VERSION RELEASE NOTES

BPO RSI

BPO_RSI Version List:

[1.26.0.1_] [1.26.0.0] [1.25.0.3] [1.25.0.1] [1.25.0.0] [1.24.0.8] [1.24.0.7] [1.24.0.6] [1.24.0.5] [1.24.0.4] [1.24.0.3] [1.24.0.2] [1.24.0.0] [1.23.0.2] [1.23.0.1] [1.23.0.0] [1.22.0.5] [1.22.0.0] [1.21.0.0 - 1.21.0.6] [1.20.0.6] [1.20.0.3] [1.20.0.2] [1.20.0.0] [1.19.0.23] [1.19.0.19] [1.19.0.18] [1.19.0.17] [1.19.0.15] [1.19.0.14] [1.19.0.13] [1.19.0.12] [1.19.0.10] [1.19.0.6] [1.19.0.5c] [1.19.0.5b] [1.19.0.5] [1.19.0.0] [1.18.0.14] [1.18.0.13] [1.18.0.12] [1.18.0.10] [1.18.0.9] [1.18.0.8] [1.18.0.7] [1.18.0.5] [1.18.0.4] [1.18.0.3] [1.18.0.2] [1.18.0.1] [1.18.0.0] [1.17.0.18] [1.17.0.16]

1.26.0.1

Accounts:

- Employee department association added to Contract Credit Note segments .

Assets:

- Ability to revalue a contract asset while in the field

Calls:

- A Work Order Type will automatically be created when a new Call Type is added .
- Now have the ability to find a customer, when adding a new call, by searching for the telephone number .
- Fix to correctly display the Call State (Work Event) where a technician started travel on a work order, but then rejected the work. The Call

CO3 Technologies (Pty) Ltd © Company Confidential

State will now display as it should, instead of displaying the last work event for the prior Technician.

Contracts:

- Performance improvement for high volume Adhoc Escalations .
- Contract notes screen updated to allow more characters (8000 characters as per table).
- Prevent a loan unit from being returned via contract closure. The loan unit return must be initiated via the call screen, and then returned to the asset store in Return Requests.

· Charge Amount and VAT Inclusive Charge Amount fields added to the customer contract list in the Customer screen.

· Charge amount field added to the contract current fees list in the customer screen.

· Fix to the Back to Back Supplier Invoice screen where one exchange rate was being applied across the full list of items which include local and foreign currency – where a Back to Back supplier invoice is created across multiple contract invoices.

· Fix to Back to Back Supplier Invoice screen to only display the specified supplier items – where multiple currencies exist on a single contract for Back to Back items.

Contract Billing :

- Ensure that customers with no account manager linked, are visible on the Unprocessed Meters screen
- Fix to ensure Customer Order numbers are saved to the Meter History table when a meters are captured and released to billing in batches (i.e. capture a few readings with comments, and release to billing, then capture a few more readings with comments and release to billing).
-
-
-
- Meters capture in the meter screen – for multiple meter updates to the same meter, prior to billing run, the meter reading date will be

CO3 Technologies (Pty) Ltd © Company Confidential

updated to the date of capture – instead of keeping the capture date of the initial reading

-

Customers:

- Customer assets can now be deleted from the customer screen - where they are not on contract.
- Allow billing address to be copied to the shipping address , in the customer maintain screen.
- Ability to invoice a foreign exchange customer with a Tax Rate configured.

Finances / Financial Postings:

- The system will auto create the following year's periods when the current year ends. This applies to Billing, Escalation and Depreciation periods.
- The serial number has now been included in the description for TRIN / TROU financial transactions.
- BPO will now check whether an Evolution general ledger account is Active before posting the transaction. If the account is not active, the transaction will post to Suspense, and will need to be actioned from there. The relevant item target will need to updated to ensure the transaction posts to an active GL account.

Procurement:

- If the user attempts to release a Purchase Requisition with a R0 cost, a notification message will come up to notify the user to set the prices before proceeding.
- When a Goods Received Note is raised, the system will validate that no Alternate (Substitute) Part Codes exist on the Purchase Order. If there are, the system will bring up a notification message with the Alternate Part Codes. These will need to be unlinked as Alternates before the GRN can be done.
- Ensure that a Subcontractor Non Stock purchase cannot be returned if the item has been invoiced to the client.

Projects:

CO3 Technologies (Pty) Ltd © Company Confidential

- A Customer Contact and Delivery Address can now be linked to a Project Work Orde r. This means that the contact and address will now display on TechConnect.

Sales:

- Specific commercials can now be set for Services
- Check put in place to ensure a Sales Quote cannot be saved without linking a Salesman
- Prevent deleting a credit note, once is has been approved.
- Ability to edit Unprinted Sales Invoice – only where billable items have been logged on a work order, Project underlying Work Order or Call Underlying Work Order.

Scheduling:

- A Work Scheduling screenhas been added within the BPO_V2 application interface, and is designed for company's using TechConnect and need to schedule Installations some time in advance. This is not for every day service calls.
- Users can easliy see their list of Technicians and Unscheduled Work
- Technician calendars can be viewed across multiple / a filtered list of Technicians, within a variety of calendar view options
- An Unscheduled Work Order can be dragged onto a Technician's calendar - this will create the Call or Project Assignment.
- Assignments can be rescheduled or moved to another Technician if the assignment has not yet been accepted.
- Ended work will no longer display on the calendar.

BPO Registration:

- The activation warning message to re-register BPO will now only display from 5 days before expiry of BPO license key.

Reporting:

- A n updated Reporting screenhas been added within the BPO_V2 application interface, lets you view AllReports as you would in BPO>ViewReports or BPO_Explorer .

CO3 Technologies (Pty) Ltd © Company Confidential

- Users can search for reports by 'Report Name' or 'Report Description', view 'Recently Used' and 'Most Used'.
- Users can select which columns to view, in which order they want to view them, and save these settings.
- When viewing the reports in the report tree, the description is also displayed.
- When hovering on the reports in 'Recently used' and 'Most Used', the user can see the description of the report via a tool tip text.
- Security rights to be configured per group that requires access (AccessType: SYST, AccessLevel: REPT)

Transaction Document REPX Updates:

- **UnbilledItems** report: 'Manual Invoice' field added to indicate whether one of the component of a contract has already been billed via a manual contract invoice.
- **ContractInvoice** : Billing and Shipping address lines 4 and 5 added to the underlying stored procedure – fields available to add via BPO_ ReportDesigner.
- DetailID added to **SalesBackOrder** , **SalesQuote** , **SalesOrder**, **SalesInvoice** and **SalesCreditNote**. SalesBackOrder has previously been configured to order line items by PartID. The other sales documents have now been configured so that line items order by DetailID (i.e. the order they were captured on the system.
-
-

Workflow Email Notification Configuration Flags :

- Created a new table to store existing Email Notification Flags (the ability to select whether an email notification is emailed or not). The company's current configuration will be used when this new table is created.
    - **Asset Conversion Required** (Notification that serialised stock item has been received, and must be converted from Stock to Asset in order to issue to a Part Request raised against the Asset Warehouse. This email will be sent to employee who requested the part – 'RequestedBy' on the Part Request)

CO3 Technologies (Pty) Ltd © Company Confidential

- **Contract Approval Required** (Notification that a contract has been released for approval. This email will be sent to all employees who have the security right to authorise a contract.)
- **Contract Critical Changes** (Notification of changes to the Contract Header, Items or Fees. This email will be sent to all employees who have the security right to authorise a contract.)
- **Credit Note Approval Required** (Notification that a Credit Note has been released for approval. ***Sales Credit Note***: an email will be sent to all employees who have the security right to authorise a Sales Credit Note. ***Contract Credit Note*** : an email will be sent to all employees who have the security right to authorise a Contract Credit Note.)
- **Part Request Approval Required** (Notification that a Part Request has been raised and requires approval. Only applicable where the Company Configuration - Part Request Auto Approval is set to 'No'. This email will be sent to all employees who have the security right to authorise a Part Request.)
- **Part Request Goods Available Required** (Notification that stock has been received for an outstanding part request. This email will be sent to employee who requested the part – 'RequestedBy' on the Part Request)
- **Purchase Requisition Approval Required** (Notification that a Purchase Requisition has been released for approval. This email will be sent to all employees who have the security right to authorise a Purchase Requisition.)
- **Stock Adjustment Authorisation Required** (Notification that a Stock Adjustment Request has been raised and requires Approval. This email will be sent to all employees who have the security right to authorise a Stock Adjustment.)
- **Supplier Invoice Authorisation Required** (Notification that a Supplier Invoice has been raised and requires

CO3 Technologies (Pty) Ltd © Company Confidential

Approval. This email will be sent to all employees who have the security right to authorise a supplier invoice.)

