

Gold Service Release Notes v7.15

Builds

Component	Version
Gold API Server & Portal	7.15.2
Gold Service App	1.5.0

New Features

Customisable Job Story

This feature enables specific headings, e.g. for warranty jobs, to be provided as part of the job story so that the engineer has prompts to complete the appropriate information. The headings will vary depending on manufacturers' requirements and job types and will be very useful for warranty purposes.

Dealers will be able to define the headings they need in Gold in the story tab of the workshop job, which will be translated into text boxes in the app. The most common approach will be to set up a standard story containing the appropriate headings, which is then set as a default story against the appropriate invoice type. This process can be repeated for different combinations. When a job is created against an invoice type with a default story, the information will be automatically populated.

NOTE: it is not mandatory to set up a job story in this way. Internal repeatable jobs could be left blank and this will come through as a blank job story on the app.

The following table shows what is possible. It is important that the text is entered correctly as it is the # and the = symbols that create the text boxes and single line fields. If entered incorrectly the headings will not be split out into the separate sections. If you use these the characters of # or = anywhere within text that you write, it will not have any impact.

Text that can be entered	Result on the app	Example
# Section Name	Generates a multi text area that the engineer can complete on the app	# Complaint
# Section Name Some pre-defined text		# Complaint Enter details of the complaint
= Field Name	Generates a single line field that the engineer can complete on the app	= Causal Part
= Field Name: Field Value		= Causal Part: enter part number
General text	Will just appear on the app	Complete the following sections in full

Example

Story details added to the workshop job:

```
Workshop Invoicing          Cmp. 1/1 POOLE          Ibcos Development
CREATED
Job: 107265  INV      Inv Type:37      Warranty - MAIN      |      Parts:      0.00
Cust: 1220  Abacus Building Company      21/11/18      |      Labour:      0.00
|Head|Cont|Parts|Lab|FlatR|Story|Inv|Instruct|Opt|Prt|Audit|Docs|Txt|Events|
# Complaint
# Cause
# Correction
= Causal Part
```

This is translated into the app as follows:



For any stories set up in this way, the text is displayed back on the portal and in other areas of Gold, like prints or reports, as plain text. It will match the format set up in the story:

Example

Complaint

Hydraulic leak from hydraulic pump

Cause

Blanking plug loose

Correction

Travelled to site and found leak from hydraulic pump. Found that blanking plug was loose. Fitted new O ring, tightened plug and topped back up with oil. Re-tested and leak cured

= Causal Part Number

JC-AAA014112

Update and Approve Wholegood Serial Number

There are occasions when the serial number against the wholegood on the job may be incorrect e.g. where the wrong machine is attached to the job. This feature allows an engineer to provide a corrected wholegood serial number via the app to submit back to the approver.

The existing serial number field on the app can now be edited. The engineer will just overwrite the information that is displayed. Once the job is completed, all the data will be sent back. NOTE: the job completion stage is the equivalent of handing in the updated paper job card.

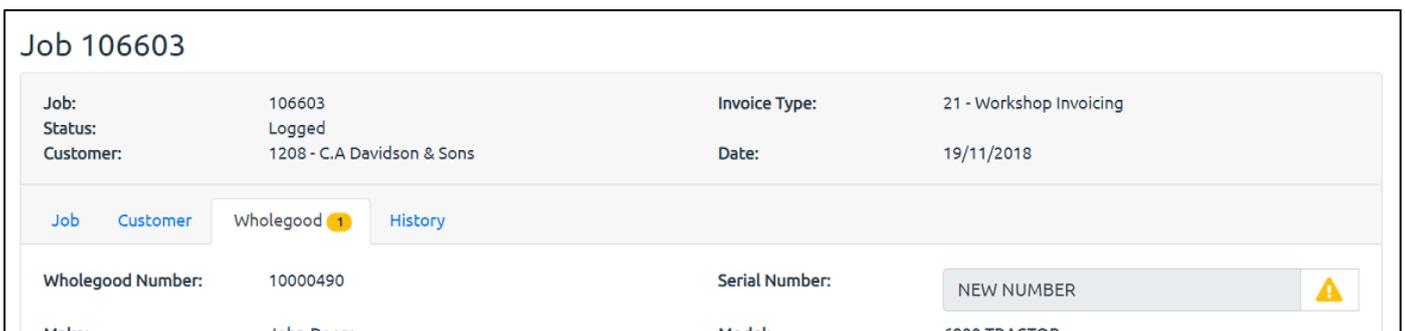
Once sent back to the server, the updated serial number will not be applied to the job immediately. The change must be approved as part of the checking process. A yellow circle with a number in it will appear next to the tab; the number refers to how many unapproved changes are waiting to be reviewed:

Wholegood 

Click on the button next to the serial number field showing the yellow warning symbol (Figure 1). If the serial number matches a wholegood that the customer owns, it will automatically suggest this to be approved (Figure 2). If the serial number does not match a known wholegood, a list of wholegoods for that customer will be available to select from (Figure 3).

