

Three new flags have been added to the Options & Interfaces for Inventory to control the overall functionality within Ascente:
- Automatically Add Parts to Location?
    - o Yes – if a part is entered for a transaction and not currently assigned to the selected location, the system will automatically add it in. This is the default upon installation.
    - o No – the user will get a message saying that the part doesn't exist in the location and they will be forced to select a different part or adjust the location
    - o Warn – the user will be warned that the part doesn't exist in the location and will be prompted to add it. The default will be to not add the part.
- Inventory Quantity Checking?
    - o Unchecked – system will not warn the user if the quantity level will go below zero for the current transaction. This is the default upon installation.
    - o Checked – the system will warn the user if the quantity level will go below zero for the current transaction. This user will have to click OK, but will be able to continue with the transaction.
- Allow Discontinued Parts?
    - o Unchecked – the system will not allow the user to enter a part that has been flagged as Discontinued
    - o Checked – the system will allow the user to enter a part that that been flagged as Discontinued. This is the default upon installation.

Ascente 4.1
Enhancements/Fixes

Inventory, Maintenance, Part

A new Mobile check box has been added to indicate if a Part should be downloaded to the Mobile Pro units. When Ascente 4.1 is installed, this box will be checked for all items. This value will default to being checked when new items are added. This has also been added to the Part Listing report.

Ascente 4.1
Enhancements/Fixes

Inventory, Maintenance, Part Location

GL Account Code has been added to the Part Location Maintenance. This way if you want to have a different Inventory GL account for a location you can.

Location	GL Account Code	On Hand	On Order	Allocated	Saftey Stock	Order Point	Max On Hand	Min On Hand	Order Qty	Bin Number
104 KP	(Set from Part)	10.00	0.00	2.00	0.00	0.00	1.00	1.00	1.00	104 Bin 10
1 California Shop	(Set from Part)	200.00	14.00	23.00	0.00	0.00	1.00	1.00	1.00	1 Bin 1000
203 Matt Melvin	(Set from Part)	25.00	24.00	0.00	0.00	0.00	1.00	1.00	1.00	2 Bin 2000
101 Joe Smith	(Set from Part)	59.00	60.00	0.00	0.00	0.00	1.00	1.00	1.00	
204 Jonny Lin	(Set from Part)	-7.00	0.00	-7.00	0.00	0.00	1.00	1.00	1.00	
103 Harold Kim	(Set from Part)	0.00	0.00	-10.00	0.00	0.00	1.00	1.00	1.00	
102 John Doe	(Set from Part)	-1.00	0.00	-2.00	0.00	0.00	1.00	1.00	1.00	
201 Sam Billy Bob	(Set from Part)	-18.00	-2.00	-1.00	0.00	0.00	1.00	1.00	1.00	
202 Kenny Wong	(Set from Part)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
2 Georgia Shop	(Set from Part)	0.00	0.00	2.00	0.00	0.00	1.00	1.00	1.00	
00New Location	(Set from Part)	0.00	0.00	0.00	0.00	0.00	1.00	1.00	1.00	1 Bin 1000

Ascente 4.1
Enhancements/Fixes

Inventory, Maintenance, Part Recommendations – New Feature

Added a new Part Recommendations maintenance option that will be used by the browser version of Mobile Pro. This will allow you to set up a set of recommendations that a technician can present to a customer in the field when using Mobile Pro.

Ascente 4.1
Enhancements/Fixes

Inventory, Periodic, Copy Parts to Location – New Feature

A new feature has been added that allows you to copy all of the parts from an existing location to another location.

All parts will be copied from the "Copy From Location" to the "Copy To Location". If a part already exists in the "Copy To Location" it will be skipped.

You can optionally also copy the current on-hand quantities from the "Copy From Location" to the "Copy To Location" if you check the "Copy Quantity On Hand" box.

NOTES:
- The quantity will not be copied if the part already exists in the "Copy To Location"
- The On-Hand Quantity of the "Copy From Location" is NOT adjusted
- No GL Postings are done in regards to the quantities

This tool can be useful when you have set up a template truck location with default stock values. You can then use this to copy the parts/quantities from the template truck to a new truck location when you add a vehicle.

