

TRASER Software GmbH

TRASER Release Note

TRASER Dealer Management System

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1 Introduction

Dear Readers,

we are pleased to provide you with this document.

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Your contacts from our teams will be happy to help you. Ask us!

Your
TRASER Software GmbH

2 Timing of this release

- Preliminary release note is provided by TRASER about 1 week before the update
- The update is also imported into the customers test system.
- Before the update, there is a webcast for it. In this, the functions are explained, and questions answered.
- On the webcast mainly key users participate, who have previously discussed the points of the release note.
- In this release note, tasks are defined, which are carried out by TRASER and planned by the customer.
- A developer from the developer team is available on the day after the update from 8 o'clock by telephone, in case of errors.

3 Bug fixes

3.1 Issue with machine fact box in contact list/card

Fixed an issue, where the machine fact box in the contact card was showing results although the contact in questions was not related to any customer.

3.2 Issue with accumulated information in DPM export; it is not considering "Transfer" Boolean from table "JD Field"

Fixed how the system would calculate accumulated DPM Stock Data. Beforehand the system would calculate everything daily, due to a bug. This is now fixed, and the system will only calculate everything from the last time the system calculated.

3.3 Add TRASER-2074 to our current JD Kernel

Fixed an issue in requisition worksheet, that would sometimes lead to an error when adding service lines to it.

3.4 Issue with variant code by creating a new machine

The issue was, that when creating a new machine and validating the no. field the system will validate the variant code to "New". If the page is refreshed by the user without adding any other information, the variant code field was emptied again. Fixed.

3.5 Issue with "Item Search" functionality and search results being not correctly displayed

Due to the item search not being refreshed in the correct order, it would sometimes not show the correct values. This is fixed.

3.6 Machine Status not set correctly when Machine is created automatically (transferring SQ to SO)

Fixed a bug, where the system would not set the correct machine status, when the machine record was created while transferring a sales quote into a sales order (during opportunity process). The machine record did not have any entry in the "Status (Sales)" field. This is fixed.

3.7 W1/DACH: Issue with changing global dimension in G/L Setup for table "Service Location" Zendesk #14675

Fixed a bug, where the function "Change Global Dimension" would run into an error for the table "Service Location". This is fixed.

3.8 Field "TS-Program Master Worksheet" not shown in Req. Wksh. Names for 2018 databases

The field "TS-Program Master Worksheet" was not available in Page 295 (Req. Wksh. Names) in the 2018 databases. This is fixed.

3.9 Issue with missing page in current JD database for business domain feature (5446172 & 5446173) Zendesk #14407

Added pages 5446172 & 5446173 for the business domain feature and created correct menu suite entries and the functionalities in the customer card & list.

3.10 Service Contracts: "Contract Expiration Date" not filled

There was a bug, when creating a new service contract, the ultimately first line for this service contract never was filled with the "Contract expiration date" from the service contract header. This is fixed.

3.11 There should be the comment fact box from page 16 "Chart of Accounts" also accessible in "G/L Account List"

Page 18 was not showing the same fact box for comments as was page 16. Fixed.

3.12 DACH/W1/STÜ: Issues with captions for field "Type" in several line tables

The field "Type" was containing option values related to EQM, that were not supposed to be accessible in standard features of NAV. Fixed.

3.13 Copy Components: Do not show "Copy Components" when Machine No. is selected

When selecting a machine no. in an opportunity the system was giving the user the option to either import the configuration lines from the PO or from the components. This was fixed.

3.14 Service Contracts: Issue with "Default Service on Demand"

There was an issue, that checking "Service on Demand" in the Service Contract Header would correctly mark all generated lines as "Service on Demand", but the field "Next Planned Service Date" was not emptied, which is the behavior when manually marking a single line as "Service on Demand". This is fixed.

3.15 If an Opportunity is created for a Contact Person no Offer could be created

Fixed.

3.16 Prevent function to set "In Process" automatically by printing Service Item Worksheet TSR

Changed that the printing of the Service Item Worksheet was setting the Status of the job to "In Process".

3.17 Final Invoice text gets lost if you post the related sales order (Ext. Prepayment functionality)

Fixed a bug in the "Ext. Prepayment functionality", where "Final Invoice Texts" were getting lost during the printout.

