



Enhancement Requests

Access 2010 Runtime to Access 2013 Runtime Upgrade

In Smart Service version 107 we have upgraded from Access 2010 Runtime to Access 2013 Runtime due to the end of life phase for Microsoft Office 2010. This upgrade will include result in minor appearance changes in the user-interface due to the version differences, however no major user-interface changes have been made.

Version 107 is not compatible with the full version of Microsoft Office 2013 64x. If you have the 64x version of Microsoft Office 2013 installed, you will need to reinstall using the 32x version. It will support full versions of Microsoft Office 2016 and 2019 64x. (Issue #6030)

For more details on system requirements for Smart Service and iFleet, please visit this link:

<https://www.smartservice.com/marketing/brochure/Smart-Service-System-Requirements.pdf>

Improved Control over Resending Jobs

Version 107 will include a new setting to allow the office more control over when a job would be resent to the iFleet user. In Smart Service Settings, iFleet Settings tab you will be able to turn on the “Limit Job Resend” option, which stops jobs that have already received a production timestamp from iFleet from being resent to the iFleet device if one of the resend triggers is activated. If this setting is turned off, jobs will be resent to iFleet devices regardless of whether or not they have received a production timestamp from iFleet. (Issue #6773)

For more information on resend triggers, please visit:

<https://www.smartservice.com/knowledgebase/article/ifleet-resend-triggers/>

QuickBooks Online Automated Sales Tax

With Version 107, we have added functionality for QuickBooks Online’s Automated Sales Tax settings, which automatically assigns the proper tax rates based on the customer’s address in QuickBooks Online. This added functionality will only be available to QuickBooks Online users that have this setting turned on in their QuickBooks Online Settings.

When this is activated in Smart Service Settings > Defaults, each customer, location, and job in Smart Service will have an indicator to the left of the “Tax Item” field in the General Information tab of the record. When the setting is activated, the user will see a black checkmark for unconfirmed tax information, green for confirmed tax information, or a red exclamation if there is an error with the tax item retrieval.

When the customer, location, or job is opened, Smart Service will automatically check the tax item and service address, and update the indicator accordingly. This can also be accomplished manually by clicking the indicator when the unconfirmed black checkmark is present. Any adjustments to the tax item or service address will reset the indicator and result in the need to recertify the tax item. (Issue #7398)



Improved Handling of Payments for Batch Invoices

When adding a payment to a job that is set to be batched, you will now receive an alert indicating that collecting the full payment for each occurrence of the job that is set to be batch invoiced may result in inconsistencies between the payment total and the batch invoice total due to how sales tax is calculated.

If a job is set to be batch invoiced and a payment is applied to an occurrence, the payment will remain in Smart Service until the entire batch invoice is sent to QuickBooks. (Issue #7523)

Enhancement Requests Continued

1. Added the ability to “Select All” for the checkboxes when using the Copy Data tool. (Issue #6751)
2. Added the ability to email receipts from Smart Service when a payment has been processed through CardConnect. Users can also email refund or voided receipts. (Issue #7337)
3. Added Job Exceptions to history records when they are present during the posting process. Job Exceptions are also now available in history reports. (Issue #7489)
4. Added new “View Application Log” button in Smart Service > Company Settings that displays the event logs for the iFleet Service, making them accessible from Smart Service not just the server where the iFleet service is running for troubleshooting. (Issue #7470)

Resolved Issues

1. Resolved an issue when using the “Open an existing Smart Service Database” option and selecting “Open” for the DSN, and clicking “Finish” which resulted in a “(3271) Invalid property value error.” (Issue #7469)
2. Resolved an issue with “Add Time Charges” in Smart Service that resulted in “(11) Division by zero” errors when the “Rounding for Billable Items” setting has a minimum charge by hour and/or round up by set to a value of 0. (Issue #7481)
3. Improved scheduler performance/loading speed by improving how the schedule updates when the user is coloring by timestamp. (Issue #7504)
4. Resolved a “(3120) Severity Error: Object specified in the request cannot be found” that was occurring when processing a credit card refund. (Issue #7518)
5. Resolved an unhandled error when printing the standard work order. (Issue #7525)
6. Removed the “Manage Saved Payment” button when CardConnect integration is not enabled. (Issue #7535)
7. Resolved an issue with QuickBooks Online integrated Smart Service where the “Get Lists” function was not properly getting all updates related to tax components when there are duplicated names in the list. (Issue #7536)
8. Improved performance for the “Batch Invoices to QuickBooks” section of the program. (Issue #7544)
9. Updated the prompt when attempting to use a custom report in Smart Service that had outdated contact information. (Issue #7547)
10. Resolved an issue with the Locations/Jobs tab and History/Docs tab failing to load. (Issue #7580)
11. Resolved an issue which resulted in the “Locations/Jobs” tab not refreshing after a job was added. (Issue #7595)
12. Resolved an issue when receiving POs that resulted in the “Job Items” tab not refreshing. (Issue #7596)
13. Resolved an issue when receiving a PO that resulted in a “2105 – You can’t go to the specified record” error. (Issue #7604)



14. Resolved an issue with the “:” character used in list box entries on some PCs that would cause text to shift. (Issue #7605)