TRASER Software GmbH

TRASER Release Note

TRASER Dealer Management System

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11.10.2019

Index

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 Correction function regarding posted rental invoice/credit memo

Creating a correction document for a rental invoice/credit memo was not working due to incorrect sales order type validation in copy document routine. This was corrected and now it is possible to create the correction document from posted rental invoice/credit memo.

3.2 Change function “open” in sales/purchase history to work correctly

The sales & purchase history have a button “open” to open selected document directly from history page. This button was not opening the correct document. This has been fixed and the button is working again.

3.3 Length change of the field “Posting Group” in different objects

The field length of posting groups has been prolonged by NAV 2018. This was not considered in all relevant objects. It was originally started to be fixed with JD-1766. Additional fixes were needed and are included in this bugfix.

3.4 Responsibility center filter for all order type fields in TRASER User Setup is incorrect.

If you set up a user in the TRASER User Setup without a responsibility center, but order types are set up with responsibility center, the filter of the order type fields is incorrect. This was corrected and the user can set up all information easily.

3.5 Description of configuration template should be limited to 50 characters

It was possible to enter more than 50 characters when choosing a description for a config. template on an opportunity. Now, NAV will cut the description after 50 characters.

3.6 A manually changed resp. center in sales quote will be overwritten from TRASER User Setup when transfer a sales quote to a sales order

A manually changed resp. center in sales quote was overwritten by default resp. center in TRASER User Setup. This is fixed and it will be prevented.

3.7 Issue with WIP quantity not considered in available qty. (Zendesk #13742)

In item inventory factbox the WIP quantity was not correctly considered in available qty. This is corrected.

3.8 Item charge assignment to multiple machines

If a user assigned an item charge to multiple machine receipt lines, the system was only creating a detailed machine ledger entry for the first machine appearance. This was fixed and all attached machines are now having a correct detailed machine ledger entry.

3.9 Attach components on service orders

Attaching multiple components on a single service order was not working in all cases. Some lines were overwriting individual values due to storage issues. These issues were fixed.

3.10 Standard job code in detailed service ledger entries

The calculation of the “used” field in service contract (count invoices with consideration of partial invoicing) have been corrected. It was not possible to reproduce the case with empty standard job codes in detailed machine ledger entries. The condition of calculating the “used” field in service contract was changed. Now this filed has an effect by creating a new service order out of the service contract.

3.11 Issue with deleting unused object groups & types in rental module

In rental module the used dimension was equal to standard JD Kernel. This leads to an error message when deleting an object group or object type. The bug is fixed, and the error message does not appear.

3.12 Issue on Transfer order in case of using rental objects

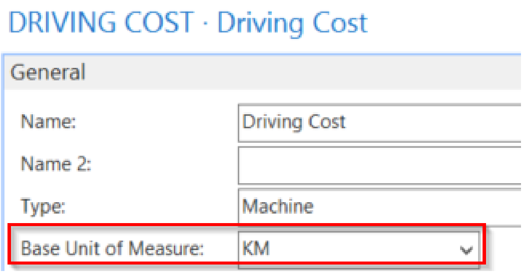
There was an issue with transfer orders which contains a rental object. Every time when a transfer order was made with a machine which was linked to a fixed asset and a related rental object behind, the transfer order didn´t work. This was fixed.

3.13 Movement of jobs to new service orders

The settings of shipping no., series in service and sales credit memo have been corrected. Now the movement of the jobs to a new service order works.

3.14 Resources with base unit <> hour cannot be used in the service order

There was an issue when a resource contains not “Hour” as base unit of measure on the resource card. For instance, when a resource has a base unit of measure code “Driving Cost” and this was using on a service order to charge the customer for each kilometre for a specific job, the system leads to an error during the shipment of the lines. This error was made by the time tracking module which tries to convert this base unit of measure into the value “Hour” which was not found. This is now fixed.



3.15 Second field in vendor no. in offer card (opportunity) with wrong table relation

In the offer card of an opportunity the field vendor no. is twice. The second, as a table relation, appears to have the currency relation. The caption of the second filed is changed to currency code.

3.16 Error message in opportunity incorrect

If a machine is selected in an opportunity that is not linked to an item (data record for the machine has been newly created and linked to an item no. was not filled), the following error message occurs when attempting to transfer the entire offer into an offer: “You may not sell or buy a service item which is debt capital. The error message does not appear, and the bug is fixed.

3.17 Copy Document function in service credit note does not work

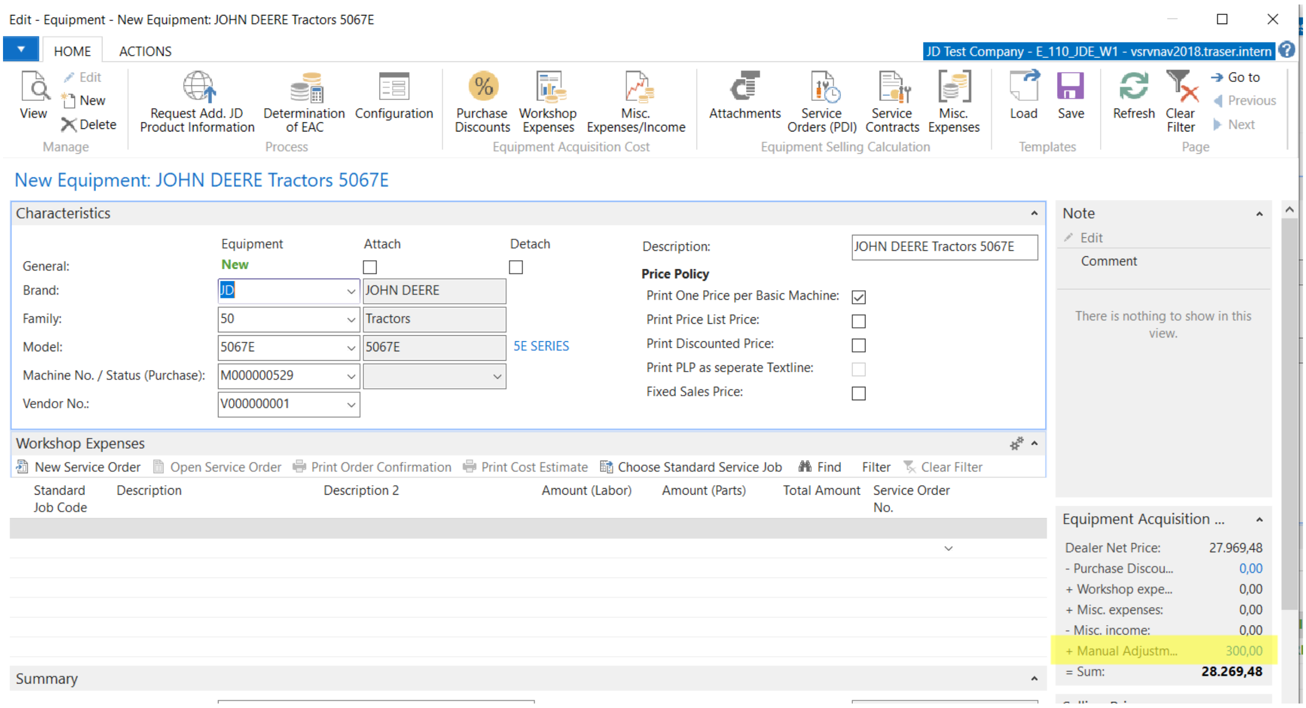
Copy document did not work for service credit memos. This was based from a previous enhancement to update operating hours on a service order header. The bug is fixed, and the error message does not appear.

3.18 Issue with wrong function in shopping basket functionality assigned

In page “item shopping basket card” there was the wrong function assigned to proceed with ordering of an item. Function has been changed to the correct one.

3.19 Delete workshop expenses or misc. expenses on opportunity will fill previous figures into manual adjustment section

If in an opportunity on the equipment level a new entry is created in one of the equipment acquisition cost section and the line is deleted afterwards, the values will be transferred to the man. adjustment section. By doing it twice, the value will be overwritten with the latest one. The bug is fixed and the filed is no longer filled.



3.20 Issue with role center page "service disp." & integer/decimal variables

On the service manager role center, there was a tile which contains a number which can be shown only integer values, but it could happen under certain circumstances that these figures must be shown as a decimal value and this leads to an error. The variable of the counter is changed to decimal and everything in the role center page works.