- **Work Request Raised** (Notification that a Work Request has been created. Will be emailed to the Work Request 'AssignedTo' person)
- *Call Status Change* : (Notification that a call has just been created, or has changed status. This will be emailed to the customer primary contact).
    - **New Call Email**(Notification that a new call has been created)
    - **In Progress Call Email**(Notification that the call has been accepted and is in progress)
    - **On Hold Call Email**(Notification that the call has been placed on Hold)
    - **Suspended Call Email**(Notification that the call has been placed in Pending status)
    - **Completed Call Email**(Notification that the call has been Completed)
    - **Closed Call Email** (Notification that the call has been Closed)
- **Technician Assignment Email** (Notification that a call or project has been assigned. This email will be sent to the Employee who was Assigned to the Call or Project.

Fixes:

· Minor work order CraftID fix.

· Prevent issue and return transactions on a closed work order.

· Fix when deselecting a meter yield item in part maintain screen (previously raised an error).

· Fix for Long serial number - currently prevents a convert to asset or back to stock.

· Fix to ensure inactive warehouses do not display in warehouse lookups in the following screens: Stock Take, Stock Adjustment, Stock Report, Change Warehouse on Part request, Convert Asset to Stock, Bin selection on Stock Issues and Receipts.

CO3 Technologies (Pty) Ltd © Company Confidential

· Fix done to ensure contract fee types are correctly Inserted, Updated or Deleted when editing and saving Contract Types.

1.26.0.0

CO3 Technologies (Pty) Ltd © Company Confidential

Simple Customer Capture Screen:

- The new Customer Capture screen a

shows the addition of base addresses and the primary and accounts contact .

Short Term Rentals:

- New contract type – Short Term Rental (for Hour, Day or Week period) – for internal assets only .

The contract and unde

The system auto creates the work order, part request and auto issues the internal asset

-
-
-
    -
    -
    -
    -
    -
    -

Prepaid Contracts:

- This PrepaidContract type is to be used where a set meter charge was paid ahead of contract creation, and meters are not billed until the usage limit is reached .
- The prepaid contract usage limit is configured as the initial Meter Minimum Billing Quantity .

Only meters are considered to be prepaid

F

- – Prepaid Contracts. A 'Prepaid' flag on the contract type will identify these contracts as prepaid

CO3 Technologies (Pty) Ltd © Company Confidential

.

Short Yield Instant Billing:

- New functionality has been added for Inventory Yield Control. If a meter short yield exists, the system places a billable service (as defined on the yield controlled part) on the work order for the amount relating to the short yield.
- ***Note:***Configuration Required:
    -
    -
    -
        -
        -
        -
          requested

Auto Apply Task to Work Order:

- The system auto applies the Part Requests / Internal Service Requests / External Service Requests and Instructions configured on the Task to the underlying Work Order
- This applies to any work order created on the system that has the same WOType as the Task. Whether it is a stand-alone work order or Call/Project underlying work order
- T
  his is meant for use in a simplified planned maintenance environment where Project Methodology is not used. These two functionalities cannot be used together. ***Note:***Configuration Required
    -
    -

OTC Auto Issue:

- A simplified Over the Counter Invoice screen , for clients with a Shop Sales environment – within the new BPO_V2 application interface
- A Cash Sale Customer specific information is saved in an additional table against the invoice and is used when printing the invoice
-

Note:Configuration Required

-
-

CO3 Technologies (Pty) Ltd © Company Confidential

- An OTC specific auto issue warehouse must be configured per site (AutoIssue flag on the warehouse). Only a single auto issue warehouse is expected per site
-
-

1.25.0.3

New Functionality:

· BPO Credit Check functionality can now be configured based on which Ageing Method the client uses: by Date of Statement / Date of Invoice. There is configuration that must be done in BPO and in Pastel Evolution.

· Ability to configure Meter Reading Request Email - example text inserted into the Contract Configuration table.

· Contract billing performance enhancement.

· Ability to procure the same part multiple times on the same requisition when buying from part requests.

· Project service request status field added.

Default Report BCP:

· Contract Invoice and Contract Credit Note document underlying stored procedures now included the contract fee type (Ensure the latest associated applications are installed – refer to the Upgrade Notes section)

Report Rollout:

- Stock Adjustments and StockAdjustmentHis_ContraAcc reports updated to include stock adjustment reason code.

1.25.0.1

Projects:

CO3 Technologies (Pty) Ltd © Company Confidential

· 'My Projects' flag in the project screen will enable you to see all projects where you are the project manager.

· Finance tab introduced to Projects created via New Deal, that will list items based on the originating Sales Order, including the Planned, Actual and Invoiced amounts.

· Projects Work Order List now includes the Rectification and Delay comments and the Technician who completed the work.

· Project Progress report – all Projects / by 'My Projects'. This will export a report to Excel that gives you a list of projects with status and progress, and a second tab of underlying work orders with status and progress.

Work:

· On completing a work order – a Rectification Comments box will come up, in order to log 'closure comments' for the work done.

· Work Order Rectification Comments need to be at least 20 characters.

· Call and Project Numbers have been merged in the My Work list

Contracts:

· Contract amendment notifications. All of the following contract changes will result in the contract moving to the 'Released' status to be checked and approved. A notification email will be sent to users who have the rights to authorise contracts. These are the changes involved: Contract Type, Customer, Aggregate Billing flag. If any contract item is added or removed, and any contract item fee is added or removed. Change of Billing Customer on a fee or meter. And these Contract Item Fee changes: Amount, Start Date, End Date, Escalation %, Account Code, COS Account Code, Invoice Description, Billing Period, Billing Cycle, Finance Party, and Finance Amount.

· Ability to set Fee Types as a 'RESET'. When closing the Billing Period – all fee charges linked to those fee types will be set to R0.

· Allow contract invoices with zero value fee to process back to back transactions.

CO3 Technologies (Pty) Ltd © Company Confidential

· Contract credit note auto re-invoice flag un-ticked by default.

Part Requests:

· Project Part Requests – ability to set a flag in company configuration to enable single part requests to be raised for new deal projects (so that individual requests can be approved and issued where required).

· Project Part Requests display Request Age based on the day the request was authorised and not when it was raised.

· Part Request Screen – List now displays the Part Request Number.

Additional Enhancements:

· Monthly asset depreciation posted as a sum instead of by individual machine.

· Department association saved for customers where a department is selected. And the department will be displayed in the listing grids within the following screens: Customers, Contracts, Calls, Projects, Part Request Approval, Part Requests.

· Security rights available to configure whether the user can edit the Unit Selling Price on Sales Quotes, Sales Orders and Sales Invoices.

· Approve customer from CRM – validate information before approval.

1.25.0.0

1.1 Commercial Tiers:

· It is now possible to set up Customer Commercial Tiers in order to facilitate Volume Discounts.

· These tiers only apply to inventory items / part categories.

· These tiers can be used for Pricing by Item and/or Pricing by Type/Class commercial types.

· Commercial tiers will need to be populated in BPO via a loadsheet.

CO3 Technologies (Pty) Ltd © Company Confidential

· The customer default commercial will populate on the sales documents, but can be amended if another commercial is required for a specific sale. This is managed with Security Rights.

1.2 Security Rights:

· Ability to select the Customer Commercial on the Sales Quote, Sales Order and Sales Invoice screens.

1.24.0.8

1.1 Invoices:

· Batch/Serial Number column added to the Invoice Maintain screen.

1.2 Default Reports:

· Objects run to enable using the updated Sales Quote underlying sproc (especially for clients who are either not using BPO_CRM or who have not yet been upgraded past v3.2.1.0).

· Contract Invoice and Contract Credit Note reports updated to display Company Name.

1.3 Refresh:

· Database object, code and security rights refresh (to ensure all updates have been applied from BPO_RSI v1.24.0.5, 1.24.0.6, 1.24.0.7).

1.4 Enhancements / Fixes:

- Corrected Contract Item Fee Maintain screen to allow data editing.