3.18 WIP bin issue on partial shipment

Fixed an issue, where partial shipment was not working in service orders where a partial quantity of a service line was on the WIP bin.

3.19 Partial Invoicing SVOs: Warranty Claims get archived although not invoiced yet

Fixed an issue, where the partial invoice of a service order with for example two jobs (both having a warranty claim created from them) would lead to both those warranty claims being archived although only one of the two jobs was invoiced.

3.20 Error Message appears after using copy document in service process

Fixed a bug, where using "Copy Document" in a service order would lead to the system trying to change an old version of the record.

3.21 Error message appears while creating credit memo in service contract

Fixed an issue for service contracts, where the system was trying to divide by zero, when creating a credit memo.

3.22 Issue with Message in Service Line for duplicate item usage (Zendesk #14586)

Fixed an issue, where a notification was not coming up, when adding the same item twice to a job in a service order. This is fixed.

3.23 Purchase Order: Changing Resp. Center leads to error

Fixed a bug, where it was not possible to change the responsibility center of a purchase order, when a machine was already selected in the purchase line.

3.24 Issue with "Editable Fields" in several pages to edit the qty. related to field "Item Search"

Fixed a bug, where the field quantity was not editable anymore after using the "Item Search" functionality.

3.25 Translation Missing for Equipment Templates

Corrected translations in the new Equipment Template Builder functionality.

3.26 Std. Job Filtering in Service Contracts will not find the right jobs

Fixed a bug, where the filtering and connection between product hierarchy and standard jobs would lead to an error message. When creating a service contract for a fleet (no specific machine chosen) and selecting a standard job, that is valid for all machines and afterwards selecting a machine, where the standard job would be valid, the system gave an error message anyway.

3.27 Delete attachments on service order (file box)

Added a functionality to delete attachments that were added in a service order.

3.28 Change print function in "Sales History" and "Purchase History" to TRASER code

Fixed a bug for the "Print" functionality in the Sales History and Purchase History.

3.29 Issue with code length of posting groups in code unit 5445664

For code unit 5445664 we had to adapt the length of the code filed for posting groups to code20.

3.30 Issue with wrong page being loaded from Undo from WIP function for Bin Contents

Changed the page for Bin Content that is being loaded, when using "Undo from WIP" function in service orders.

3.31 Issue with WIP quantity error message by validating an "Order Type" without a quantity assigned to the service line

Fixed a wrong error message that was coming up when the Order Type was changed and there was no quantity assigned to the service line.

3.32 Linked Documents: If you post the main service order, all relations to other documents get lost (Zendesk #14781)

Fixed a bug, where in the "Powergard" process during a service order all linked document relations would be deleted when invoicing the main service order.

3.33 Product hierarchy is empty after validating item no. in trade-in card

When creating a new trade-in out of an opportunity, and then validating an item no. in the trade-in card the system would not fill the product hierarchy accordingly.

3.34 Error message appears, if you register a put-away

Fixed a bug for partial receive postings, that came up when registering the put-away for the outstanding quantity.

3.35 Improve Time Tracking Interface

Fixed several issues to the time tracking module in the JD Kernel.

3.36 Purchase Order: Issue with deleting lines and loading new configurations

Fixed a bug for loading online configurations in a purchase order. When loading a GPC configuration in a purchase order and releasing it only to afterwards reopen the record, to correct the PO by deleting the equipment line, this leads to issues afterwards, because the status in the purchase opportunity in the background was never changed.

3.37 Issue in JD Kernel with FA Journal and validating "FA Posting Type" (Zendesk #14759)

Implemented a bug fix from the TRASER DMS into the JD Kernel for code unit 5445711.

3.38 Bugfix: Insert several permission details for G/L Accounts & G/L Entries in development, to improve usage of permissions in JD Kernel

Added and changed some permission details for tables 15 & 17, to improve the usage of permission sets in the JD Kernel.