3.21 Issue with cancelling service contracts which were not calculated on annual amount

If the is a service contract prepaid by the customer and the contract was closed before the expiration date reached, the values from the outstanding credit note was not calculated correctly. The bug is fixed, and the credit memo amount is correctly.

3.22 FA Wizard: Fixed asset generated although error message

When using the functionality “Rebook from current assets” and choosing a template with a fixed asset posting group, where the field “Rebook Bal. Acc” is not filled, the system will correctly give an error message, saying that “Reebook Bal. Acc.” is missing. Apparently though a fixed asset record is still created, but it should not after an error. The bug is fixed, and the error message does not appear.

3.23 Improvement of availability page in JD Kernel using a transfer & service with multiple lines

There was the following error: The metadata object Table 0 was not found, when doing the following steps:

1. Create a sales/service line with an item with a quantity which exceeds the stock inventory (notification will be written).
2. Create a second line for another item with a quantity which exceeds the stock inventory (a second notification will be written).
3. Click on the "Show Details" link for availability handling for both items.
4. The second click should lead to an error message and this needs to be corrected.

A full functionality for transfer line has been added into JD Kernel and no error occurs no more within the described process.

3.24 Order on stock function leads to CA/L errors because too many parameters are passed

From a sales/service order the user has the possibility to put an item into a shopping basket with the function “order in stock” to reorder this specific item on a later stage. When the user wants to add this item on the specific shopping basket (requisition worksheet), the system leads to an error. This is fixed.

3.25 Machine status

When creating a purchase order out of an opportunity without having a sales document behind, the purchase status of the machine after posting the warehouse receipt is empty instead of in order. This is fixed.

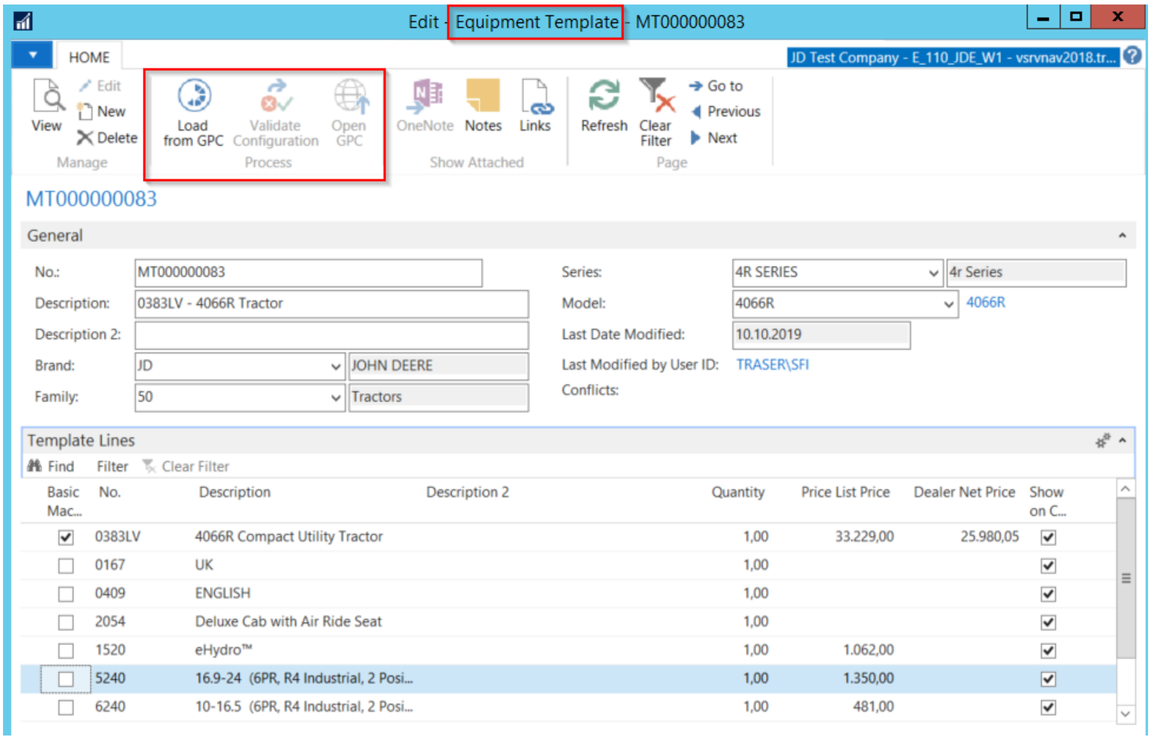
4 New Developments

4.1 Import of parts advisor csv file into NAV

The John Deere Kernel contains a function on a purchase, sales and service line to import a PartsAdvisor *.xml file. Over the past few months, it has become apparent that the structure of the *.xml file can be different when exporting it out of the PartsAdvisor software. Based on this the import function is changed to a *.csv file import. Means that the John Deere Kernel allows only to import now *.csv file from PartsAdvisor.

4.2 Enhancements to Template Builder Functionality

In the John Deere Kernel, there is a function to create machine configuration templates (Equipment Templates). On this function, there is a new feature were the user can have access to the Global Product Configurator (GPC) out of the template.



Means, that the user can create a machine configuration template manually or to use the new button “Load from GPC” to pull a configuration from John Deere into that template. It is also possible to check the configuration with a click on the button “Validate Configuration”. NAV will send a web request to

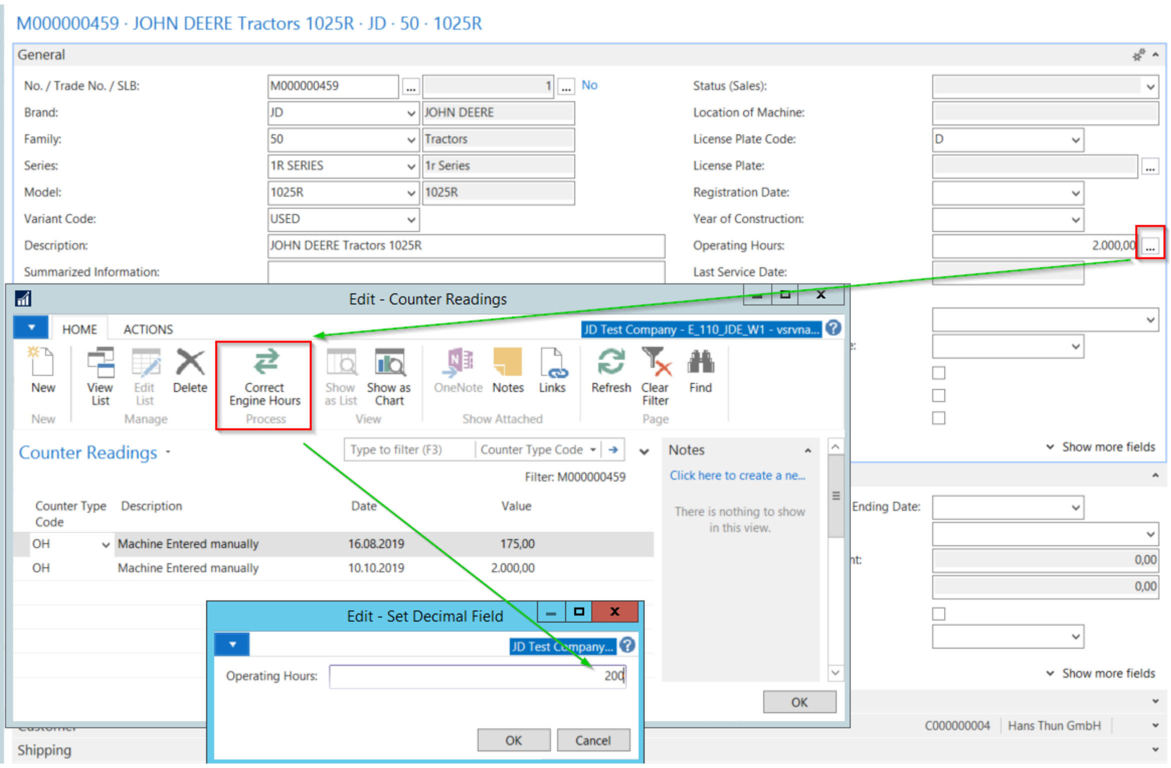
John Deere and checks if the configuration is still valid. Additionally, when the user chooses an online configuration, it is possible to modify these configurations and save them as a complete new template.