Inventory, Reports, Inventory Reports

The following enhancements have been made to the Costed Inventory Report:
- Added totals for the ending $ value for the product line, location and report
- Removed color shading from detail records
- Adjusted formatting on the cross-tab report
- Miscellaneous minor adjustments
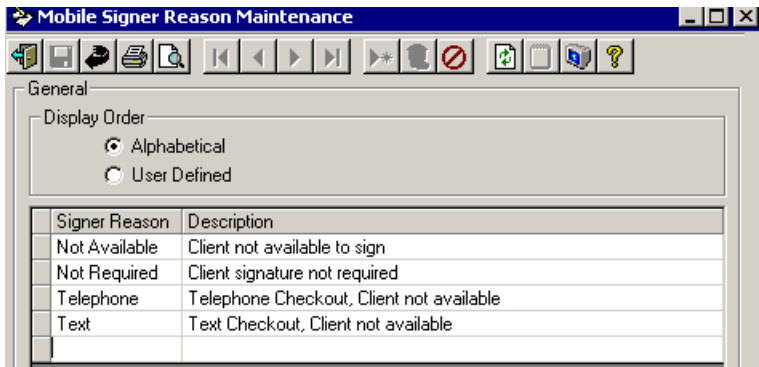
Mobile, Maintenance, Options & Interfaces (Mobile Service)

Added a new "Travel Pay Distribution" that lets you default the Pay Distribution to be used for Travel Time in Mobile. Also added a new Default Ad code to be used when a new Service Order is added by a Mobile unit.

Ascente 4.1
Enhancements/Fixes

Mobile, Maintenance, Signer Reason – New Feature
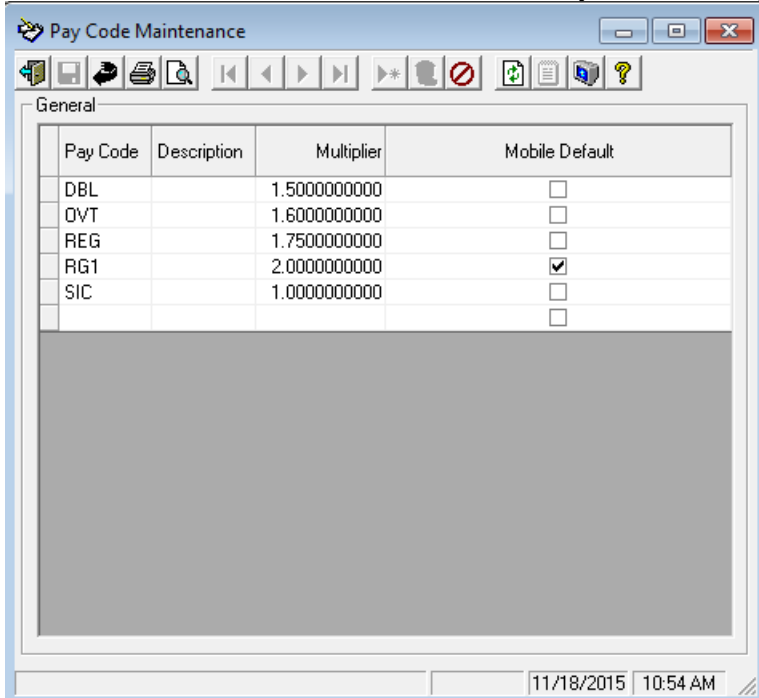
Added a new "Signer Reason" maintenance option that allow you to define a set of standard reasons why a signature was obtained or not obtained for the Mobile units.

Payroll, Maintenance, Pay Code

Added a new "Mobile Default" check box and only one of the Pay Codes can have this checked.

Purchase Order, Reports, Purchasing Reports

Added Transaction Date as a range option for the PO's Not Received Report.

Quotes, Report, Quotes Reports

Added Tech as a range option for all reports.
Added Tech as a sort option for the Quote Listing.

Ascente 4.1
Enhancements/Fixes

Quotes, Transactions, Quotes

Adjusted the program to update the new Service Order Tech notes field with the Quote Comments field when a Service Order is created from a Quote. This will allow the Techs to see the Quote Comments when using Mobile Pro.

Service Dispatch, Journals, Prebill Register

The Prebill Register will now allow the updating of Progress Bill type Service Orders where not all Work Orders are closed. Only the closed Work Orders will be moved to history.

A new feature can be enabled to prevent the billing of Work Orders that have not yet been restocked. Currently to enable this feature you will need to contact your customer service representative. Once enabled, Work Orders will no longer appear on a Prebill if they have not been restocked. We will be adding the ability for you to set this flag in a future release.