1.24.0.7

1.1 Tech Connect / SConnect – Posting Engine Entries:

· The Posting Engine now handles multiple work order closure and re-opening with regard to CWIP and OWIP postings in Pastel Evolution.

CO3 Technologies (Pty) Ltd © Company Confidential

· It is important to make sure that all OWIP and CWIP items are processed before rolling out this upgrade, and then stepping through the ProcessingQueueRecon sql once the upgrade has been run.

1.2 Enhancements / Fixes:

· Contract Invoice Fee Description retrieved from the Fee Code Description.

· Contract Item Fees Maintain screen – Fees are now sorted and users now have the ability to search for a fee.

· Project assignments fixes.

· Project closure fix.

· Work Order screen meter validations and ability to add meter readings corrected, for assets where meter definitions are defined.

· Configuration flag to enable or disable Call creation on contract closure.

· RSI_CloseCallService updated to take new and rejected warranty claims into account.

1.24.0.6

1.1 BPO ENHANCEMENTS

- SiteID moved from EMPLCrafts table to EMPLRates table (employee craft recon required) .
- Expected Delivery Date added to the Purchase Order Report (requires NetReports v2.5 or higher).
- Notes feature added to Work Requests.
- Contract Item Fees Maintain – Widen list box and default invoice line description from fee description.
- Part requests from Planned Maintenance – Billable flag is set based on contract inclusions.

CO3 Technologies (Pty) Ltd © Company Confidential

1.2 JOB VIEW (PREVIOUSLY KNOWN AS P ROJECT WORK MANAGER AP P)

- Ability to save column widths and change as required
    - Grid columns need to be configured after installation (Project WO grids need to be added).
- Refresh button added to refresh data.
- Ensure all captions have the correct counts and are included on all grids.
- Include Project Type description on Project Work Orders list.
- Added Start and End date range for the Technician Assignment screen.
- Project maintain screen – ensure read on fields are greyed out.
- R

1.3 SECURITY RIGHTS

- 'Notes' in the Work Request screen.

1.24.0.5

1.1 S TANDARD REPORTS (REPX)

- Crystal RPT files converted to .NetReport REPX files. Menu items have been greyed out for reports that are no longer used.
- All REPX Standard Reports are now within BPO, so when an update is made to a report - there is no longer required to copy REPX files to the user's workstations.
- Default reports will be maintained by CO3.
- If custom reports are required, they can be created / maintained using the BPO_CustomReportsDesigner

CO3 Technologies (Pty) Ltd © Company Confidential

- A new NetReports must be installed on all workstations, and the latest PrintService and EscalationNotification services to be installed on the server.
- At upgrade, the Default Reports need to be loaded into the database.

1.2 CONFIGURATION

- Ability to select whether to use 'Linked Accounts' in Company Configuration.
-

1.3 COMPLETED WORK

- A new service called 'RSI_CompletedWork' will email the Work Order document to the client when a work order has been set to 'Complete'
- A new service called 'RSI_AutoCloseCall' will check to see if any calls are completed, with completed work orders. If all underlying items have been actioned, the call will be closed by the service. An updated 'RSI_PostingEngine' .
-

1.24.0.4

1.1 SECURITY

- Ability to set security rights for the 'Is Billable' flag in the following maintain screens:
    - Call Service Request
    - Labour screen

CO3 Technologies (Pty) Ltd © Company Confidential

1.2 CONTRACT INCLUSIONS

- The 'Is Billable' flag is now set by Contract Inclusions for the following items:
    - Services
    - Labour

1.3 SUPPLIER RETURN NOTES

- Supplier Return Note listing will no longer display duplicate records where partial Supplier Returns were processed.

1.4 DEPRECIATION

- If Asset Depreciation is run, but there are no depreciable assets, the system now allows you to close off the depreciation period.

1.5 CALL CENTRE

- Extended date range in the Call screen. 'Default Period' flag selected by default and will display call for this default period which is based on the configuration in the Company Configuration Data table (in days) – the default is 180 days .

1.6 COMPANY CONFIGURATION

- New tables created for Company Configuration flags.

1.24.0.3

1.1 SUPPLIER INVOICES

- Ability to create a partial supplier invoice.

CO3 Technologies (Pty) Ltd © Company Confidential

1.24.0.2

1.1 ORDER EXPEDITING

- The system now includes Purchase Order Expediting .
- View a list of open Purchase Order Items, with Expected Delivery Date.
- Update the expected delivery date – per item.
- No configuration is required for this option.

1.2 WARRANTY CLAIM DOCUMENT

- Additional fields added to the Warranty Claim Document: Claim Call Number, Serial Number, Model Number, Contract No and Contract Location.

1.3 BPO FINANCIAL TRANSACTIONS

- BPO is designed to integrate financial transactions with Pastel Evolution, however – if you use a different Financial System, you now have an alternate solution.
- You have the option to select BPO as the financial system (a once-off decision), which will store records of your financial transactions in BPO.
- Records are created for General Ledger, Accounts Receivable and Accounts Payable financial entries.
- Pull a report of these entries for capture in your financial system.
- It is recommended that this option is decided before Go-Live, and needs to be set in the Company Configuration.

1.24.0.0

1.1 C-CLASS BATCHES

- The system now facilitates tracking of c-class batches . The batch number is input on the Goods Received note screen.

CO3 Technologies (Pty) Ltd © Company Confidential

- Weighted average cost is calculated over multiple batches, within the same Bin location
- To use Batch Tracking – ensure the 'Batch Tracking' flag is set in Company Configuration. This must be decided, and selected once. This cannot be switched later.

1.23.0.2

1.1 BPO ENHANCEMENTS

- *My Work screen*
    - 'Customer' tab: Customer name appended to customer code
    - View Customer option: Opens customer screen with relevant customer selected
    - 'Work Orders' listing: Customer Code and Name included in datagrid
- *Asset screen (Equipment browser)*
    - Additional data fields 1 - 10 including in Asset listing
    - Additional Financial details: If keeping record of the client's rental payments to the bank, the Payment amount, Payment Start and End Dates, whether its escalated, the Escalation Amount and Period can be noted against the machine.
- *Customer screen*
    - 'Machines' tab renamed to 'Equipment'
    - 'Equipment' tab: additional data fields 1 - 10 included in asset listing
    - 'Calls' tab renamed to 'Calls/Projects' and includes client related projects

CO3 Technologies (Pty) Ltd © Company Confidential

    - When adding a new customer, the Customer Type field is mandatory and is blank by default
    - Customer Website field has been changed to a hyper-link.
    - Customer Registration numbers can now be alpha-numeric
- *Call Centre*
    - When logging a new call, the customer lookup includes the customer's status - in order to see whether the client is on hold.
    - If attempting to log a call for a customer that is on hold, a message will display: 'This customer is currently on hold'
    - Call maintain screen - View Customer option: Opens customer screen with relevant customer selected
    - When creating a call linked to a location, only the customer specific or generic functional locations will display in the lookup.
    - Show work order rectification comment in the Call 'Notes' tab
- *Work Orders*
    - When creating a work order linked to a location, only the customer specific or generic functional locations will display in the lookup.
    - Work Order screen: Customer tab: Customer Name appended to Customer Code
- *Part Requests*
    - Parts requests, request authorisation and following procurement screens, for client specific purchases, include the customer information

CO3 Technologies (Pty) Ltd © Company Confidential

- *Contracts screen*
    - Adding multiple items on a contract from a project now has a 'Select All' option
    - End of internal rental contract will create a call, not just a work order.
    - Contract header location is limited to generic, unlinked functional locations
- **Company**
    - Tax Codes can now be alphanumeric

1.2 SALES DOCUMENTS

- *Invoice Template*
    - Ability to add the Customer Registered Name and Trading Name to the report with Report Designer
- *Sales Document Templates*
    - Ability to create and link unique sales document templates to specific clients. These documents are linked to the customer in the 'Invoice Delivery' tab.
    - Document Templates include: Sales Quote, Sales Order, Sales Invoice, Sales Back Order, Sales Credit Note, Contract Invoice, Contract Credit Note
    - These templates are created and amended in Report Designer
    - If templates aren't linked to a customer, the default report will be used

1.3 PART REQUEST STATE

- Viewing and actioning part requests have been made easier with Part Request State. If stock is purchased for a client specific requirement (per project / call / work order), the state is changed

CO3 Technologies (Pty) Ltd © Company Confidential

dependant on the procurement stage. The states are: New Request, Requisition Raised, Order Raised, Goods Received
- Part requests can be filtered by Request State
- Notes can be added to a part request, with 2 additional user defined States. More states can be added.
- A purchase order listing displays the Orders raised for that part. Double clicking on the selected PO, will open the Purchase Order screen, with the Order selected

---

1.23.0.1

1.1 CONTRACT CONFIGURATION

- Fee Type codes length increased to 3 characters

1.23.0.0

1.1 AUTO CUSTOMER CODE

- BPO can now auto generate a customer code when creating a new customer.
- This option must be selected in the Company Configuration.