4.3 Repair status in the service order should be set automatically as soon as times are recorded via TempVision

When the dealer is using the German Third-Party time tracking module TempVision for NAV, the repair status on a service item line (jobs) will be changed automatically when times are tracked for a specific resource and a job. The repair status will be changed to “In Progress” when times are tracked with this module.

4.4 Enable user to change recorded engine hours without restriction (to correct potential input errors)

To allow the user to correct engine hours reported wrongly from a service order, the mobile application or from a machine card by using the button "correct engine hours" in the counter reading page. This will open a pop-up window which will show the last reported engine hours and allow the user to report a different number. NAV will update the previous entry with the current date and the newly reported engine hours.

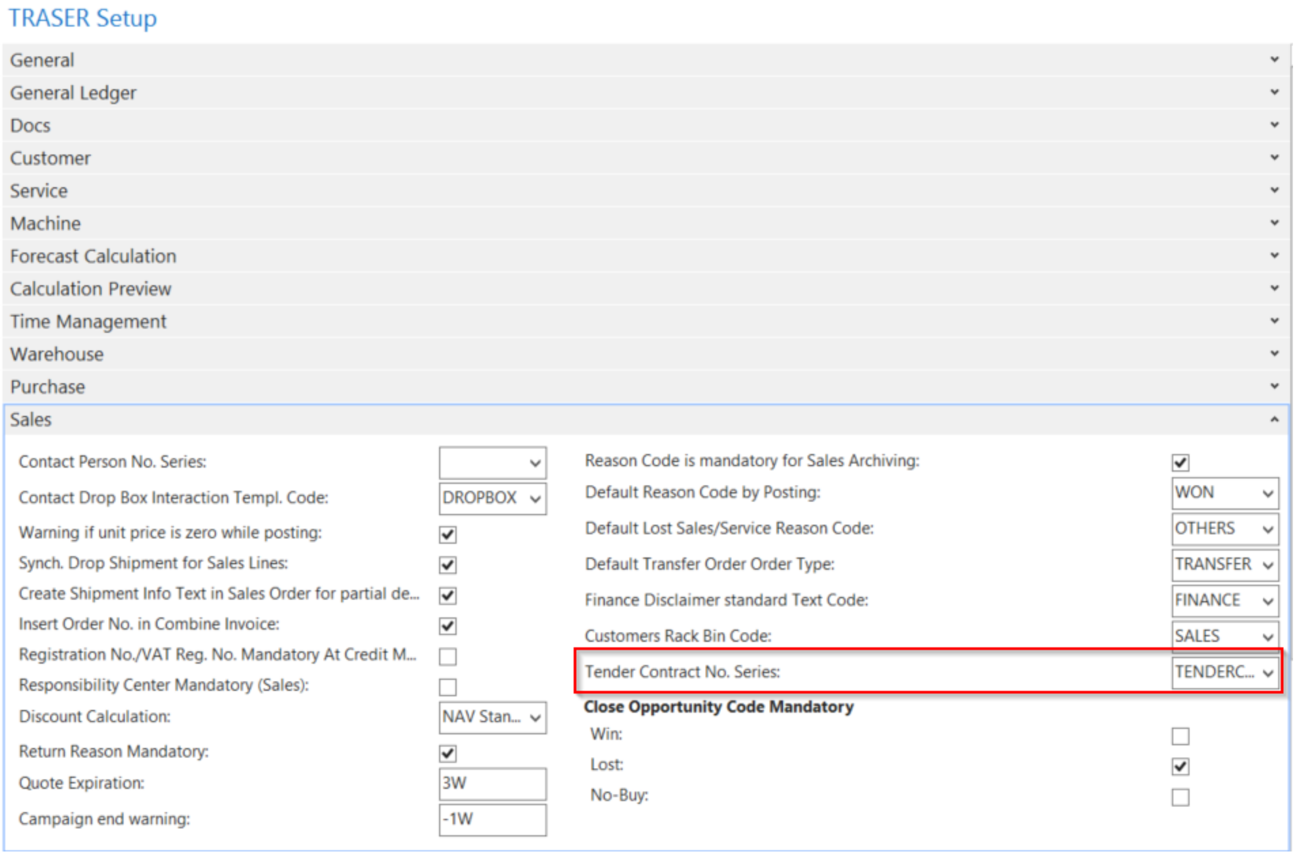


4.5 Tender Contracts

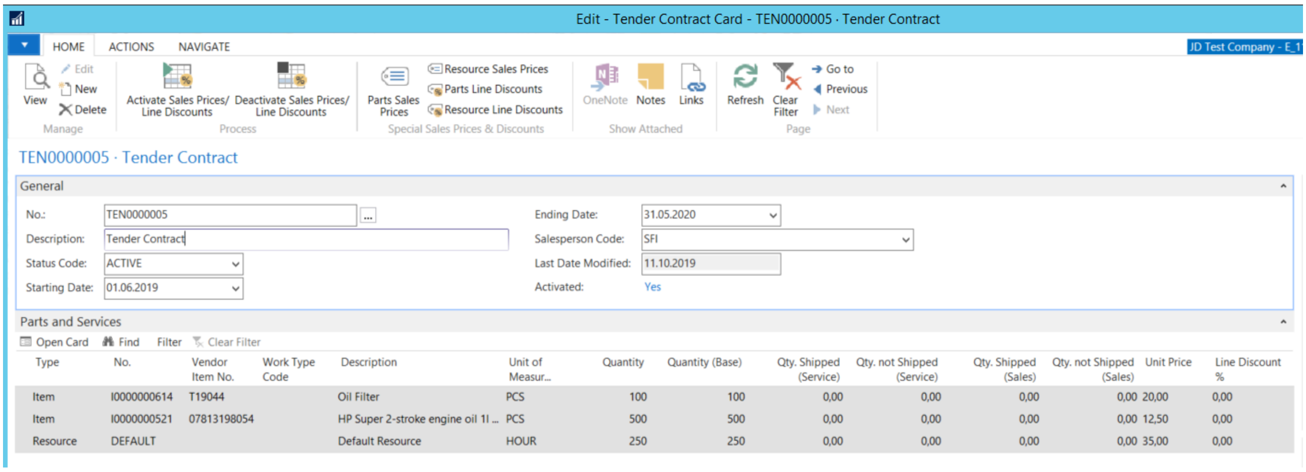
In public organizations such as (municipalities, ministries etc.) are very often requested by law to get offers from suppliers for machines, services and parts supply through public "request for proposal" to ensure the public organization is compliant with competition law and consuming public budget wisely. The contracts between supplier and public org. when the deal is won are called "tender contracts".

This enhancement considers only tender contract related services and parts.

To use this enhancement, it is necessary to define a number series in the TRASER setup.



If the setup is made, the user can start to create a new tender contract in NAV.

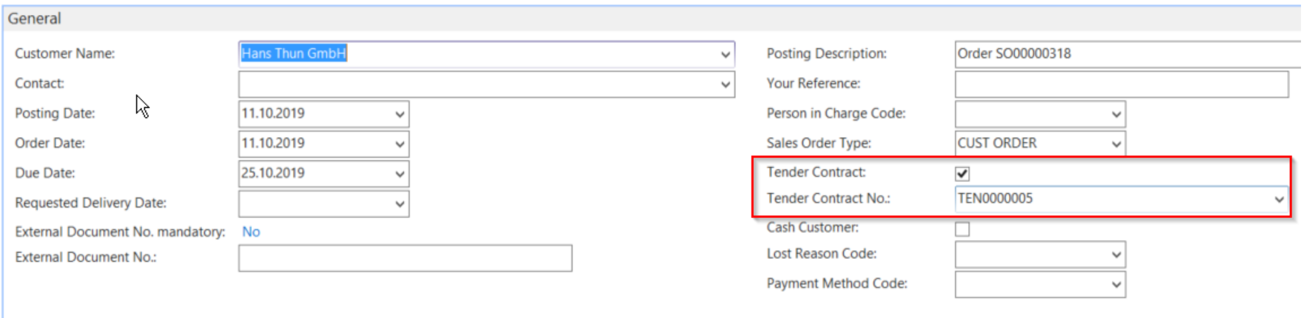


The tender contract works similar related to the functions as it is in the sales campaigns from NAV standard. When the user creates a new tender contract, the field “No.” will be filled automatically from the setup. The description, the “Status Code” and the period of the contract can be filled in manually.

