

CDA Service Manager

Version 9.0

The new CDA Service Manager Version 9.0 release incorporates many new features as well as structure changes designed to maximize program efficiency and reduce data overhead requirements. It also includes new or revised real-time interfaces with Service Bench, Service Power, LG and Map Quest. Many areas of the program that contained old code have been re-written to improve performance. Although the look and feel of the program has not changed much, there are a lot of behind-the-scene changes and there is a lot more going on. These changes are all part of our ongoing development plans to provide the necessary tools and environment for future releases.

New handling for Itemized Labor:

One of the biggest changes in the program's code was the re-structuring of the way you will handle Labor charges. This release gives you the ability to split the coverage for labor charges in the same manner used as when applying parts. You will now be required to make an Itemized Labor Entry when applying labor to a work order. The Itemized Labor window is now permanently displayed at the top of the "Totals" window so you can see all of your labor entries at a glance.

As you can see in this example, there are three labor entries. Two for COD and one for Warranty charges.

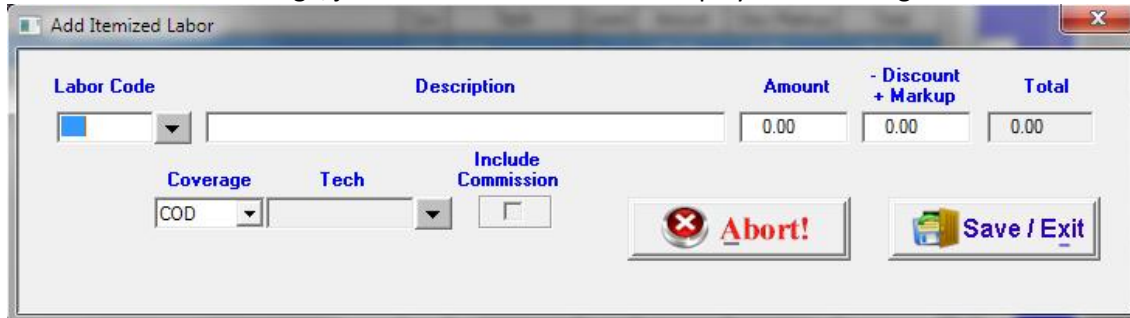
The screenshot displays the 'Estimate and Totals Window' in the CDA Service Manager. The window is divided into several sections:

- Estimate Info:** Includes fields for 'Est. Required' (checkbox), 'Est. Prepared On' (date), 'Approved (Y/N)' (checkbox), 'Date Approved / Declined' (date), 'Approved By' (text), 'Estimate Revised' (checkbox), 'On' (date), and 'Pre-Authorized Amount' (\$0.00). There is also a 'Custom Estimate' button.
- Itemized Labor:** A table with columns: Code, Labor Description, Cov, Tech, Comm, Amount, Disc/Markup, and Total. A red circle highlights the 'Cov' and 'Tech' columns. The table contains three entries:

Code	Labor Description	Cov	Tech	Comm	Amount	Disc/Markup	Total
95	MAJOR LABOR RATE	COD	BOB	X	95.00	0.00	95.00
COD	COD IN-HOME CHARGE	COD			90.00	0.00	90.00
MFG	MFG CHARGE	WAR			15.00	0.00	15.00
- Other Charges:** Includes fields for 'Diagnostics' (0.00), 'Miles' (0), 'Mileage Amt' (0.00), 'Shipping' (0.00), 'Diagnostic Tech' (dropdown), 'Travel' (0.00), 'Include Commission' (checkbox), and 'Select Coverage' (radio buttons: C.O.D., Warranty, 3rd Party). There is also a 'Tax Other Charges' checkbox.
- Sales Tax:** Includes 'Sales Tax EXEMPT' (checkbox), 'Disable Auto Tax Rate' (checkbox), 'Tax Rate Used' (0.07000), and 'Total Tax' (0.00).
- Totals:** A summary section showing 'Total Invoice' (200.00), 'Other Discount' (0.00), 'Total Payments' (0.00), and 'Balance Due \$' (200.00).

At the bottom of the window, there are buttons for 'Add', 'Edit', 'Delete', 'Fixed 3rd Party Rate', 'Fixed Warranty Rate', 'Fixed Model # Rate', 'Total Labor' (200.00), 'Save / Exit', and 'Commissions'.

To add a new labor charge, just click the Add button to display the following window:

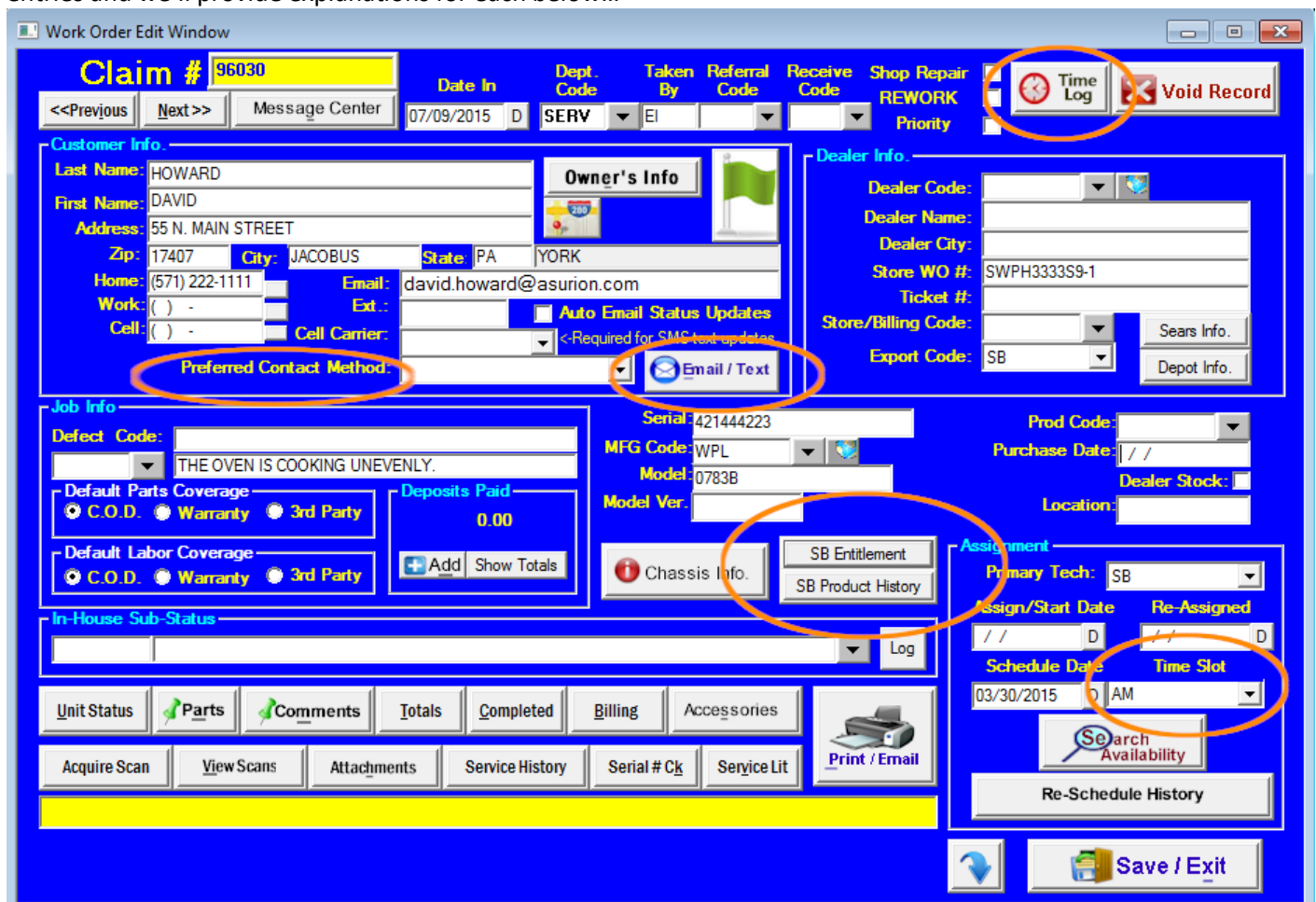


The 'Add Itemized Labor' window is a standard Windows-style dialog box. It features a table with five columns: 'Labor Code', 'Description', 'Amount', '- Discount + Markup', and 'Total'. The 'Amount' column shows '0.00'. Below the table, there are three input fields: 'Coverage' (with a dropdown menu showing 'COD'), 'Tech' (with a dropdown menu), and 'Include Commission' (with a checkbox). At the bottom right, there are two buttons: 'Abort!' with a red 'X' icon and 'Save / Exit' with a floppy disk icon.

