corrigo®

v.t., *Latin,* to set right; to correct

# Release Notes

## Summer 2007 Update

Release 5.3a

CorrigoNet™

CorrigoConnect™

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# Release Notes

## CorrigoNet Summer 2007 Update (version 5.3a)

Client Availability: September 2007

**Notice:** These release notes provide an overview of the enhancements, modifications and intended defect fixes in Release 5.3a (CorrigoNet Summer 2007 Update). Actual implementation may differ from descriptions in these notes. No guarantees are made or implied about the inclusion of specific features or functionality in the Summer 2007 Update. These notes contain summary descriptions and do not cover all changes to the system.

## Summary/Purpose

The Summer 2007 Update is intended for deployment to a relatively small subset of Corrigo clients who have specifically requested or require the functionality included in the release. As well, some new clients may be taken live on this version. The existing version of CorrigoNet (5.2 also known as "Winter '07") will remain live, and all clients remaining on 5.2 will be migrated to 5.3 after the Winter '08 release (5.3b).

## Highlights

### Corporate Web

#### Work Order Communication Log

A Communication Log is now available from the Work Order Details page showing all alerts and send/prints created for a specific work order (see Figure 1). The log provides a communication "trail" for the work order helping to identify who and when someone was contacted.

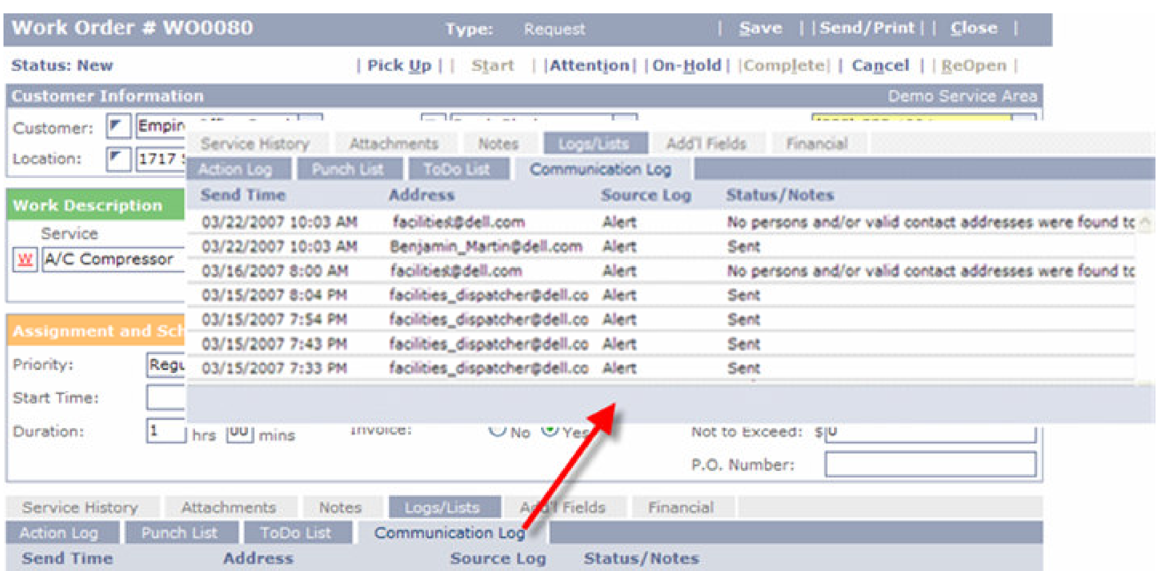



**Figure 1: Communication Log within the Work Order Details Page**

### Associate Punch Lists with Tasks and Auto-Populate in Work Orders

This feature automatically attaches punch lists to work orders based on a defined association between punch lists and tasks. This helps to ensure process compliance and that proper measures are taken to complete a task instead of relying on the dispatcher to associate the proper punch list to a work order after it has been created.

Administrators can associate punch lists with tasks through the Task Details page (click Edit Tasks on the Model Summary page, under Our Company>Knowledge Base) as shown in Figure 2. When a non-PM work order is created with that task, or the task is added to a work order, the punch list will automatically be attached.

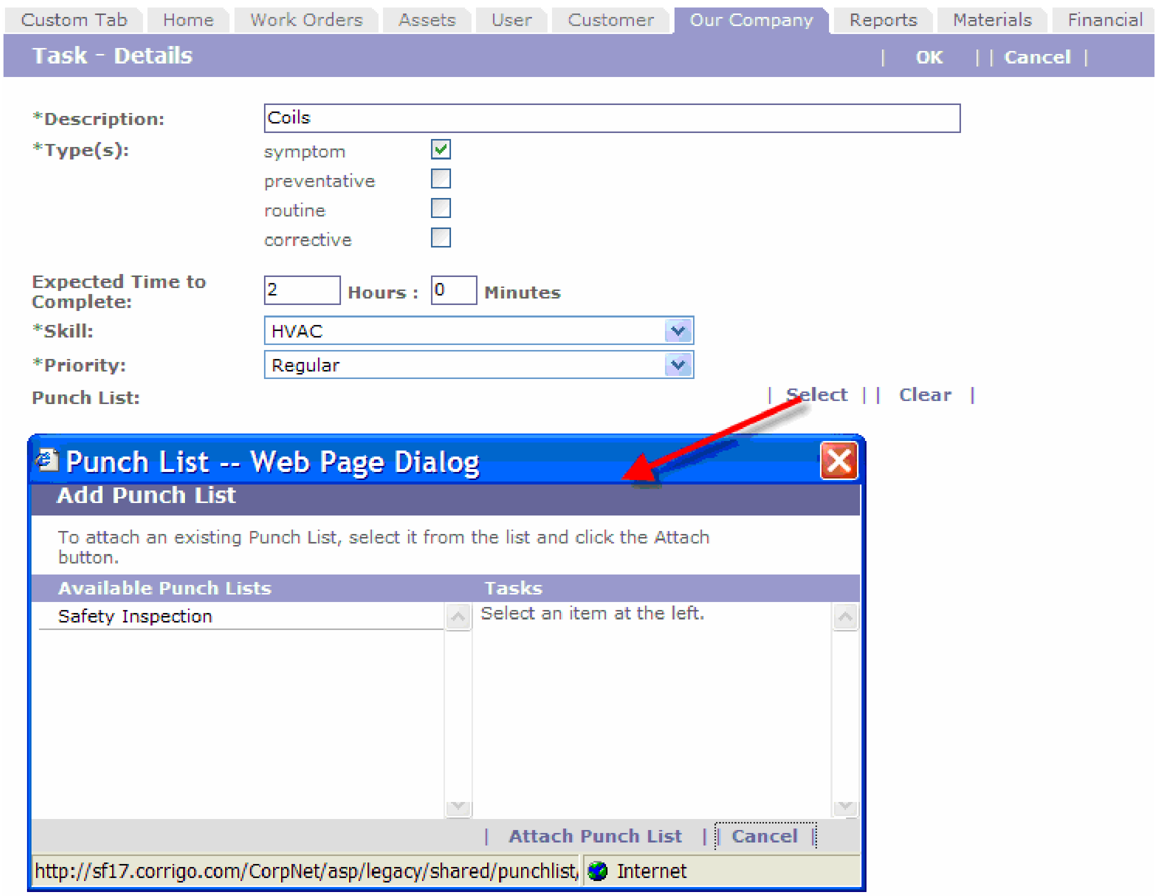



**Figure 2: Associating Punch List with Task**

**Note:**
Punch lists will not be automatically attached to work orders created through mobile devices, import/export, work plans (children work orders), and the Turns Board.

## Ability to Specify URL for Document Attachments

Users with the "Document – Basic" privilege can now specify URLs as source locations for document attachments. This is convenient for customers that already have a document management system in place and simply need to reference this system instead of physically uploading files to the CorrigoNet database. In the description field in the Attach Document dialog box, users can specify the correct URL (see Figure 3)

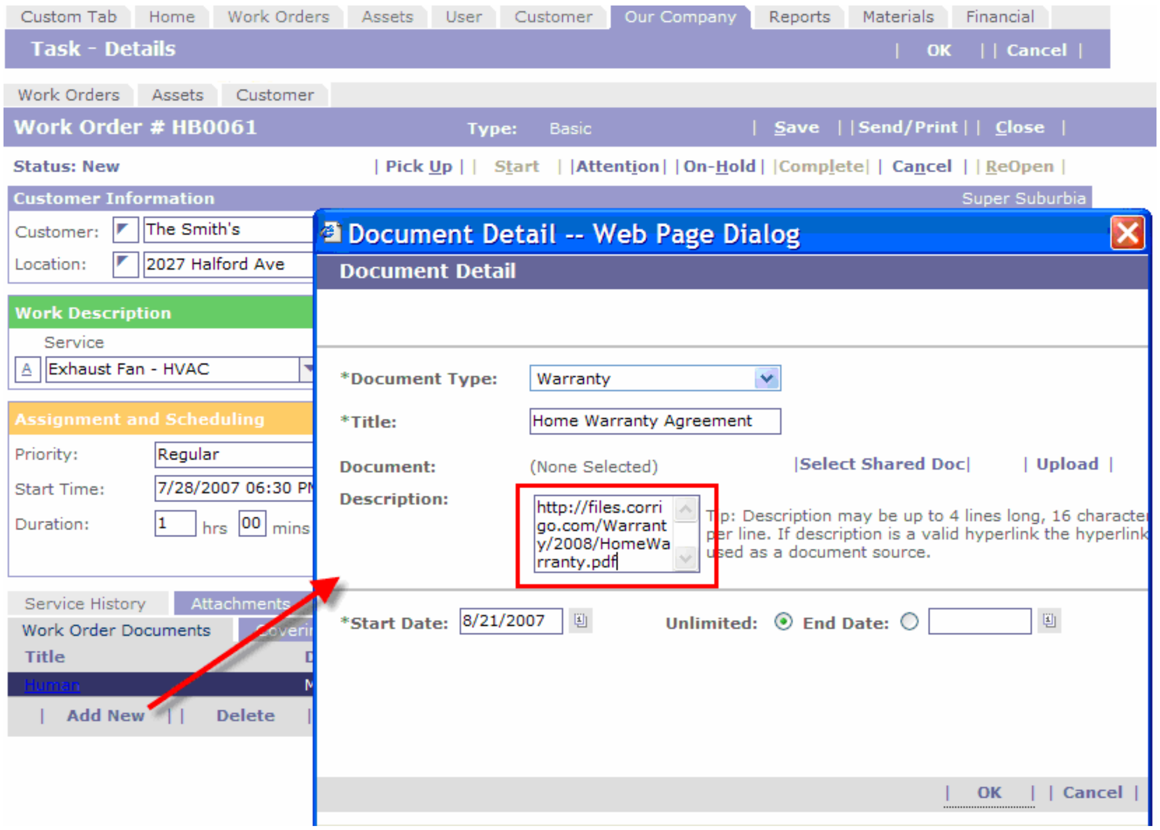



**Figure 3: Attachments Tab showing a URL as document source**

No uploaded (or "shared") document is associated with the document record. Once created, selecting the document hyperlink will reference the URL to retrieve the document.

