iTRAAC v2 - Improvements / Bug Fixes

**Fixes**:

* Clearing alerts on comments
* Editable comments
* Changing last name - marriage, divorce, spouses changing sponsors, spouses becoming self sponsored

**Improvements**:

* SSN reduction – DoD directive
* EU VAT Form
* UTAP support (Ramstein basis)
* Customer Search – by last name, etc
* Vendor Search \*\*\*
* Tax Form Search
* New Tax Form Statuses
  + Incomplete – visual reminders for clerk to address when customer is present
  + Lost – Tax form now has a “location” (office, customer, lost)
* More Responsive
  + SQL Server 2005
    - 2 x DB file size = more indexes
    - More “tunable” – DMV’s provide direct visibility on performance bottlenecks
  + Latest app dev technologies
    - WPF/Silverlight
    - Long activities run on background thread
* More intuitive & flexible user interface – less training required for high turnover environment
  + Popup help
  + Variable screen font size – for those with weaker eyesight
  + Multiple open tasks at once – tabs versus frozen popup screens
  + Streamline File Form validation / correction
  + Reminders for sweeping up on “returned not filed” pile
  + Key info at a glance - open/incomplete forms (demo: M7886)
* "**Encourage** but don't force" clean input data
  + e.g. formats like APO address and DSN phones
  + Eliminate ambiguity for the clerks at a critical time ("how am i supposed to enter this?”)
  + More consistent data, makes for more effective searching & reporting
* Transactional Form Sales (Ramstein request) – queue up new forms & expired form reprints in a “shopping cart” with accurate running total… then confirm with customer before printing
* NATO Ranks supported (Ramstein request)
* Edit VAT Office Contact/Address Info
* Built in VAT Office lookup – hours, phones
* Automatically generated hard copy:
  + New customer info packet
  + Warning letters
  + Lost forms signature page
* New-Customer Duplicate Check
* Cleanup/consolidate transaction types
* Eliminate unnecessary Goods/Service input on Tax Form file
* Create dates on everything for improved tracking – Customers, Forms, Agents
* Simplify the three “De-Activate/Bar/Suspend” modes