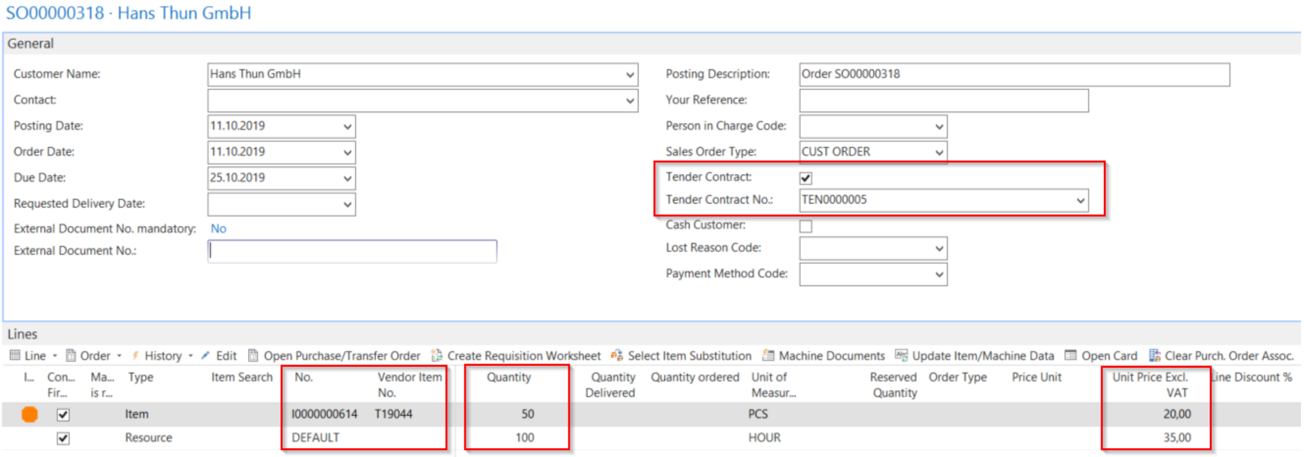
In the tender contract subform (Parts and Services), the user is able to define specific parts and labor lines which should be covered when a sales or service order is linked to that contract. On each line, it is possible to define the quantity which is covered by this contract and a specific price per unit. The field “Unit Price” will show the standard price from the item and resource card. If the tender contract should contain special prices, the function in the ribbon bar should be used to define it.

When the tender contract is defined with all the content the user needs, it is mandatory to activate it with the function “Activate Sales Prices/Line Discounts” from the ribbon bar.

On the sales/service document, the user has a new checkmark field “Tender Contract” and “Tender Contract No.” which can be filled if the document should go against the tender contract.

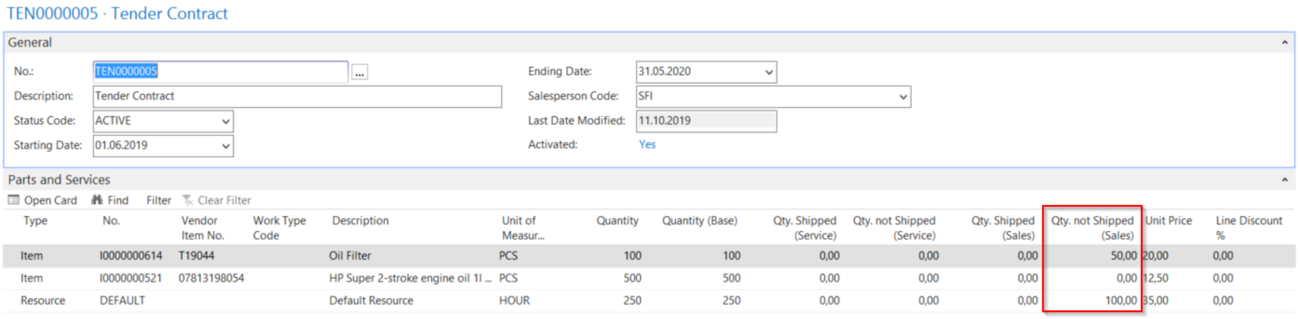


When the user adds the parts and resource lines which was defined in the tender contract, NAV will use the specific price per unit from the contract until the defined quantity has been reached.



If several orders are existing, does not matter if this is a sales or service document, NAV will use the complete consumption to calculate the correct price. Means in this case there is a sales order with the item "T19044" and a quantity of 50. The tender contract is defined with a total quantity of 100 which allows the user to define another sales/service document with another 50 units of the "T19044" item.

The user is able to see the consumption of the tender contract in the subform.

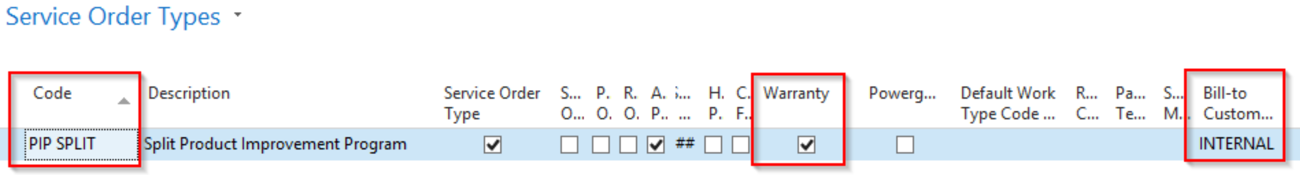


4.6 Handle PIP´s like special allowance

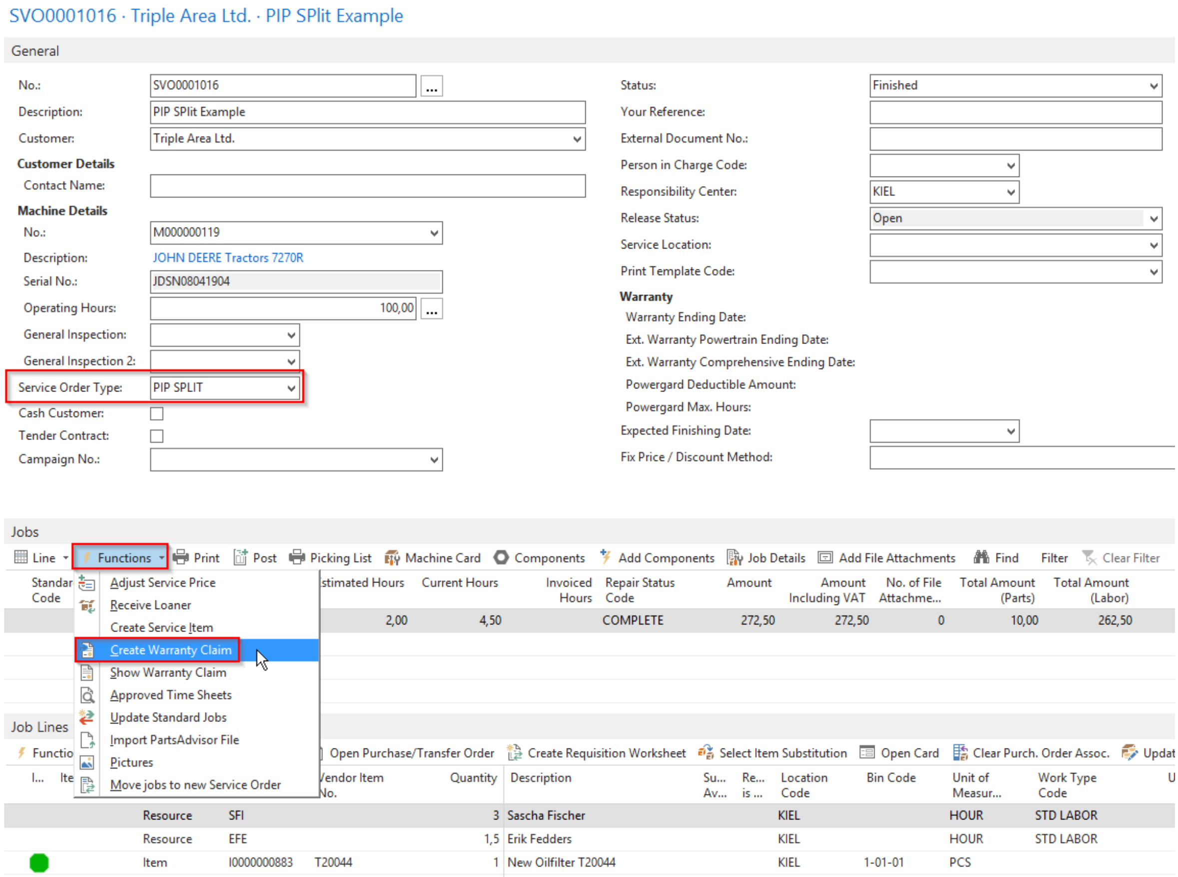
Sometimes it is necessary to charge a customer for a service related to a specific machine which is provided by John Deere within a PIP (Product Improvement Program). In this case it is mandatory to split in the end the invoice amount to different parties.