**Note:** Currently the URL is limited to 64 characters.

## Modifications to the Turns Board and List Pages

### *Dispatch Board Changes*

The following changes have been made to the Dispatch Board:

- The board will now save the scope that was selected when it was closed, meaning that dispatchers will no longer have to select the scope every time the Dispatch Board is launched.
- Turn –type work orders will now display on the Dispatch Board. This allows dispatchers to monitor turn type work orders directly from the Dispatch Board, where other types of work orders are also monitored. A "Display Turn Type Work Orders" setting is available to configure this capability.

- The work order codes used with the Voice Portal may now be displayed on the Dispatch Board. In addition, the work order codes will be visible when placing the mouse over the work order number on the Work Order Details page. This field can be configured in the Dispatch Board Configuration page to be shown or hidden within the Dispatch Board.

### *Vendor Invoice Page Changes*

In order to locate relevant invoices more conveniently, a team scope option and contact name search parameters are available, as shown in Figure 4.

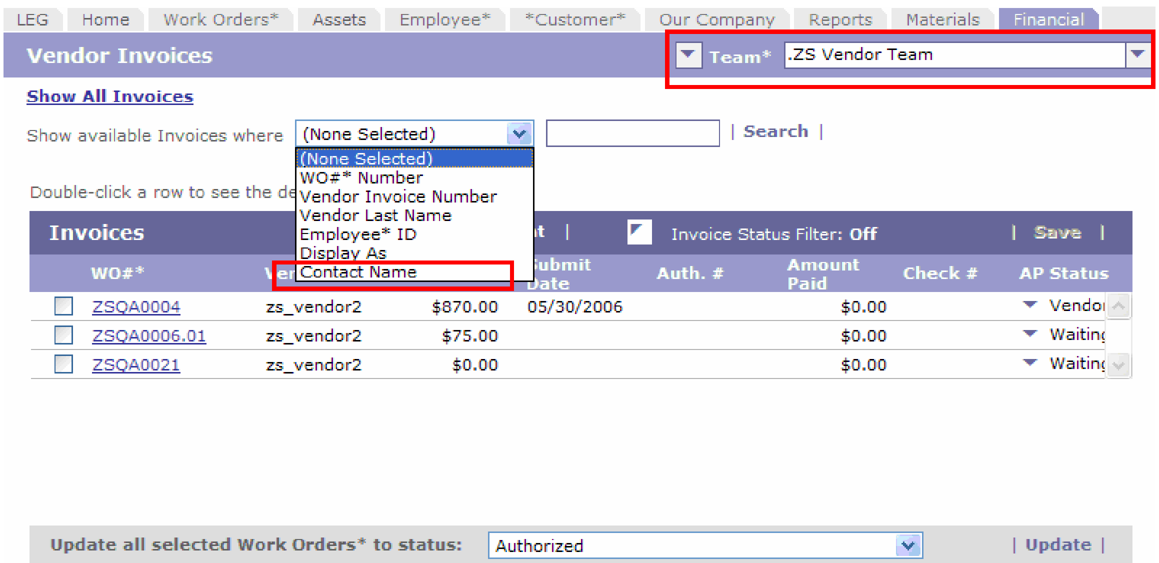



**Figure 4: Vendor Invoice Page showing Team scope and Contact Name search parameter**

### *Survey List Changes*

In order to locate surveys in a timelier manner, a team scope selection option is provided as shown in Figure 5. Previously, surveys were displayed per work zone or community only.


**Figure 5: Perform Survey Page showing Team scope option**

### *Map Board Changes*

Previously, the Map Board had to be closed and re-opened to view the updated list of work orders. A refresh button is now available, which will refresh the board with the most current work order list.

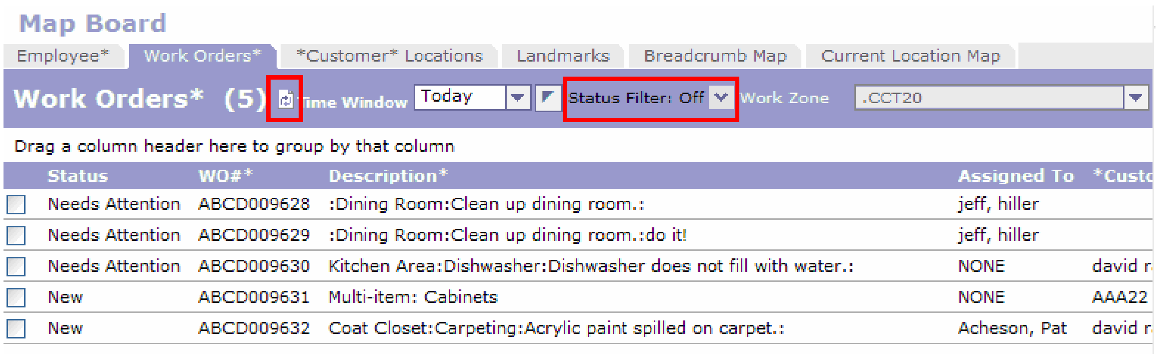



**Figure 6: Map Board with Refresh Button and Status Filter**

In addition, the capability to filter the list by status is now available.

### *Turns Board Changes*

Previously, the Turns Board displayed turns in the order where the farthest in the future were displayed first. It is more logical for users to be able to view turns that are most likely happening in the near future first as they must be addressed first. Thus, turns for vacant units will be displayed first sorted by the make-ready time (earliest to latest). Turns for units that are on notice will be displayed next, followed by units that are occupied.


**Figure 7: Turns Board Sorted by Status and Make Ready Date**

## Scope-less User Management Page

A *super-administrator*-only feature, the scope-less Manage User page, called Manage All Users (or Employees), allows administrators to rapidly find any user n the system regardless of the user's scope. Previously, an administrator had to find the user according to Work Zone or Team. Here, all users are displayed, making it easy for super-administrators to locate and manage users. Access to this page is granted through a new "User – Manage All" privilege.

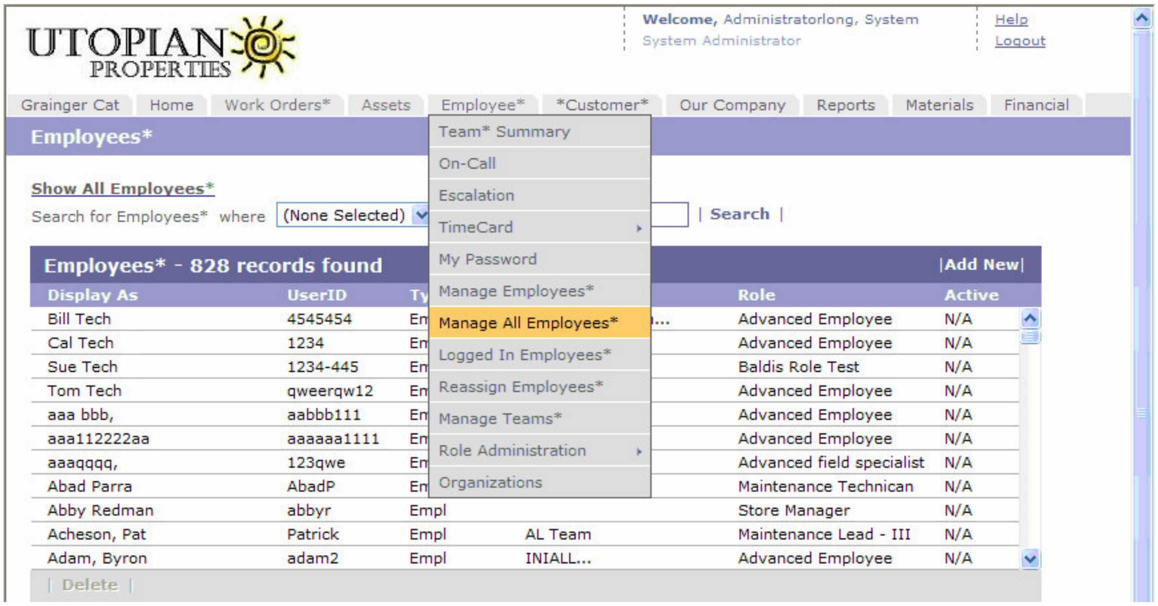



**Figure 8: Scope-less Manage User Page**

## New Privilege Allowing Users to Add Customers

A new "Permissions – Customer Addition" privilege has been added that specifically grants users the ability to create customers. Previously, all users with the "Customer – Search" privilege were able to create customers, which will not be allowed in this release. This additional flexibility will allow some clients to restrict users with customer search privileges, such as dispatchers, from also creating new customers.

## Mass Manage Work Order Changes

### *Ability to Make Mass Attachments*

Users will have the ability to attach documents to multiple work orders. This allows terms and conditions, manufacturer warranty, asset diagrams, and other documents that may be relevant for multiple work orders to be easily associated to work orders through a single action, rather than having to attach the document to each work order. To do this, select "Attach Document" from the drop-down menu on the Mass Manage Work Orders page, then click Execute.

