# ODT Service 365

Release Notes V2.0.0.0

# Installation Instructions

- New tenant signups will receive this updated version of your app upon installing it
- Existing tenants that have already been updated to the current active production version of Business Central, can install this updated version of your app
  - **Current active production version of Business Central = 14.1**
    - If the tenant has a previous version of your app installed, they will need to uninstall and reinstall to get this latest updated version of your app
- Tenants that are still on a previous version of Business Central will not be able to install this updated version of your app. After the tenant is updated, they can then install this updated version of your app. In the meantime, the previous version of the app would be installed

**IMPORTANT –** After the tenant is updated (to the current active version of BC), if a previous version of your app is already installed on that tenant, they will need to uninstall and reinstall to get this latest updated version of your app

# What's New

- **Planned Maintenance**

  The Planned Maintenance feature includes a planning engine, which allows service managers to require preparation inspections, return inspections, equipment repairs, and scheduled maintenance based on time or usage intervals.

  The following functionality is included in Planned Maintenance:

  - Planned Maintenance Quotes can be used to process external Planned Maintenance work in a format similar to a Service Quote. Suitable for front line staff, and can be used to easily create a Planned Maintenance Ticket.

  - Planned Maintenance Tickets can be used to process either internal or external Planned Maintenance work in a format similar to a Service Ticket. Suitable for front line staff and/or service technicians to easily create, and modify Planned Maintenance work.

  - Planned Maintenance Worksheet, which provides an easy way to filter, view, and schedule upcoming Planned Maintenance work. An entry in the worksheet can be easily turned into a Planned Maintenance Ticket, or deferred until a later date.

  - Predictive Usage, which monitors the usage information of a Service Unit to predict when service will be needed. Can be accessed from the Planned Maintenance Worksheet.

  - Planned Maintenance Schedules, which are used to specify what types of service should be planned in advance, and when they are expected to occur.

  - Service Unit Meters, which are used to track usage information such as mileage and time, to determine if, and when, service is needed.

**NOTE:**
For additional details on the above, please review the ODT Service Online Help. The help can be accessed from the Business Manager and Sales Order Processor Profiles, under Service Management, in the Actions section of the role centers.

## Issues Resolved

- **When a G/L Account is used in either a Service Template or entered manually on the Service Ticket Details, the unit cost and unit price are not transferred to the Job Journal when Confirm Actuals is ran.** Coding has been modified so unit cost and unit price will now transfer to the Job Journal correctly, when running Confirm Actuals.

- **When printing the Service Template Checklist from a Service Ticket, the Service Date does not print, unless on the General Tab of the ticket the Assigned Technician field is populated.** Coding has been modified so the Service Date will now print on a Service Template Checklist, without needing to fill the Assigned Technician field.

## Known Issues

## Upcoming Releases – Planned Modifications and New Features

- **ODT Service, Rest of World Version**

- **Integration with ODT Rentals 365 App**