First, it is recommended to create a new service order type which can be called for instance "PIP SPLIT". Here it is possible to predefine the field "Bill-to Customer No." with a value. This customer no. must be an internal customer without VAT, because NAV will undo the posting of the original invoice in the background to create new invoices for each party (this is necessary to post the shipment of all related item and resource lines).

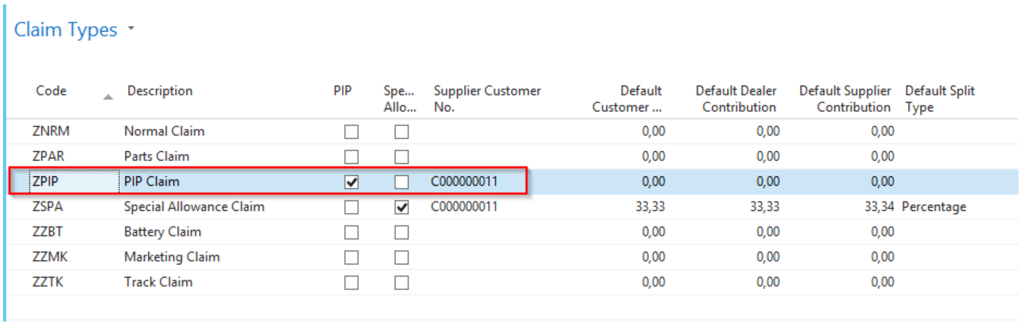
Service Order Types



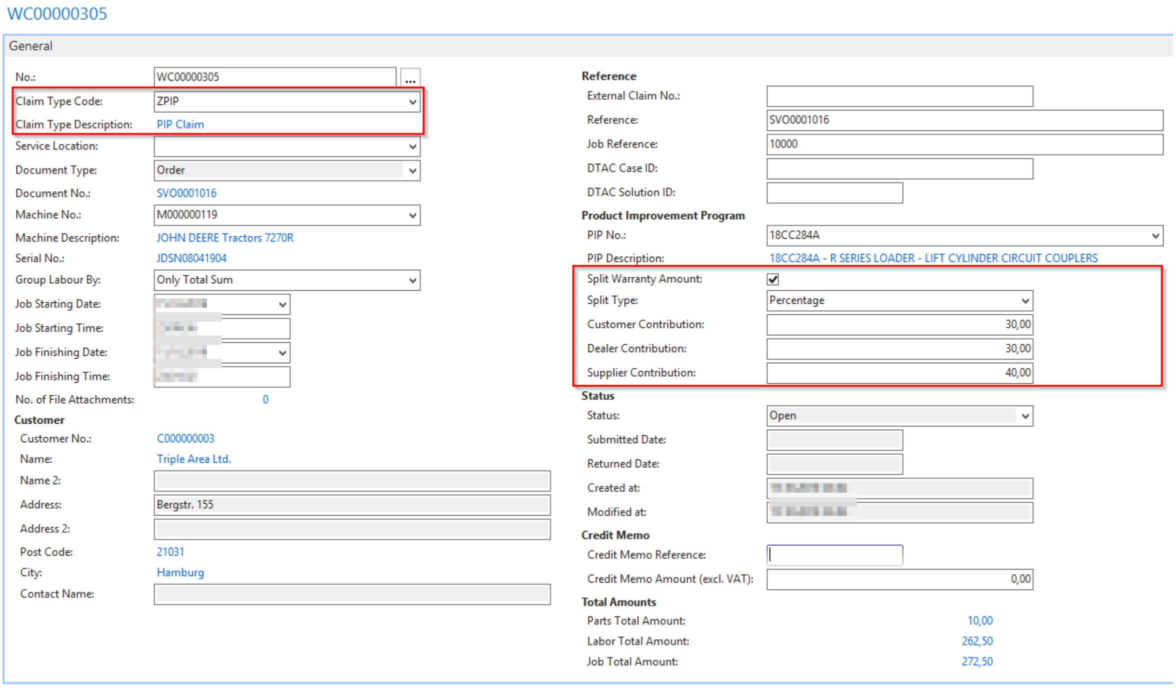
When the created service order was completed, a new warranty claim can be created out of the document.



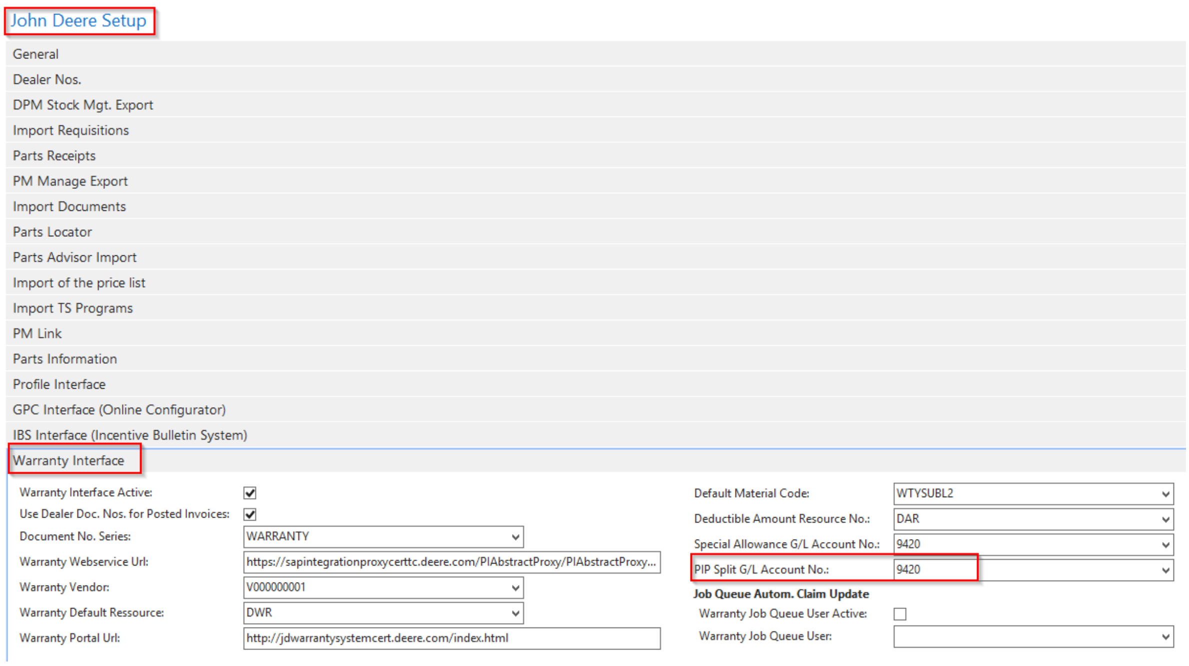
On the warranty claim card, all the information from the service order will be transferred automatically. The claim type code is also prepopulated with the value “ZPIP” when the user selected a PIP from the service order directly. Behind the claim types, the user can predefine the customer no. for the party which is related to the supplier.