### *Ability to Send to Assignees*

Users now have the ability to mass email or fax print outs to the primary assignees of multiple work orders. This provides a convenient method of sending out multiple work orders to an assignee or assignees at once. Execute the "Send to Assignee" action on the Mass Manage Work Orders page, as shown in Figure 9.

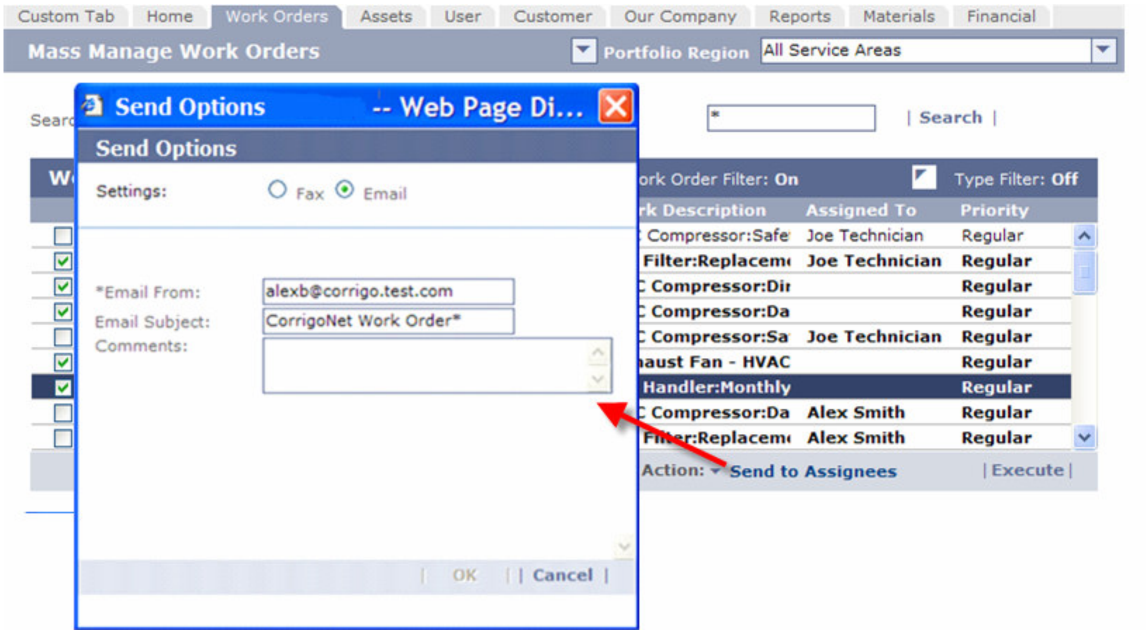



Figure 9: Send To Assignees action

### *Ability to Re-open Mass Work Orders*

Users can also "Re-open" multiple work orders at once for those that are:

- Cancelled
- Completed
- On-Hold
- Needs Attention

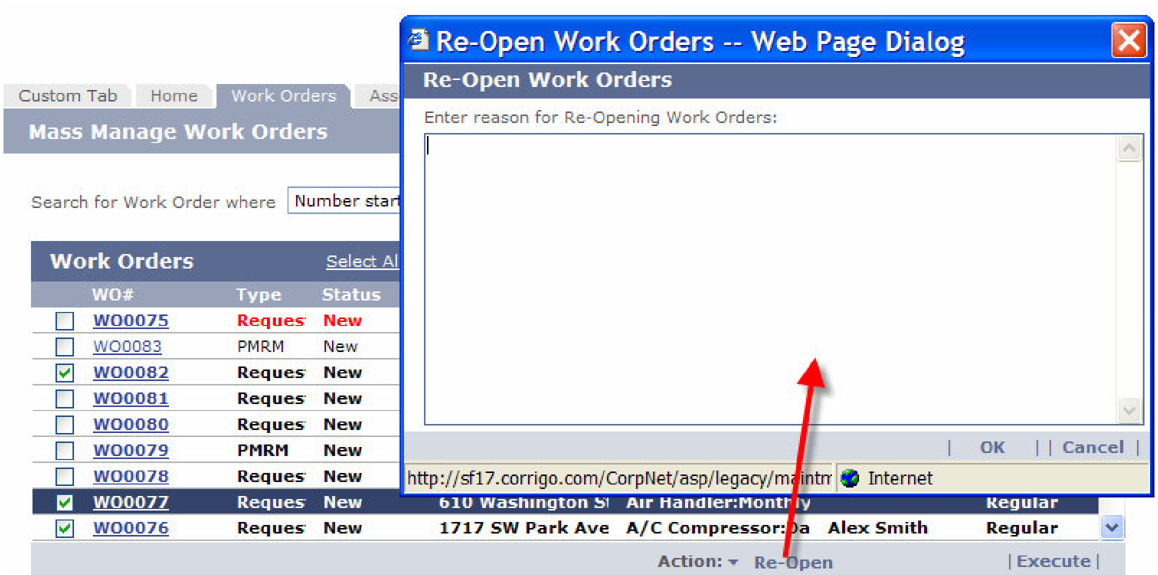



Figure 10: Re-opening Multiple Work Orders

All work orders re-opened would contain the same reason, as described in the Re-Open dialog box, and will be set status of "New."

### *Ability to Filter by Type*

A type filter will also be available on the Mass Manage Work Orders page (see Figure 9) to make it easier to quickly view the types of work orders that users wish to manage.

### *Ability to Mass Update On-Call Schedules*

To make management of the On-Call schedule more efficient, this feature allows a user to change all Regular or all After-hours escalations. As shown in Figure 11, the user can select: "Update All Regular" or "Update All After Hours" from the On-Call Page, launching a dialog where the user can then select a single user and have the system populate all 7 days of either the regular or after-hour assignments.

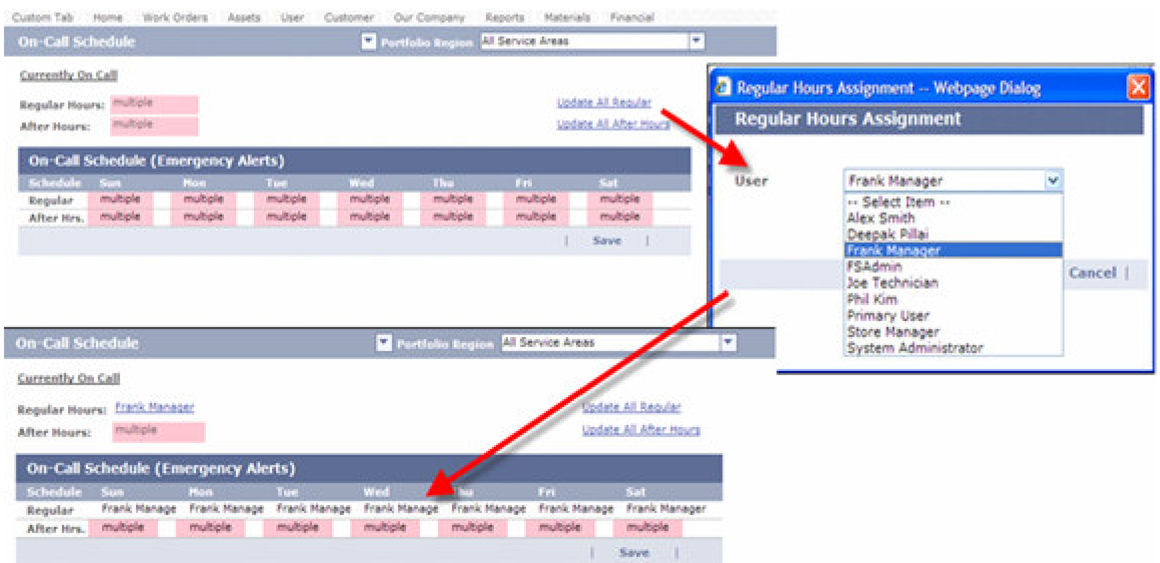



**Figure 11: Mass Update on the On-Call Schedule page**

## Ability to Mass Delete PMRM Schedules

PMRM schedules can now be deleted in mass through two mechanisms:

- PM/RM List Page. Schedules can be multi-selected and then deleted as shown in Figure 12, below.
- Import/Export – PM/RMs can be exported to a spreadsheet, deleted within the spreadsheet, and then re-imported back into the system, which will permanently delete these records from the system.

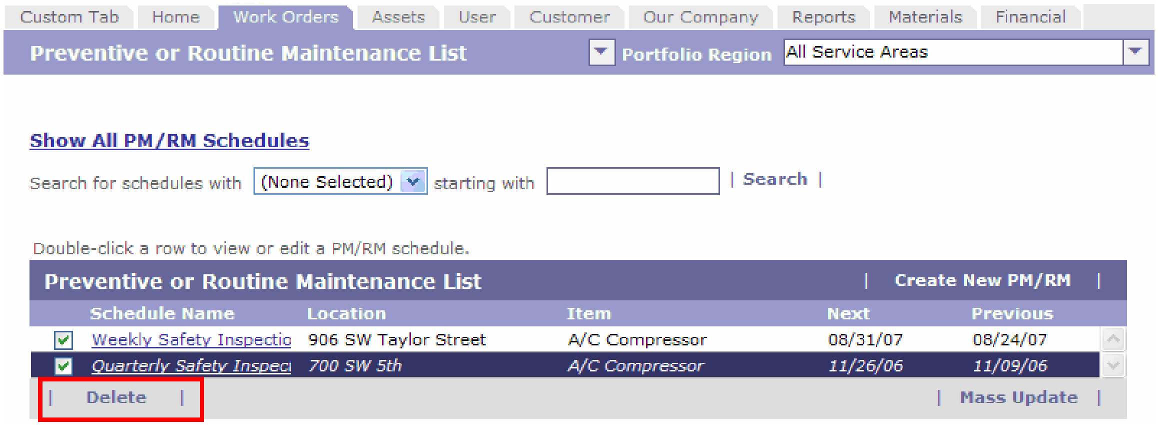



**Figure 12: PM/RM Schedule Page**

This allows for easier maintenance of PM/RM schedules as, previously, each schedule had to be deleted one by one.