Here, you have the choice of selecting a pre-defined labor rate from the dropdown box or manually entering the rate. You can also assign a tech and include commission.

New Work Order Entry Window:

Take a look at the new Work Order Entry window. Aside from a few small layout changes we circled the new entries and we'll provide explanations for each below...



The 'Work Order Edit Window' is a complex application window with a blue background. It contains several sections: 'Claim # 96030' at the top left, 'Customer Info' with fields for last name (HOWARD), first name (DAVID), address, zip, city, state, and email; 'Owner's Info' with a flag icon; 'Dealer Info' with fields for dealer code, name, city, store WO #, ticket #, store/billing code, and export code; 'Job Info' with a defect code dropdown (showing 'THE OVEN IS COOKING UNEVENLY'), default parts coverage (C.O.D., Warranty, 3rd Party), default labor coverage (C.O.D., Warranty, 3rd Party), and a 'Deposits Paid' section; 'In-House Sub-Status' with a dropdown menu; 'Assignment' with fields for primary tech, assign/start date, re-assigned date, schedule date, and time slot; and a bottom section with buttons for 'Unit Status', 'Parts', 'Comments', 'Totals', 'Completed', 'Billing', 'Accessories', 'Acquire Scan', 'View Scans', 'Attachments', 'Service History', 'Serial # Ck', 'Service Lit', 'Print / Email', and 'Save / Exit'. Several elements are circled in orange: the 'Time Log' and 'Void Record' buttons in the top right; the 'Preferred Contact Method' dropdown in the 'Customer Info' section; the 'Email / Text' button in the 'Preferred Contact Method' dropdown; the 'SB Entitlement' and 'SB Product History' buttons in the 'Job Info' section; and the 'Schedule Date' and 'Time Slot' dropdowns in the 'Assignment' section.



Work Order Time Log:

This new feature will allow you to track the actual time spent on each job. It will control Start and Stop times for all techs involved on the job. A running total is also included. These functions also link to MobileCDA. When the mobile tech arrives and departs a job, entries are recorded in the work order time log.

Tech	Department	Start Date	Start Time	Stop Date	Stop Time	Total (Days:Hr:Min:Sec)	Last Action
BOB	01	07/01/2015	11:34:51 AM	07/01/2015	12:15:14 AM	0:00:40:23	CLOCK STOPPED BY DAN
DAN	02	07/01/2015	02:00:49 PM	07/01/2015	03:08:07 PM	0:01:07:18	CLOCK STOPPED BY DAN
BOB	01	07/02/2015	10:04:55 AM	07/02/2015	01:44:14 PM	0:03:39:19	CLOCK STOPPED BY DAN

Total Time Accumulated
by all techs.

A new Excel report was also added in the Work Order Reports menu. This report will provide work order time totals for all work orders within a selected time period.

CDA Service Manager Current User: DAN

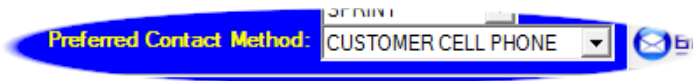
File Work Orders P.O.'s Inventory MFG Dealers Vendors Communications History Utilities Reports

Work Order Reports

- Model Number Service Report
- Units Received Report
- In-Complete Units Report
- Unassigned Units Report
- Completed Units Report
- Units Waiting for Parts
- Units Returned but Not Paid
- Store Status Reports
- Technician Assignment Reports
- Jobs Tally Report
- Report by Schedule Date
- Shipping Manifest
- Status of Estimates Report
- Repair Turn-A-Round Report
- Unit Recall Report
- Units Shipped to Manufacturer
- Dealer Master Summary
- Depot Processing Report
- Multiple Serial Number Report
- Technician Evaluation Report
- Work Order Time Log Report

Preferred Contact Method:

You can now select the method for which the customer prefers to be contacted.

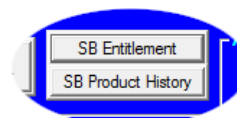
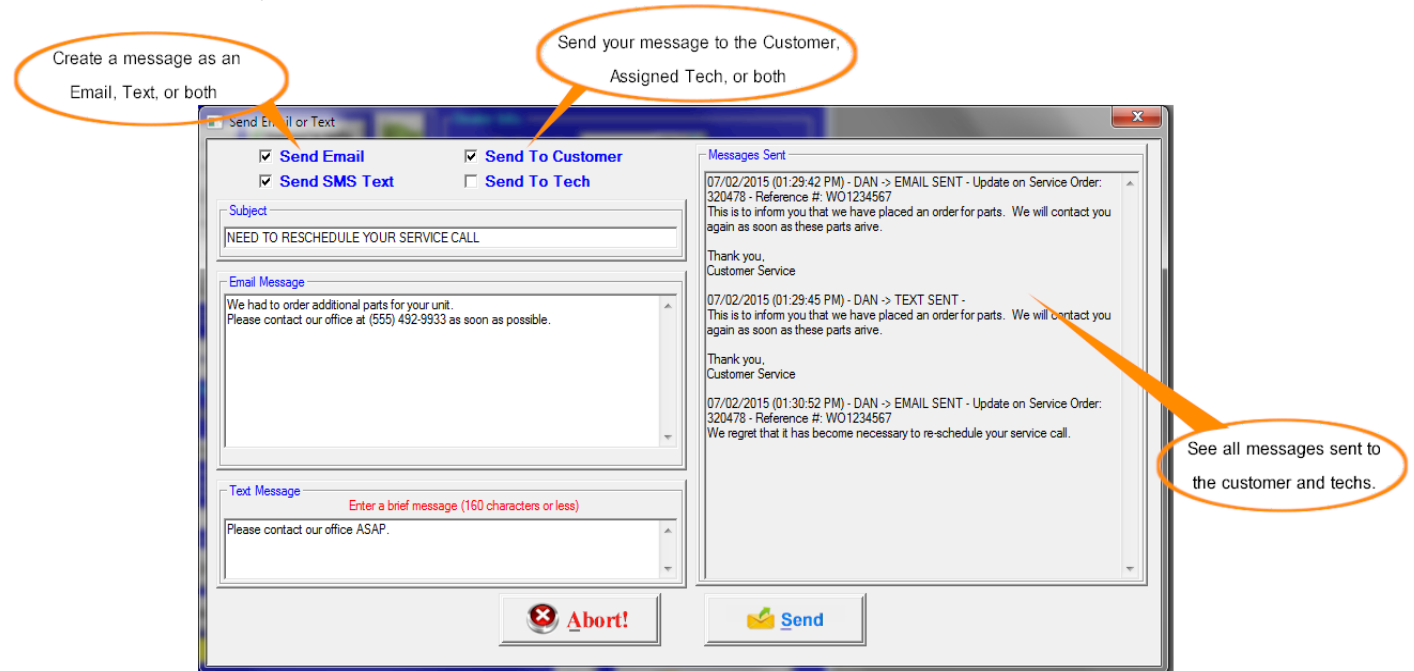


Email/Text:

The Email/Text window will allow you to send a quick email or SMS text message to the customer, the technician assigned to the job, or both. It also has a database that will log every message sent with a date and time stamp as well as the user sending the message. The auto email messages will be stored here as well. This is a good way to keep track of all the message transmissions between all parties.

