AlarmBiller
SalesAutomaton
eForms
Time&Attendance

Release Notice
Version 4.30.1

December 2021

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About This Document

This document provides information related to new enhancements and applications corrections for AlarmBiller version 4.30.1.

Application Corrections

Alarm Biller

Update Autopay Notice

Issue – The email about expiring credit card indicates customers should log into the customer portal or call to update the card information. The email causes confusion for customers when the dealer does not have a customer portal they can access to update the information.

Solution – The email is now modified depending on whether the dealer has Customer Portal enabled.

Cannot Email Receipt to Customer

Issue – Error message "payment receipt was not delivered", when trying to email a receipt to a customer.

Solution – The error only occurred when a payment had not been applied to an invoice. Because the payment's applied date is null, the code that sets this field on the view model isn't handling nulls correctly when it is sending an email. The fix is to handle null datetimes, by using the default datetime 1/1/0001. The default date does not appear on the actual receipt email sent out, so it is not used.

Inactive System Type Removed when a System is Edited

Issue – When a system type is inactivated, if you go into a system that had that system type and try to edit, the system type is removed from the system and cannot be re-added.

Solution – Inactive System Types will now be shown in the dropdown when editing the system, but only if it was already previously selected. That way the user can make changes to other fields on the system without being forced to select another system type.

PO Numbers not Displayed on Invoices

Issue – The customers PO number is not appearing in the RMR invoice.

Solution – The cause of this is within the process that generates Recurring Invoices from a RMR. Currently, the PO Number is not being pulled in from the RMR into the invoice that is generated. With the fix, the PO Number will be pulled over onto the Invoice, and the PDF preview of that invoice will correctly display the PO number in its associated box.

RMR In Force Report Run Retroactively is not Accurate

Issue – The start date on the RMR in Force Report, does not produce correct results when the date is retroactive; the rate always shows the current update instead of the previous rates.

Solution – Updated the RMR In Force report's stored procedure to check for any RMR rate changes that may have been made, and report the 'old' RMR Monthly Values if the report run date is before the current rate change went into effect.

Note: This fix requires a database schema update to get this stored procedure updated in the dealer databases.

Zone list Export Error

Issue – Signal type and Authority are not exporting correctly, they are coming over as a number instead of the text in those fields.

Solution – Fixed the grid 'Export to Excel' logic to show the Signal Type and Authority name instead of the ID values.

Cannot Delete Parts

Issue – The delete button does not function in the Setup > Parts > parts detail view.

Solution – Changed the logic to call to the correct Delete controller method, and upon successful delete, return to the Parts list view. Also, fixed the Setup -> Parts grid to not open the details page in a new tab, but open in the same tab.

Parts Uploader Brings in all Parts as Panels when Panel Column is Blank

Issue – When I trying to upload parts through the uploader it is tagging all the parts in the list as panels, when they are not. The panel column is blank in the parts uploader file.

Solution – The panels were being set to true because the logic did not check for an empty string, but just a 'null' value. But the excel transformation sets empty columns as "". Also, changed the IsPanel logic to look for a T, True 1, Y, or Yes to set IsPanel = true. Updated the upload template with a comment that shows the valid Panel values when the row should set IsPanel = true.

Word Order Last Activity Field not Updating

Issue – The Work Order's Last Activity Date was not being updated when deleting a Work Order appointment from the calendar.

Solution – The Calendar code will also update the Work Order itself, namely setting the Last Activity Date and status fields appropriately. If the one and only Work Order appointment is deleted, then the Last Activity Date will be cleared. If there are other Work Order appointments, then the latest appointment date is used.

Error Received When Rearranging Appointments

Issue – While in the Week view of the Calendar, dragging and dropping does not work properly. The issue is partially caused by the changes to the Technician's view to add drag/drop functionality. The code tracks the starting time slot of where the appointment is being dragged from, to the ending slot where the appointment is being dragged to. This is causing a problem with some dealers in the Week/Day views of the Calendar, and causes the starting and ending slots to be set to a completely different employee than the original technician on the appointment.

Solution – To fix this, we added a check to the logic, that only enables it for the technicians view, so that it will not affect the Week/Day view at all. This will allow Week/Day appointments to be re-arranged without the error.

Note: This issue/error only applies to Work Order appointments, since they can only have one primary technician.

Work Orders Total not Recalculated Based on Filter

Issue – When the work order grid is filtered, the total displayed is still the total for all work orders, not just those displayed.

Solution – The function was refactored to ensure that the Total will only add up the resulting records displayed by the filters.

Work Order Appointment Confirmation EMail Time is Incorrect

Issue – The Work Order appointment shows the incorrect appointment time to the customer and the technician, it is off by 4 hours.

Solution – The appointment time on the confirmation email sent to the dealer is being converted twice, once on the appointment time field on the email model, and again on the model's customer appointment confirmation data field, which holds an identical appointment time field. To resolve this, a check is added that makes sure the email date time is only converted once.

Total RMR Goals Widget Display Issue

Issue – The Goals Widget is not displaying properly; off center and text is overlapping.