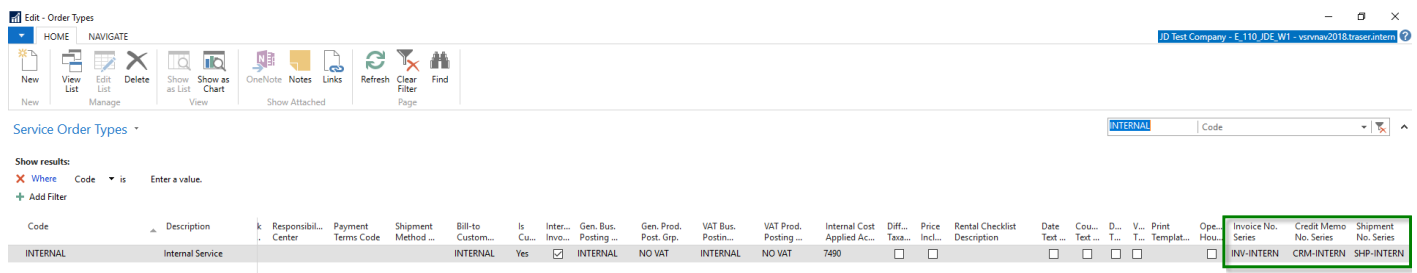
4 New Developments

4.1 895 Different sequence number for Documents based on Service Order Type

With this enhancement it is from now on possible to define specific number series based on the service order type. This will help with legal requirements in some countries like for example Spain, where it is mandated by authorities to report external invoices to them (without having skips in the numbering of the documents).

For this purpose, there are three new fields in the Service Order Types table:

- Invoice No. Series (Posting No. Series in Sales and Service Header)
- Credit Memo No. Series (Posting No. Series in Sales and Service Header)
- Shipment No. Series (Shipping No. Series in Sales and Service Header)



Code	Description	Responsibility Center	Payment Terms Code	Shipment Method	Bill-to Custom...	Is Cu...	Inter...	Gen. Bus. Posting...	Gen. Prod. Post. Grp.	VAT Bus. Postin...	VAT Prod. Posting...	Internal Cost Applied Ac...	Diff. Taxa...	Price Incl...	Rental Checklist Description	Date Text...	Cou... Text...	D... T...	V... T...	Print Templat...	Ope... Hou...	Invoice No. Series	Credit Memo No. Series	Shipment No. Series
INTERNAL	Internal Service				INTERNAL	Yes	☒	INTERNAL	NO VAT	INTERNAL	NO VAT	7490	☐	☐		☐	☐	☐	☐	☐	☐	INV-INTERN	CRM-INTERN	SHIP-INTERN

If there is an entry in the Service Order Type table for a specific order type, the system will fill accordingly the number series in sales and service headers. If it not filled the system will proceed as before.

4.2 848 Automatic recycling fees added to special items in sales invoices

In some countries and for specific products, the law mandates additional recycling fees, calculated in different ways, depending on the corresponding country and product. To enable dealers to set up these kind of recycling fees in the system, this new functionality is developed. Two new tables were created: "Item / Machine Fee" and "Fee Assignments". The setup can be accessed by users through the setup table "Models"

Sales Orders - Microsoft Dynamics NAV

Edit - Machine Models

JD Test Company - E_110_JDE_W1 - vsrvnav2018.tra...

HOME ACTIONS

New View List Edit List Delete Prices Line Discounts CRM Statistics Create Objekt Group and Type **Fee Assignments** Object Group Object Type Show as List Show as Chart OneNote Notes Links Refresh Clear Filter Find

Machine Models

Type to filter (F3) Brand Code

Show results:

Where Brand Code is Enter a value.

Add Filter

Brand Code	Family	Code	Name	Series	Default Discou...	Using Items	Using Machines
JD	54	1000	1000	TRACTOR-MOU...			
JD	50	100L	100L	L SERIES		1	4
JD	34	1010	1010	RIGID			

or through the item card.

Edit - Item Card - 10000000772 - Weight

HOME ACTIONS NAVIGATE

Dimensions Cross References Units of Measure Extended Texts **Fee Assignments** Comments Change Log Entries Items by Location Statistics Ledger Entries Item Availability Rental Barcode - Item Label

10000000772 - Weight

Item

No.: 10000000772

Description: Weight

Description 2:

Blocked: ☐

Type: Inventory

Base Unit of Measure: PCS

Last Date Modified:

GTIN:

Item Category Code: PA

Automatic Ext. Texts:

Brand: JD

Family:

Series:

Model:

From the fee assignment page, the user can go via drop down of the code into the "Item / Machine Fee" table. Here the user needs to define the type of fee he is dealing with. It is possible to define that the fee is only valid for specific order types, to define if the fee is a relative or a absolute amount, to define a default value and G/L Account it needs to be posted to and also via the VAT Posting Group how it should be treated from a VAT standpoint.

