

What's New

Strato Version 2.2



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1 Introduction

The purpose of this document is to give you an overview of the new and modified features in Strato 2.2.

The available languages are English, Danish, Swedish, Norwegian, Spanish, and Polish. Strato v.2.2 is certified to NOAH 4 and works with Noah v.4.8.

2 Repair Order

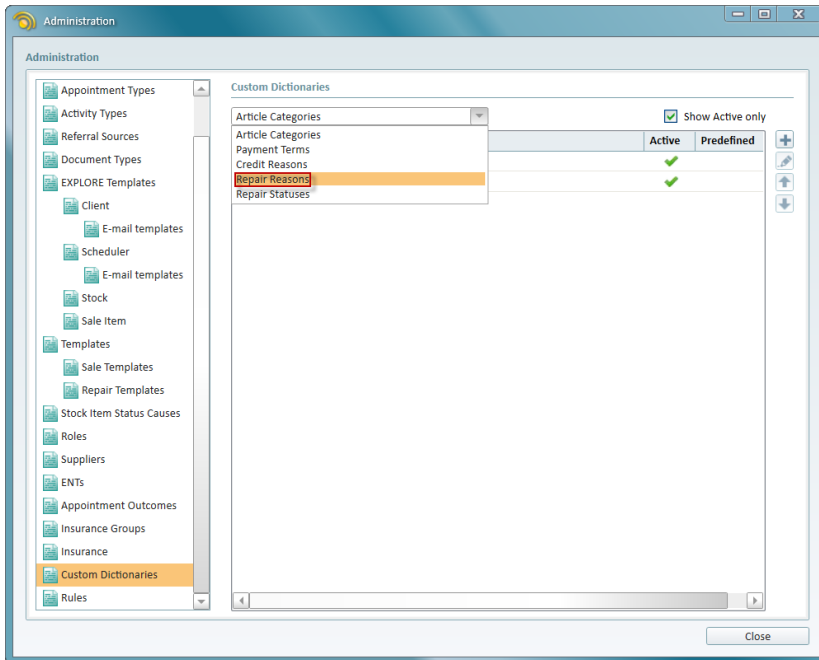
2.1 Repair Orders in Strato

After a successful sale, it is important to provide the best quality service for the customer. If their HI item needs to be repaired, you can easily handle the situation thanks to the new **Repair** functionality in Strato. You can create and track repairs only for those items that have a serial number.

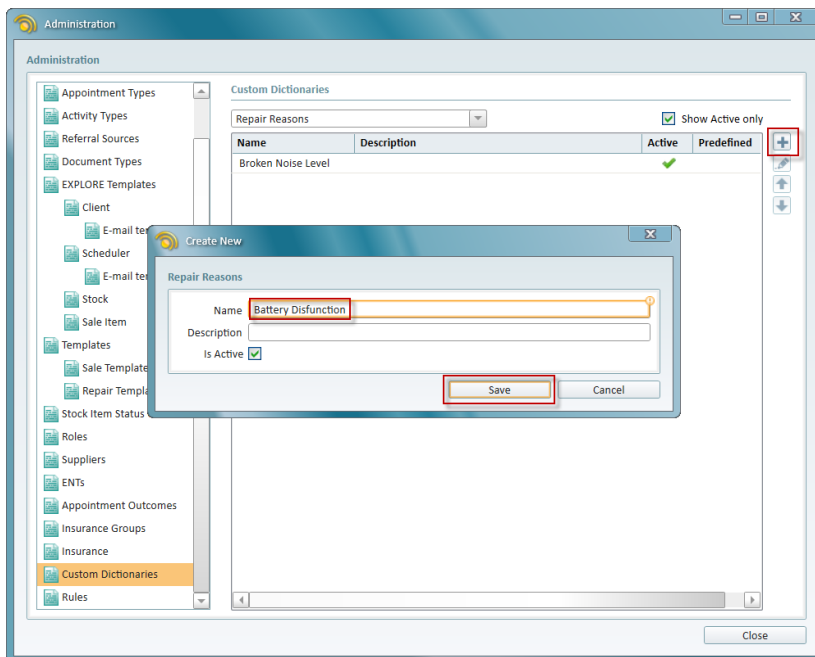
2.2 Configuring Repairs

First of all, you need to have one or several repair reasons and repair statuses. To create them:

1. Go to **Tools -> Administration -> Custom Dictionaries**.
2. Select **Repair Reasons** from the drop down list.



3. Click the **Add New** button to open the **Create New** window. Enter repair reasons details and click **Save**.

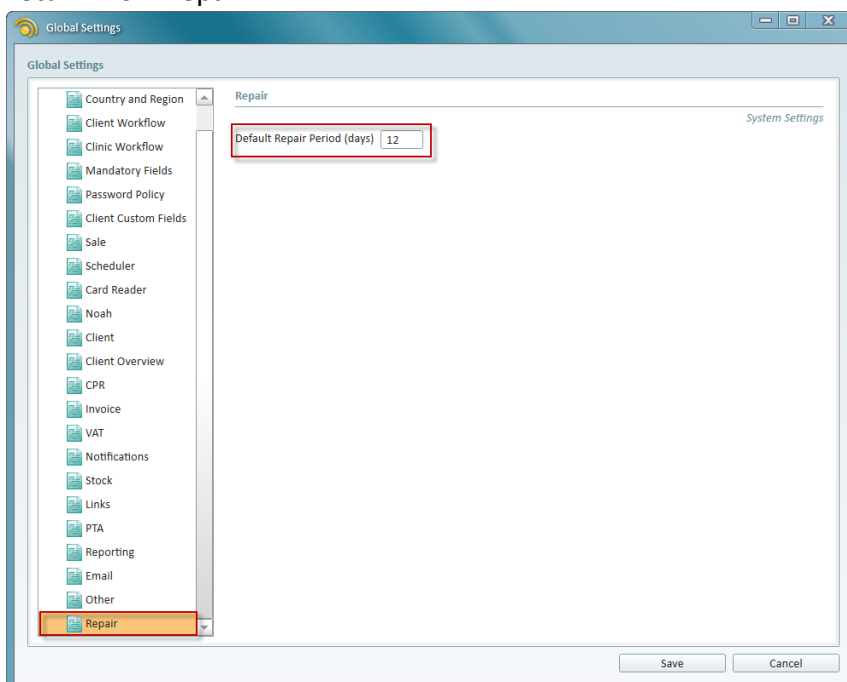


Continue by selecting **Repair Statuses** from the same drop down list. Add one or several repair statuses in a similar way.

Besides repair reasons and statuses, you have to specify default repair period.

1. Go to **Tools -> Settings** and select the **Repair** tab.
2. Enter the default period for repair (in days).

Note: When creating a repair order, you can always manually change the date of item's return from repair.



3. Click **Save**.

Final step is to ensure you have your repair templates ready. There are two separate documents - one for the client who requests repair and the other for the item's supplier. Repair templates contain all the information about the repair at hand. You can find and customize such templates from **Tools -> Administration -> Templates -> Repair Templates**.

2.3 Creating a Repair Order

After selling a device to the customer you might receive a request to repair the item. To create a repair order:

1. Go to the client's **Sales** tab and open the **Sales History** section. **Note:** There are a number of places in Strato where repair order can be created from. They will be listed in the end of this section

Purchase Date	Article	Type	S/N	Warranty Exp.
11/27/2017	America Hears ITE	HI ITE	123434...	27-Nov-19

