iTRAAC v2 – Improvements

**Fixes**:

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

**Improvements**:

* SSN reduction – DoD directive
* Customer Search
* 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 threads
* 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 modal popups
  + Streamlined VAT Form filing validation / correction
  + User reminders for keeping up with the chronic “returned not filed” backlog
  + Key info at a glance – customer alerts, incomplete forms , etc.
* Strongly encourages but doesn’t absolutely force ‘clean’ input data (in case there’s a reason)
  + 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 – queue up new forms & expired form reprints in a “shopping cart” with accurate running total… then confirm with customer before printing
* Enables VAT Office Manager to maintain primary POC info and office hours.
* Built in VAT Office lookup – hours, phones
* Automatically generated hard copy:
  + Warning letters
  + Lost forms signature page
* New-Customer Duplicate Check (at time of entry)
* Transaction Types have been cleaned up (eliminated invalid ones, consolidated some)
* Eliminates unutilized Goods/Service input on Tax Form file in lieu of text description
* Create-date field added to all primary database entities for improved tracking – Customers, Forms, Agents, etc.
* Simplifies the convoluted combinations of “De-Activate/Bar/Suspend” customer status