

## What's New!

### Customer Log

- Added the ability to view only those calls which have currently not been priced in the list on the main interface.

### Dispatching Lists

- Added VIN and Vehicle Plate columns to the Active and Waiting dispatch call lists to allow for viewing and searching on the vehicle details.

### Search

- Added the ability to search on the name of the person requesting the service or storage call.
- Added the ability to search on the balance owing on any invoice relating to the call.
- Added the ability to specify a range for numeric or date criteria "between" two defined values which returns all calls where the date or numeric value selected is between the two values.

#### Example:

- Call Date BETWEEN 01-Mar-2005 and 15-Mar-2005
- Call Amount BETWEEN 100 - 200

### User Security

- Added the ability to define groups, with all of the same system access privileges provided to users. Users may then be assigned to specific groups and will automatically assume the access privileges associated to the group.
- Added the ability to restrict users from being able to enter or change the call number associated to each call.
- Added the ability to restrict users from being able to enter or change the priority associated to each call. The priority for calls entered by these users will automatically default to the priority associated to the selected customer.
- Added the ability to stop users from back-dating call, invoice, payment and credit dates throughout the software.
- Added the ability to specify whether users have access to view InTow Connect calls on the main system interface.
- Added the ability to specify whether users have the ability to accept, reject and request more information for calls received through InTow Connect
- Added the ability to specify whether users have access to view and update driver schedules on the main system interface.

### InTow Connect

- Added a new navigation group and the necessary lists to the main interface of InTow Manager to manage all services requested by motor clubs and internet dispatching.

### Call Details

- Added the ability to "unverify" a call after it has been synchronized to QuickBooks or Simply Accounting so that certain details on the General and Resources tabs may be edited after the call has been synchronized.
- Added the ability to get directions from the office location to the location of the call when integrating with InTow Mapping.

- Added the ability to specify multiple types of phone numbers for each vehicle owner, released address, lien holder, insurance company and collection agency entered for each call.
- Added the ability to lock down the call reasons, zones, tow types, lot locations, key locations, lien holders, insurance companies and collection agency drop down lists so that users are only permitted to select from the list of existing items and may not type new items into the list.
- Added the logic to automatically fill in vehicle owner details based on the vehicle license plate entered. If the license plate value has been previously entered, the vehicle owner details associated to it will automatically be filled in on the Call Details dialog based on the last know address for the owner.
- Added a confirmation prompt when selecting a customer that has a balance owing over the allowed number of days for the customer.
- Added a confirmation prompt when selecting a customer that has a balance owing exceeding the credit limit allowed on the customer account.
- Added the ability to print the Call Details report directly from the Call Details dialog from the toolbar button now located near the New Call button at the bottom left of the dialog.
- Added the ability to specify the name, phone number and extension of the person requesting the call services from the customer selected for the call.
- Changed the dialog to always show the Truck Number and Trailer Number text boxes, regardless of the make of vehicle selected.
- Changed the logic for saving lien holder, insurance and collection agency details for a stored vehicle, to allow for an unlimited number of companies to be associated to the vehicle storage.
- Added the ability to specify the lien fee charge amount for storage of vehicles from the Storage tab. Lien fees are charged on the invoice where storage charges are included.
- Added the ability to continue to select or update services for a call after a payment has been made on the services invoice for the call.

### **Call Summary**

- Added the ability to view a read-only display of specific details associated to a call while viewing the Customer Log, Driver Log, Dispatching, Storage and Call Search lists.

### **Contact Details**

- Added the ability to specify multiple types of phone numbers for each contact entered into the system.

### **Company Details**

- Added the ability to specify multiple types of phone numbers for each company entered into the system.
- Added the ability to specify whether or not to include amounts for vehicles still in storage on all financial based reports in the system.

### **Customer Details**

- Added the ability to specify default comments to apply to all calls performed by a customer on the Details tab of the Customer Details dialog. Default comments are automatically shown on the Call Details dialog when the customer is selected.

- Added a checkbox to the Rates tab to allow for the selection of “default services” to automatically apply to all calls performed for a specific customer. Default services are automatically added to each call for the customer when the first resource is selected for the call.
- Added a drop down list to allow for the selection a customer type for each customer account. Values in the list will be filled from existing QuickBooks values (if applicable) or will be a dynamic list that can be added to as required.
- Changed logic so that the list of customers on the Call Details and Address Details dialogs is only refreshed when the name of a customer is changed from the Customer Details dialog.
- Added the ability to specify the maximum number of days that a customer account may have an outstanding balance before being notified of a delinquent account from the Call Details dialog when selecting the customer.
- Added the ability to specify discount amounts on a service by service basis for each customer. Discount rates may be applied in either a percent or dollar format for each service.
- Added the ability to specify either a percentage commission or a flat rate commission for each customer service.
- Changed the customer discount logic on the Details tab to only apply to discounts off of the total amount of an invoice for each customer.
- Added the ability to specify multiple types of phone numbers for each customer entered into the system.
- Added the ability to lock down the invoice terms and payment methods drop down lists so that users are only permitted to select from the list of existing items and may not type new items into the list.
- Added summary information to the Profitability tab to display the average call amount and average call profit amount for each customer.
- Added the ability to specify a maximum credit limit allowed for each customer. A notification will be displayed on the Call Details dialog when selecting a customer for a call when they have exceeded the credit limit specified.
- Added a prompt to update the customer name on all associated invoices when changing the customer name from this dialog.