Date	Article	Quantity	Serial Number	Delivery Status	Invoice Status	Warranty Exp.
27-Nov-17	America Hears BTE	1			New (Client Invoice)	
27-Nov-17	America Hears ITE	1			Paid Fully (Client Invoice)	
27-Nov-17	America Hears ITE	1	1234346456546	Delivered		27-Nov-19
10-Aug-17	America Hears BTE	1			Paid Fully (Client Invoice)	
14-Apr-17	America Hears ITE	1			Invoice Credited (Client Invoice)	
14-Apr-17	Remote Control	1			Invoice Credited (Client Invoice)	
14-Apr-17	America Hears ITE	1			Paid Fully (Insurance Invoice)	
14-Apr-17	Remote Control	1			Paid Fully (Insurance Invoice)	
14-Apr-17	Remote Control	1			Returned Fully (Client Credit Note)	
14-Apr-17	America Hears ITE	1			Returned Fully (Client Credit Note)	

2. In the **Purchased Devices** section, locate the item's serial number in the **S/N** column and click it to display the drop down list with the options.
3. Select **Create Repair Order**.

Purchase Date	Article	Type	S/N	Warranty Exp.
11/27/2017	America Hears ITE	HI ITE	123434...	27-Nov-19

4. In the window that opens, provide all the necessary repair details:
 - **Status** - set to *New* by default. *Closed* - repair is complete.
 - **Supplier**

- **Repair Reason**
- **Covered by warranty** - check if warranty applies
- **Send directly to client after repair** - if selected, this option will be mentioned in the repair document for the supplier
- **Sent to Repair** - a date when the item was sent to repair. By default - today's date.
- **Expected Return Date** - an estimated date when item is to be returned from repair. Calculated by adding the number of days set as default repair period to the **Sent to Repair** date.
- **Received Date** - an actual date when item is returned from repair.
- **Print client/supplier repair order on save**

5. Click **Save** to finish the set up.

Your Repair Order is now created. You can always locate it in the Stock Item EXPLORE by using numerous search options available in Strato.

Stock Item EXPLORE

Search Open Template ... New Stock Item Export Import

Filter

2 stock item(s) found:

Article Type	Client	Colo...	Commission	Commission Return Date	Office	Serial Num...	Status	Suppli...
<input type="checkbox"/>	HI ITE	John D...	<input type="checkbox"/>		Copenhagen Office	SN012345	Delivered	
<input type="checkbox"/>	HI ITE	Ms. Joa...	Black	<input type="checkbox"/>	Copenhagen Office	12343464...	Delivered	

Repair Order

In Repair

Is Overdue

Repair Order Status

New

Send to Repair

Absolute Dates

From

To

Relative Dates

Last Days

Next Days

Include today

Expected Return Date

Absolute Dates

From

To

Relative Dates

Last Days

Next Days

Include today

You can also create and edit repair orders from:

- Stock Item EXPLORE
- Client's front page - in the **Last Delivered HI** section
- Client's **Sale** tab - in the **Sales History** section

Note: Only serial numbered items with the **In Stock, Reserved, Lent, Delivered** statuses can be sent for repair. You can have only one active repair per item.