## Support for Tax Exempt Customers

Customers can now be specified as tax exempt, which in conjunction with the Bill To category, determines whether or not taxes should be included in the customer invoice. This provides a more robust billing solution that can prevent tax-exempt customers from being mistakenly charged taxes. The Bill To category selected within each invoice specifies whether a tax exemption is applicable.

To enable and apply tax-exempt status for a customer:

1. Define or edit the appropriate Bill To category (Financial>Settings>Bill To Categories) by setting Apply Tax Exemption Setting to Yes.

2. In the Customer Details page, select the Yes radio button for Tax Exempt.:

3. When the Bill To category is chosen for the customer invoice, the system checks whether tax exemption is supported for that category, then checks the tax exempt setting in the Customer Details page. If yes, the tax fields are excluded from the invoice.

After this process is completed, the system will continue calculating the invoice using the contract details, tax region associated to the service area, and the service costs.

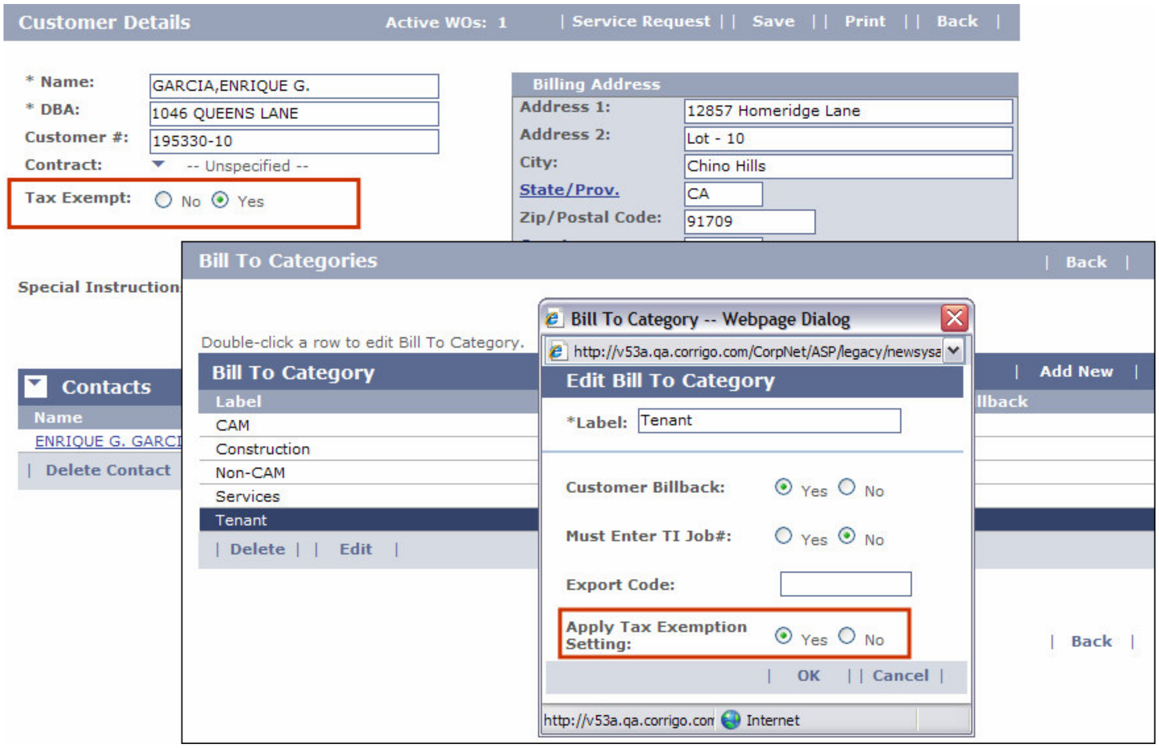
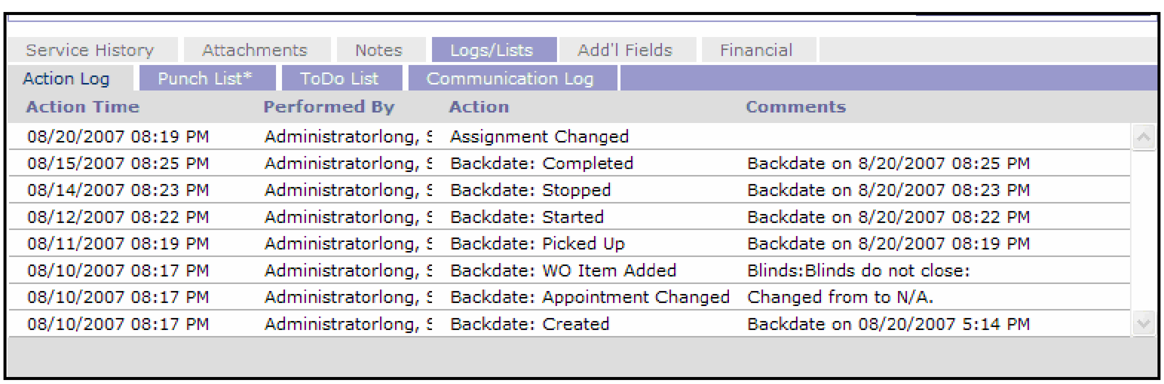



**Figure 13: Tax Exempt Settings**

## Actual Date/Time Recorded When Performing Backdate Action

Currently, the application allows work orders to be backdated, which is essential for some customers who may complete work orders before the work order record itself has been created. Recording when this action took place is necessary for tracking and auditing purposes.

When backdating actions like Create, Pickup, Start, Stop and Complete, a comment will now be added to indicate when the action was really performed, as shown in the figure below:




| Action Time | Performed By | Action | Comments |
|---|---|---|---|
| 08/20/2007 08:19 PM | Administratorlong, ! | Assignment Changed | |
| 08/15/2007 08:25 PM | Administratorlong, ! | Backdate: Completed | Backdate on 8/20/2007 08:25 PM |
| 08/14/2007 08:23 PM | Administratorlong, ! | Backdate: Stopped | Backdate on 8/20/2007 08:23 PM |
| 08/12/2007 08:22 PM | Administratorlong, ! | Backdate: Started | Backdate on 8/20/2007 08:22 PM |
| 08/11/2007 08:19 PM | Administratorlong, ! | Backdate: Picked Up | Backdate on 8/20/2007 08:19 PM |
| 08/10/2007 08:17 PM | Administratorlong, ! | Backdate: WO Item Added | Blinds:Blinds do not close: |
| 08/10/2007 08:17 PM | Administratorlong, ! | Backdate: Appointment Changed | Changed from to N/A. |
| 08/10/2007 08:17 PM | Administratorlong, ! | Backdate: Created | Backdate on 08/20/2007 5:14 PM |

**Figure 14: Work Order Details page showing the backdating log**

### Ability to View User Custom Fields in Assignee Info Dialog

Based on a "Display User Custom Fields in Info dialog" configuration setting (in Work Orders>Settings>Details), user custom fields can now be displayed on the dialog that appears when pressing the "Info" button on Work Order Details pages (see Figure 15). This provides additional information for dispatchers when selecting a user to assign to the work order.

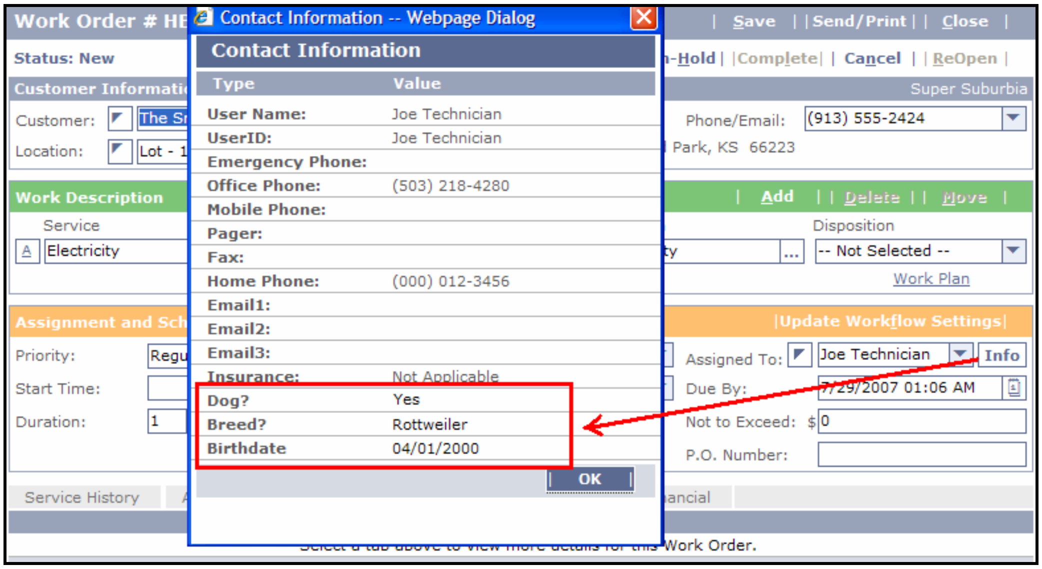



**Figure 15: Work Order Details Page showing Info Dialog with User Custom Fields**

### Custom Tab

A custom tab, based on a new module and privilege setting, may be made available to end users if the user has been granted the "Custom Tab – Display" privilege and the "Custom Tab" module has been enabled, as shown below:

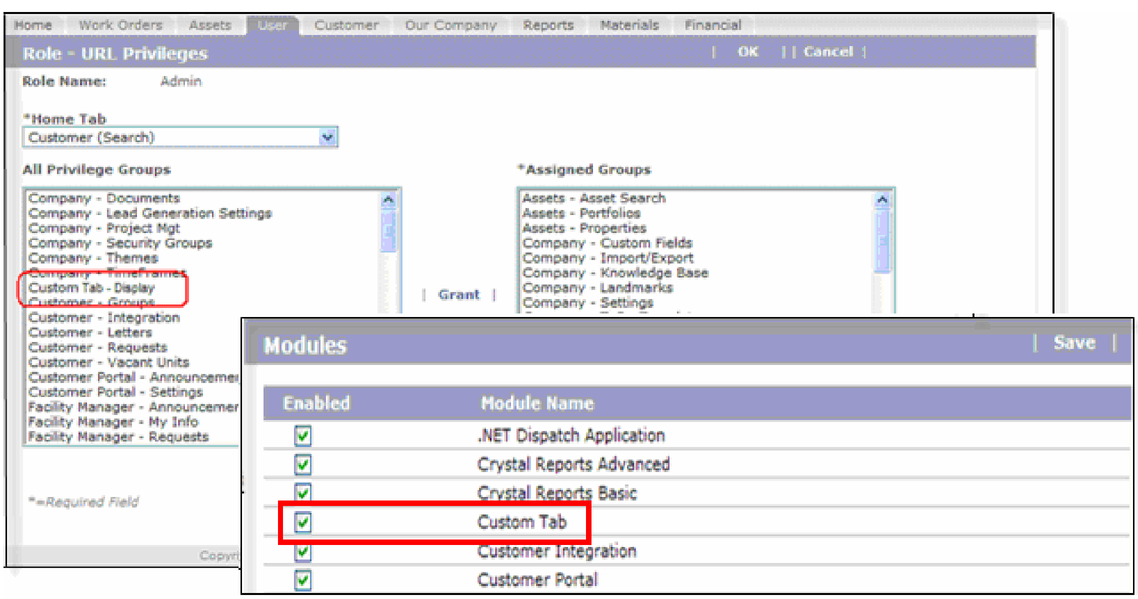



**Figure 16: Custom Tab Privilege and Module**

Administrators can define the tab's label and its content by configuring the system to bring up a URL within the tab's frame. The Custom Tab will be the first tab displayed. In the example below, the Custom Tab has been configured (Figure 17) to display Grainger's website (see Figure 18).

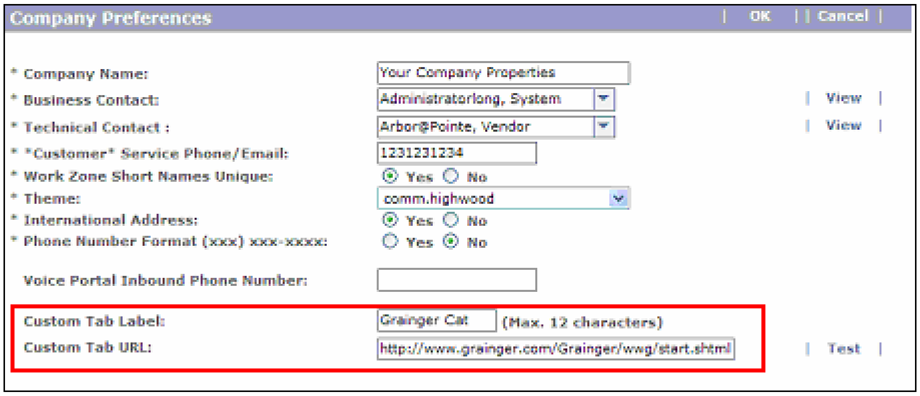



**Figure 17: Custom Tab configuration in Company Settings, displayed only if module is active**

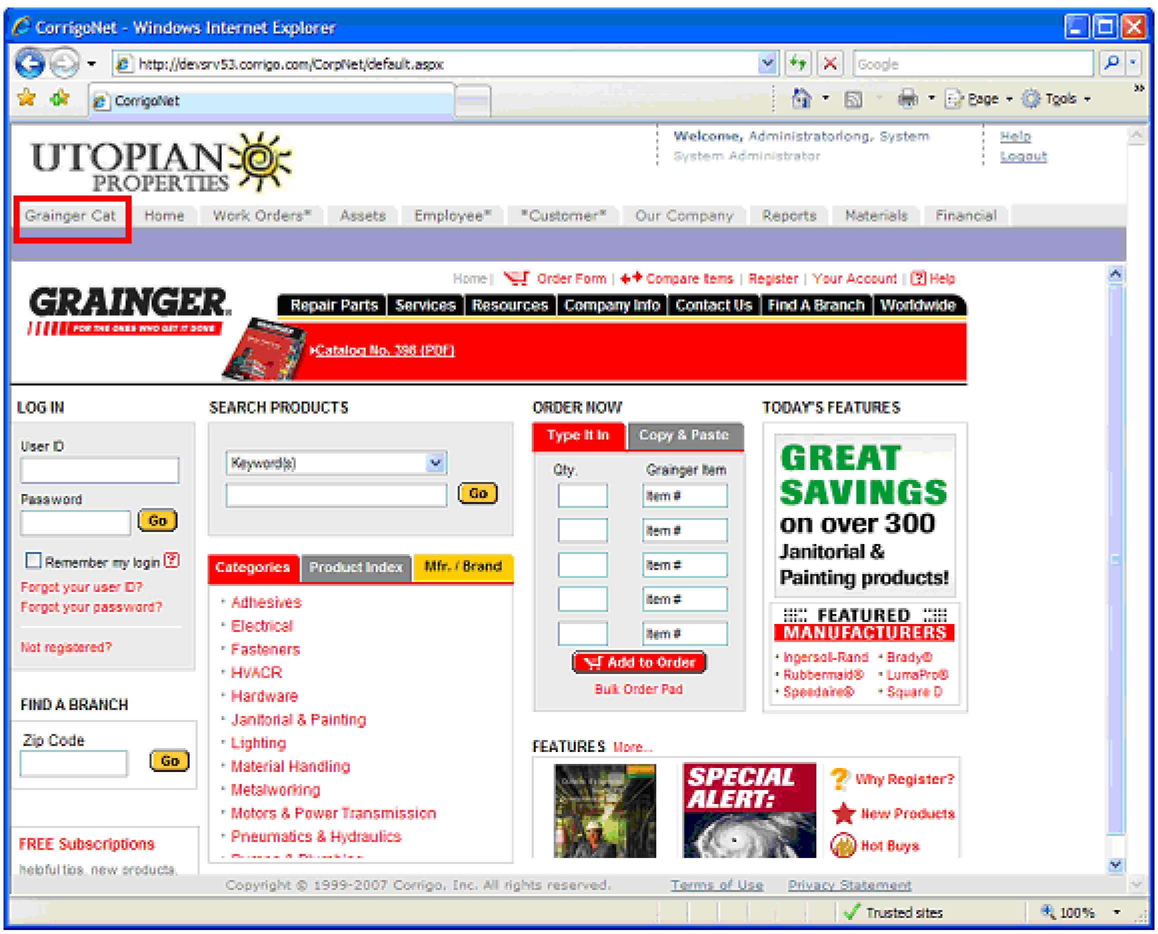



**Figure 18: Custom Tab showing Grainger's website displayed within CorrigoNet.**

### Repair Category and Code Added to Action Log

In order to provide better visibility into what repair category and code was used when the work order was completed, the action log on the Work Order Details page displays these fields as shown in the figure below:

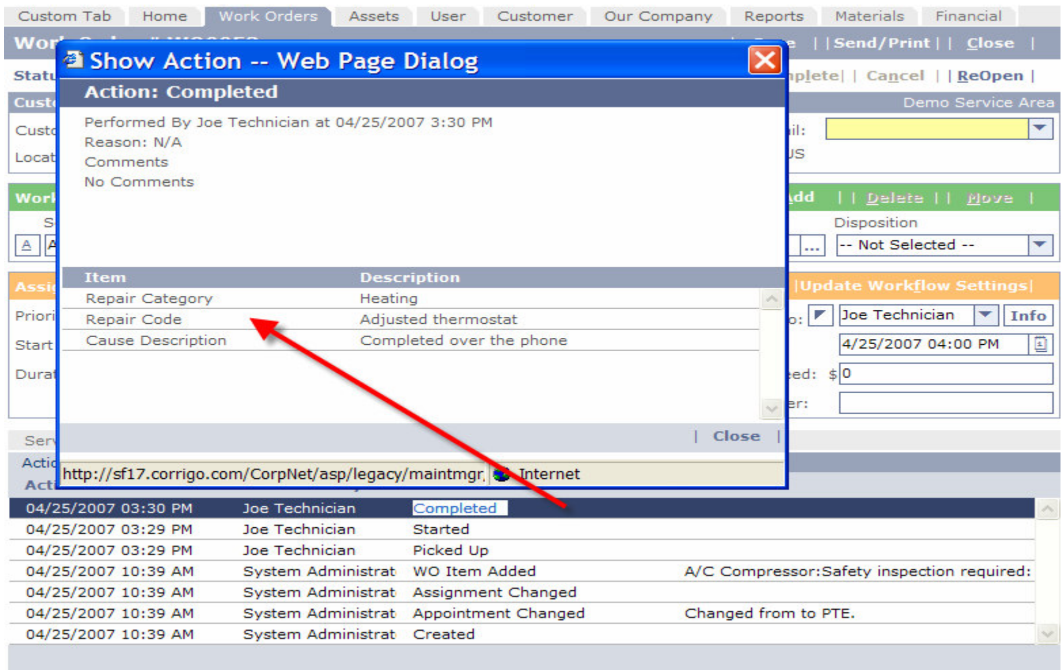



**Figure 19: Action Log Showing Repair Category and Code**

## Vendor Portal

### Ability to Add a Decline Reason

Vendors will now be able to provide a reason for declining work orders so that dispatchers can determine why the work order needs to be reassigned. Previously, vendors could only decline work orders with no reason as to why it was declined. This provided limited information to dispatchers for reassignment. After a work order is declined and a reason is added, the decline reason will be displayed on the action log in the Work Order Details page.