The Prebill Register screen should load faster in release 4.1.10. In this version, the drop down boxes for the service order range were replaced with text boxes and a lookup button. The amount of improvement seen will depend on the total number of calls that have yet to be billed.

Service Dispatch, Journals, Cancelled Service Calls

The Cancelled Service Calls screen should load faster in release 4.1.10. In this version, the drop down boxes for the service order range were replaced with text boxes and a lookup button. The amount of improvement seen will depend on the total number of calls that have yet to be billed.

Service Dispatch, Journals, A/P Register

The Invoice # field has been made larger so that it would not be cut off on large values.

Service Dispatch, Journals, Timecard Register

Adjusted the Update to use the Fringe Factors in the Union File based on the Union/Skill selected for the Timecard Transaction, rather than the Fringe set up in the Employee Maintenance.

Service Dispatch, Maintenance, Equipment

Added a new Mobile checkbox to the Equipment maintenance task to indicate if the Equipment Task information should be downloaded to the Mobile units. By default this will not be checked.

Service Dispatch, Maintenance, Options & Interfaces (Service)

Added a new Force Restock flag to the Work Order tab. By default this will be off. If set, the system will not allow a Service Order to be billed unless it has first be restocked.

Service Dispatch, Maintenance, Task

Added a new "Tech Info Tip" field that will displayed on the mobile unit to prompt the tech for an entry (ie, voltage). Added a new "Allow to Delete Task" checkbox and only if this is checked will a tech be able to delete the task on a Service Order on the Mobile unit.

Service Dispatch, Maintenance, Technician

Added a new "Next PO Number" field that is only enabled if the Mobile User checkbox is checked. This is used by the Mobile Pro software in the field and will automatically be incremented as the Tech issues PO's.

Added a new "Email Timecard To" field that is only enabled if the Mobile User checkbox is checked. The email address(es) entered in this field will be sent the Tech's Mobile timecard from the Mobile Pro software.

Service Dispatch, Periodic, Combine Duplicate Jobsites

Adjusted the Combine Duplicate Jobsites option to do some immediate checks when an old and new Jobsite is entered:
- Both Jobsites must have the same Customer ID
- None of the Component ID's can be the same for both Jobsites
- None of the Contract ID's can be the same for both Jobsites

A message similar to this will be displayed if any of the conditions are found:

Warning

The Old and New Jobsites must have the same customer number. Jobsite '1111 Frank St.' is assigned to Customer 'Hill' and Jobsite '123 Crab Tree' is assigned to Customer 'AustinCox'.

The Old and New Jobsites cannot have the same Component. Jobsite '1111 Frank St.' and Jobsite '123 Crab Tree' both have Component 'AC1'. One must be changed or deleted before the Jobsites can be combined.

Do you want to delete this line?

Yes   No
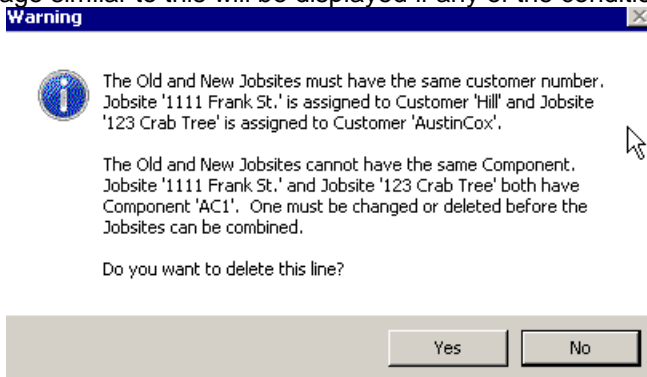
Service Dispatch, Periodic, Reassign Technician – New Feature

Added a new Reassign Technician option that can be used to assign all existing records related to a Technician to a different Technician or to (Unassigned). This would be used when a Technician leaves the company. This functions similarly to the Combine Duplicate Jobsites option. Here are some key notes regarding this function:

- The Service Checkbox for the To/From Technicians must be set the same (unless the New Technician is set to (Unassigned))
- If the Update SO's Only box is checked, on the Service Order and Schedule tables will be updated to the new Technician. This might be useful to change existing Service Orders to a different tech for a tech that is on an extended vacation or out for some other extended period of time. Note that there is not a way to reset the Service Orders and Schedule back to the original Technician other than manually.
- If the Update SO's Only is not checked the following tables will be updated in addition to Service Orders and Schedule: Job, Jobsite, Jobsite Contract Defaults, Jobsite Contract Service, Quotes, Work Orders, Work Order Lines and the Employee/GPS Device tables will have the Tech set to null.
- The following tables are NOT updated by this process: Paging Groups, Schedule (for Personal Time), Technician Commission Rates, Technician Service Order Types. (If you delete the Technician, these table entries will automatically be removed).