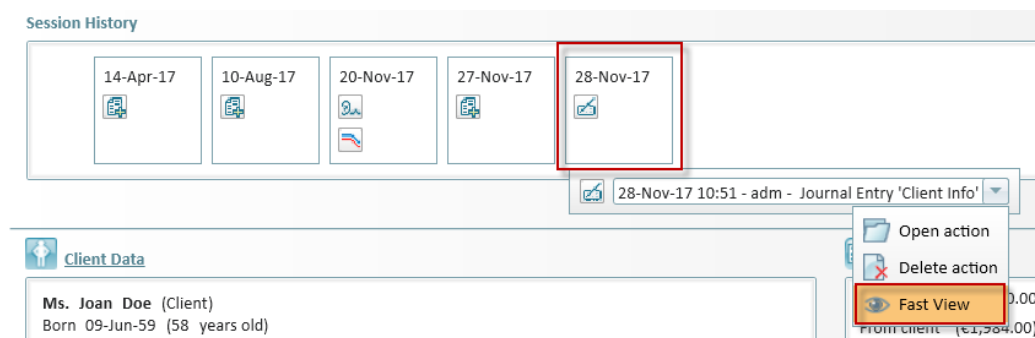
3 Noah

3.1 Support for Noah 4.8

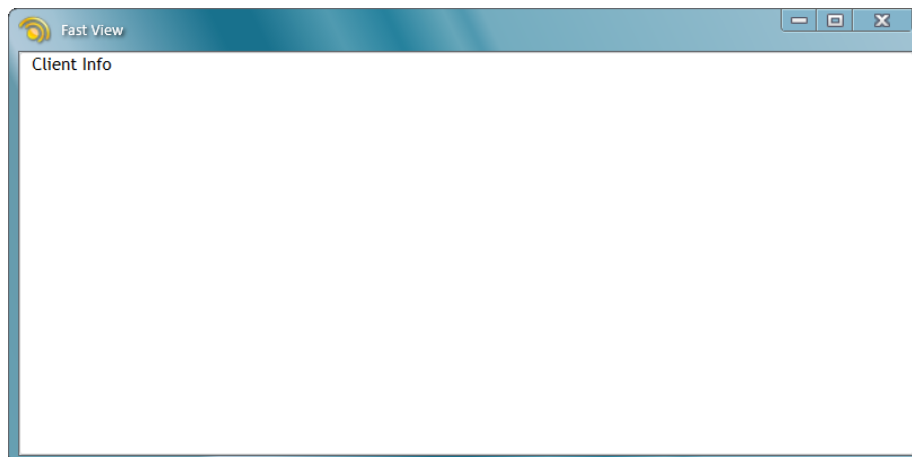
Strato now works only if Noah version 4.8 or later is installed on your PC.

3.2 Accessing Noah Journal entries with Fast Data View

You can now use Fast Data View to have quick access to the client's information entered in the Noah Journal. For this, go to the client's **Session History** section on their front page and click the corresponding action to open the drop down menu.

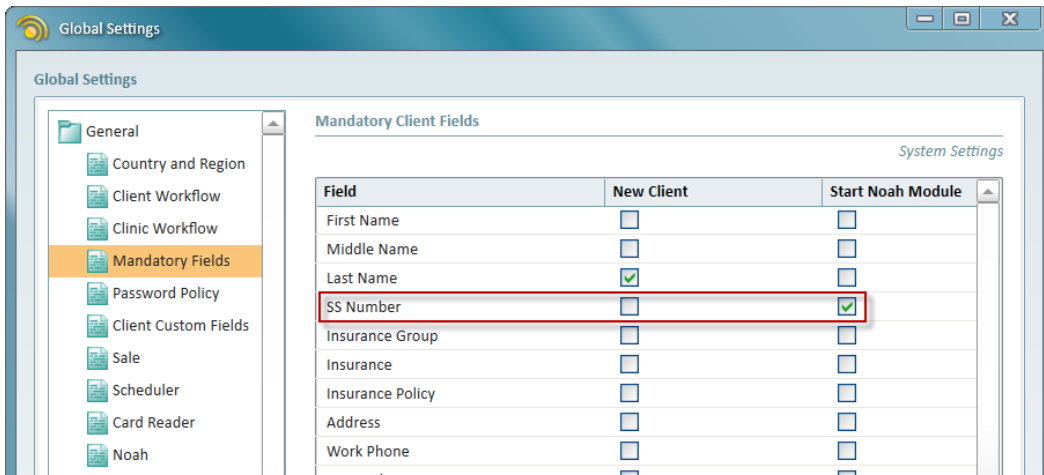


Select the **Fast View** option. A window with the client's records will be displayed.



3.3 Mandatory client fields when importing from Noah

You can now separately specify mandatory client fields both for the new client creation and for the import from Noah. For instance, if you load client audiogram from Noah, Strato will prompt you to fill in fields set as mandatory in the new **Start Noah Module** column.