### **Driver Details**

- Added the ability to specify multiple types of phone numbers for each driver entered into the system.

### **Driver Scheduling**

- Added a new navigation item to the Schedule group on the main system interface to view and configure driver schedules.
- Driver schedules will automatically update the On Duty, Off Duty status of all drivers if selected from the ‘Scheduling Options’ on the Options dialog.
- Added the ability to duplicate a schedule from one time period to another, allowing for quick creation of consistent schedules for drivers.
- Added a dialog to allow users to add or update driver schedule times, including the ability to add common schedules for multiple drivers at the same time.

### **Get Directions**

- Added the ability to select which drivers or trucks to send the call directions to. Clicking the Send button now loads a dialog showing all drivers or trucks configured with InTow Messenger to which the directions can be sent.

### **Payment Details**

- Added the ability to lock down the payment methods and received by names drop down lists so that users are only permitted to select from the list of existing items and may not type new items into the list.

### **Phone Numbers List**

- Added a dialog to provide a read-only display of all phone numbers associated to companies, customers, drivers, calls and general address details.

### **Quote Details**

- Added the ability to create quotes for customers in much the same manner as creating calls. Details associated to the quote range from the customer name, name of the person requesting the quotation, location destination, vehicle information and as well as various other call specific details.
- Services associated to the quote may be selected, based on the rates for the selected customer.
- Storage amounts may be added to the quote based on existing storage rates defined within InTow Manager.
- Quotes can be duplicated from the Quote Details dialog as well as the from the main interface of the software.
- Quotes can be converted into new calls from the either dialog or the main interface, with all quotation details automatically populating the details of the new call, including the call services and storage amounts.

### **Reporting Wizard**

- Added an additional step in the wizard to be able to filter specific storage-based reports by the lot location of the vehicle in storage.

### **Service Details**

- Added the ability to specify discount amounts on a customer by customer basis for each service. Discount rates may be applied in either a percent or dollar format for each customer.
- Added the ability to specify either a percentage commission or a flat rate commission for each customer service.
- Added the ability to specify the auto club clearing code for each individual service as well as whether the service is cleared based on the quantity specified for a service, or the amount.

### **Storage Rate Details**

- Added the ability to specify a total maximum amount to charge for any specific storage rate, so that storage charges on a single vehicle never exceed the amount specified.

### **Truck Details**

- Added summary information to the Profitability tab to display the average call amount and average call profit amount for each truck.
- Combined the Expenses, Maintenance and Fuel tabs into a single Expenses tab with a drop down list of the expense type to view and edit in the available lists.
- Added the ability to define tow tickets for trucks instead of drivers. Tow tickets associated to trucks are added to the list of available invoice numbers on the Call Details dialog when the truck is assigned to a call.

### **Main Interface**

- Added a second toolbar to the main interface to allow for navigation throughout the various lists of data while the navigation bar is hidden.
- Added a display filter to the Customers List to allow for the filtering of customers displayed in the list by their type.
- Added additional mapping menu items to the Dispatching lists to allow for the immediate calculation of En Route, Loaded and Total mileage for any selected call in the list.
- Added a navigation item and list to display “customer quotations” on the main interface. Customer quotations can be added, edited, deleted, duplicated and changed into new calls from the provided list.
- Added the ability to get directions and show the route from any office locations to the location of the call.
- Added a new navigation group and the necessary lists to the main interface of InTow Manager to manage all services requested by motor clubs and internet dispatching.

### **Report Wizard**

- Added an additional step to allow for the entry of comments to be added and displayed on specific reports within the software.

### **Send Page**

- Added the ability to select which drivers or trucks to send the current message to. Clicking the Send while “Multiple Drivers” or “Multiple Trucks” is selected now loads a dialog showing all drivers or trucks configured with InTow Messenger to which the message can be sent.

### **Mapping**

- Added the ability to continually monitor the locations of all active calls on a single map, along with all GPS units if GPS integration is available.
- Added an option to automatically update invalid addresses on the Call Details dialog and main interface with the correct address matched from the MapPoint “Find Dialog”.
- Added the ability to get directions from any office locations to the location of the call from the location mapping menu on the Call Details dialog.

### **Notification Dates**

- Added the ability to print storage notification reports for each of the four available notification types directly from this dialog.
- Storage notification reports can now be configured from the Storage Reminders section of the system options.

### **Options (Alerts)**

- Added an option to select whether or not to be notified of an overdue customer account when selecting the customer from the Call Details dialog.
- Added an option to select whether or not to be notified when a customer has exceeded their credit limit when selecting the customer from the Call Details dialog.
- Added an option to select whether or not to update customer bill to names on existing invoices when changing the name of a customer from the Customer Details dialog.