Service Dispatch, Reports, Jobsite Reports

Added Price Level to the Jobsites by Customer report.

Service Dispatch, Reports, Payroll

Added Pay Distribution as a range selection for all Timecard History report options.

Service Dispatch, Reports, Sales Analysis

Added the ability to print the Service Sales Recap report sorted by Branch.

Added a new "Prebill from History" report option.

Service Dispatch, Reports, Service Order Print

Added Jobsite and Customer email addresses to the default Service Order format (ServiceOrder.rpt).

Service Dispatch, Transactions, Call Taking (Create Customer)

When creating a customer from Call Taking, the Attention and Contact fields can now be entered and will be updated to the Traverse Customer. (ECR 37131, 34869)
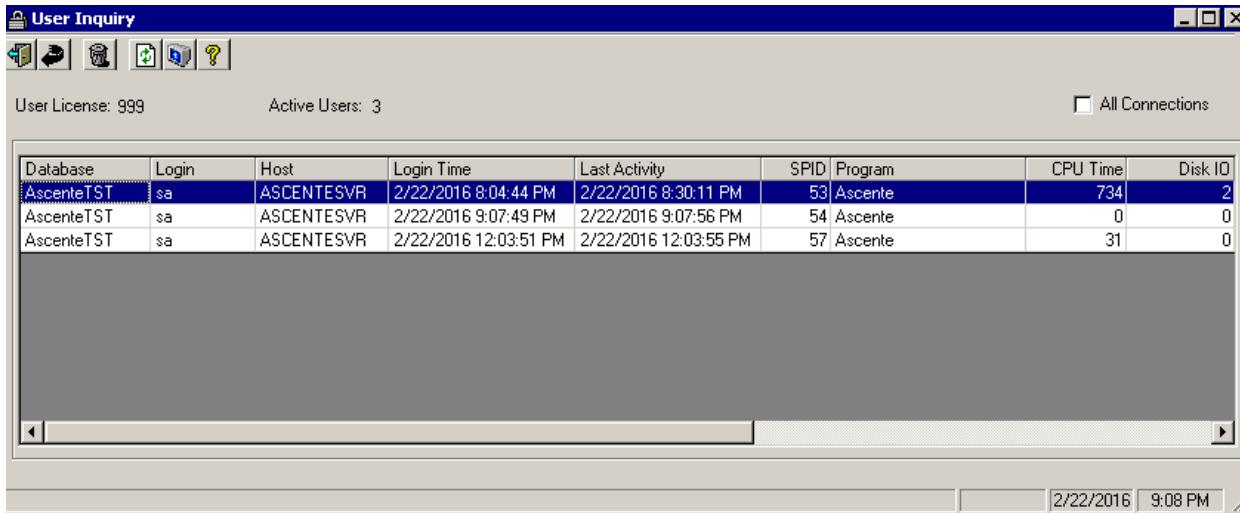
Service Dispatch, Transactions, Call Inquiry

The Service Order Phone Number has been added to the pop-up tool tip window on the Call Inquiry, and also as option for one of the three lines on the "Dispatch Board" option of the Call Inquiry Screen. This will give priority to the "Call First" phone number and then if that is not set, it will use the primary phone. (ECR 25710, 25780, 27598, 29334)

Ascente 4.1
Enhancements/Fixes

System, Inquiries, User Inquiry – New Feature

Added a new inquiry that allows you to see all of the users currently running Ascente. The Delete button can be used to delete a connection; however, if the user is actually using Ascente this will then cause them to get errors. The All Connections checkbox allows you to see other connections that are using the Ascente database, such as the Ascente GPS Service and Ascente Mobile Upload Service.