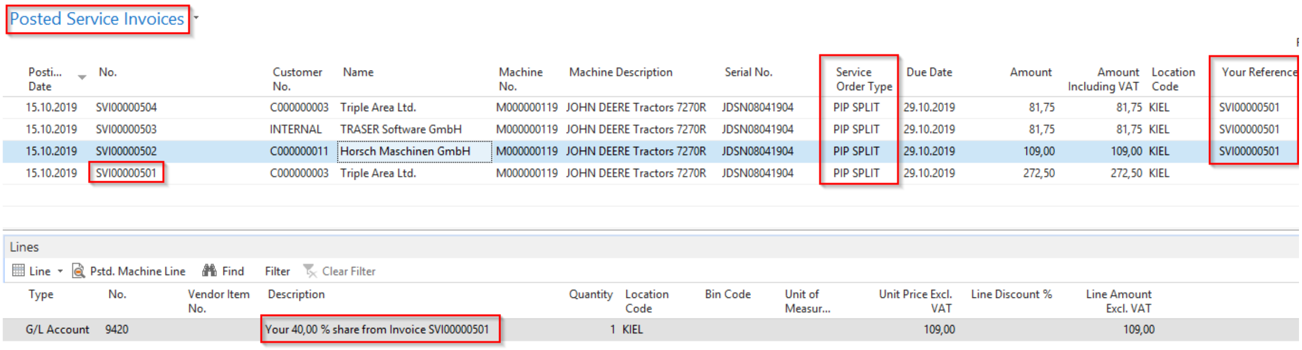
A new checkmark field “Split Warranty Amount” on the warranty claim card will show new fields related to the split. The field “Split Type” give the option to distinguish between percentage or amount. The fields below can be filled for the part of each party.



Before the user can post the service document, it is necessary to define a general ledger account for the split in the “John Deere Setup” page. After that setup and if the total sum of the split amount fields on the warranty claim card is 100% or the full amount, the user is able to post the service document.

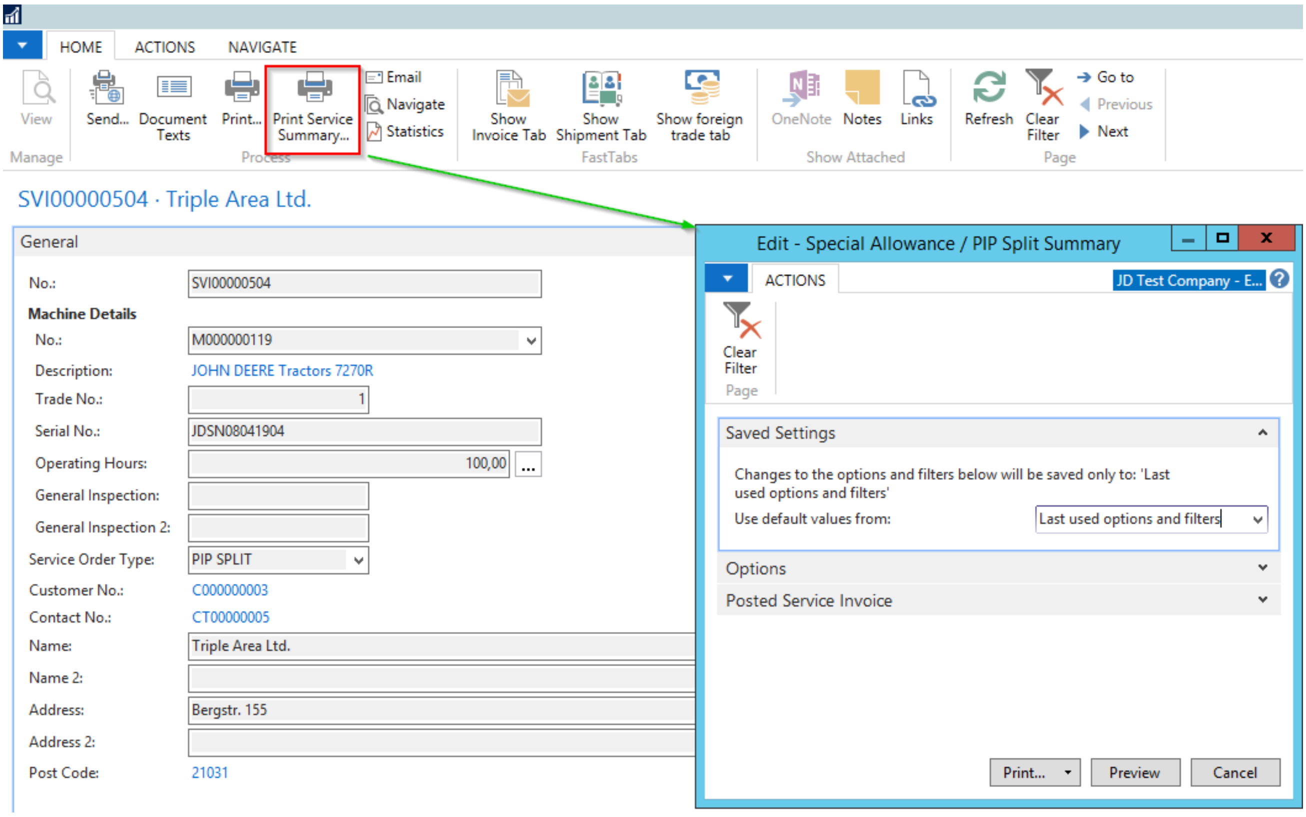


NAV will create in total 4 service invoice documents in the background. These documents can be reviewed on the section “Posted Service Invoices”.



There is one original invoice with all the details and 3 additional invoices for each party based on a general ledger account with just the percentage amount which was agreed.

Additionally, the user can print a report from the split invoice which contains all the details (comments, item and resource lines) from the original invoice.



5 Improvements

5.1 Translation of “service items” on item card/ list to machines

The translation has been done.

5.2 Translation of “service item group” in family code on item list page

The translation has been done.

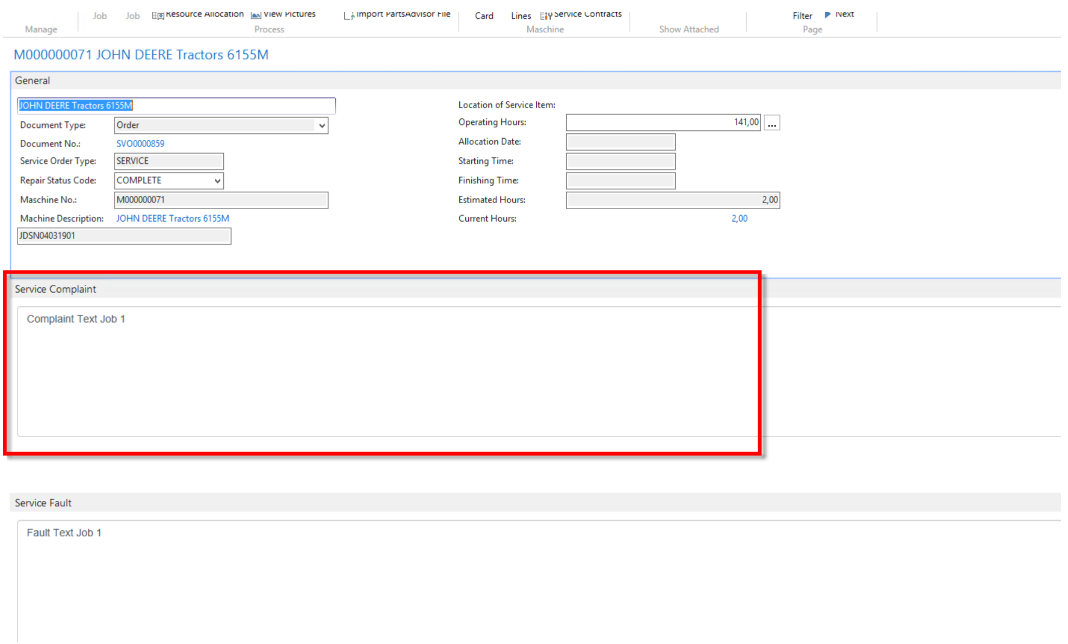
5.3 Renumber objects out of mobile no. range

All objects in JD Kernel which were within the number range 5446460 - 5446469 have been moved to another number.

➔ More details in the Task section for Partner/Customer

5.4 Complaint factbox for technician

The complaint factbox is now shown in a service order on the tablet view for the technician.