### **Options (Database)**

- Added an option to select whether to backup the InTow Manager database on startup or shutdown of the software.

### **Options (Data Entry)**

- Added an option to determine whether tow tickets are associated to and entered for drivers or trucks.

### **Options (Financials)**

- Removed the check box to “store call numbers with invoices” posted to QuickBooks or Simply Accounting, and replaced it with a drop down list of available call details that can be written to the Memo field in both QuickBooks and Simply Accounting.

### **Options (Mapping)**

- Added the ability to specify whether mapped address locations are specific to call locations, call destinations or both. The value specified for each mapped location will determine which list the address item is shown in on the Call Details dialog.

### **Options (Messenger)**

- Added an option to have the Storage Rate associated to the call sent in the message text when dispatching a call to a driver.

### **Options (Storage Reminders)**

- Added the ability to associate any of the existing InTow Manager reports to each of the four available storage notification dates.
- Reports associated to each notification date may be printed from the Notification Details dialog available when viewing the storage details for a call.

### **Options (Support)**

- Removed the option to reference call images from the original location of the file and forced the save of the image to either a local folder on the computer or a network location where all users of InTow Manager may access the file.
- Changed image support options to be global for all users of InTow Manager, with the exception of the path where images are stored and retrieved from.
- Added an option to save images relating to each all into a specific folder based on the call number of the call.

### **Options (System Data)**

- Added a new group under the “Environment” options to track which of the various lookup lists throughout the software users can only select a value from, and cannot enter new values into. These “locked lists” may be added, edited and deleted from the System Data tab of the Administration Details dialog.

### **Call Details Report**

- Added the name of the person requesting the call to the header information displayed on the report.

### **Call Reason Report**

- Added a variation of the Call Log report which groups and summarizes calls based on the Reason specified for the call.

### **Cancelled Call Report**

- Corrected problem which was suppressing cancelled calls from being displayed on the report.

### **Customer Quotation Report**

- Added a report to print the details of customer quotations generated in InTow Manager. The Customer Quotation report resembles the same layout as the existing Call Invoice report and is available as a "Common Report" from the quotations list on the main system interface.

### **Customer Storage Lot Summary**

- Added the ability to filter records displayed in the report based on the lot location of the vehicle in storage.

### **Dispatch Activity Report**

- Added a report to display a detailed list of the calls dispatched by each user of InTow Manager over a specified date range.

### **Dispatcher Call Summary Report**

- Added a report to display the calls dispatched by each user of InTow Manager over a specified date range, with calls dispatched being grouped by each dispatcher.

### **Driver Commission Details Report**

- Added the ability to display comments entered from the Reporting Wizard at the bottom of this report.

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- Added the ability to display comments entered from the Reporting Wizard at the bottom of this report.

### **Driver Daily Commission Details Report**

- Added the ability to display comments entered from the Reporting Wizard at the bottom of this report.

### **Driver Daily Commission Summary Report**

- Added the ability to display comments entered from the Reporting Wizard at the bottom of this report.

### **Driver Reimbursement Summary Report**

- Added a summary report of all reimbursements paid to a driver within a specific date period and grouped by driver.

### **Impound Auction Summary Report**

- Added the ability to filter records displayed in the report based on the lot location of the vehicle in storage.

### **Impound Release Summary Report**

- Added the ability to filter records displayed in the report based on the lot location of the vehicle in storage.

### **Impound Sales Summary Report**

- Added the ability to filter records displayed in the report based on the lot location of the vehicle in storage.

### **Impound Scrap Summary Report**

- Added the ability to filter records displayed in the report based on the lot location of the vehicle in storage.

### **Police Hold Report**

- Added a report to display all stored vehicles which currently have a police hold on them.

### **Resource Scheduling Report**

- Added a report to print resource schedules defined from the Scheduling section of the main system interface.

### **Quotation Summary Report**

- Added a report to display a summary of all quotations given to customers. The report may be filtered by date and customer name, and is also available as a "Common Report" from the Customer Quotations list on the main system interface.

### **Sales/Receipts Period Summary Report**

- Added a report based on the existing Sales/Receipts Summary Report which displays the sales, storage, receipts, credit and summary information for a specific period in time.

### **Statement Report**

- Added the ability to display comments entered from the Reporting Wizard at the bottom of this report.

### **Storage Lot Summary Report**

- Added the ability to filter records displayed in the report based on the lot location of the vehicle in storage.

### **Unpriced Call Summary**

- Added a report to display a summary all calls which have not currently been priced, within a specified date range.

### **Vehicle Storage Details Report**

- Added the ability to filter records displayed in the report based on the lot location of the vehicle in storage.

### **Vehicle Storage Inventory Report**

- Updated report so that it is available as a "Common Report" from the Storage list on the main system interface.
- Added the ability to filter records displayed in the report based on the lot location of the vehicle in storage.