



AlarmBiller Release Notes

April/May 2024

Version 4.48.0 and 4.48.1

AlarmBiller[®]

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Enhancements/Features

Improved SA sync log messages for the state converter error

We improved the Sales Automation Sync error messages to help identify the remote SedonaOffice record that is causing the sync error in Sales Automation. If the error is an issue caused by a mismatch between the incoming state name and an entry in the AlarmBiller (which is in the rState table), the error message will now include the SedonaOffice state name that cannot be matched.

Added Country field for mail integration

We updated the invoice mail templates so invoices delivered via mail will show 'Canada' as a 4th address line if any of the addresses shown on the invoice are for a Canada destination.

If either the mail to or return address is for any of the Canadian provinces, then 'Canada' will be printed under the mailing address or the return address.

AlarmBiller dealers do not need to make any changes in their AlarmBiller setup to have these additional country lines printed. AlarmBiller does this automatically by checking the addresses as each invoice is being generated for print or PDF file.

Application Corrections

AlarmBiller

Expired credit card report not reporting correctly [00090934]

We fixed the stored procedure for the Expired Credit Card report to correctly apply the date filter to return the expired credit card records for all months and years less than or equal to the report run date.

Previously, this report would only return records where the credit card expiration month was less than or equal to the report run date month, regardless of the year. So, for example, if the report run date was 2/4/2024, the report only included records for 2/2024, 1/2024, 2/2023, 1/2023, 2/2022, 1/2022, etc.

Now the report will include the records for all months in years earlier than the report date.

Accounts Payable

Receive error when editing vendor check — GL account changed [00098618]

We added new validations to prevent check edits if the check being edited is reconciled or if the edit is for a GL account on an existing entry but the accounting period is locked.

We also updated the Edit Vendor Check screen to prevent users from changing a GL account on an existing entry if the accounting period is locked.

Accounts Receivable

Document types show up in the order of entering not alphabetical [00039746]

We changed the order of document types so they are presented in alphabetical order in both the AlarmBiller Setup view and in the dropdown used in some views when a user must select the type for an uploaded document.

Recurring revenue for Master accounts [00079292]

For customers that are 'subs' of a master customer, when creating a new RMR entry for a sub customer, the NEW RMR page will now set the Invoice To Master checkbox based on the value of the Invoice To Master setting in the 'sub' customer's configuration.

We also fixed the Edit Customer page to no longer show the Invoice To Master with a double checkbox.

Invoices not automatically appearing in printed batch history — delivery SQL Timeout [00095804, 93467]

Based on the error logs from the dealers reporting this problem, this appears to be a SQL Timeout issue. We analyzed the execution of the Invoice Delivery Job and made these changes to help with this production issue:

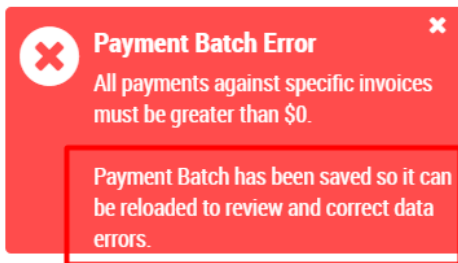
- We increased the SQL CommandTimeout from the default of 30 seconds to 120 seconds for the SQL queries made to the database from AlarmBiller for this particular job.
- We reduced the number of invoice records, and related records required for the complete invoice details, from a query batch size of 500 invoices to 250 invoices.
- We also added some more progress details in the ABHost background job to show the fetch of each batch of 250 invoices.

Payment batch with \$0 applied in the amount column errors; progress save of multiple grid pages missing data [00100811]

When entering a payment batch, if a check was mistakenly entered without an amount and the batch saved, AlarmBiller would give a warning that all entries must be a positive amount, and the batch would disappear without allowing a chance to correct the error. The auto-save would not retrieve the entire batch.

We made the following changes to fix these issues:

- The payment batch progress save now saves the full payment grid record set and not just the current grid view, which was only saving the currently visible grid page.
- The payment batch validations are adjusted for payment amount and late fee. All payments must have an Amount greater than \$0, and greater than the late fee amount if entered.
- The Apply Batch makes a final progress save in case there are any errors so that the user would need to reload the batch to review and correct them. The error notification now says that the payment batch can be reloaded and corrected.



NEW FOR 4.48.1 P & L Not pulling RMR into Report - background jobs SQL Timeout [00110224, 110799, 111348]

Note: This correction is available in AlarmBiller patch 4.48.1.

