
FOCUS release notes - version 7.1

- **Compatibility with CounterPoint version 7.5** – CounterPoint only - Focus version 7.1 is completely integrated with CounterPoint version 7.5 and supports the new mouse functionality for on-screen buttons, pop-up windows and drop-down lists.
- **PM due report** – Allow for auto attach notes to be automatically applied to service calls that are created via the PM due report.
- **Customer equipment maintenance** – The F6 pop-up window introduced in 7.0 was pulling the equipment list from the “Main” service address, regardless of the actual service address. Also, the F6 pop-up window would not properly clear when the ESC key was pressed. These issues have been corrected.
- **Response time report** – New features have been added to track technician response time. The new response time report works in conjunction with a new Focus setup code, *work calendars*. The work calendars allow the definition of standard hours and days of operation and the definition of exception days (holidays). Multiple work calendars may be defined. These calendars are then used to produce a report that displays the responsiveness of service technicians.
- **Service call profit analysis report** – Adjusted the line spacing and the position of some fields on the report to address layout issues.
- **Service call schedule board** – The F1 search window has been modified, now allowing the full dispatch note to display at the bottom when scrolling through service calls. Also, after “seeding” the search for calls by call number or zip code, pressing enter would not properly select the highlighted call. This has been corrected.
- **Customer equipment list report** – The placement of the equipment description and the serial number fields has been changed to improve the readability of the report. A new column has also been added to the brief report format indicating the coverage status (contract, warranty, both or none) for each piece of included equipment.
- **Contract invoice printing** – When printing contract invoices, the “sorted by” option now defaults to service contracts. Previously this field did not contain a default.
- **Invoice code setup report** – The field placement on this report was revised to improve readability and correspond more closely with the layout of the setup screen.
- **Multi site flags** – CounterPoint only - Focus now sets the flags for multi site processing at service call/contract posting time. This allows Focus data that is passed to CounterPoint for changes to inventory, sales history and AR to be interfaced during the overnight processing.

- **Contract Accruals** – Correct calculation of the previous month for all dates in 2001. Accruals for dates in 2001 had the potential for accruing more than the proper amount.
- **Selection of calls for invoicing** – Great Plains version 9 Focus Lite only – Allow proper selection of calls for billing by removing the reference to POS transfers.
- **Password maintenance** – Great Plains version 9 only – This was inadvertently left out of production with the Focus 7.0 version. The correct version of this program is installed with the full Focus 7.1 release.
- **Profit/Cost center for inventory** - Great Plains Classic only – The profit/cost center for inventory cost will be taken from the profit/cost center designated in the invoice code in Focus. Previously this had come from the item’s inventory record cost of goods account.
- **Tax Calculation** – CounterPoint only - Allow for proper tax calculation of ‘cutoff’ amount when using a tax percent 2 of 0% in the AR setup tax code. For example: Tax percent 1 of 5% on amount over \$0 and tax percent 2 of 0% on amount over 100.00 will now calc 5% on amount from \$0-\$100.00. Previously would calc 5% on entire amount and not recognize the cutoff level of \$100.00.
- **File utilities for service call history** – Great Plains Classic only - The export and restore file utilities were using an incorrect file format for the service call history file. This has been corrected.
- **Customer Equipment search** – When selecting a customer by name, the system would automatically capitalize all the characters entered in the customer name field. In situations where the customer name was on file in a mixed case format, the system would not find a match. This has been corrected.
- **Contract Entry** – Great Plains Classic only – When adding a new contract, the customer number was not being saved properly, resulting in a ‘Not on file’ message when later retrieving the contract. This has been corrected.
- **Deferred contract invoicing** – Great Plains Classic only – The posting document date passed to AR was formatted incorrectly if a posting date override was selected. This has been corrected.
- **Auto attach notes** – When processing Focus auto-attach notes, certain conditions could cause a file error 46. Additionally, auto-attach address notes from the wrong service address could potentially be attached to a service call. These issues have been corrected in the 7.1 release.
- **Spelling correction in Scheduling/Dispatching** - Correct typo in the word ‘highlight’ on the service call schedule board and the call status change screen.

- **Service call posting** - In certain cases, service call posting could generate a user count error message during processing. Pressing the enter key would allow posting to proceed without problem. The error message no longer appears.
- **Service invoice history report** – This report now prints both lines of work description for labor record on the report. Previously only the first line printed.
- **Technician schedule report** – The technician Return date now prints on the report. Previously the Return time would print but the Return date field would be blank.
- **Contract listing report** – A new option has been added to filter by renewal type. Contracts can be included or skipped based on their renewal type: Automatic, Manual or None.
- **Contract Expiration report** – A new option has been added to filter by renewal type. Contracts can be included or skipped based on their renewal type: Automatic, Manual or None.
- **Meters for time blocks** – A new field, pending usage, has been added to capture unposted time block meter usage. This allows for the posted usage, as well as unposted usage, to be used for calculation and display of current levels. This provides a more accurate picture of time block usage. This capability has been added to service call equipment maintenance, customer equipment maintenance, the service calls report and the billing edit list.
- **Contract view** – Allow ability the view equipment detail from the contract view screen.
- **Invoice formats** – Addition of an F9 lookup on the format number field during the *Copy* function.
- **Customer template** – Great Plains Classic only – Customer default template fields # 22 terms code and #24 tax code are now required fields. Designating these fields as ‘skip’ caused problems during on the fly customer entry.
- **Customer equipment view** - Displays and calculates the proper PM due date. Previously the PM due date on the view could be blank.
- **Contract invoice printing** – The Totals section of contract invoices will now calculate the correct charge for equipment that has a quantity greater than one. Previously the Line items area would display the proper extended total but the Totals section would only account for 1 unit.