If a fee is selected in the "Fee Assignment" the system will create a record in relation to the item number (if existing) and in relation to the product hierarchy (if model code is existing). It is possible to change the default amount from before as well.

If a item with a fee assignment of any sort is now selected in a sales or service order or invoice, the system will automatically create a new line with the previously set up information regarding the recycling fee for this item.

New - Service Order - SVO0000754 - Hans Thun GmbH - Demo Recycling Fee

HOME ACTIONS NAVIGATE

Manage Process Dime Scheduler Warranty

SVO0000754 - Hans Thun GmbH - Demo Recycling Fee

General

No.: SVO0000754
Description: Demo Recycling Fee
Customer: Hans Thun GmbH

Customer Details
Contact Name:
Service Order Type: SERVICE
Machine No.: M000000027
Machine Description: JOHN DEERE Tractors 2038R
Serial No.: 723467234
Cash Customer:
Campaign No.:
Status: Pending
Your Reference:

External Document No.:
Person in Charge Code:
Responsibility Center: HAMBURG
Release Status: Open
Service Location:
Print Template Code:

Warranty
Warranty Ending Date:
Ext. Warranty Powertrain Ending Date:
Ext. Warranty Comprehensive Ending Date:
Powergard Deductible Amount:
Powergard Max. Hours:
Expected Finishing Date:
Fix Price / Discount Method: 0,00 Parts & Labor

Jobs

Job Lines

Indicator	Item Search	Type	No.	Vendor Item No.	Description	Location Code	Bin Code	Variant Code	Quantity	Unit of Measur...	Work Type Code	Order Type	Unit Price Excl. VAT	Line Di
		Item	I0000000772	866949	Weight	HAMBURG	WAREHOUSE			PCS			50,97	
		G/L Account	1220		Recycling Fee for Oil	HAMBURG			1				250,00	

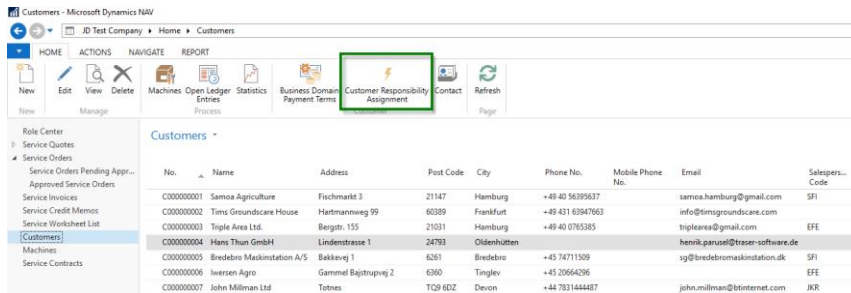
4.3 837 Make "needed by date" in service order list for a technician using his tablet editable

The field "Needed by Date" in the technicians view of service orders is now editable for the technician.

