



NOVEMBER 2020 RELEASE NOTES

Maintenance

Title	Description
Update Holiday logic	Added automation, based on a global country-based Holiday table, to not include holidays when calculating SLA/ETA for third-party orders. Note: <i>this does not impact Drive services.</i>
Track and Trace visibility	Updated the Couriers no tracking# report with additional fields to support the Command Center monitoring qualified orders.
After hours update for 3rd party SLA.ETA calculation	Updated the logic when calculating SLA/ETA to look at the Flash cut-off times in the Agent Main screen.
FT Hold release SLA re-calculation	Excluded manually added SLA/ETA from recalculating when a FlashTrac Hold has been released. Note: <i>this recalculation applies only to third-party orders.</i>
After hours invoicing	Updated the logic behind how we invoice customers in relation to nonbusiness days and after hours. This logic is applied to all order types and all non-third-party services. For specific details, please contact your Client Services representative.