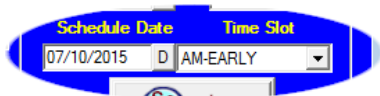


This is the new Email/Text window:



Service Bench Entitlement & Product History:

The new Service Bench Real-Time Interface (ver. V5) now has the ability to quickly retrieve both the Entitlement and Product History information directly from the SB web portal with just a click of the mouse. The information will be displayed in a browse window and will give you the ability to print it if you like.



Time Slot:

The Time Slot field has been added next to the Scheduled Date field. This field will be auto populated when dispatches are received via your real-time interfaces.

Employee Time Log:

In CDA version 8.9 we introduced a simple Employee Time Log that allow employees to clock in and out throughout the day. In the new version 9.0, we enhanced these functions to make it work more like a traditional time clock. The employees will clock in and out throughout the day with the appropriate comments and the system will control the times and totals for each segment.

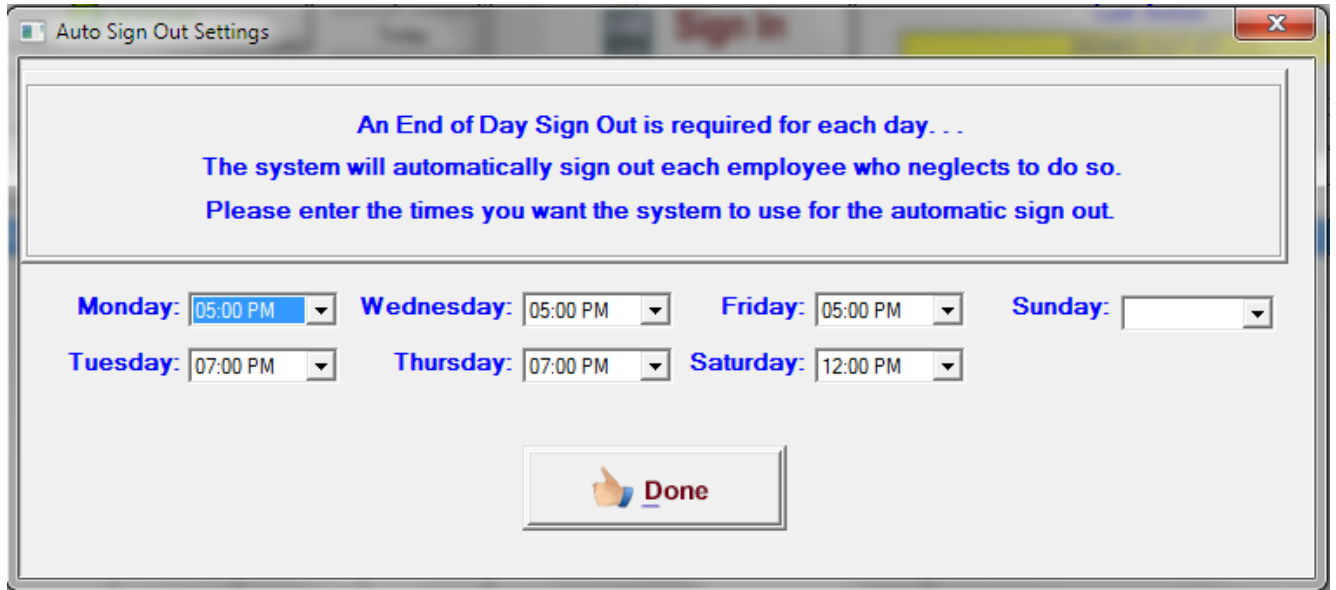
Employee Time Log Window:

ACTION	TIME IN	TIME OUT	TOTAL TIME	Login Comments	Logout Comments
SIGNED OUT	08:00:49 AM	10:15:04 AM	02:14:15	BEGIN STANDARD WORK DAY	OUT FOR BREAK
SIGNED OUT	10:32:26 AM	01:45:44 PM	03:13:18	RETURN FROM BREAK	OUT FOR LUNCH
SIGNED OUT	02:47:05 AM	06:05:34 AM	03:18:29	RETURN FROM LUNCH	END STANDARD WORK DAY

Total Time: 08:46:02

Reporting Edit Settings Total Hours Done

The system requires an End of Day time out. Since it's possible for an employee to neglect to sign out, the system will automatically sign him out at a designated time that you setup for each work day. See example below:

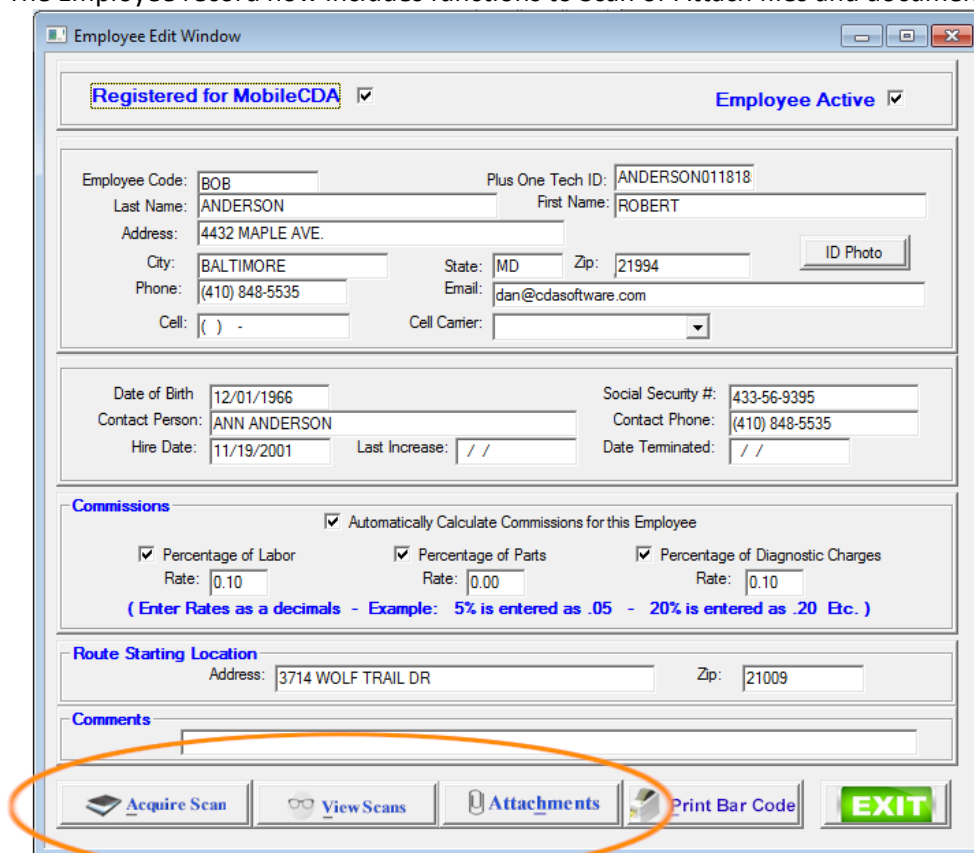


The screenshot shows a window titled "Auto Sign Out Settings". It contains a message: "An End of Day Sign Out is required for each day. . . The system will automatically sign out each employee who neglects to do so. Please enter the times you want the system to use for the automatic sign out." Below the message are seven dropdown menus for the days of the week: Monday (05:00 PM), Tuesday (07:00 PM), Wednesday (05:00 PM), Thursday (07:00 PM), Friday (05:00 PM), Saturday (12:00 PM), and Sunday (empty). At the bottom is a "Done" button with a thumbs-up icon.

The Employee Time Log feature also has a re-designed and more detailed Excel report that will breakdown times in sub-totals for each employee as well as for each day included in the report.

Employee Record:

The Employee record now includes functions to Scan or Attach files and documents.