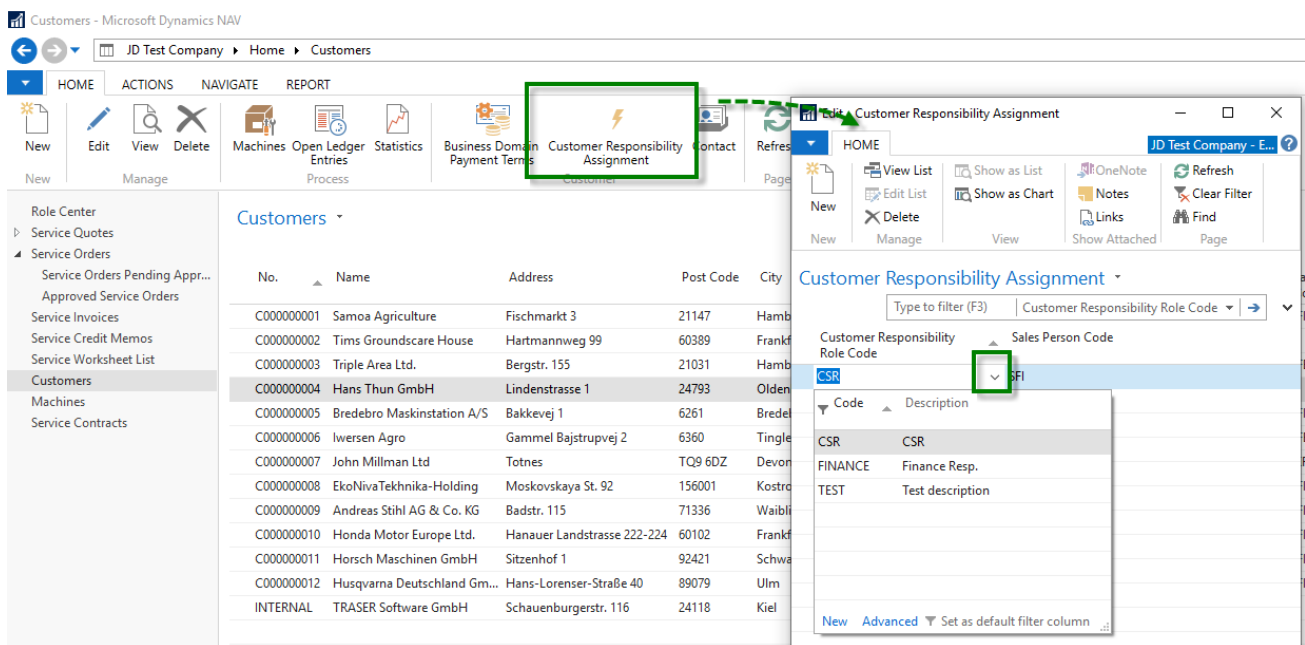
4.4 354 Assign multiple dealer personnel to customer (Salesperson and CSR)

The purpose of this enhancement is to allow the Dealer Administrators to associate certain roles in the dealership with the customer, and then assign activities. For example, they may wish to assign 3-3-3 aftersales follow-ups to the Salesperson, and then ongoing optimization follow-up calls 6 months later to the CSR. This enhancement allows Administrators to indicate who the relevant dealership contact is for this customer in all departments.

The "Customer Responsibility Assignment" can be accessed via customer card or list.



The user (probably administrators) can then create new entries with "Customer Responsibility Role Codes" and enter a "Sales Person Code" with the corresponding employee. The Sales Person Code selected here needs to be set up correctly before and then also associated to a user via TRASER User Setup.



In a future development sprint this will serve as a base for a further enhancement for assigning different activities automatically to different dealer personnel after the sale of a machine for example.

4.5 446 Service Campaign /Fix Price change warning

This enhancement aims to provide better usability to dealerships, when dealing with service campaigns and fix price services. When adding an additional item line to a job in a service order that is using a service campaign or where a fix price is defined in the header, the system will now notify the user, that the item line he or she just added, will automatically be discounted by the system to be in line with the fix price or service campaign. The user can then decide if this is intended or not.

View - Service Order - SVO0000755 - Hans Thun GmbH - Demo Fix Price Warning

HOME ACTIONS NAVIGATE

New Edit View Post Post and Print Print Document Texts Send Send Statistics Send

Manage Process Time Scheduler Renew Warranty Info Request PIPs Print Warranty Order Refresh Previous Next Page

SVO0000755 - Hans Thun GmbH - Demo Fix Price Warning

Customer: Hans Thun GmbH Responsibility Center: HAMBURG

Customer Details: Release Status: Open

Contact Name: Service Location:

Service Order Type: SERVICE Print Template Code:

Machine No.: M000000028

Machine Description: JOHN DEERE Tractor 7270R

Serial No.:

Cash Customer: ☐

Campaign No.:

Status: Pending

Your Reference:

Warranty: Warranty Ending Date:

Est. Warranty Powertrain Ending Date:

Est. Warranty Comprehensive Ending Date:

Powerguard Deductible Amount:

Powerguard Max. Hours:

Expected Finishing Date:

Fix Price / Discount Method:

Microsoft Dynamics NAV

This item has been included to Fix Price or Service Campaign Job. The item line will be discounted according the Fix Price/Campaign Total Price.