Solution – Corrected visual issue caused by CSS styling on the tooltip boxes.

'Total RMR Widget' Appears as Null When Goals are Deleted

Issue – When editing the Dashboard 'Total RMR Widget', if the user deletes the goal balances, they appear as "null" on the screen statistics.

Solution – Catch if user blanked out any of the goals values instead of setting to an actual value. The client-side logic sets any goals value saved as null to = 0 so the widget logic will process properly as a '0' value.

Note: This fix removes all data from the widget graph, unless the user enters goal values for YTD & MTD respectively.

Graphs and Charts Not Updating with Current Information

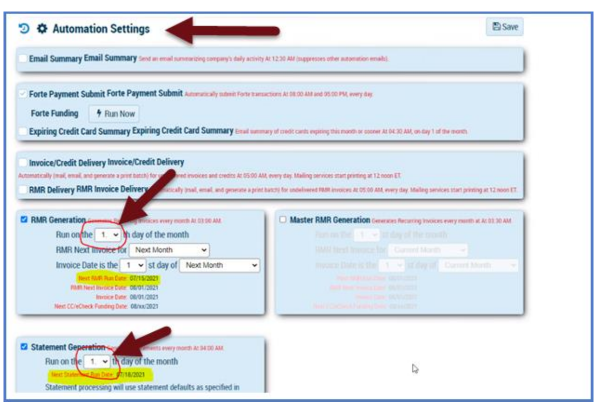
Issue – Dashboard “Monthly Sales for the Year” widget graph data is not updating with the current year/monthly data.

Solution – The Monthly Sales widget data update issue was resolved.

Display Issue in Automation Settings

Issue – In the “Run on the” field for RMR Generation and Statement Generation, the field only displays 1 digit when the value is greater than 9.

Solution – The dropdown box was made 5 pixels wider to correctly display the full value selected.



SalesAutomation

Leads Excel Export Pulls a Blank Tags Column

Issue – The "Export to Excel" button in Sales Automation Leads list does not export Tags.

Solution – Export to excel includes any tag names defined on the lead. Also fixed a discovered issue when editing a lead's tag directly on the leads listing grid, that the underlying grid data source was not refreshed to reflect the edited tag data that was saved to the database.

Tags Not Downloading When Exporting to Excel

Issue – Tags are not downloading when exporting leads to Excel even though the column is selected.

Solution – This issue has been corrected.

Deleted Documents Pushing to SedonaOffice

Issue – Documents deleted in SalesAutomation should not push to SedonaOffice.

Solution – The code was changed to only send over 'active' documents attached to the proposal.

eForm Without Signature

Issue – The form data is reset whenever a change is saved to the form during the signing step, causing signatures to be wiped out.

Solution – Fixed the code so that changes made to the form during the signing process will not remove completed signatures.

Custom Fields not Appearing in Export

Issue – When checking the "Show Custom Fields" checkbox on the Customers page, after selecting the Sites tab, an error message that shows "Unable to Read the Objects".

Solution – The code was changed in both Sites and Systems so that now both will display the Custom Fields correctly.

Lead Notification Email Has Incorrect Time

Issue – When a lead is submitted through the lead landing page, the create time is incorrect.

Solution – The code was changed so that the date is captured with the correct time zone.

Error When Trying to Add a Lead

Issue – Unable to add a new Lead. Getting error that says, “User is not associated with an Employee which is required”.

Solution – Corrected the error thrown when creating a new lead from an existing customer..

Part Rates not Updated on Proposal when Selecting a Different Package

Issue – When creating a new proposal with a sales package, and SedonaOffice Integration is enabled, the part rates were sometimes being set to the default part rate instead of the rate in the selected sales package.

Solution – Corrected new proposal behavior such that when the SedonaOffice default part rate is not checked, the part rate value is provided from the sales package instead of the SedonaOffice default rate.

Images sent to SedonaOffice from Sales Automation saved with both .jpg_.pdf file Name

Issue – When using Sales Automation with SedonaOffice, when uploading images to Proposals and pushing them into SedonaOffice, the document file name contains both name.jpg_number.pdf

Solution – The '.pdf' extension is no longer appended to the filename.

eForms

eForm Without Signature

Issue – The form data is reset whenever a change is saved to the form during the signing step, causing signatures to be wiped out.

Solution – Fixed the code so that changes made to the form during the signing process will not wipe out completed signatures.

eForm Data Alignment

Issue – The Checkbox align property on the checkbox defaults to middle left, which puts the checkbox to the left and "middle" of the label text

Solution – The check alignment is now set to top left so that the text is better aligned (in the PDF Preview).

Data Not Displaying Correctly on Proposal

Issue – The Site Phone numbers are not formatting with the “-“ between the phone segments when printing a proposal.

Solution – The phone numbers are now formatted correctly.

Time&Attendance

End Shift Button in Open Shifts Not Working

Issue – The End Shift functionality in Time & Attendance > Managers Dashboard is not working.

Solution – This issue has been corrected.