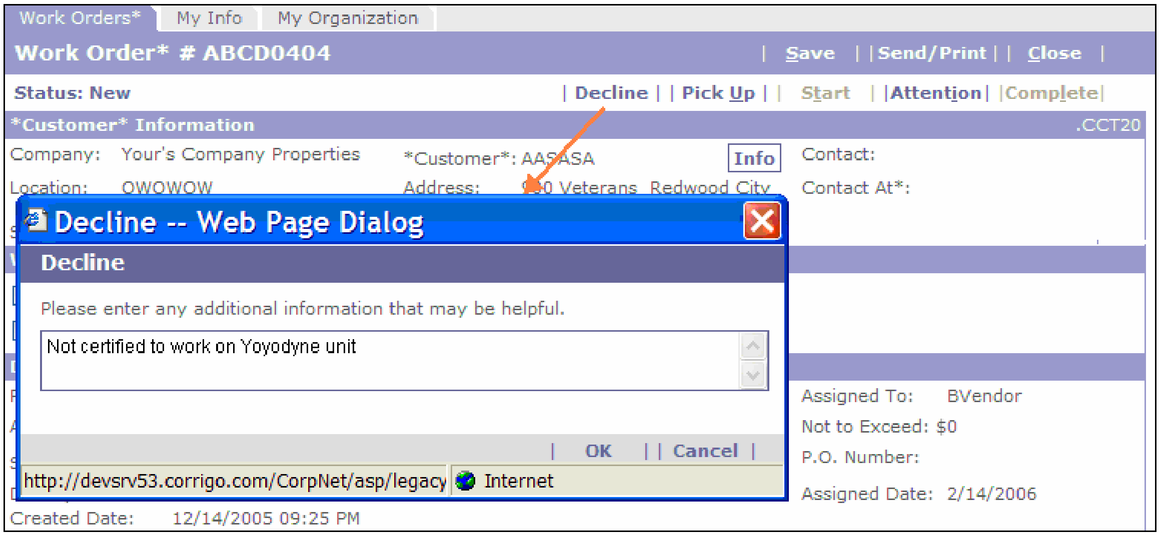



**Figure 20: Work Order Decline Reason in the Vendor Portal**

### Ability to Disallow Work Order Completion

There are several clients that do not wish to allow vendors to be able to complete work orders from the Vendor Portal because the work must be verified before the work order should actually be marked as "Completed". Thus, an "Allow Vendor to Complete Work Orders from Vendor Portal" setting can be set at the Work Order Settings – Workflow page that will enable or disable the "Complete" button on the Vendor Portal Work Order Details page.

### Portfolio View

A portfolio scope has been added to several Vendor Portal pages so that work orders and invoices can be viewed for a portfolio as opposed to just a particular work zone. The following Vendor Portal pages will include the portfolio scope selector:

- Work Order Summary
- Work Order List
- Work Order Search
- Organization Summary
- Organization List
- Invoice

## Customer Portal

### WO Custom Fields on Service Request Wizard

Based on the configuration option "Display work order custom fields as part of the request wizard"(in Customer Portal settings), Work Order custom fields can now be displayed to customer contacts (i.e. the requestor) through the Service Request Wizard. This allows requestors to add more relevant and specific information to the work order than the asset/task/description provides. Previously, this feature was available only on the Corporate Web Portal's Service Request Wizard.

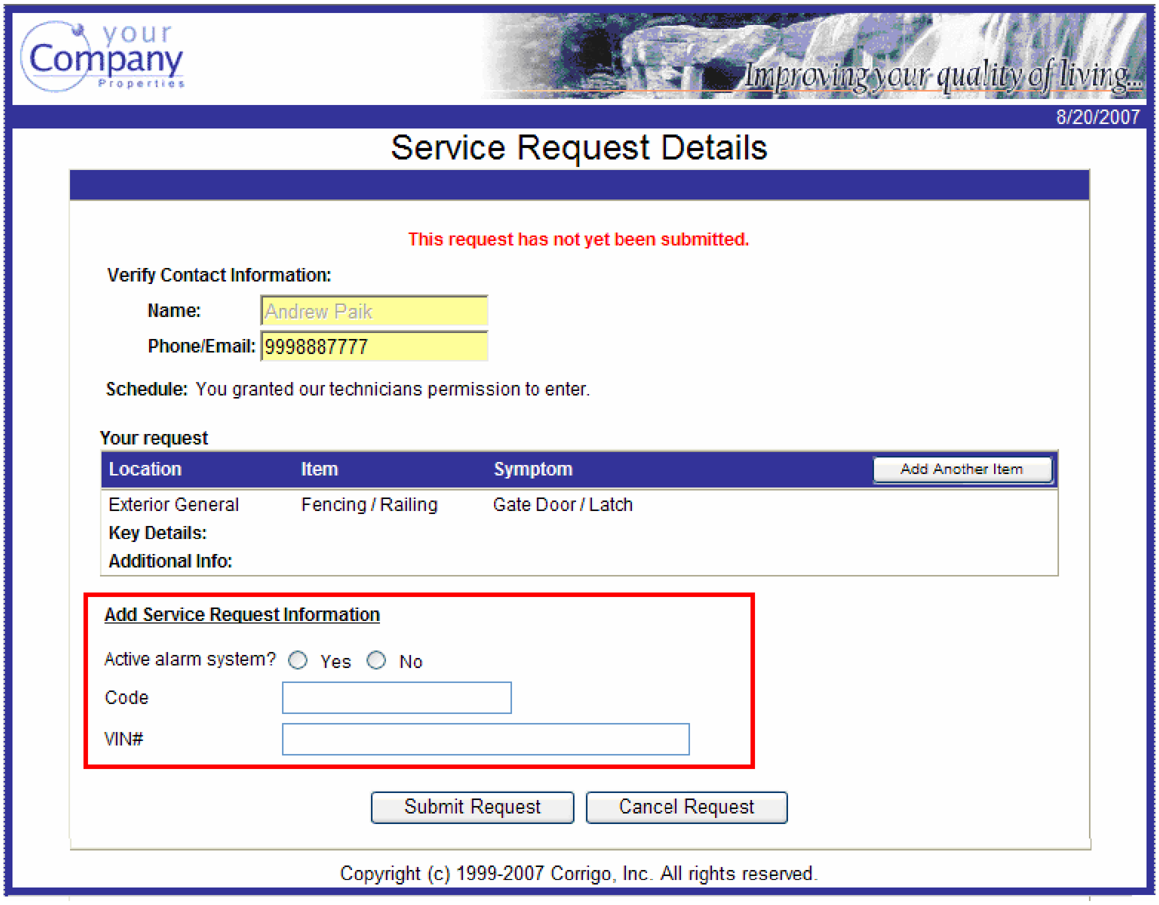



**Figure 21: Service Request Wizard showing work order custom fields**

## Ability to Overwrite Contact Name on Service Request Wizard

When creating a service request, the contact name and phone / email fields can now be edited. This is convenient in the case where users share the same Customer Portal login information or where a user creates a request on another person's behalf. This is a configurable option which can be controlled by the "Allow to overwrite contact name in request wizard" setting.

## Ability to Link Defined Printout to the Service Request Details page

Based on the "Show Link to Print Out" configuration setting, defined printouts can be viewed from the Service Request details page, as shown in the figures below.

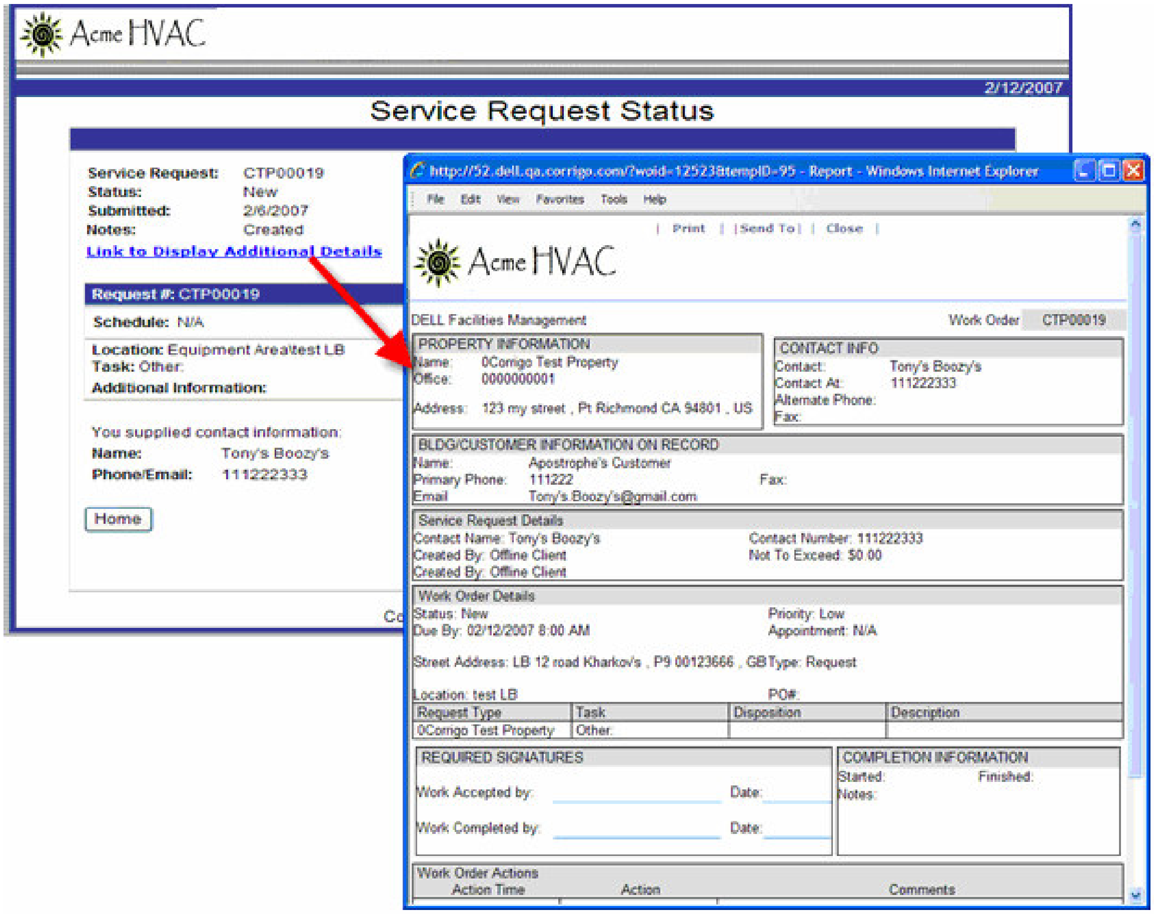



**Figure 22: Customer request details showing link to print details**

When the user clicks on the link, a separate window displays the corresponding printout that is defined with the ".html file to display" setting that is enabled if the "Show Link to Print Out" setting is enabled. This provides a mechanism by which customers can associate whatever pertinent data they desire and can create in an HTML printout.