OK

Jobs

Line Functions Print Post Picking List Machine Card Components Job Details Add F

Standard Job Code	Description	Estimated Hours	Current Hours	Invoiced Hours	Repair Status Code	Amount	Including VAT	Attachme...	(Part)	(Labor)
Demo Fix Price Warning					UNCHEDULE	1,000.00	1,250.00	0	1,000.00	0.00

Job Lines

Functions Line History Edit Open Purchase/Transfer Order Create Requisition Worksheet Select Item Substitution Open Card Clear Purch. Order Assoc. Update Amounts Inventory Order Import Parts/Advisor File

Indicator	Item Search	Type	No.	Vendor Item No.	Description	Location Code	Bin Code	Variant Code	Quantity	Unit of Measur...	Work Type Code	Order Type	Unit Price Excl. VAT	Line Discount %
		Item	1000000007	A-1701364	V-Belt	KIEL	5-05-09		1	PCS			1,343.45	25,56478
		Item	1000000004	A-AE39301	Drive Sprocket	HAMBURG	WAREHOUSE			PCS			59.23	0

5 Improvements

5.1 Cancelling Serv Contracts: Expiration Date should not be credited on the Credit Memo

Improved the logic of service contract lines and how the credit memo date would be filled. After invoicing a contract with the Expiration Date 31.10.19 in the header and then entering the 31.09.19 in the service contract line the credit memo date would automatically be set to 31.09.19 as well, which is not intended.

5.2 Implement Series as Primary Key in Model table

In table Service Item Models (5445659) "Series" was added as a primary key. Accordingly, the Service Mgt. codeunit was adapted.

5.3 Creating a trade-in from a calc. offer leads to the incorrect no. series being used for the new document

Trade-in documents were using the wrong number series from the setup.

5.4 Visible-Property for Buttons for "Transfer to Deere" must be comparable switched as "GPC"-buttons

Changed the logic of how specific functionalities, that are only available if the John Deere vendor is chosen, will be visible in the system.

5.5 Renaming and changing of "Pre-System" tables JD-1793

Changed the page and table "Pre System History" to "Pre System Record". Changed "Ibcos Part Sales History" to "Pre System Sales History". Changed some other fields as well, where the word "Ibcos" was used.

5.6 Service Contracts: UX when creating Service Order or Service Invoice JD-1939

Made some slight changes of how the system responds when creating a service order out of a service contract. It is now the behaviour, that is shown everywhere else in the system as well.

5.7 FA Wizard: New Posting Group Setup on Family level leads to issues

Had to adjust the routine of the FA wizard to the new posting group setup logic available on product family level.

5.8 Adding App Path functionality to configure using the Click Once Client

Made it possible in the click once client to configure profiles.

5.9 Service Contracts: Request Page (Service Order creation) not needed

Removed the request page that came up when creating a service order out of a service contract. This aims to provide better usability of the service contracts feature.

5.10 Improve "Transfer to Quote" source code from an opportunity

Improved the source code in CU5445702 to not validate the customer no. but instead only the contact no.

5.11 Non-labour resources should be added in service order, if you choose a standard job

Changed the system behaviour for using a standard job in a service order. If the standard job contains resource lines for resources that are not flagged as labour, this will be transferred now.

5.12 Product Hierarchy Logic for filtering of Standard Jobs, Campaigns and Service Contracts is not working correctly

Improved the filtering logic regarding product hierarchy for Standard Jobs, Campaigns and Service Contracts.

5.13 Creating Service Contract out of an opportunity will ask for a customer, but there is already a customer behind

Changed behaviour of the system, when creating a service contract directly from an opportunity. The system will now check for the contact of the opportunity if it is connected to a customer and then use this customer for the service contract.

5.14 Issue with WIP Bin in Bin Content and adding to "Bin Content" list shall not be set to Fixed or Default

Changed the system behaviour, for when a new WIP bin is created for a service order. The Bin will not be defined as "Fixed" or "Default" at any time.

5.15 Check "test" button on Check Availability Card

Removed the button "Test" from the Check Availability page.

6 Tasks

6.1 TRASER

6.2 Partner/Customer