We changed two background jobs (Update Invoice GLs and Update Invoice Part Ledger Entries) to get and process the GL/PL updates in batches of 50 invoices at a time. We also increased the SQL query timeout from the default of 60 seconds to 120 seconds for these jobs.

Customer/Client Management

Error messages do not disappear on password reset screen [00077899, 103722]

AlarmBiller will now clear any messages when users click Login or Forgot Password. However, AlarmBiller will show any error messages encountered by the latest login attempt.

Problem issuing refund check — refunding multiple payments in single check [00089837]

To resolve this issue, we made the following changes:

- We fixed a number rounding problem when the grid aggregate value was not rounded and calculated at more than 2 digits, and then later compared to a value already rounded to 2 digits.
- We fixed an issue that was causing already selected refunds to show as not selected when paging the payments selection grid.
- We added grid page size selection control.
- We made the Refund Amount textbox read-only since other conditions will not allow the **Add Refund Check** to be enabled if the **Refund Amount** value does not equal the total calculated refund amount from the payments selection grid.
- We changed the grid to show the full edited unapplied payments list before the list is paged.

Sales Automation

New proposal document delete not working when uploading multiple documents [77908]

We fixed an issue with deleting a document uploaded to a new proposal and new work order. Users can now click the **Delete** button next to an uploaded document in the New Proposal or New Work Order view and that document will be removed from the listing in the Docs tab. When the new proposal or work order is saved, that previously uploaded but deleted document is not listed as a document attached to that saved proposal or work order.

SA Leads grid: Dragging column header to group-by area breaks export to Excel [00082232]

We modified the group by columns functionality so that when there is a group by column defined the export to Excel function finds the expected information to export.

When copying a proposal, the field Alt Description on the RMR Items does not get copied over [00099283]

We fixed this issue so that Proposal copy also copies the estimate part/item/RMR alternate fields:

- Alt Part Description
- Alt Sales Description
- Alt Service Description
- Item Alt Description
- RMR - Alt Description

Sales Automation SedonaOffice sync marking Sales Automation only sites/systems inactive [00103336]

The Sales Automation Sync will no longer inactivate Sales Automation sites/systems that are not linked to SedonaOffice sites/systems.

Sales Automation contact phone numbers [00042569]

The proposal print template will now use the phone number saved on the proposal; by default, this is the customer phone number, but the phone number can be changed on the proposal. If the phone number on the proposal is blank, then the printed proposal will use the phone number from the customer. (If the customer phone number is blank, the proposal phone number will also be blank.)

Service

Cannot close work order due to blank critical note [00073483]

We made a fix so that AlarmBiller will not crash on pages that are displaying custom tool tip messages where the message is null or empty. The work order notes grid now shows the tab count so that users have a visual indication if there are any existing notes for the work order.

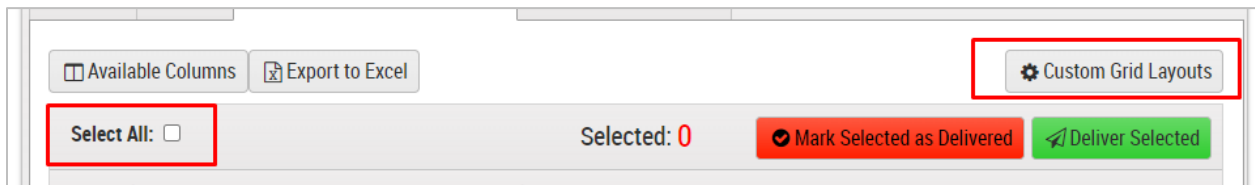
Cannot see all POs for a WO — seems to limit to 20 [00099211]

For the work order details PO tab, we added paging so users can properly view more than 20 purchase orders created against a specific work order.

Setup

Select All checkbox not working with custom grid layout [00054599, 46182]

We fixed the AlarmBiller grids that allow custom grid layouts to be created and loaded that also include the Select All checkbox.



System

Receiving time out error when attempting to run GL report for 2022 for a specific dealer [00093111, 93064]

We fixed the stored procedure (Alter_GLPostingRepor_StoredProc.sql) for the GL Posting report to resolve time out errors. This has improved the speed of the report.

Time & Attendance

T&A: Employee receiving OT but didn't work more than 40 Hours [00102699]

We changed the Time & Attendance payroll calculation for determining if an employee has crossed the number of regular hours worked before additional hours are counted as overtime: now, the calculation only counts hours clocked against a pay code when the Allow Overtime checkbox is selected.

If a pay code has the Allow Overtime checkbox cleared, hours clocked against it do not count toward the overtime hours calculation.