You can choose to reject, ignore or accept the suggestion. Approved changes will be applied to the job across the whole of Gold.

Figure 1: Job with pending change to serial number



Job 106603

Job:	106603	Invoice Type:	21 - Workshop Invoicing
Status:	Logged	Date:	19/11/2018
Customer:	1208 - C.A Davidson & Sons		

Job Customer Wholegood  History

Wholegood Number: 10000490 Serial Number: 

Make: John Deere Model: 6800 TRACTOR

Figure 2: Confirmation when serial number has been found in Gold

Change Serial Number x

Annie Apple has requested to change the serial number for this job from " " to 'JHG9908013'.

Found wholegood that matches this serial number:

19000015 - TRACTOR [Massey Ferguson]

Would you like to assign this wholegood to the job?

Reject
Ignore
Accept

Figure 3: Confirmation where serial number is not found in Gold

Change Serial Number x

Annie Apple has requested to change the serial number for this job from " " to 'NEW NUMBER'.

No wholegood found that matches this serial number.

Please select an alternate wholegood ▾

Reject
Ignore
Accept

Enhancements

The following features have been enhanced:

Area	Description	Ref
Gold	<p>Display parts entered as part of job instructions in Gold</p> <p>Parts capture in Gold Service will be appended to the Instructions</p>	GOLD-2073
App	<p>Ability to add clock hours at any time not just when completing the job</p> <p>Added an editable field in the digital job card to save the clock hours when needed</p>	SA-471
App and Portal	<p>Record Technicians signature for warranty purposes</p> <p>Technician name and date/time stamp when the work was completed are now included in the PDF job confirmation</p> <p>NOTE: this replaces the need for a physical signature</p>	SA-474
App and Portal	<p>Show progress wheel for long running activities</p> <p>Added a spinner to login, job refresh and search functions</p>	SA-453
Portal	<p>Make "Add Line" on time approval look more like a button</p> <p>Improved UI styling</p>	GOLD-2125

Bug Fixes

The following bugs have been fixed (NOTE: they will have been raised from a variety of sources, internally and externally):

Area	Description	Ref
App	Update login response handling to display response message Should provide a better login error message on failed attempts	SA-460
App	A job completed in the app is not re-opened if the status is reset in Gold Refreshing the job list will now correctly re-open jobs that were previously closed in the app	SA-461
Portal	Labour hours rounded on job confirmations Will now show times in a HH:MM format	SA-468
Gold	Fix the production of the Automated Timesheet Print Added extra data required for the timesheet print to process	GOLD-2098
Gold	Missing 'ivt_lab_ba' prevents activity approval Added extra protection for missing configuration not being stored in the DB by Gold	GOLD-2115 837360
App	Switching between jobs without stopping does not stop time on the original job Changed flow of commands to ensure that time always gets stopped	SA-507 837427
App	Searching for a job allows an engineer to log time against a closed job Correctly check the status of jobs loaded from search results	SA-509 837600
Gold	Hours per day rates not set up to use weekday rates properly Allow Monday rates to be copied to all weekdays if other days are unset	GOLD-2146
App	Producing support bundle crashes app (Android) Recent Android changes required additional permissions to be set	SA-473
Gold	Travel Rate in overtime calculations is taken from the wrong field Check for travel rate in Key Fob barcode, then Mobile Travel Rate, then default to unset	GOLD-2201 837870
App	Stopping & Starting a job too quickly causes duplicate labour lines to be recorded Disable the stop/start button briefly while the app updates the database	SA-465

Area	Description	Ref
App	Support bundle leaves {JobActivitiesContent} when there are no activities Clear this marker if no activities are recorded	SA-450
Portal	Approve Button does not get enabled if you add a labour line to a fully approved day Adding a line now clears the 'fully approved' state	GOLD-2123