System, Maintenance, Company

Renamed the "Use Traverse GL" to instead be "Use GL Overlays". The new flag will be set the opposite of how the "Use Traverse GL" flag was set and on new installations this will default to be true. If the Use GL Overlays is set to false, the following will apply:
- The Branch/Department GL Overlay on Costs and Branch/Department Overlay on Sell checkboxes in the Job Cost Options & Interfaces will be set to False.
- The Fringe Overlay and Burden Overlay checkboxes in the Service Dispatch Options & Interfaces (Service Options tab) will be set to False.
- The GL Segment field will be disabled in Branch Maintenance
- The GL Segment field will be disabled in the Department Maintenance

Fixes

General
- **Lookups:**
  - Fixed a problem where a lookup would fail if the search value had the word "FROM" in it. (ECR 36322)
  - Fixed a problem with the Retention Table Lookup that would cause a hard error (ECR 37349)
- **Grids:**
  - Fixed an issue throughout Ascente were if in a grid and editing a line, and then click to a different line on the grid, without clicking OK first, the data on the new line selected would get changed (ie, part description)
  - Fixed an issue where focus was not going to the first control in the detail section when a user selected a line in the grid.
- **GL Masking:** Fixed an issue with GL Masking where GL Accounts were not having the mask applied on many reports. (ECR 36512)

Inventory, Maintenance, GL Account Code
- Fixed an issue where adding a new code would cause an error. (ECR 36782)

Inventory, Maintenance, Part
- Fixed an issue where the Part Lookup was causing an error.
- Fixed an issue where entering a partial Part ID and then clicking on the Next button would cause an error.

Inventory, Maintenance, Part Alias
- Fixed an issue where an error would occur if a range was entered when trying to print a Part Alias list. (ECR 36786)

Inventory, Maintenance, Part Grouping
- Fixed an issue where an error would occur when trying to add a new subgroup for a main group that had no subgroups. (ECR 36790)
- Fixed an issue when changing a subgroup value the change would not "stick". (ECR 36790)

Inventory, Maintenance, Part Location
- Fixed an issue where you would get an error adding a part to its first Location. (ECR 36604)
- Fixed an issue where an error would occur if a range was entered when trying to print a Part Location list. Also changed the range to ask for Part instead of Location. (ECR 36786)
- Fixed an issue where an erroneous warning that a duplicate could not be added could occur when adding new locations.

Inventory, Maintenance, Part Recommendations
- Fixed an issue where you would get an error adding a part to its first Recommendation. (ECR 36604)

Inventory, Reports, Inventory Reports
- Fixed an issue with the Costed Inventory report where the Cross Tab at the end of the report would error in some situations.
- Adjusted the Costed Inventory report to exclude Service type Parts. (ECR 36684)
- Fixed an issue with the Costed Inventory report where adjustments/transfers were not calculating correctly.

Job Cost, Reports, Job Age Analysis
- Fixed an issue with the Job Age Analysis report where the Customer ID was not being returned. (ECR 37032)

Job Cost, Reports, Job Reports
- Fixed an issue with the Job Listing report where it was incorrectly reading the test database for the customer information.

Mobile, Maintenance, Resolution Grouping
- Fixed an issue where an error would occur when trying to add a new subgroup for a main group that had no subgroups. (ECR 36790)
- Fixed an issue when changing a subgroup value the change would not "stick". (ECR 36790)

Physical Inventory, Transactions, Import Counts
- Fixed an issue where the import would fail if the .CSV file had columns with quotes around it. The program will now import if the column has quotes or not. (ECR 36791)

Purchase Order, Reports, Purchasing Reports
- Adjusted the PO's Received Not Invoice report to group by PO Line ID instead of Part#, as this was causing issues with PO's if the same part was listed multiple times.

Purchase Order, Transactions, Purchase Order
- Fixed an issue where the GL Account was not defaulting correctly from the prior line for non-stock parts being purchased for Inventory. (ECR 36696)
- Fixed an issue when a vendor is changed, then the following fields will also be updated: Terms Code, Distribution Code, Tax Group and Tax Flag if the vendor is changed. This will also update the Tax and Total Values. (ECR 37385)

Quotes, Transactions, Quotes
- Fixed an issue where an error could occur when creating a Service Order from a Quote that that said no IC GL Account Code was set. (ECR 36597)
- Fixed an issue where changing the location on a line could cause the IC GL Account to be set incorrectly. (ECR 36797)
- Adjusted so pricing would be recalculated if the Bill Type on a line is changed. (ECR 36797)

Service Dispatch, Journals, Cancelled Service Calls
- Fixed a problem with the Cancelled Calls Report (CancelledCall.rpt) where the Unbilled Reason was not printing.