4 Sale Tab

4.1 New look for the client's Sale tab

We have made further UI improvements to the client's **Sale** tab. Now all information can be conveniently accessed under several tabs:

- Current Sale
- Payments
- Repairs
- Sales Documents
- Sales History

Current Sale	Payments	Repairs	Sales Documents	Sales History
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Payment balance

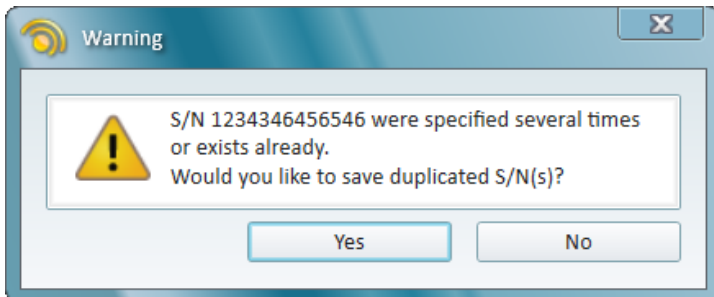
Deposit	€30.00		
From client	(€6,615.00)	From insurance	€0.00
To client	€6,233.00	To insurance	€0.00

Click the corresponding tab to get fast access to the information you need.

5 Other Improvements

5.1 Warning when adding items with identical serial numbers in Stock

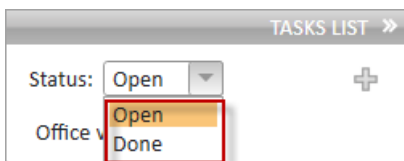
When trying to create a new item with an existing serial number, you will be prompted with the warning.



Confirm if you still want to have a stock item with a duplicate serial number.

5.2 Filtering tasks by status

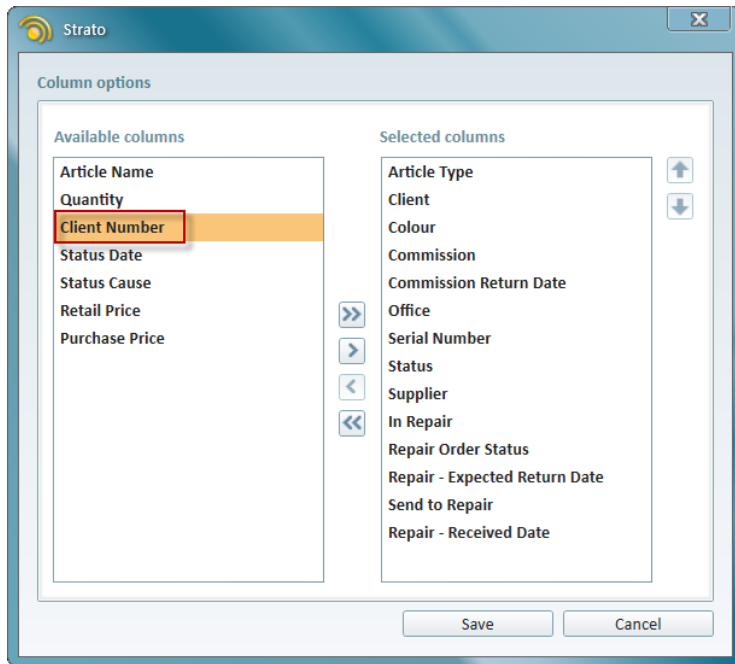
You can now easily filter the tasks by their status.



5.3 EXPLORE views improvements

Client Number is now a visible column for the following EXPLORE views:

- Scheduler
- Stock
- Sale item
- Sale document
- Payment



5.4 Unique client number when importing

When importing client data from the .nhx file, a unique client number will always be generated by Strato. This way, there will be no duplicate client numbers.

6 Additional Information

For further information, please contact stratosales@auditdata.com or visit www.auditdata.com.