1.2 ZERO RATED SERVICES

- You now have the ability to add Zero Rated Non Stock service items.

CO3 Technologies (Pty) Ltd © Company Confidential

1.3 SALES QUOTE UPDATES

- Multiple Sales Templates can be applied to a quote.
- A Project Methodology can be applied to a quote .
- A quote with a methodology applied, will result in a project being created with the various layers as set up in the project methodology.

1.4 MY CALL FUNCTIONALITY

- My Calls: Calls are now 'owned' by the person who logged the call, unless another user takes ownership - by pressing the 'My Call' button. Users can then filter for calls they are managing by selecting the 'My Calls' checkbox.

1.5 PROJECT METHODOLOGY

- A multi-layered project methodology can be set up, with work orders, resources requirements (Labour, Parts and Third Party Services) and Instructions
- A methodology can be applied to a Sales Quote or to a Project
- When a methodology is generated via a Sales Quote or Project, the layers are created as projects and sub-projects, with the relevant work orders and resource requirement requests.
- It is best to view the projects in 'Hierarchy' view.

1.6 PROJECTS

- Technicians can be assigned to a project.

1.7 INVENTORY DEFINITION

- The part code length has been increased to 50 characters.

CO3 Technologies (Pty) Ltd © Company Confidential

1.9 DEBIT ORDER BATCH SCREEN

- Debit order batch invoice total has been included.

1.22.0.5

1.1 TASK GENERATION

- Ability to set a task preferred day of the week, and preferred week, for monthly tasks. This is selected on the Asset/Location Maintenance Methodology.
- Notification message after task generation, to let you know when task generation is complete.

1.2 CUSTOMER AND CONTRACTS

- When adding a new contact, the email address field is defaulted from the primary contact.
- Auto assignment of a default machine for a client to a call.
    - To use this functionality – set the 'WO Item Auto Assign' flag in Company Configuration
    - Note: For all clients who already use BPO, and wish to use this option – a default machine must first be manually selected for all customers.
- Customer machine buy back is now facilitated from the Asset Processing screen.
    - Buy backs from the Contract screen (Item Delete & Buyback, and Contract Closure Buyback) are still valid methods to buyback client owned assets.

CO3 Technologies (Pty) Ltd © Company Confidential

    - The customer buyback, enables users to perform a buyback even if the machine is not on contract. To use this functionality – the Buy Back configuration must be set up in System Config.
- Debit Order processing can be split from invoice processing. A new screen facilitates manually processing entries to Evolution.
    - The 'Auto Receipt Debit Order' flag in Company Config must be unchecked.
- Linked Customers – when setting up customers, the 'Holding Customer' is now used to define a linked customer in Pastel Evolution. All financial transactions on the customer will post to the 'Holding Customer' in Pastel.
- Contracts: ability to delete a Contact from the Contract Contact edit screen.

1.3 CALLS

- Ability to delete a contact from the contact edit screen.
- Optional telephone number added to a call on the Customer tab.
- Call Maintain screen shows who closed the call.
- Ability to enforce a call closure error code. The error code selection exists on the call closure comments screen.
    - To use this functionality, select the 'Call Error Code Mandatory' flag in Company Config, and ensure that Error Codes have been configured.

1.4 STOCK MANAGEMENT AND PROCUREMENT

- ***Manual Revaluation*** contra account code is now set on the Site configuration, and will auto-populate on the revaluation.
- ***Supplier Returns:***
    -

CO3 Technologies (Pty) Ltd © Company Confidential

    - Suppleir Returns now post to an Accrual Account
    - A Supplier Return can be done without creating a Supplier Invoice
- **Supplier Debit Notes:**
    - Supplier Debit Notes can now be raised (after the Supplier Return) when a Supplier Invoice has been raised, but needs to be reversed. Supplier Debit Notes are foreign currency capable. The Supplier Debit Note should process at the same price as the Supplier Invoice, with a variance driver which moves the difference from the accrual account to the supplier returns variance account (new drivers: DBNT, DNVA)

1.5 WORK ORDERS AND PROJECTS

- ***Project Requests*** – This new screen facilitates:
    - Stock issues to multiple work orders linked to the same project.
    - Project Picking Slips - ability to print a stock picking slip per project manager for selected projects.

1.22.0.0

1.1 ASSET WEAR AND TEAR

- Wear and tear tracks the total asset life from it's first conversion from stock to asset as it would be determined by Inland Revenue. If an internal asset is converted back to stock, the wear and tear will pause until such time as the item becomes an asset again and will catch up any wear

CO3 Technologies (Pty) Ltd © Company Confidential

and tear not calculated while the item was deemed to be stock.

- We ar and Tear is only stored in BPO and does not post to Pastel
- Wear and Tear methods are configured in the same screen as Depreciation methods, and both can be linked to the Inventory Definition.
- Calculations will only take place when running the Period Depreciation at the end of the month.

1.2 Asset Details

- You are now able to view the Depreciation Date and Useful Life fields in the Asset Details tab .

1.3 CUSTOMER LOCATIONS

- It is now possible to create customer locations. This is used where a company does not have trackable assets. For instance, a company provides building maintenance / hygiene services, etc. You could set up an office block with floors, rooms and areas as sub-locations.
- Locations can be linked to contracts for monthly billing. You only need to link the 'Main Location' to the contract (i.e. you don't need to add all the sub-locations.
- Ma intenance tasks can be linked to the main and/or sub-locations. For each linked task, you can decide whether the task should be generate on Public Holidays and Weekends or not. You can also note the 'Factor' of parts required (dependant on a Bill of Materials set up on the task itself). This Factor will be multiplied

CO3 Technologies (Pty) Ltd © Company Confidential

by the number of parts configured on the BOM. For more details, refer to the Location Maintenance Tasks manual.

1.4 Task Execution

- There are two task generation methods, to define them - you need to know that "As At Date" means that the tasks will be generated with the schedule date equal to the generation date.
- **Task Generation** - As At Date = No
    - Task Generator: will generate the task with the schedule date as per the 'Next Performance Date' on the Maintenance Methodology for the item.
    - Will take into account whether a task should be generated on a public holiday and/or weekend.
- **Task Snaphot:** As At Date = Yes
    - Task Radar: will generate the task with the schedule date as per the generation date.
    - Does not take into account whether a task should be generated on a public holiday and/or weekend.

1. 5 Work Order Project Manager application

- Where using Task Generation to create work order for scheduled maintenance that is due, this application makes it easy for you to assign work orders to a current project or create a new project.
- Al l unassigned work orders are viewed on the left hand side of the app, and all assigned work orders and projects will be

CO3 Technologies (Pty) Ltd © Company Confidential

displayed on the right. You can drag and drop the work orders between the two. For more details, refer to the Work Order Project Manager manual.

1.6 Project Management Re-Modelling

- The Project screen has been changed to have the ability to link a customer, and to include the same features you find in a Call's Work Order tab: Request Parts, Services, Book Time, Quotes, Orders, Invoices, etc.
- P rojects can now be used for any planned events, such as Scheduled Maintenance (as per Task Execution above), New Deal Sales and New Deal Rentals. The choice can be made to use this method for Sales / In-House Rentals, and keep the Call Centre solely for Service Management.
- The ' Print Delivery Note ' option gives you a full Net Deliveries report (all stock issued to the project). If the project was raised via the Sale method - then the relating Sales Order number will appear on the Delivery Note.

1.21.0.0 - 1.21.0.6

1.1CHANGE - CUSTOMER SCREEN

- New fields: Trading As Name, Registered Name, Shift Pattern (gives the user the ability configure different 'Trading Hours' for customers, enhancing SLA monitoring)
- Additional tab: Within the 'Details' tab - 'Service/CRM Data'
- Refer to: ' Add/Edit/Delete Customers '

CO3 Technologies (Pty) Ltd © Company Confidential

1.2CHANGE – SHIFTS

- The ability to add more than one shift.
- Refer to: ' Add a New Shift ' on how to set up a shift.