The screenshot shows an "Employee Edit Window" for an employee named Robert Anderson. It includes fields for Employee Code (BOB), Plus One Tech ID (ANDERSON011818), Last Name (ANDERSON), First Name (ROBERT), Address (4432 MAPLE AVE), City (BALTIMORE), State (MD), Zip (21994), Phone ((410) 848-5535), Email (dan@cdasoftware.com), Cell (() -), Date of Birth (12/01/1966), Social Security # (433-56-9395), Contact Person (ANN ANDERSON), Contact Phone ((410) 848-5535), Hire Date (11/19/2001), Last Increase (/ /), and Date Terminated (/ /). There are checkboxes for "Registered for MobileCDA" and "Employee Active". A "Commissions" section has checkboxes for "Percentage of Labor", "Percentage of Parts", and "Percentage of Diagnostic Charges", each with a rate field. A "Route Starting Location" section has an address field (3714 WOLF TRAIL DR) and a zip field (21009). A "Comments" section is at the bottom. At the very bottom, there is a row of buttons: "Acquire Scan", "View Scans", "Attachments", "Print Bar Code", and "EXIT". The "Acquire Scan", "View Scans", and "Attachments" buttons are circled in orange.

Scheduler Enhancements:

We designed an interface with Map Quest to bring you a more efficient way to display your routes showing more information and the ability to optimize the route with a click of the mouse.

Two new buttons have been added. **“Route Planner”** and **“Route Import”**. The Route Planner button will display your route in Map Quest’s Route Planner web application. The Route Import button will import your route from Map Quest and automatically re-arrange the Job order to match the optimization you made when in the map mode.

Notice the Job order before optimization:

The screenshot shows the 'Tech Routes' application window. At the top, there's a header with 'Friday July 3, 2015' and a 'Selected Customer' section for JIMMY JAMERSON. Below this is a table of jobs. A red circle highlights the 'Job' column, specifically the value '5' for the job assigned to technician 'DAN'. At the bottom of the window, there's a toolbar with several buttons. A red circle highlights the 'Route Planner' and 'Route Import' buttons, along with the 'EXIT' button.

Tech	Job	Time Band	PI	State	Zip	Customer	Conf	Arrived	Departed	Job Status	Header Comments	Claim
DAN	6		X	MD	21034	PATTERSON				ORDER PARTS		320310A
DAN	3	AM-LATE	X	MD	21131	PATTERSON				ORDER PARTS		320310
DAN	4			MD	21286	JAMES				ARRIVED		320307
DAN	2	ALL DAY		MD	21087	WRIGHT				PENDING		320093
DAN	5	MIDDAY-LATE	X	MD	21084	JAMERSON				ORDER PARTS	SEE NOTES	300046
DAN	1	MIDDAY-EARLY	X	MD	21050	OAKMEYER				ORDER PARTS	TEST	320303

When you export your route to Map Quest, you will notice more information is provided.

The screenshot shows the Map Quest route optimization interface. It lists a series of stops from A to G. Callouts point to specific fields: 'Claim Number' points to the claim number field, 'Time Band' points to the time band field, and 'Customer' points to the customer name field. A callout points to the 'Add the starting address as the ending address' checkbox. Another callout points to the 'Optimize your route' section, specifically the 'Allow MapQuest to re-order stops on your route' checkbox. A final callout points to the 'Avoid the following' section, specifically the 'Tolls' checkbox.

START A 3714 Wolf Trail Dr, Abingdon, MD 21009-4307 Starting Address

B 2208 Tory Way, Forest Hill, MD 21050-2653 320303 - MIDDAY-EARLY - OAK

C 11712 Hillside Rd, Kingsville, MD 21087-1643 320093 - ALL DAY - WRIGHT

D 2700 Paper Mill Rd, Phoenix, MD 21131-1322 320310 - AM-LATE - PATTERSON

E 1430 Providence Rd, Towson, MD 21286-1522 320307 - ALL DAY - JAMES

F 1415 Knopp Rd, Jarrettsville, MD 21084-1616 300046 - MIDDAY-LATE - JAMERSON

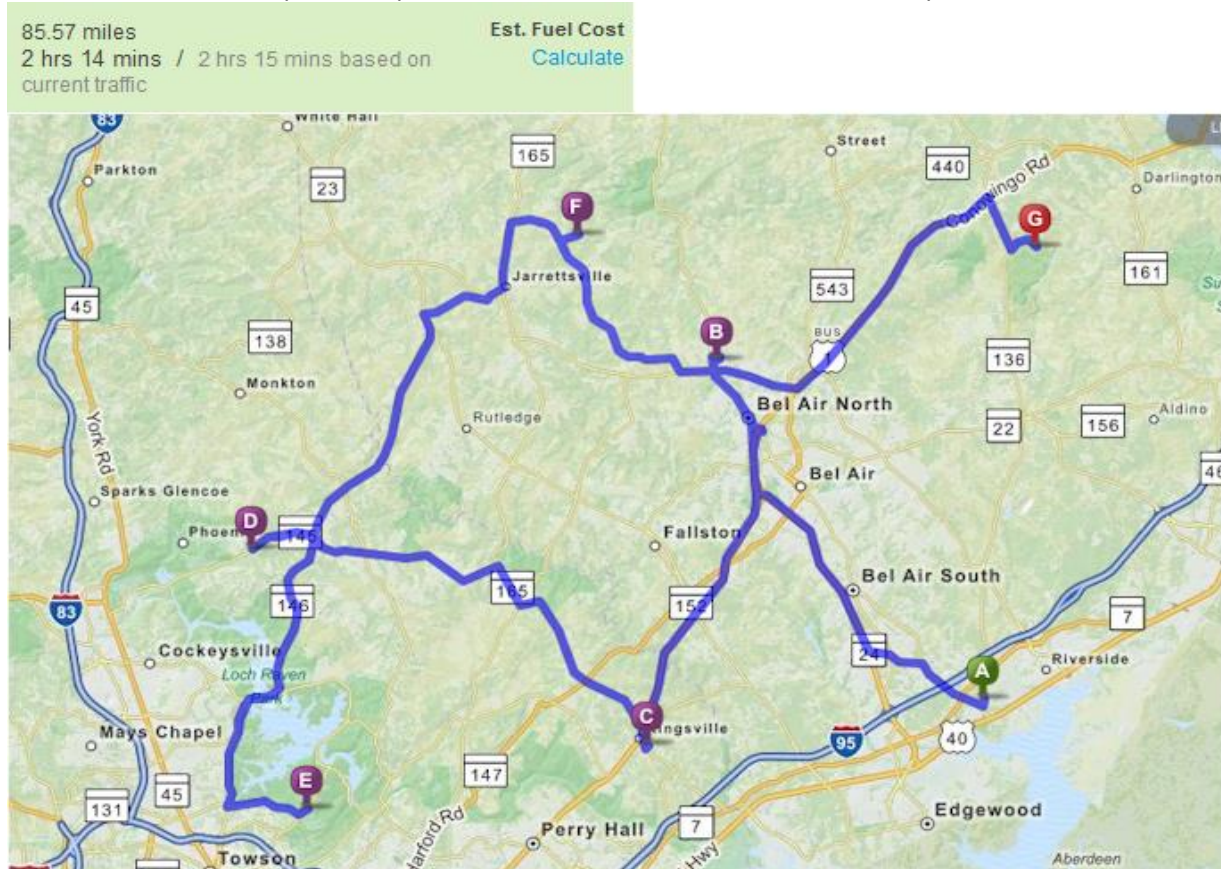
END G [2025 - 2099] Nobles Mill Rd, Darlington, MD 21034-1607 320310A - ALL DAY - PATTERSON