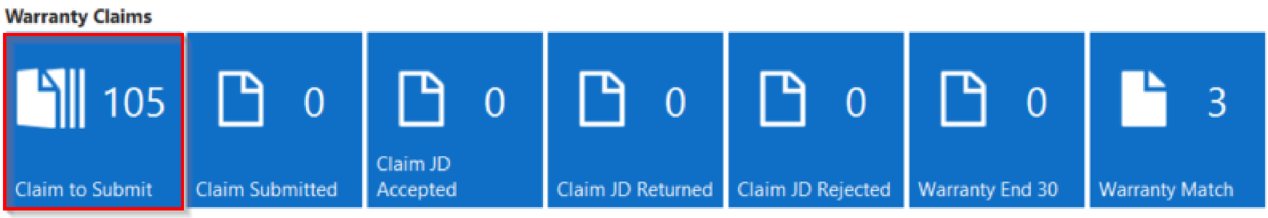


5.5 DPM Report – Calc on accounting period must be improved for W1 and DACH Version

The improvement for W1 and DACH Version has been done.

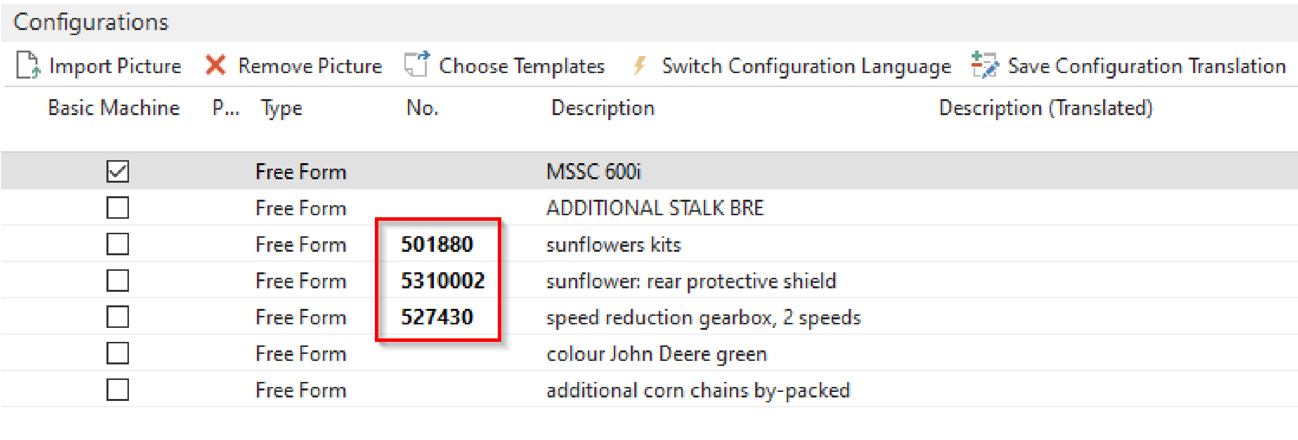
5.6 Extend filter on warranty claim tile for open warranty claims

The service manager role center contains a tile which shows warranty claims with a status "Open". The information behind the tile was extended to show also warranty claims with the status "Released" & "New". The tile name was changed also "Open" to "Claim to Submit".

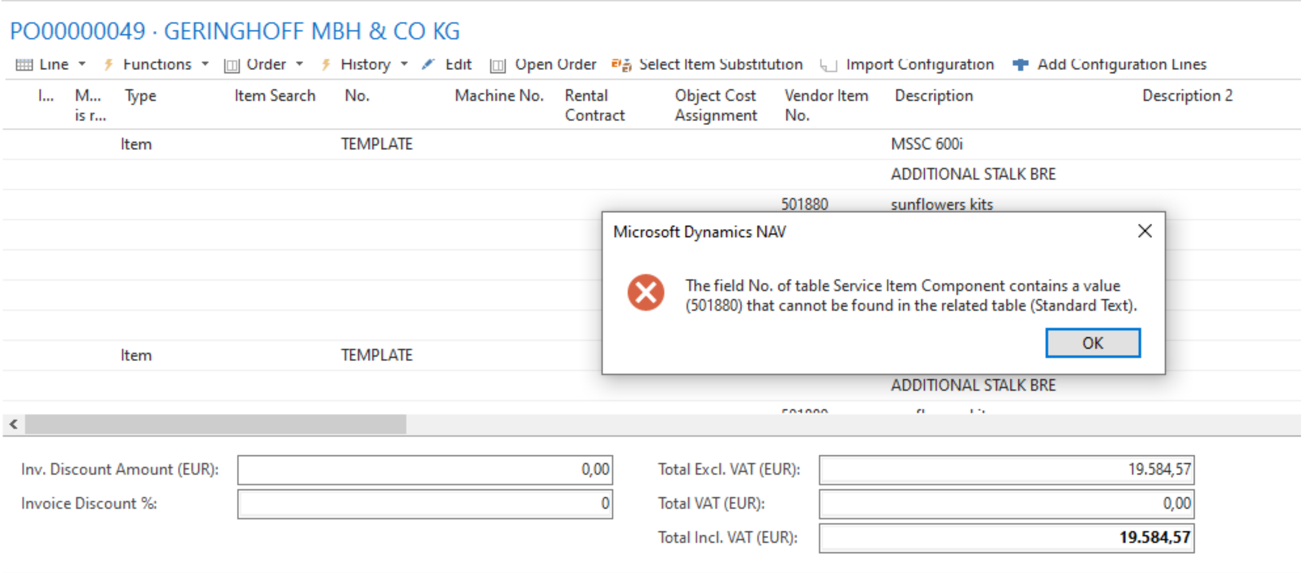


5.7 Issue with configuration lines which have "no." filled for vendor item no.

If a user defines a machine configuration template with several lines as a free text (free form) and some of these lines contains a number in the field "No.", NAV will interpret these values as a text code, because the structure of the configuration line was based on a free text.



NAV allows the user to enter a number on that specific field, but when it comes to release (create a machine record in NAV) a purchase order, which was created out of the opportunity, the following error appears for instance:
"The field no. of table service item component contains a value (501880) that cannot be found in the related table (standard text)".



Normally NAV will create a machine record with all configuration lines, and this will be stored behind the component table of the machine. But when the configuration lines contain a number on the field like described above, it comes to that error. The system has been improved by the fact that the number which was entered in the field "No." in the configuration line will be deleted on the component lines behind the machine. The original configuration lines from the opportunity retain all values and can be used when it comes to a machine sale.

5.8 Add field "activate import documents" in page JD setup (5446207)

The named field was not shown on the John Deere Setup page, but it is necessary to set the flag for the initial setup. It is shown right now on the related page under the register "import documents".

5.9 Error message during quotation from sales opportunity

If a machine data record is selected on an opportunity, but no price information is entered in the configuration lines, the error message is not clear and causes confusion for the user. It was changed into a clear error message.

5.10 Complaint text factbox cannot be displayed in the service order list

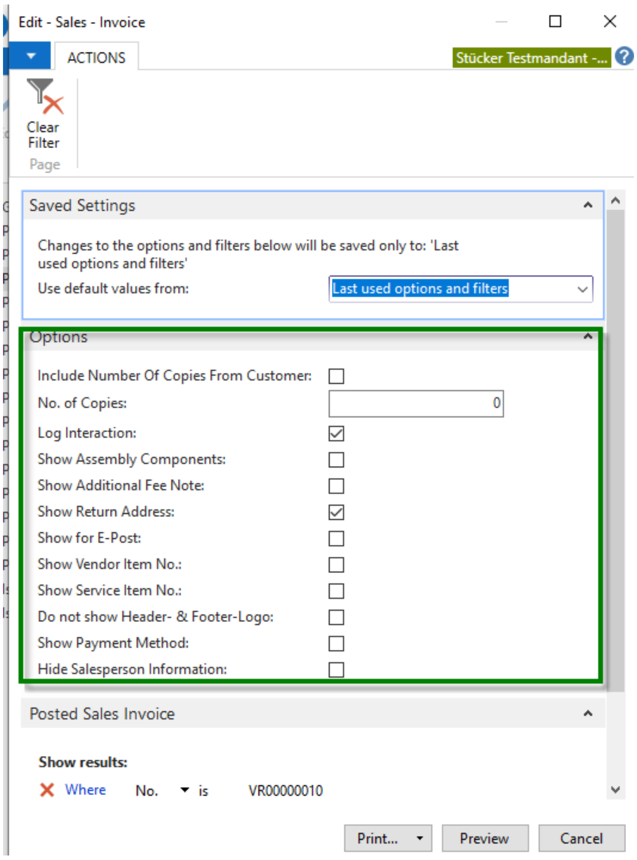
The complaint factbox was only shown in the service order card and not in the overview of all service orders. The system has been improved that this factbox is also available in the service order list.