1.3CHANGE - MY WORK SCREEN

- Add and Edit buttons are no longer greyed out when focus is on the 'Work Orders' tab.
- Ability to edit the Work Order 'Description' by using the 'ellipse' button next to the work order description, in the Detail > 'Work Order' tab.
- Ability to edit the 'Rectification Comment' and 'Comment' but using the 'ellipse' buttons next to the relevant descriptions in the 'Work Schedule' tab.

1.4CHANGE - WORK ORDER SCREEN

- Tabs brought to the front to view additional details easily.
- New set of tabs, view ' Introduction to Work Orders ' for more information.

1.5NEW - DYNAMIC METER YIELDS

- The user is notified when requesting a part, whether it is a yield controlled item, what the expected yield is and what the current yield is (when a meter reading has been logged on the call, and a yield is set on the inventory definition). If a meter reading has not been logged (but a yield exists on the inventory definition), a warning message will come up to input the meter reading.

CO3 Technologies (Pty) Ltd © Company Confidential

- Authorization of part requests will trigger the same alerts.
- Refer to: ' Request Parts - Yield Controlled Parts '

1.6CHANGE – CONTRACT WIZARD

- Default Contract Length, Period Type, Billing Period, Billing Day, Default Escalation and Escalation Type can be set on the Contract Type Configuration - which will auto populate those fields in the new contract wizard process.
- The Contract Start Date will be the current date by default (as it always was), end date will be determined by the default contract length as configured on the contract type. If the period is changed, and the start date reset, the end date will recalculate.
- Financial and Escalation Periods are populated dependant on the current month.
- The Billing Customer is now selected before the Contract Item Wizard begins, and populates all fields relating to billing customer (fees and meters).
- Even though all these fields are auto-populated for your convenience, they can still be changed by the user where an exception occurs.

1.7 NEW - SALES CONFIGURATION - CRM RECOMMENDATIONS

- Ability to select which recommendation types should be processed with regards to the new CRM.

CO3 Technologies (Pty) Ltd © Company Confidential

1.8NEW - BACK TO BACK SUPPLIER INVOICE

- Ability to create a supplier invoice for a back to back contract invoice transaction where you billed the client for monthly rental that is then paid to the bank.

1.8NEW - SALES TEMPLATE

- Various Sales Templates can be set up for different sale requirements. You have the ability to add all the items you would on a Sales Order, with the quantity required.
- When raising a Sales Quote, you can select the menu item 'Apply Sales Template' and select the relevant template. The selling price is calculated based on the item's unit cost and the customer's commercial (and therefore cannot be configured on the Sales Template.
- The Sales Template can only be applied to a Sales Quote.

1.20.0.6

1.1NEW – PRODUCTION

New functionality has been added to allow a production run to be configured

1.1.1 PRODUCTS

Configure products based on parts

CO3 Technologies (Pty) Ltd © Company Confidential

1.1.2 PRODUCTION CENTRES

A production centre enables locations and resources to be grouped for a particular production point.

1.1.3 PRODUCTION RUN

The creation of a production run has as its output as a quantity of finished goods.

1.1.4 PRODUCTION SUMMARY REPORT

A report summarising the outcome of the production run.

1.2CHANGE – MACHINE PROFITABILITY REPORT

The ability to sort the machine profitability by GP Percentage.

1.3 NEW – SET TO CALL READING - CONTRACT METER PROCESSING

A function exists to enable the uncaptured readings to be set to the last reading in the call centre for the period.

1.4NEW – SET TO 6 MONTH AVG - CONTRACT METERPROCESSING

A function exists to enable the uncaptured readings to be set to the 6 month average reading.

1.5NEW – DEFAULT METERS ON A PART CODE

The system enables default meters to be added to a part. When this part is added to BPO for the first time (GRN or SADJ) and provided it is not C class the meters will be added to the

CO3 Technologies (Pty) Ltd © Company Confidential

equipment by default.

1.6CHANGE – PRODUCTION WOS

- Only WOs that are not linked to a production run can be linked to a project.
- Production WOs cannot be closed or reinstated from the work order screen.
- Production WOs cannot be closed from the My Work screen

1.7NEW – BACK TO BACK PROCESSING

1.7.1CONTRACT INVOICES

Back to backs are processed off the back of a contract invoice.

1.7.2CONTRACT CR NOTES

Back to backs are reversed with contract credit notes

1.7.3SERVICE PROFITABILITY

The effect of back to backs are taken into account in service profitability.

1.7.4MACHINE PROFITABILITY

The effect of back to backs are taken into account in machine profitability.

CO3 Technologies (Pty) Ltd © Company Confidential

1.7.5AUTO APPROVE DISPOSALS

The first flag is Auto Approve disposals. In the event that an asset is converted to stock, the system will auto approve the disposal and close off the accumulated depreciation.

1.8CHANGE – CALL/WO CLOSURE

In the previous versions of BPO, the system allowed the closure of a WO if the underlying Sub Contracts were not yet completed. The system now checks and prevents the closure of the WO until all the sub contracts are fully processed.

1.9CHANGE – SALES CR NOTE

When a part is credited the system checks to see if the part needs to be replaced or returned as it is over supply. If no replacement is flagged then the system reduces the initial part request by the amount being returned when the return is processed.

1.10 NEW ACCOUNT DRIVERS

- CCBB – Contract credit note back to back
- CIBB – Contract invoice back to back
- SIBB – Supplier invoice back to back
- PSPD - Production issue - work order
- PADI - Serialised Finished Goods
- PAJI - Non Serialised Finished Goods
- OPWC - Open Production WO contracts

CO3 Technologies (Pty) Ltd © Company Confidential

- OPWP - open Production WO parts
- CPWC - Close Production WO contracts
- CPWP - Close Production WO parts
- PRPD.- Production part return

1.20.0.3

1.1 Changes to Call screen

- Focus will remain on call when the maintain screen is closed (or where multiple screens are open - focus will remain where last maintain screen that is closed), instead of 'jumping' to the top of the list.
- Calls can be closed from within the call maintain screen.

1.2 Receiving Alternate Parts

- Only the alternates of a part appear in the list when selecting to receive an alternate part to receive.
- The Goods Received Note will now automatically close when saved.

1.3 Insight Reports

- Reports in a web based format, listing reports based on exceptions. Reports that are further out of exception will be listed first with the totals. Clicking on the report stats link with open the report to view the report details.
- Included is a CEO graphic dashboard also based on exceptions.

1.20.0.2

CO3 Technologies (Pty) Ltd © Company Confidential

1.1 My Work Screen (previously Workload Execution)

- The Workload Execution screen has be re-modeled to be more user-friendly with more functionality, and has now become the 'My Work Screen'
- View Prior Work Orders and Assigned Technicians
- Users are able to request and log information as done on calls

1.2 Work Management screen

- Lists all work orders - dependant on the employee hierarchy
- Managers can see the total amount of calls open/completed
- Work orders can be assigned / completed / closed

1.3 Account Driver Update

- Costs can now be expensed to the part category gl account codes related to the asset linked to the work order, instead of the part category gl account codes of the issued part, or gl account codes on non-stock items. This will require specific configuration in the account drivers.

1.20.0.0

1.1 Mobile Application for Technicians

A new application has been developed for Technicians to view and update calls on an Android handheld device. Clients who do not use this application will still be upgraded to the version, but will be configured to not use Tech Connect. Additional server configuration is required for Tech Connect.

CO3 Technologies (Pty) Ltd © Company Confidential

1.2 Call Status - Additional Items

Pending and Complete have been added to the call status list. Calls placed on Hold or Pending required the selection of the 'Reason Code'

1.3 Sales Credit Notes

A 'Reason Code' can be specified.

1.4 Manual Contract Invoice

It is now possible to remove 'Inactive' fee items from the items list.

1.5 Icon Toolbar Update

BPO has a fresh look with large toolbar buttons and updated icons.

1.19.0.23

1.1 Change – Aggregate Billing

New functionality has been added to allow a contract to be configured to aggregate billing. Usage across all machines on one contract will be billed at a global rate.