+ Add Another Stop ☐ Make this a Round Trip

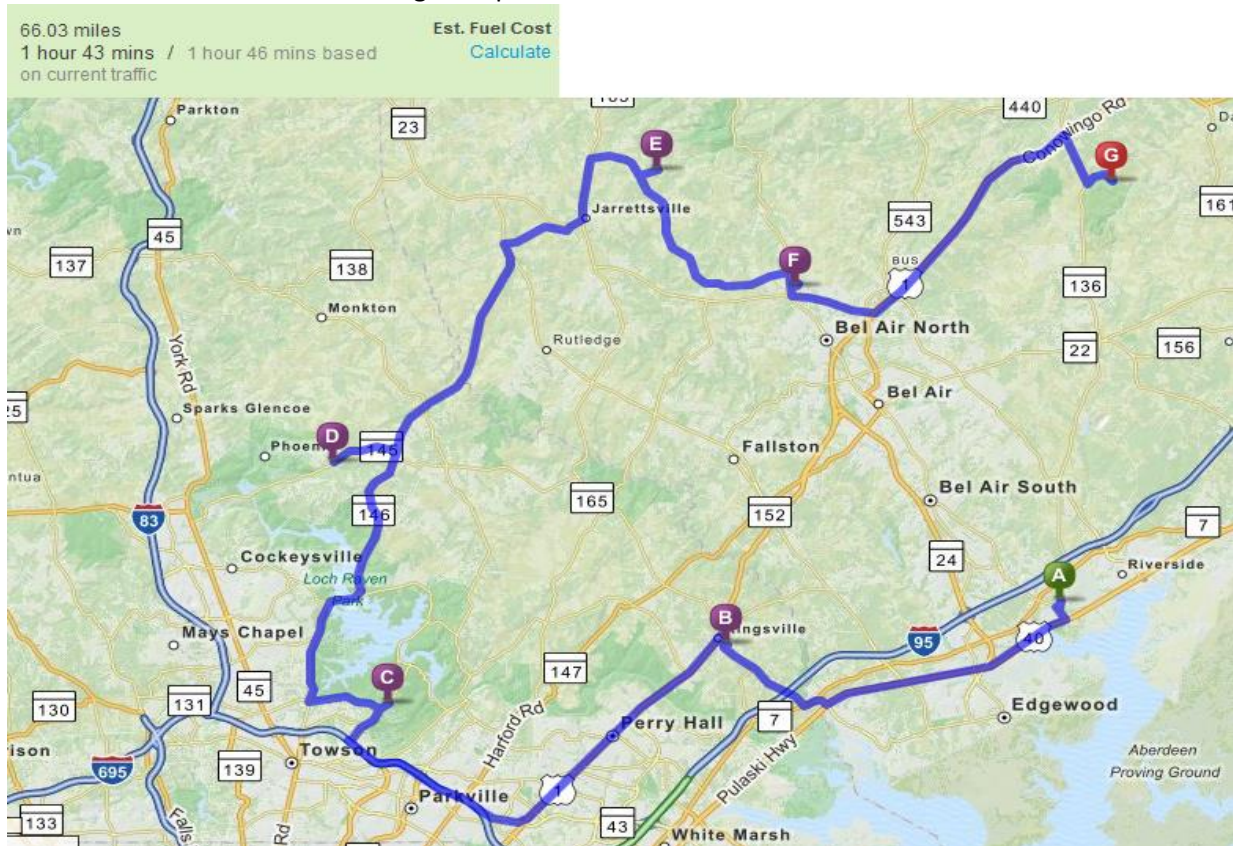
Optimize your route:
☒ Shortest Time ☐ Shortest Distance
☐ Allow MapQuest to re-order stops on your route

Avoid the following:
☐ Highways ☒ Seasonal Roads ☐ Ferries ☒ Tolls ☐ Country Borders ☐ Timed Restrictions

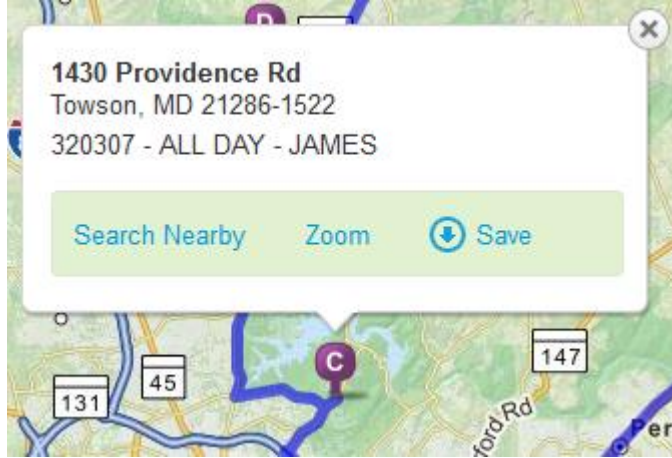
This is the above route prior to optimization. Notice that the order of the stops are scattered.



This is the same route after clicking the optimize button.

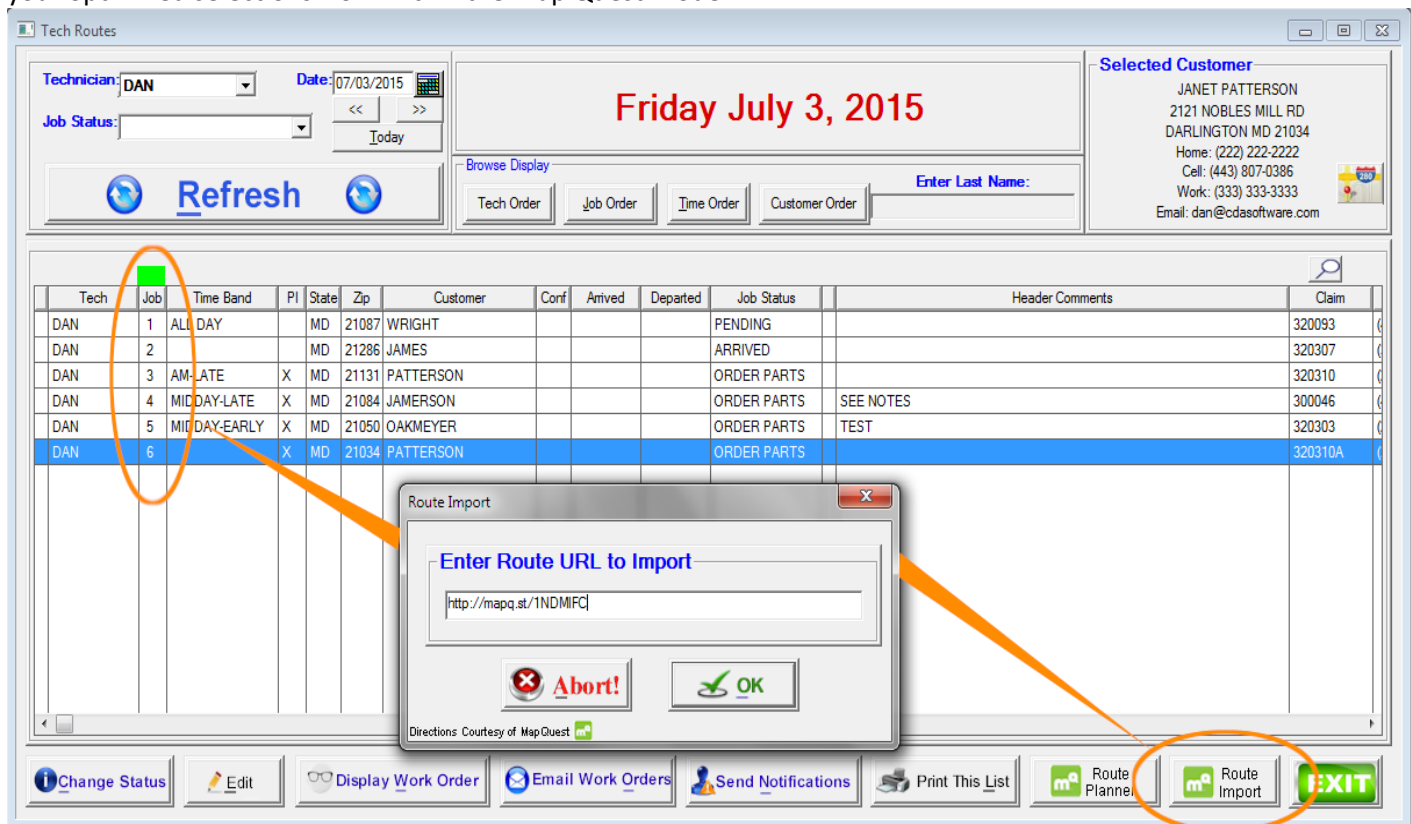


When you click on a stop, you can see all the information about it:



You can manually re-arrange stops using drag and drop.