5.11 Create item discount group during the JD price file import if this does not exist

The JD price file import had to be improved in terms of creating automatically the item discount group when these group does not exist in NAV. The issue was, that JD send a price file with an item which has a new item discount group and if this was the case, NAV imported the data without validate the item discount group. Means that the value of the new item discount group is available on the nonstock item record, but not on the item discount group table. The JD price file import has been improved. Now, NAV imports the data from the price file and creates a new item discount group if needed.

5.12 Post batch for sales orders and the checking the option "print" does not have functionality of printing options

When using the post batch functionality for sales orders and choosing the option of directly printing, there should be a second request page coming up that looks exactly (being the same one) as if printing a single posted sales invoice.



Several options need to be made available for when using "post batch" functionality and printing as well. Two new fields were created in request page of sales and purchase batch posting. Now it is possible to make the decision by every posting to print the docs afterwards and the selection of the printer. Post batch works and the printer selection doesn´t get lost.

5.13 Add “my notes” on group parts manager role center

“My notes” have been added on the role center for the group parts manager.

5.14 Improve lookup of machine instruction text when machine no. is filled in a service order

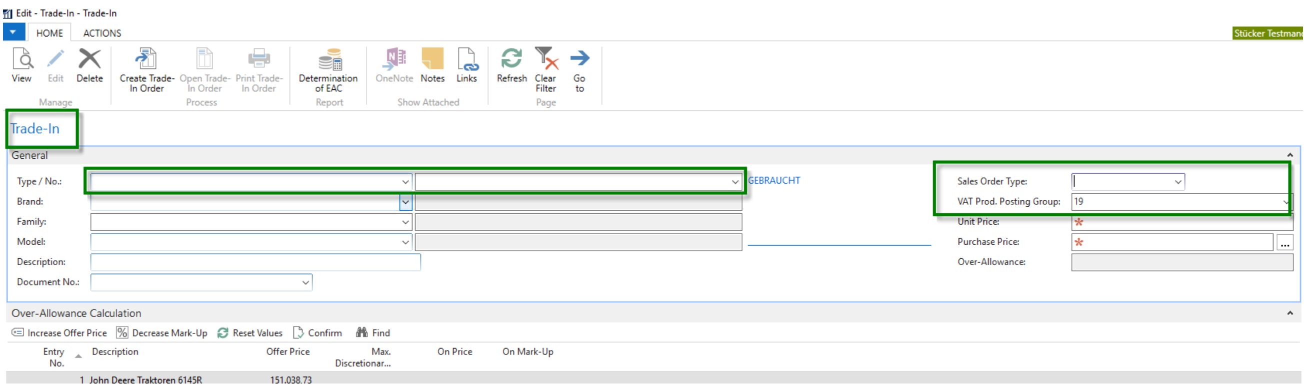
The system checked machine instructions, when a new job on a service order was created. Now the check is done when the user enters a machine no. in the service header.

5.15 Extend barcode on item worksheet when using time tracking module TempVision

The content of the barcode on the item worksheet printout is changed when a dealer is using the German Third-Party time tracking module “TempVision”. For the time tracking in TempVision, it is necessary to have the service order no., service item line no. (job line no.) and the machine no. as content inside the barcode. When TempVision will not be used, the JD Kernel is using only the service order no. and the service item line no. in the service app and time tracking module.

5.16 Trade-In improvements

Vat. prod. posting group is dependent on sales order types, so the sales order type on the trade-in section from a sales opportunity should be a mandatory field when creating a trade-in order. The field “VAT Prod. Posting Group” changed to not editable.



The process was improved when creating the sales order out of an opportunity, where there a trade-in is included, to check if the trade-in line of the opportunity has a machine no. filled on the trade-in section.

A previous issue was, when the sales order was generated from the opportunity, the opportunity was closed with the status “Won” and NAV does not allow changes afterwards.

5.17 Add translation fields to equipment template

Translation fields have been added in equipment template lines. Also, by loading a template in opportunity process the translation information will be imported in the configuration line.

5.18 Set customer discount(s) based on purchase order type

As a new feature, NAV is now able to give discounts or set surcharges for customers on order type level. Means when a user defines a discount/surcharge on an order type and this order type is used in a sales or service order, the price will be affected.

For instance, the following screenshot shows a list of different order types.

Order Types

Code	Vendor No.	Description
JD SO	V000000001	JD Daily Stock Order
JD TS		JD TS Order
MD 1030	V000000001	MD 10:30
MD 1144	V000000001	MD 1144
MD TIER 2		MD T2
MD TIER 3		MD T3
SO DISCOUNT	V000000001	JD Stock Order
SO SURCHARGE	V000000001	JD Stock Order with Surcharge

On the order type card, the user can define special discount/surcharge values in percentage for the purchase or the sales/service document. It is also possible to set several lines with discounts/surcharges and these values can be added to each other or it can be based on the remainder amount. Currently it is only possible to use the value “Manufacturer” in the field “Type”. The other values are not working now.

SO DISCOUNT

Order Code

Code: SO DISCOUNT
Vendor No.: V000000001
Description: JD Stock Order
Purchasing Code: SPECIAL
JD Order Type: SO
Sequence (lowest: 0):

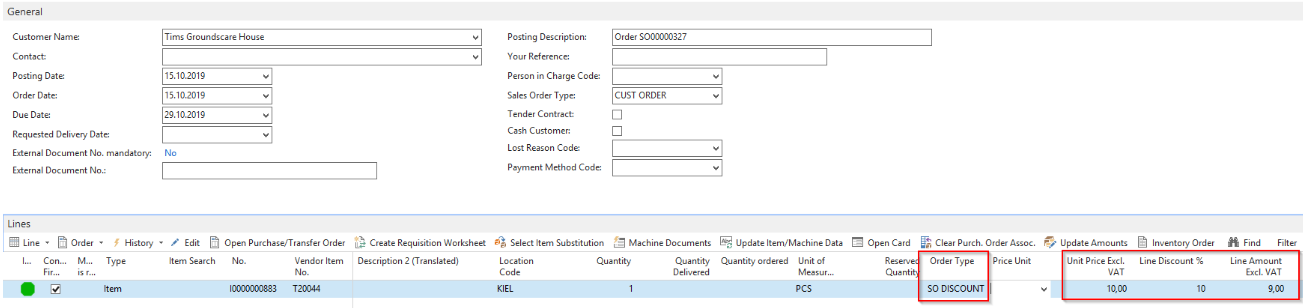
Purchase Conditions

Sales Conditions

Filter Clear Filter

Description	Formula	Value	Minimum Quantity	Currency Code	Unit of Measur...	Variant Code	Type	Code	Starting Date	Ending Date
Discount 10%	Discount %	10,00	0				Manufacturer	JD	01.01.2019	31.12.2019

When it comes to a sales/service document, NAV will set the discount value from the order type setup into the field “Line Discount %”.



The price will be affected by the order type and the discounts/surcharges the user defines. Multiple entries and a combination of discounts and surcharges are also possible. If surcharges are used, the line discount will be negative.

6 Tasks

6.1 TRASER

6.2 Partner/Customer

Regarding 5.3:

Steps before import the merged objects:

1. Delete the following objects:

Table	5446462	JD Jobs Per Resource
Table	5446464	Resource Time Managment
Page	5446467	JD Jobs Per Resource
Page	5446468	Service Prices
Page	5446469	Resource Time Management

Steps after import the merged objects:

1. Check table "_Service Price (5446463)" for records. Just for safety reasons copy records to Excel.
2. Check table "_JD Substitution Order Sorter (5446465)" for records. Just for safety reasons copy records to Excel.
3. Run Codeunit "Batch JD1908 (50024)"
4. Check table "Service Price (5446196)" and table "JD Substitution Order Sorter (5446198)" if all records which you have saved in Excel were transferred to the new tables.
5. If all records are good you can delete table "_Service Price (5446463)" and "_JD Substitution Order Sorter (5446465)"