1.19.0.19

1.1 Change – Foreign Currency Contracts

CO3 Technologies (Pty) Ltd © Company Confidential

New functionality has been added to allow a contract to be configured in foreign currency. The settlement currency, the base exchange rate at the time of setting up the contract and the tax rate applicable to the contract need to be set when the contract is configured.

1.2 Change – Foreign Currency Sales

The sales cycle now supports foreign currency transactions.

1.3 Change – Contract Fees

An additional field has been added, namely the order no. This is to enable an order no. to be associated with the individual fees on a contract.

1.4 Change – Contract meters

The following fields have been added to contract meters

- Billing Customer – The customer who is responsible for the bill relating to the specific meter
- Finance amount – this is the back-to-back finance charge
- Order No. - This is to enable an order no. to be associated with the individual meters on a contract

1.5 NEW – REVALUATION REQUESTS

The system supports the creation of manual revaluation requests. These need to be authorised by a user with the appropriate rights.

1.6 NEW - MANUAL REVALUATIONS

The system now supports the revaluation of any stock items.

CO3 Technologies (Pty) Ltd © Company Confidential

1.7 NEW – CONFIGURATION FLAGS FOR AUTO REVALUATIONS

Two new flags are added to the company configuration to facilitate auto revaluations.

1.7.1 AUTO APPROVE DISPOSALS

The first flag is Auto Approve disposals. In the event that an asset is converted to stock, the system will auto approve the disposal and close off the accumulated depreciation.

1.7.2 REALISE STOCK AT CARRYING VALUE

The second flag is realize stock at carrying value. If this flag and the Auto approve disposals flag is set, then the stock item will be revalued to the net of cost and accumulated depreciation.

1.8 CHANGE – DEPRECIATION

In the previous versions of BPO, the system depreciated the asset according to the depreciation method set on the underlying part definition and the depreciation start date on the actual asset.

The system now uses the depreciation method to set the initial parameters for the depreciation of a machine. Subsequent revaluations however will set the useful life of the machine and its relevant depreciation start date, which the system uses to determine the rate and from when an item will be depreciated.

CO3 Technologies (Pty) Ltd © Company Confidential

1.9 NEW ACCOUNTS DRIVERS

- REVI – Revaluation outbound transaction. Credits stock and debits revaluation suspense
- REVD – Revaluation inbound transaction, Credits revaluation suspense and debits stock.

The Revaluation Contra account for auto revaluations is set under the site configuration.

1.19.0.18

1.1 CHANGE – COS ACCOUNT CODE FOR CONTRACT COSTING

New functionality has been added to allow a COS account code to be added to a contract item. All WIP transactions relating to this contract item will then be sent to this COS account on closure of the work order.

1.2 CHANGE – CALL NOTES

The note field has been expanded to 4000 characters.

1.3 CHANGE – EMAIL QUEUE VIEWER

All emails can now be viewed on the email queue viewer. An email can also be deleted so that the system no longer attempts to send it out.

1.19.0.17

CO3 Technologies (Pty) Ltd © Company Confidential

1.1 CHANGE – NEW CUSTOMER SYNCHRONISATION

New functionality has been added to set the aging period for a new customer to the default configured in the Accounts payable configuration in Evolution.

1.2 CHANGE – CUSTOMER ACCOUNT MANAGER

A new field has been added to customers for the account manager.

1.3 CHANGE – SALES INVOICES/CR NOTES

The account manager now appears on the sales documents so that the client knows who to contact with respect to their account.

1.4 CHANGE – METER RESETS

The system will check to see if a reset reading exists in the current period. If so the system only updates the contract reset to prevent duplicates from existing.

1.19.0.15

1.1 CHANGE – SYSTEM REPORTS

New functionality has been added to enable the analyst to add summary fields for a report being added to BPO. These summary fields are utilised by BPO Explorer to deliver the reports.

1.2 CHANGE – CONTACT GROUP EMAIL FIELD

This field has been increased to allow multiple email addresses to be included. A maximum of 1000 characters can be added.

1.3 CHANGE – EMAILING SALES ORDERS AND QUOTES

CO3 Technologies (Pty) Ltd © Company Confidential

The system has been modified to allow a user to email a sales order or quote to a client.

1.4 CHANGE – CC ADDRESSES FOR EMAILS

The system supports CC addresses being placed onto an email. The contact group email address is pulled through to the CC field automatically. This can be over-ridden by the user.

1.5 CHANGE – STOCK STATUS

The stock status screen has been modified to reflect inter-warehouse part requests as reserved stock to enable ordering to done on a single site.

1.6 CHANGE – EMAIL SERVICE

The email service has been updated to support CC addresses.

1.7 CHANGE – USER CREATION

User creation now supports a complex password structure. The new default password will be P@ssword123

1.8 NEW – CUSTOMER REFERENCE CHECK ON SALES ORDERS

A new function has been added to warn a user when a duplicate reference is used by a client when placing an order. This is for information and the user can act on it as required.

1.9 NEW – BPO EXPLORER (PREVIOUSLY RSI_REPORTER)

BPO Explorer uses the BPO system reports list. The system supports the new server side registration of BPO and also supports multiple input parameters.

1.19.0.14

1.1 NEW – PARTIAL PART CREDIT NOTES

New functionality has been added to enable partial credit notes to be issued. To accommodate this the system can handle partial returns of an issue. Partial credits apply to parts, sub-contracts and labour hours. The balance has to be removed however to facilitate the call to be closed.

CO3 Technologies (Pty) Ltd © Company Confidential

1.2 NEW – OPEN CALLS REPORT BY SITE MANAGER

New report of open calls and any comments on the call or comments by the technician are shown

- Call Report in call screen
- Open Calls report in Analytical reports

1.3 CHANGE - CONTRACT SCREEN

A minor function allows a user to navigate to the asset screen from the contract items tab by double clicking the asset line.

1.4 CHANGE – PART ISSUES

Site wide part selection to facilitate part issuing where knowledge of the whereabouts of the goods is low.

1.19.0.13

1.1 CHANGE – SERVER SIDE REGISTRATION

The registration of BPO-RSI is now maintained at the server thus removing the need for multiple client application registrations.

1.19.0.12

1.1 NEW – COMMERCIAL EXCEPTIONS

New functionality has been added to enable exceptions to the commercials to be applied per customer.

1.2 LOAN UNITS

This functionality allows loan units to sent out against a call and enables these units to be identified.

1.19.0.10

1.1 NEW – FIXED ASSET FUNCTIONALITY

New functionality has been added to enable the system to compute the depreciation on the trading assets managed within the system.

CO3 Technologies (Pty) Ltd © Company Confidential

1.2 DEPRECIATION COMPUTATION AND POSTING

The system enables the user to now compute the depreciation due for the trading assets at any point in time and posts this amount into EVOLUTION based on the driver configuration

1.19.0.6

1.1 NEW – CONTRACT SWAP OUTS

New functionality has been added to allow a user to perform a swap out for an item on a contract. The system will generate the appropriate transaction documents required to enable the swap out. Swap out processing has to be configured for auto processing in the company module.

1.19.0.5c

1.1 NEW – BACK ORDER ITEMS REPORT

The system now can print the back order items when the invoice is generated.

1.2 CHANGE – EMAIL DIRECT

The system has been modified to allow a the user to email an invoice or credit note directly from the system without sending to the print queue.

1.19.0.5b

1.1 NEW – INVOICE LIST ON CONTRACT

The system now shows a list of the invoices that have been generated against a specific contract on the contracts screen.

1.2 CHANGE – CONTRACT TYPE FEE CONFIGURATION

The system has been modified to allow a default account to be stored against the fee inclusions on a contract type. This will then default onto a contract fee screen when a new fee is being added.

1.3 CHANGE – METER READING PROCESSING

The user who saves the reading is saved into the database and that is stored against the meter reading history when the readings are released to billing.

CO3 Technologies (Pty) Ltd © Company Confidential

1.19.0.5

1.1 STOCK STATUS SCREEN:

Do not show flat bin positions in detail tab on RHS when selecting a part

When doing a part transfer, add the default bin after selecting the target warehouse

Add stock category to the records retrieved on the grid on the stock status screen

1.2 SERVICES:

When a supplier PO is created for a service, store supplier and price history as with parts.

Allow service inclusions on a type of "Non Stock BoM" for a contract.

1.3 DOCUMENT REPRINT SCREEN:

- Need ability to reprint non stock GRNs.
- Filter does not work on date search.