Finally, Map Quest will create a unique URL for your route. By simply copying and pasting the route URL into the "Import Route" window, CDA will automatically re-arrange the job order in your Tech Routes window to match your optimized selections from within the Map Quest Mode.



These changes will also update MobileCDA. You will also have the options of sending the optimized route via Email. Or, if your vehicles are equipped with On Star or Sync, the routes can be uploaded directly to provide turn-by-turn voice guidance.

Re-Assign Techs:

We also added the ability to Re-Assign the technician from within the Tech Routes window. Previously, you had to open the work order or switch to the Scheduler window to do this. You can now see the Customer Notification Results from this window as well.

Tech Route Edit Mode

Tech: DAN (circled in orange with a 'NEW' label)
Reassign Tech button

Job #: [Field]
Time: AM-LATE
Time Arrived on Job: 11:18 AM
Time Departed From Job: [Field]

(Example Time Format: 02:15 PM)

☒ **Confirmed**
Email Notification Results: EMAIL NOTIFICATION SENT ON 07/16/15, 10:15 PM
Telephone Notification Results: TELEPHONE NOTIFICATION WAS CONFIRMED ON 07/16/15, 8:00 PM

Notes
Header Comments: [Text Area]

Buttons: Add, Done

MobileCDA Enhancements:

1. An optional module has been added to MobileCDA that will give your techs the ability to view all attachments that are associated with work orders. A new tab has been added "WO-ATCH". Attachments will be displayed as thumb-nails. All pictures, invoices, pdf's, and other attachment files that are added by the Mobile Tech or from the office will reside here.



Open Completed Work Order For Signature Capture | **Email Completed Work Order To Customer**

☒ Arrived - | Claim# 320303 for 07/24/2015 | ☒ Departed -

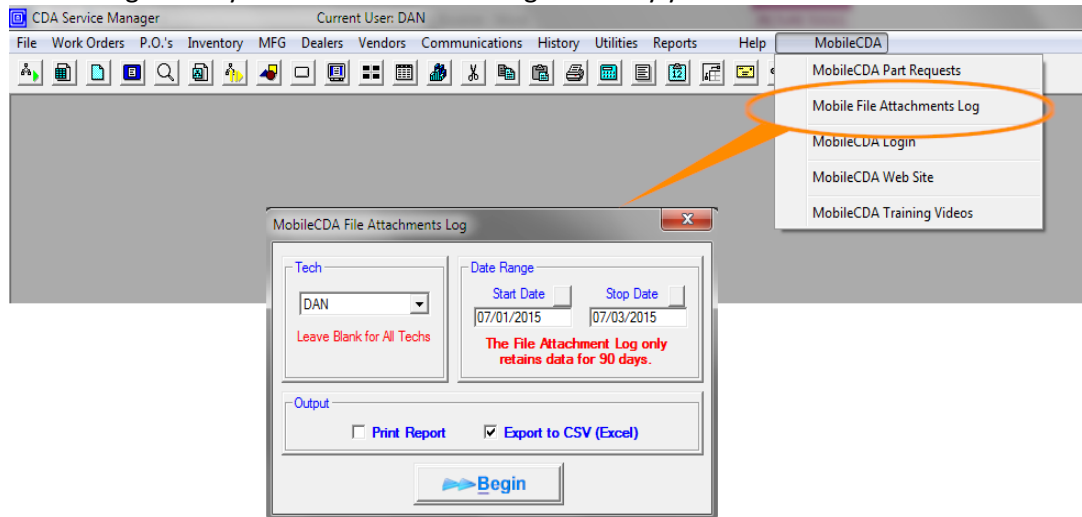
Next Claim

Dispatch | **Details** | **Parts** | **Totals** | **Completed** | **WO-ATCH** (circled in orange)

WO Attachment
By Date | By Name | Viewing 2 Attachment(s)

 320303_IMG_0138.JPG 20 KB 11/30/-0001	 320303_IMG_0139.JPG 141 KB 11/30/-0001
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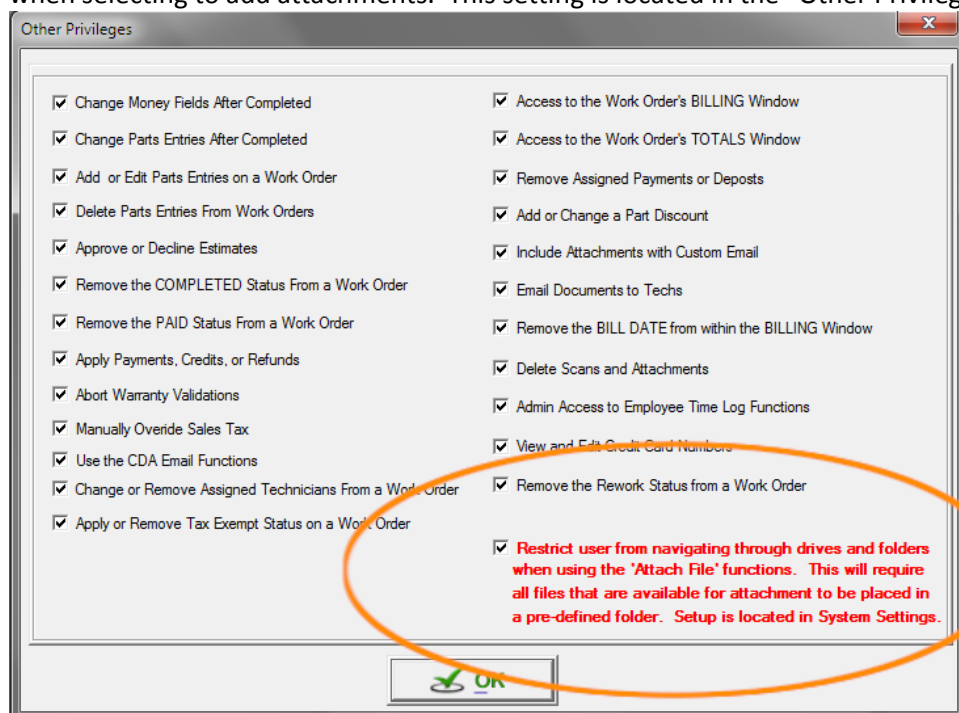
2. Added a new report "Mobile File Attachments Log". This will allow you to see a list of all the files that were imported from mobile techs and attached to work orders. The report will show all attachments with information such as the Date, File Name and Size, the Claim number and Customer's Name. This is a good way to validate what is being sent in by your techs and how the files are being processed.



New User Profiles:

1. Added a new user profile to allow the user to remove the Rework Status from a Work Order.
2. When a user adds an attachment to a work order or any other type of record, the user has the ability to navigate through the various drives and folders available through a Windows file manager dialog box in order to find files. This setting will restrict the user to a pre-defined folder for picking up attachments. You can place all the files that you want to make available for attachments in this pre-defined folder and the users will not be able to browse other areas of the drive.

For added security, we added a new user profile to restrict users from navigating through drives and folders when selecting to add attachments. This setting is located in the "Other Privileges" section of the User Profiles.



New Repair Category Added:

We added “Sealed System” to the Repair Category dropdown list. This is a required field for some Appliance Manufacturers. This will be reflected in the claims file format as well.

The screenshot shows the 'Completed Window' interface. A dropdown menu titled 'Select a Repair' is open, displaying a list of repair categories. The category 'SEALED SYSTEM' is highlighted with an orange oval. The main window contains fields for 'Labor Schematic Location', 'Service Code', 'Description', 'Completed' status, 'Date Completed', 'Notified' status, 'Repair Category' (set to 'SS'), 'In-House Sub-Status', 'Warranty Claim #', 'Case # / Reference 2', 'Special Authorization or Extended Warranty #', 'ACCT # / Job Code / UPC', 'In House Contract #', 'Expiration Date', 'Dispatch #', '3rd Party Contract #', and a 'Log' button. A warning box on the right states: 'UNIT UPDATE Exception Claim. This will force a claim to be submitted for payment regardless of it's current status. Un-Authorized claims will be Rejected!'.