This allows clients to provide customers and contacts with access to whatever information they desire.

## Ability to Default to "In Unit" when Creating a Service Request

A "Create Service Request inside Location" Customer Portal setting controls the ability to default the customer's unit when creating a service request if the user has access to only one location. This will alleviate the hassle of having to select the unit asset every time when adding multiple line items in the service request.

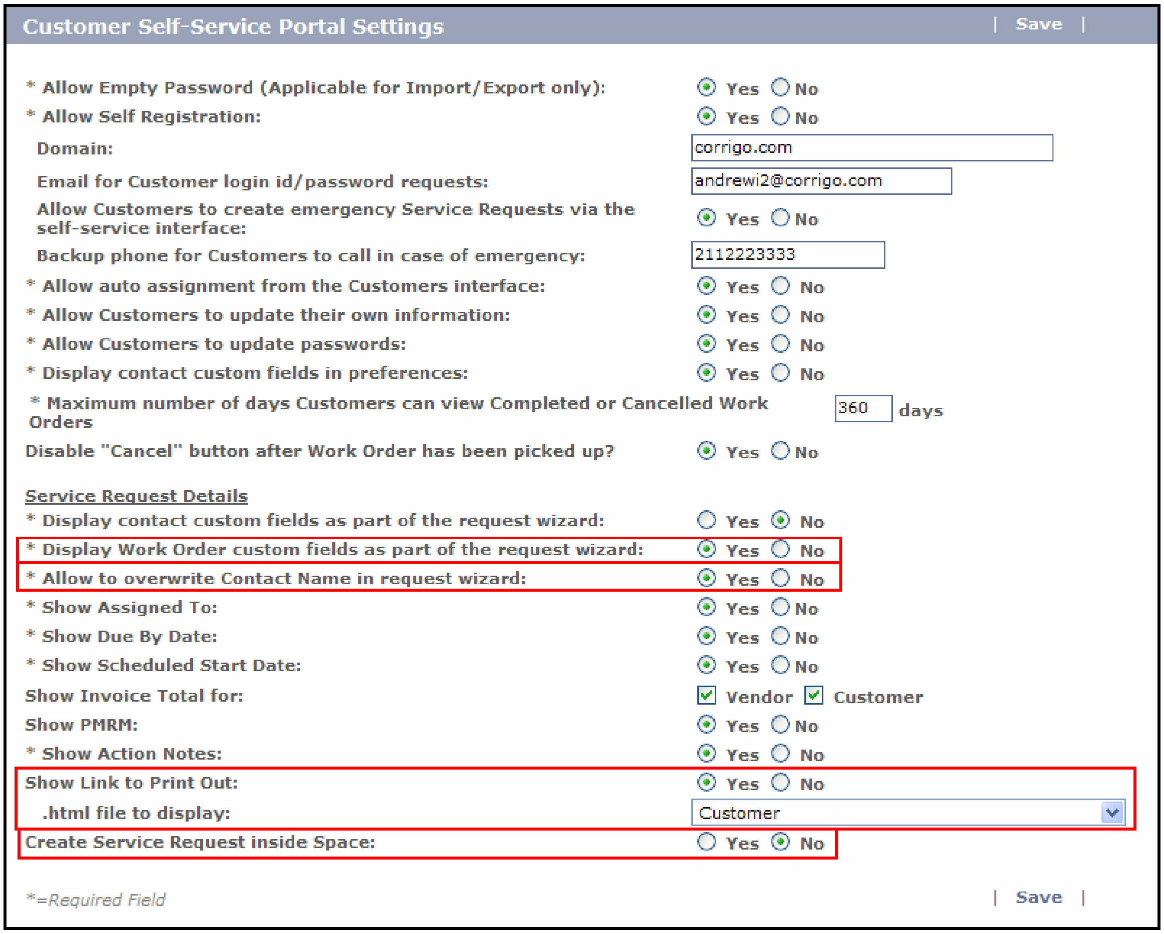



**Figure 23: Customer Portal Settings page**

## Mobile Devices

This section summarizes mobile device client changes coinciding with the Summer 2007 release. For more details on these features, please refer to the separate **Corrigo Mobile Device Client 5.3a Release Notes.**

The following mobile devices will be supported with this release:

- Pocket PC 6700 and 6800
- HP iPAQ 6900
- Blackberry 8300

The following table lists the corresponding server locations necessary to upgrade to the new 5.3a supported mobile client:

| Device | Client URL |
|---|---|
| Windows Mobile 5 Pocket PC Phone and above | http://ota.corrigo.com/WM5/5.3a/CMInstall.cab |

| | |
|---|---|
| BlackBerry with OS 4.1 and above | http://ota.corrigo.com/RIMg/5.3a/CorrigoMJ.jad |
| BlackBerry with OS 4.0 | http://ota.corrigo.com/RIM/5.3a/CorrigoMJ.jad |

**Note:**
5.3a mobile clients are not compatible with CorrigoNet version 5.2. Clients must first be on 5.3a before upgrading the device clients and taking advantage of the new features. However, clients may still use the 5.2 mobile client with the 5.3 mobile device server.

***Daylight Savings Time Patch***

**!Important!** Because of a change in the dates for the beginning and end of Daylight Savings Time beginning in 2007, Pocket PC-Windows Mobile users must download and install a patch form Microsoft to ensure accurate times and proper Corrigo operation on the device. Full instructions are available at the Windows Mobile website, http://www.microsoft.com/windowsmobile/daylightsaving/default.mspx.

### Work Plans on Windows Mobile PPC

Work plan functionality, previously restricted to RIM Blackberry devices, is now supported on the Pocket PC device, the fastest-growing and most desirable device to handle field service operations. Work plans are particularly important for homebuilder clients, who use this functionality to manage the warranty service request process.

For a complete discussion of work plans on the Pocket PC, please refer to the separate **Corrigo Mobile Device Client 5.3a Release Notes.**

### Free-Text Punch List Notes

When completing Punch List tasks, technicians have been able to choose from a list of pre-defined exception notes to explain why an item cannot be completed, but there is no way to enter a free-text notes for the task. Punch List Notes, which are associated with a specific Punch List item, allow the technician to enter specific values or other comments for a particular item (see Figure 24).

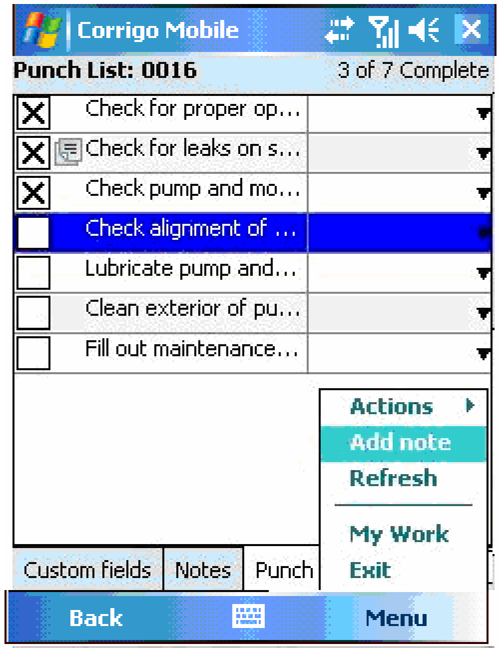



**Figure 24: Adding Notes to a Punch List Item**

### Re-Open Needs Attention and On-Hold Work Orders

On-Hold and Needs Attention work orders can be displayed on the user's mobile device, but device users have not been able to re-open them. Users with the new "Mobile - Re-Open" privilege shall be able to re-open both On-Hold and Needs Attention work orders, giving a reason for the action as well (see Figure 25).

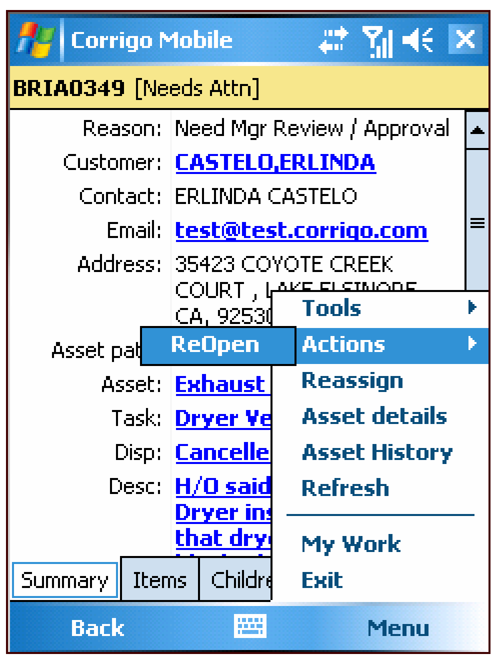



**Figure 25: Reopening a work order with status of Needs Attention**

## Editing of PO# and NTE

Mobile clients can now support the ability to edit the following work order fields:

- Access/appointment Time
- PO#
- NTE

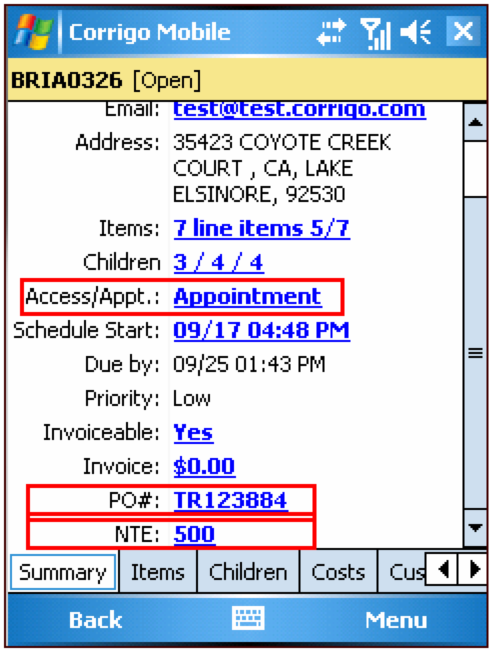



**Figure 26: New Privileges allow Appointment, PO#, and NTE to be edited**

Access/Appointment Time and PO# shall be editable with the privilege: “Mobile – Create/Edit WOs”. If the user does not have the privilege, then the fields are visible as read-only.