1.4 PURCHASE ORDER:

PO source document report: Remove decimal places on quantity field, as causes them to have ### when the number is too big.

1.5 STOCK MOVEMENT REPORT:

Add to Part Search screen.

- Show all transactions for a part code across all warehouses.

CO3 Technologies (Pty) Ltd © Company Confidential

- If the transaction is a GRN show the supplier, if an issue to a work order show the customer.

1.6 CONTRACT PERFORMANCE REPORT:

Add totals to the income and expenses so that the user can easily see the results of the contract performance.

1.7 CALL CENTRE SCREEN:

Add new field: Last technician on call

1.8 ACCOUNTING INTEGRATION:

Accounting based on part category defaults not part site defaults. Done

1.9 CONTRACT ITEM METERS:

On cost per copy meter based charges please change the following:

- Back to back counterparty
- Back to back amount.
- Billing customer.

1.10 CALL CENTRE – SERIAL NUMBER SEARCH SCREEN:

Customer on Serial number search screen

1.11 CALL MAINTAIN SCREEN:

Edit contact number "Button", edit customer Tel number "Button", edit Shipping address "Button" so that user can update customer information from call centre screen.

CO3 Technologies (Pty) Ltd © Company Confidential

1.12 CALL CENTRE MAINTAIN FORM – NOTES TAB:

Append comments added as part of the time booking process to the notes tab on call maintain from

1.13 CUSTOMER MAINTAIN AND CALL CENTRE MAINTAIN:

Ability to add a note to a customer, which pops up when the client is selected in the call screen. There are important notes currently stored against the customer, of various natures, that must pull through to remind users. Ability to open this note again from the call.Done (Is edit from the call required or just view)

1.14 SALES CONTACT MAINTAIN:

Adding new contact takes too many steps. Remove mandatory fields. Following fields mandatory: Name, Surname, Phone number, email address. Default phone number from customer information, default email address from primary contact.

1.15 CALL CLOSURE:

When closing a call, and comments box pops up, if the user closes the comments pop up modal form (i.e. does not click save) then do not close the call.

1.16 EMAIL WORKFLOWS:

Currently when a document is released for approval the system emails the person to approve the document. Once the document is approved need the ability to email the originator that the document was approved and they can continue processing.

1.17 SUPPLIER INVOICES:

Create configuration that will allow us to prevent the creation of unlinked supplier invoices.

1.19.0.0

CO3 Technologies (Pty) Ltd © Company Confidential

1.1 CHANGE – BUY BACKS

The system now supports putting multiple machines onto a single buy back requisition.

1.2 CHANGE – END OF CONTRACT PROCESSING

The system now supports putting all the assets onto a single return with multiple line items.

1.3 CHANGE - MULTI LINE RETURN REQUESTS

Multiple line return requests are supported to facilitate the processing of multiple machine contracts.

1.4 NEW - BASE INTEREST RATE FUNCTIONALITY

It is now possible to store a base interest rate within the system and the effective date from which the interest rate applies. This functionality is a prerequisite for the functionality to calculate the affect of a change in the interest rate on related fees.

1.5 NEW – GRN PROCESSING EMAILS

- The system will generate an email to the user for an item received where the part request is against the asset warehouse
- The system will generate an email to the user if all part requests have sufficient stock to be issued.

1.6 CHANGE - NEW DEAL SCREEN

The system has been modified to add a rental deal flag. The selection of this flag will result in all part requests being non billable and the part requests for machines will be raised against the asset warehouse.

1.7 CHANGE - PURCHASE REQUISITION CREATION

Purchase requisitions will be created against a stock warehouse and support multiple services (non-parts) on a single purchase requisistion. If no default ware-

CO3 Technologies (Pty) Ltd © Company Confidential

house exists for a part or on a site the system will raise an error so that this can be configured before processing will continue.

1.8 CHANGE – CALL/WO CLOSURE

The system now requires all parts to move out of a warehouse (both stock and asset warehouses) by means of an issue to a work order. A non-billable serialised part must be issued from an asset warehouse or the part must be a billable stock item.

1.9 CHANGE – SALES INVOICING

An asset cannot be invoiced out and the system will prevent this from occurring by validating the serialised item when the user attempts to create the invoice.

1.10 NEW – ACCOUNTING DRIVERS

CWCT – Post to COS as per the service configuration for unbilled sub contract work

OWCT – Return the cost of the sub-contract work from the COS account to the sub-contract suspense account.

1.11 CHANGE – DUPLICATE PARTS ON A SALES ORDER

The system previously did not allow the placing of the same part on a sales order more than once.

This restriction is now lifted. However the system cannot determine which price to apply under these conditions and so the pricing and department information needs to put onto the sales invoice manually. The system will default to the standard markup for that customer for that part as per the commercials.

1.18.0.14

1.1 CHANGE – METER PROCESSING

The system previously showed all serial nos for all sites.

This is now modified to show only serial nos on the site that the user has access

CO3 Technologies (Pty) Ltd © Company Confidential

to.

1.2 CHANGE – SUPPLIER RETURN NOTE REPORT

Shows the supplier invoice no.'s that relate to the parts being returned.

1.3 CHANGE – DELIVERY NOTE

Now shows the meter readings applicable to the serial no. being issued.

1.18.0.13

1.18.0.12

1.1 CHANGE – NUMBER OF USERS LOGGED IN

The system now checks the number of users you have on the database and compares it to the number of users registered with CO3. The current users will still be able to login, but should you have a new user you would like to add, the system will first check if you have reached the maximum licence. If you have the system will then ask you to purchase a licence for the new user prior to loading the user on the system.

1.2 CHANGE – RE-REGISTER OPTION

There is a now an option to click re-register (Go to Administration, Security, Re-register).

1.18.0.10

1.1 CHANGE – ADDED CREATE DATE AND AMEND DATE FIELDS TO OTHER FIELDS TABLE

The system previously did not record the create user, create date and the amend user and amend date on the other fields table.

These fields have now been added to the database.

1.18.0.9

CO3 Technologies (Pty) Ltd © Company Confidential

1.1 CHANGE – PREVENT USERS FROM CANCELLING GRNS WHERE SUBSEQUENT TRANSACTIONS EXIST

The system allowed a user to cancel a GRN. It assumed the user would check if transactions exist against the GRN items before cancelling.

The system now checks the items and prevents a cancellation of a GRN where the items have been processed. This prevents incorrect asset stock valuations within the system.

1.18.0.8

1.1 CHANGE – CUSTOMERS TAX RATES SUPPORTED IN MANUAL CONTRACT INVOICING

The system only supported the creation of contract invoices at the Company Tax Rate.

The system now retrieves the customer tax rate for the calculation of the tax on the manual contract invoice.

1.18.0.7

1.1 FIX – PART ISSUE AVERAGE PRICE

Under specific conditions where a user filters the part selection screen and does not click on the filtered item, it is possible that the system will issue the part at the incorrect average price.

The system prevents an incorrect average price from being used and also forces a screen refresh.

1.18.0.5

1.1 FIX – SUPPLIERS SYNCHRONISATION

The suppliers are erroneously set to on hold in the prior versions when synchronising.

The system now sets the status of the supplier correctly.

CO3 Technologies (Pty) Ltd © Company Confidential

1.2 FIX – PART REQUEST EDITS

When editing a part request on the call centre or the work order screen, the name of the assigned to employee is incorrect.

This cosmetic issue is resolved.

1.3 FIX – PART REQUESTS ON WORK EXECUTION

If a part request is edited on the work execution screen it erroneously changes the status of the request.

This is now resolved and the part request status is correctly maintained.

1.18.0.4

1.1 CHANGE – CONTRACT ESCALATION NOTIFICATION

In all prior versions, escalation notifications worked only where the company utilised the company wide escalation rate.

The system now uses the rate as set on the contract for notifications if the company escalation rate is zero.

1.2 CHANGE – ESCALATION NOTIFICATION REPORT

Previously only the fees were shown on the report.

This has been changed to show the meter values to be escalated in addition to the fees.

1.3 CHANGE – PART REQUESTS TO APPROVE

Added the last cost price from the primary supplier for the item being requested.

1.4 FIX – PART REQUESTS TO APPROVE

Part requests for OTC invoices were incorrectly linking to a call number.

1.5 FIX – DETERMINATION OF OTC CR NOTE

CO3 Technologies (Pty) Ltd © Company Confidential

The cr note now checks if any part on the cr note is work order related for down stream processing.