New Field Requirements for Viking:

Recently, Service Bench added Viking to their claims processing. It was necessary for us to add a few additional fields in CDA to comply. When you enter the Brand code for Viking on the work order, you will see the following new fields.

The screenshot shows the 'Completed Window' interface with the 'Viking Required Data' dialog box open. The dialog box contains three sections: 'Viking Category List' with a dropdown menu showing 'REFRIGERATION FANS/AIR FLOW', 'Viking Customer Issue List' with a dropdown menu showing 'DAMAGE', and 'Viking Root Cause List' with a dropdown menu showing 'COOLING FAN DEFECTIVE'. The dialog box has 'Abort!' and 'Save / Exit' buttons. The main window shows the 'Viking Required Data' button highlighted with an orange arrow. The 'In-House Sub-Status' field is set to 'SCHED' and 'SCHEDULED FOR SERVICE'. The 'Distributor Info' field is set to 'M.V. Viking Information'. The 'Warranty Claim #', 'Case # / Reference 2', 'Special Authorization or Extended Warranty #', 'ACCT # / Job Code / UPC', 'In House Contract #', 'Expiration Date', 'Dispatch #', and '3rd Party Contract #' fields are also visible.

New Field in Inventory Window:

We added “Last PO Number” to the inventory window. Now you can easily see what the last PO # was for each part.

The screenshot shows the 'Inventory Record' window for a SAMSUNG part. The 'Part I.D.' section includes fields for Part Number (DC66-00531B), Generic Number (WF210ANW 220,231,241), and Description (DAMPER-SHOCK). The 'Stock Levels' section shows Master Inventory (19) and Remote Locations (Truck 5). The 'Usage' section shows a monthly breakdown from Jan to Dec. The 'Last P.O. Number' field is highlighted with an orange circle and contains the value 10205. Other fields include Cost (5.59), Retail (0.00), Re-Order Level (0), Desired Stock Level (0), Shelf Location (LOC1), Dud Value (0.00), Requires Core Return (unchecked), Last Ordered (//), Cost Price Last Updated (05/11/2012), Last Purchased From (SAM), Last Invoice # (B3788432-1), and Last Record Update (06/11/2013). The bottom of the window has buttons for Add, Remove, Transfer Part, Substitute, Print Label, Order Now, Usage Report, and Save / Exit.

New “Rebilled Claims” Report:

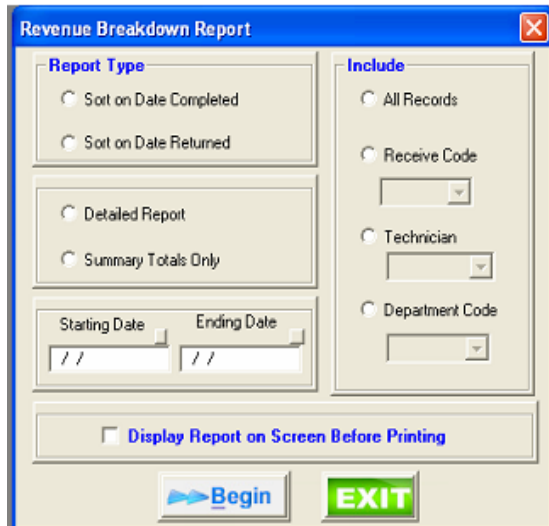
This new report will provide information on all of the claims that have been rejected and re-submitted for payment.

The screenshot shows the 'Reports' menu in the software. The 'Rebilled Claims Report' option is highlighted. An orange arrow points from this option to the 'Rebilled Claims Report' dialog box. The dialog box has fields for 'Sort On' (3rd Party Accounts or Manufacturer Accounts), 'Billing Code' (Leave Blank for ALL), 'Brand Code' (Leave Blank for ALL), 'Period' (Starting Date and Ending Date), and 'Output' (Display on Screen before Printing or Export to CSV (Excel) file). The 'Begin' and 'EXIT' buttons are at the bottom.

Re-Designed Revenue Breakdown Report:

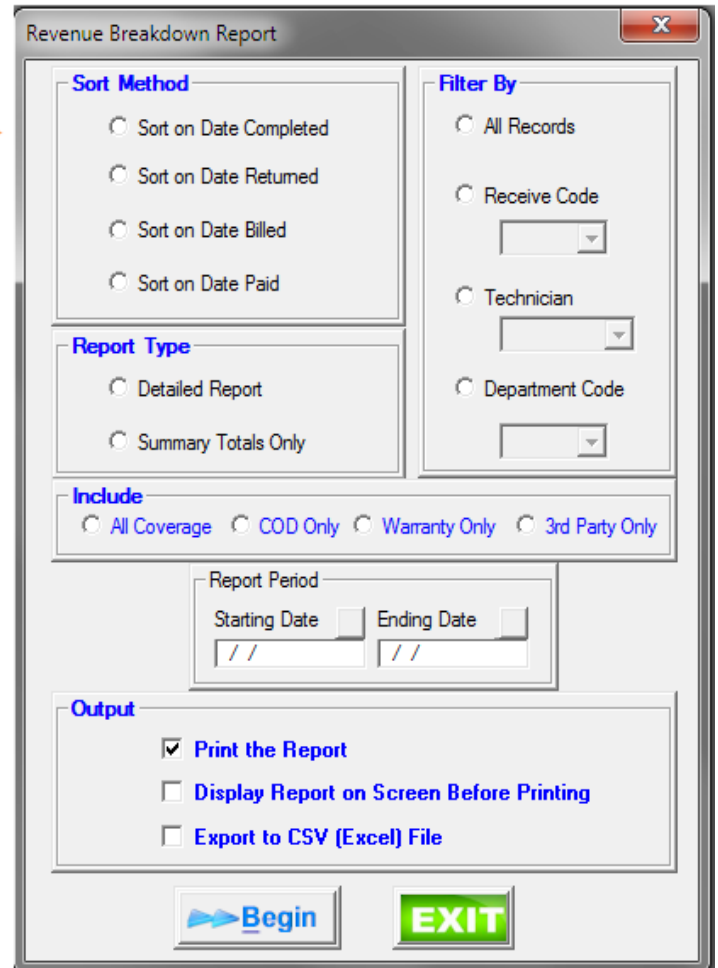
The enhanced Revenue Breakdown report now includes more sort and filter options and the new Excel export option provides a very detailed look at the way revenue applies to each record.

Old 8.9 Options Window



The Old 8.9 Options Window is titled "Revenue Breakdown Report". It features a "Report Type" section with radio buttons for "Sort on Date Completed", "Sort on Date Returned", "Detailed Report", and "Summary Totals Only". An "Include" section has radio buttons for "All Records", "Receive Code" (with a dropdown), "Technician" (with a dropdown), and "Department Code" (with a dropdown). Below these are "Starting Date" and "Ending Date" fields. A checkbox "Display Report on Screen Before Printing" is at the bottom, along with "Begin" and "EXIT" buttons.