NTE can be edited by users with the “Mobile – Modify NTE” privilege only.

## Historical Asset Attribute Values

Users can view the history of an asset attribute’s historical values on their mobile device, which can potentially help to diagnose problems. The historical asset attribute values are available from a link within the asset attribute list, as shown in Figure 27. The History menu option appears when an attribute that is historical is highlighted.

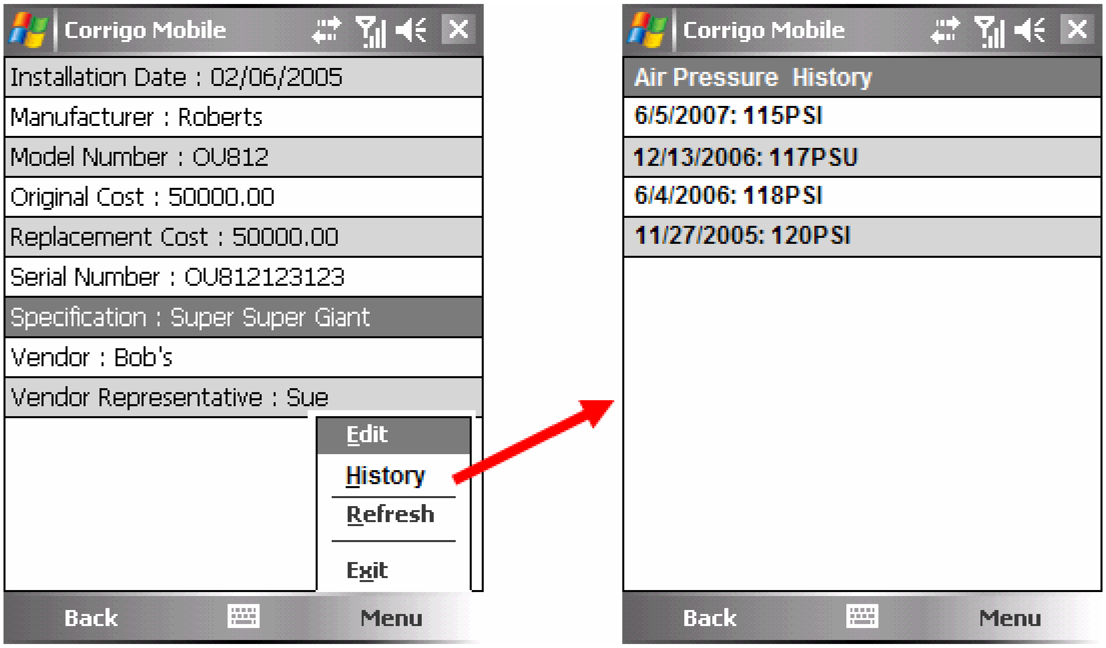



**Figure 27: Asset Attribute List and Attribute History Page**

# List of New Privileges

The following privileges have been added in Release 5.3a:

| New Privilege | Description |
|---|---|
| Permissions - Customer Addition | Allows users to create a customer record. |
| Custom Tab – Display | Allows users to access the custom tab. |
| User – Manage All | |
| Mobile – Reopen | Allows users to re-open work orders from a mobile device. |
| Mobile – Modify NTE | Allows users to modify the NTE field on a mobile device. |

The following privileges have been renamed in Release 5.3a:

| Old Privilege Name | New Privilege Name |
|---|---|
| Mobile Java - Manager Interface | Mobile - Manager |
| Mobile Web-All WO | Mobile - All WO |
| Mobile Web-Cancel | Mobile - Cancel |
| Mobile Web-Create/Edit WOs | Mobile - Create/Edit WO |
| Mobile Web-Edit Asset Attributes | Mobile - Edit Asset Attributes |
| Mobile Web-Find My WO | Mobile - Find My WO |
| Mobile Web-Find WO | Mobile - Find WO |
| Mobile Web-Material Search | Mobile - Material Search |
| Mobile Web-My Wos | Mobile - My WOs |
| Mobile Web-On Hold | Mobile - On-Hold |
| Mobile Web-PM List | Mobile - PM List |
| Mobile Web-Reassign WO | Mobile - Assign WO |
| Mobile Web-Set Bill back | Mobile - Invoice |
| Mobile Web-Time Card | Mobile - Time Card |
| Mobile Web-Unassigned | Mobile - Unassigned |
| Mobile Web-Unassigned PM | Mobile - Unassigned PMs |
| Mobile Web-Work Plan | Mobile - Work Plans |
| Mobile Web-Display Configuration | Mobile Configuration - Display |
| Mobile Web-Bookmarks | Mobile Configuration - Bookmarks |

# Additional Defects and Extensions Addressed

The following is a list of other issues (Defect Fixes, Extensions and Modifications) covered in the Summer Update, by Tracking ID#:

### Corporate Web:

| Issue Id | Subject |
|---|---|
| 46 | Work order dependency is correctly displayed in the view/edit dialog box on the Dispatch Board |
| 601 | Survey emails appear correctly in email clients |
| 1331 | Closed "Loophole" which allowed access to PMRM schedules without the correct privileges |
| 2259 | Privacy policy is up to date |
| 2338 | Attached warranty policy is displayed in the WO print out |
| 3843 | Added two more entries for Cylinder type field |

| | |
|---|---|
| 5080 | Map Board correctly displays the "Landmarks" tab |
| 4076 | Special characters are now allowed in almost all text fields allowing for the use of non-English keyboards and alphabets. (Note: does not support double-byte characters like Chinese, etc.) |
| 4266 | PMRM WO assigned to a vendor with expired insurance does not change to needs attention status |
| 4829 | Surveys are allowed on work orders created through WO details page |
| 4831 | Upgrade does not overwrite print template visibility settings |
| 5135 | All work orders can now be viewed in work order list pages |
| 5270 | Roles with higher ranks are restricted to users with lower ranked roles |
| 5326 | PM schedules with assignment to a non-default team generate work orders assigned correctly to the non-default team |
| 5403 | More than three digits are allowed on WO Search cancelled/completed filters |
| 5436 | Size limitations in Letters increased to 20K chars |
| 5440 | Added Last Web Log-in to "Assigned to" Info dialog. Addresses: request to have Vendor Portal user info identified in the WO Details screen |
| 5445 | Added ability to enter comments when Manually Sending WO's via email |
| 5773 | Duplicate request is no longer created if the user presses refresh on the Confirmation page of SR Wizard |
| 5893 | Work plan age stops accruing when all child work orders are completed |
| 6004 | PMRM Schedules can no longer be imported with assignment to 'Inactive' users |
| 6384 | Invoice print out services total and tax field in the Costs section displayed correctly |
| 12943 | Notification By Mobile Device contact notification is still available if the Mobile Web module is disabled |

### Customer Portal:

| Issue Id | Subject |
|---|---|
| 2360 | Customer portal does not stay active when a site is offline |
| 4887 | The display of the Submitted and Status fields are swapped |

### Vendor Portal:

| Issue Id | Subject |
|---|---|
| 4690 | Visibility of space start/end dates to vendor WO details page is now available |
| 5908 | Tax' description is now optional when adding costs to vendor invoices. |
| 6498 | Removed "Edit" button from the Decline work order dialog |
| 6499 | Users can no longer enter more characters in the Decline dialog than what can be saved |
| 12814 | Vendors completing a parent WO with active children get meaningful error message than displaying "4" |

### Reports:

| Issue Id | Subject |
|---|---|
| 1628 | Added "move out date" as a reporting column |
| 2320 | Added "labor code description" to the available columns in the User > Time Card report |
| 2938 | Other assigned (e.g.: Secondary) users can now be reported on from the WO Details wizard report template. |

| | |
|---|---|
| 4267 | Email format handled properly for report subscribers |
| 5572 | Customer Custom Fields in Report Wizard - WO Details are now exposed |
| 5672 | 5.2 report exporting (TIFF, PDF) does not add blank page between data |
| 6190 | "Employee ID" in the Financial/Vendor Invoice report type of the wizard is now exposed |
| 6193 | Weekly report subscriptions get sent correctly |
| 6431 | Added Customer Notes to the customer wizard template. |
| 6447 | Mis-named report column in "Portfolio Performance - By Team" report is fixed |

### Miscellaneous:

| Issue Id | Subject |
|---|---|
| 4398 | Upgraded Telenav Integration Servers |
| 5097 | Replaced Phone/Email field for KHOV's theme |
| 5490 | Re-importing work orders with custom field values results in the values being removed |
| 5793 | Added "CUSTOMER GROUP" to Import/Export |
| 5863 | Created new theme for Turner. |
| 6586 | Created a new customer portal theme for Airserv. |

### Devices:

| Issue Id | Subject |
|---|---|
| 96 | WO created from Mobile Java gets created with the correct selected team |
| 4443 | Completion note length is consistent with Corp |
| 6405 | Content and length of PO# field on devices are consistent with Corp |
| 6406 | Content and length of NTE field on devices are consistent with Corp |
| 6434 | User can save cleared PO# field after it was previously saved with a value |
| 6448 | PO# and NTE values entered from Corp are properly reflected on the mobile device |
| 6548 | Count of completed children on the work plan list page is displayed correctly |
| 6594 | Deleted Labor Codes are no longer available for selection on java |