Service Dispatch, Journals, Prebill
- Fixed a problem with the Prebill Update where the Order Quantity and Backorder Quantities were not being written to the Work Order History. (ECR 36489)

Service Dispatch, Maintenance, Jobsite
- Fixed an issue where the system was not saving the column widths correctly.

Service Dispatch, Maintenance, Worker Compensation
- Fixed a problem where the experience factor would be reset back to 1 after making a change, if the display order was set to alphabetical. (ECR 34408)

Service Dispatch, Periodic, Work Order Restock Register
- Fixed an issue where a hard error would occur when the Select button was clicked.
- Fixed an issue where the report was not selecting Service Orders with a Progress Bill status. (ECR 36659)

Service Dispatch, Reports, Accounting
- Fixed an issue where the error message displayed was difficult to understand if the GL account derived for a Job was not valid. (ECR 36401)

Service Dispatch, Reports, GL Journal
- Adjusted the AP History by Vendor report to make the Cost Code field wider so it would display the full cost code description, and to get the cost code description from the Cost Code table rather than the from the Traverse table, as in Traverse it can be cut off.

Service Dispatch, Reports, Jobsite Performance
- Fixed a problem where the YTD Burden Total for Category was printing the wrong value.

Service Dispatch, Reports, Sales Analysis
- Fixed a problem with the Prebill from History report where it would give an error because the szAcctCode_tr field no longer exists.

Service Dispatch, Reports, Service Order Print
- Fixed an issue with the Tasking Service Order format (ServiceOrderMaint.rpt) where it was not correctly suppressing the printing of components if there were no tasks/filters for the maintenance period.

Service Dispatch, Transactions, A/P Invoice
- Fixed an issue where the Invoice Complete option was not pulling in the location from the PO. (ECR 36395)
- Fixed an issue where an error would occur saying "This Purchase Order is for a different Vendor" if creating a new invoice and the vendor ID was entered in all lower case and then a valid PO was selected. (ECR 36403)

Service Dispatch, Transactions, Call Taking
- Fixed an issue where if a jobsite is selected when creating a new Service Order, and then the Jobsite information is overridden and a new jobsite created, the new jobsite would have data from the original jobsite selected (ie, Jobsite Field Notes). The system now clears all values that were read from the prior jobsite.
- Fixed an issue where changing the Invoice Method would not causing the invoice amount to be recalculated. (ECR 36594)
- Fixed an issue where changing the Invoice Method to Fixed Price and putting in an amount in the Price field would cause an error.
- Fixed an issue so that any time the Recalc Pricing function is done (either by changing a field value or manually clicking on the Recalc Pricing button) it no longer gives a concurrency error if a further change was made.
- Changed the Recalc Pricing logic to no longer get the GL Accounts, as this was causing problems if the GL Accounts with Overlays were invalid.
- Fix an issue that was causing the TechNotes and Recommendations fields to be duplicated when a new call is created immediately after viewing a service order with values in these fields. (ECR 37409)

Service Dispatch, Transactions, Call Inquiry
- Fixed an issue where the page box would not be enabled if the tech was set up to receive pages via text. (ECR 36388)
- Fixed an issue where the CompuEmail.dll was being referenced and could cause an error, even when Paging was not a purchased module.

Service Dispatch, Transactions, GL Journal
- Fixed an issue where an error would occur if entering a transaction for a Job and the Cost Code did not have an estimate set up. Now the system will create a zero dollar estimate for the Cost Code.
- Fixed an issue where a warning message would be given if posting a transaction to a job that would say the GL Account was not valid; however, the transaction would still post. (ECR 36697)

Ascente 4.1
Enhancements/Fixes

Service Dispatch, Transactions, Work Orders

- Fixed an issue where changing the Invoice Method would not causing the invoice amount to be recalculated. (ECR 36594)
- Completed changes to the program to significantly speed up the time it takes to add a new Work Order Line
- Fixed an issue where the Auto-Add of parts was no longer working. (ECR 36702)
- Fixed an issue where changing the location on a line could cause the IC GL Account to be set incorrectly. (ECR 36797)
- Fixed an issue where an error would occur if the user's security was set to "View Only" for GL Accounts. (ECR 36794)
- Fixed an issue where the Last Cost for an item was being updated from Work Order transactions when it should not have been.
- Fixed an issue where if a part on a Work Order is flagged for a Quick PO, the system is incorrectly reducing the On-Hand and Allocated quantities. This then leads to the Costed Inventory Report giving an inaccurate valuation of the inventory that is lower than it should be. (ECR 37423)