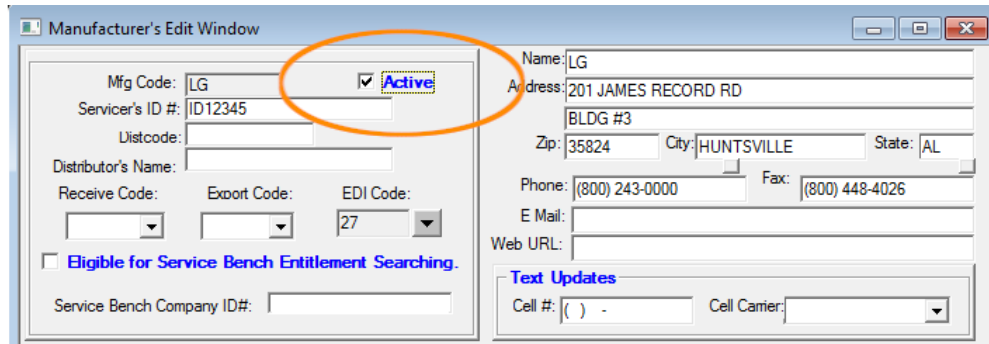
New 9.0 Options Window



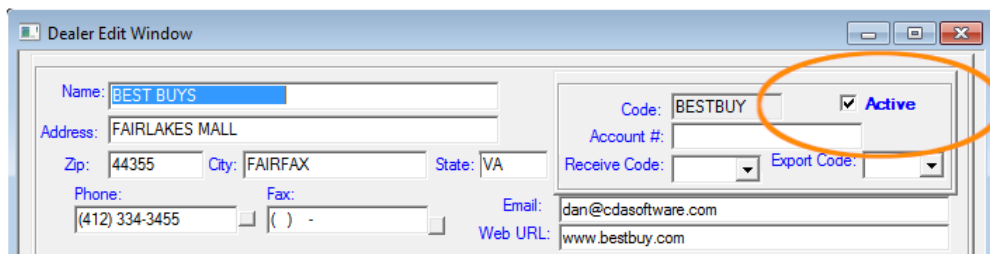
The New 9.0 Options Window is titled "Revenue Breakdown Report". It features a "Sort Method" section with radio buttons for "Sort on Date Completed", "Sort on Date Returned", "Sort on Date Billed", and "Sort on Date Paid". A "Report Type" section has radio buttons for "Detailed Report" and "Summary Totals Only". A "Filter By" section has radio buttons for "All Records", "Receive Code" (with a dropdown), "Technician" (with a dropdown), and "Department Code" (with a dropdown). Below these are "Include" radio buttons for "All Coverage", "COD Only", "Warranty Only", and "3rd Party Only". A "Report Period" section has "Starting Date" and "Ending Date" fields. An "Output" section has checkboxes for "Print the Report" (checked), "Display Report on Screen Before Printing", and "Export to CSV (Excel) File". At the bottom are "Begin" and "EXIT" buttons.

New Active Flags:

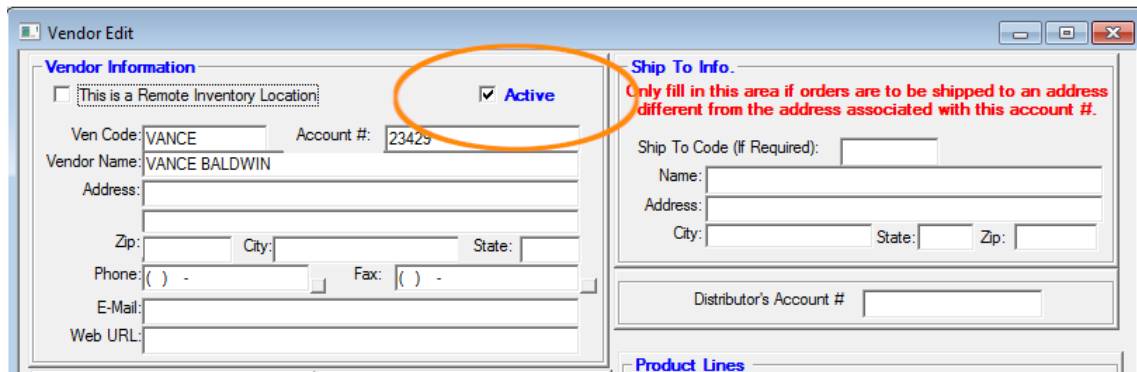
We added an ACTIVE flag in the Manufacturer, Dealer, and Vendor's setup windows. Un-checking this box will remove them from the dropdown windows throughout the program. This will give you the ability to keep information on file about these companies even if you no longer use them.



The screenshot shows the 'Manufacturer's Edit Window'. The 'Mfg Code' is 'LG' and the 'Active' checkbox is checked and circled in orange. Other fields include 'Servicer's ID #', 'Listcode', 'Distributor's Name', 'Receive Code', 'Export Code', 'EDI Code' (set to 27), 'Name' (LG), 'Address' (201 JAMES RECORD RD, BLDG #3), 'Zip' (35824), 'City' (HUNTSVILLE), 'State' (AL), 'Phone' ((800) 243-0000), 'Fax' ((800) 448-4026), 'E Mail', 'Web URL', 'Eligible for Service Bench Entitlement Searching' (unchecked), and 'Service Bench Company ID#'. There is also a 'Text Updates' section for 'Cell #' and 'Cell Carrier'.



The screenshot shows the 'Dealer Edit Window'. The 'Name' is 'BEST BUYS' and the 'Active' checkbox is checked and circled in orange. Other fields include 'Address' (FAIRLAKES MALL), 'Zip' (44355), 'City' (FAIRFAX), 'State' (VA), 'Phone' ((412) 334-3455), 'Fax' (() -), 'Email' (dan@cdasoftware.com), 'Web URL' (www.bestbuy.com), 'Code' (BESTBUY), 'Account #', 'Receive Code', and 'Export Code'.



The screenshot shows the 'Vendor Edit' window. The 'Active' checkbox is checked and circled in orange. Other fields include 'Vendor Information' (This is a Remote Inventory Location unchecked, Ven Code: VANCE, Account #: 23429, Vendor Name: VANCE BALDWIN, Address, Zip, City, State, Phone, Fax, E-Mail, Web URL), 'Ship To Info.' (Only fill in this area if orders are to be shipped to an address different from the address associated with this account #., Ship To Code (If Required), Name, Address, City, State, Zip, Distributor's Account #), and 'Product Lines'.

All New Service Bench Real-Time Interface:

As you may know by now, Service Bench has released an all new real-time interface (V5). It is completely redesigned and written using SOAP Web Services. This is a more advanced platform offering a much higher level of data security and it also has opened the path for a higher level of future integration with N.E.W.

This new interface is being offered as an option and there will be a \$15.00 per month charge to use it. The old SB interface is still currently working in CDA 9.0 however Service Bench has plans on discontinuing it in the near future. We urge you to consider upgrading to the new SB V5 interface as soon as possible. The added security for your data is well worth the change. As you know, security breaches have been an increasing issue over the years and new technology is required to combat it. There will be no further development, maintenance, or support available for the old V4 interface.

Enhancements to LG Real-Time Interface:

LG has added the ability to process Warranty claims through their Real-Time interface. CDA 9.0 has added this feature in the new LG Interface module. In addition to claims processing, you will be able to click a button on the work order and get a detailed status of the claim submitted.

There will be a \$15.00 per month charge to use this interface. For companies already using the LG functions, the new interface will be installed automatically with the CDA 9.0 upgrade and the monthly fee will commence moving forward.

Other Program Enhancements:

- Increased the size of the Accessory fields from 10 to 20 characters.
- Enhanced the Vendor "Open RMA Report" to show more detail on the Excel Export.
- Enhanced the parts tracking "Parts Returned and Awaiting Full Credit" report to show more detail on the Excel Export.
- Enhanced the parts tracking "Parts Returned and Awaiting Core Credit" report to show more detail on the Excel Export.

Transparent Structure Changes:

This release incorporates many changes in data structuring that is actually transparent to the user. The following has been done in an attempt to increase performance, reduce database file sizes, and increase data limitations. This, of course, is technical information and is only being supplied to make you aware of the new design efforts that went into the development of this release.

- In previous versions, all memo fields such as In-House Comments, Status Comments, etc. were stored in the work order data tables LOG.DBF and LOG.DBT. Since memo fields tend to grow rapidly and create a load on the database file, we removed the fields and created separate relational data tables for them. This dramatically released the load on the work order files and increased its performance and limitations.
- The same process was done to handle accessory and labor rates information.
- A new backup process was added to the CDAINDEXING function. Now, prior to indexing, all files will be zipped, named with the current date, a new backup folder located in \CDASERV\BACKUP. The files will be overwritten every seven days. Therefore, you will always have separate data backups for the past seven days. This function was provided to add additional backup coverage to your existing server backup system. It was not intended to replace your existing backup system.