1.6 CHANGE – CR NOTE ITEMS LIST

When an invoice is selected to be credited, the system shows the user the serial numbers which need to be returned. This facilitates the user being able to select the correct line to return.

1.7 CHANGE – CUSTOMER INVOICE LIST

The reference from the invoice document is now shown on the list.

1.8 CHANGE – MACHINE PROFITABILITY

Previously machines not linked to a contract would result in the profitability showing no customer details relating to these items.

The system now retrieves the customer information from the call.

1.9 CHANGE – INVOICE JOURNALS

The order number on the invoices are now sent through to Evolution on the journals. This information is placed into the order number field in EVO.

1.18.0.3

1.1 FIX – SUPPLIER INVOICES

If the grand total for a supplier invoice is changed while capturing the invoice, it can result in a rounding error if the unit costs have more than 2 decimal places.

The system now caters for 4 decimal places on the supplier invoice.

1.18.0.2

1.1 NEW – USE PRINT SERVICE FOR CR NOTES

The user is able to reprint sales cr notes and contract cr notes

1.2 NEW - PART SEARCH ENHANCEMENT

CO3 Technologies (Pty) Ltd © Company Confidential

A new field is added to the part search list which identified the state of a machine. Is it an asset, serialised stock or a customer machine.

1.3 MOD - STOCK TAKE PROCESSING

The restriction that stock take transactions are limited to 1 per warehouse has been removed. Only 1 stock take can be open at any 1 time for any warehouse/bin combination.

1.4 MOD - METER READING EMAIL TO CLIENTS

Changed the format of the meter reading email to include the model no, the location of the machine, the shipping address and the meter descriptions for which readings are required.

1.5 MOD – CUSTOMER MACHINES

Customer machines in a customer warehouse can be moved between sites simply by selecting a new warehouse on the customer machine edit warehouse.

1.6 FIX – CONTRACT INCLUSIONS

An error occurs when attempting to add a Bill Of Material as a contract inclusion on the contract item wizard. This bug has been fixed.

1.18.0.1

1.1 NEW - CREATE SUPPLIER INVOICE FROM GRN (STOCK AND NON STOCK)

The user is able to input a supplier invoice no. The system will generate a supplier invoice document off the back of the GRN

1.2 NEW - CALL NO., CUSTOMER AS SOURCE FOR PR, PO AND GRN

The system now displays on a grid the call and customer which relate to the specific transaction

1.3 NEW - METER YIELD INPUT FUNCTIONALITY

The user is able to link a meter and record expected yields against a specific part.

CO3 Technologies (Pty) Ltd © Company Confidential

1.4 NEW - COMMENT FUNCTIONALITY ONTO FEES

The user can input comments against detail changes on a contract item fee. The system inserts a default comment for escalations

1.5 FIX - SHOW THE ACTION TAKEN ON THE CALL MAINTAIN FORM WHEN THE CALL IS CLOSED

The system previously hid the action taken on closed calls. Screen corrected.

1.6 NEW – REPORT CHANGES

Modified contract report and removed salesman, contract start and end date, location of machine added

1.7 NEW - SECURITY RIGHTS TO OTC INVOICING

Enabled the OTC invoicing function to be user right protected

1.8 NEW – EMAIL QUEUE VIEWER FOR INVOICES

Add Email queue viewer and ability to flag the emails as draft as well

1.18.0.0

1.1 NEW - SALES INVOICE NOTES AND REFERENCE

The comments and reference on a sales invoice can be changed on an invoice after it has been created..

1.2 NEW - SLA MONITORING CONFIGURATION

The system can be configured to facilitate SLA monitoring on contract calls.

This functionality is dependant on the new Monitoring module being purchased separately.

1.3 NEW – ADDED THE EXPECTED SLA HOURS TO THE CALL ADD SCREEN

Added a new box displaying the anticipated SLA hours for a call if the functionality is enabled.

CO3 Technologies (Pty) Ltd © Company Confidential

1.4 FIX - WAREHOUSE MANAGEMENT SCREEN

When no warehouse existed for a site the system showed the warehouses as bins.

The system now shows no bins after the fix if no warehouse exists.

1.5 FIX – EXPORT TO EXCEL ON METER PROCESSING SCREEN

An error occurred when exporting the listing to Excel.

List can now be exported without an error.

1.6 FIX – SALES INVOICE

The system previously did not check if the billing customer was selected before items were added.

The billing customer is now a prerequisite to adding items to an invoice.

1.17.0.18

1.1 COMPANY ADDRESSES

Company addresses could not be edited due to a bug.

1.2 CONTRACT ITEMS

Previous version deemed an asset to be available if it was not found on a contract which was either active or on hold.

Now only available if not on any contract which is not closed.

1.3 NON STOCK GRNS

If a non stock GRN was created for a PO which was not printed then the system did not close the PO off.

System now forces a POto be printed before a no stock GRN can be created.

CO3 Technologies (Pty) Ltd © Company Confidential

1.4 EMPLOYEE TIME REPORTS

Could not be exported to excel.

Modified to enable the export to excel

1.5 EMPLOYEE SCREEN LISTS

Could not be exported to Excel

Modified to enable the export to excel

1.6 PART REQUESTS

The authorisation for part requests can be circumvented by editing the part request

The system now retains the part request status between edits.

1.17.0.16

1.1 USERS

A new field has been added for the Domain in tblUSERs

A new field for add accounts user or not

The ini file has changed with a new line being added
- TrustedConnection=No

The user is created/granted access to SQL, to RSI and EVO and added to the read-write role

1.2 PART REQUEST APPROVALS

- A new menu option and a new screen for approvals and related user rights
- A new user right for approving requests

CO3 Technologies (Pty) Ltd © Company Confidential

- Part requests are now created with a status of (N)ew
- A purchasing centre configuration flag (fldPRAutoApproval) for setting the auto approval of a part request. Set to Yes for auto approval – We need to check on what basis our clients want to use the system once they are upgraded
- If auto approval is set then a trigger fires to auto approve and the status of the part request becomes (A)ctive

1.3 AUTO RECEIPTING OF DEBIT ORDER (DO)

Company configuration flag - fldAutoReceiptDO

Contract invoices part of a billing run. If the payment method is DO then new posting occurs, IRCP

A new accounts driver IRCP needs to be configured – accounts ?

The system will auto allocate the receipt to the invoice, there is a single receipt per invoice.

1.4 FINANCE AMOUNT ON CONTRACT FEE

A new field is added to CTRTItemFees fro storing the amount payable to the third party finance co.

A spreadsheet utility/report needs to be created…..

1.5 CUSTOMER ACCOUNTS CONTACT

Special contact type called ACCOUNTS

This contact type will feed to EVO, if it does not exist then the primary will feed

Emails from call centre will go to the primary

1.6 EXCEL EXPORT FUNCTION

Any hidden fields will not export

CO3 Technologies (Pty) Ltd © Company Confidential

1.7 SETTLEMENT ON AN INVOICE

A negative amount can be placed onto a SERV line type on a quote/order or invoice

1.8 EXTRAS ON A CONTRACT

Items can be attached to a contract which do not attract fees etc.

These items should not be visible as items against which to log calls

1.9 EMAIL WORKFLOWS

Emails will be generated for the awaiting approval for all the users who have rights to approve the following documents

Contract

Credit note

Stock adjustments

Part requests

Requisitions

1.10 NON STOCK GRN FUNCTIONALITY

The system now presents the user with a screen to process the non stock GRN

1.11 SALES INVOICE FROM ORDER

The system now presents the user with a screen to process an invoice from an order.

1.12 ACCOUNTS POSTINGS

Evolution 6.5 specific

1.13 ASSET WAREHOUSE

CO3 Technologies (Pty) Ltd © Company Confidential

Asset warehouse has been added (fldIsAsset flag). Customer assets cannot be placed into this warehouse. Like wise Asset transactions need to occur utilising this warehouse type.

- Customer assets must be moved from the internal asset whse's
- The asset warehouses need to be flagged correctly after upgrading

1.14 STOCK CONVERSIONS

Transaction Date is now financial period validated and not just the system date.

1.15 STOCK RETURNS

The specific issue item is now returned and is driven by the actual issue IR item ID in the returns table.

1.16 STOCK ISSUES

Prevent a zero quantity being processed.

CO3 Technologies (Pty) Ltd © Company Confidential