



AlarmBiller Release Notes

October 2025

Version 4.54.0

AlarmBiller®

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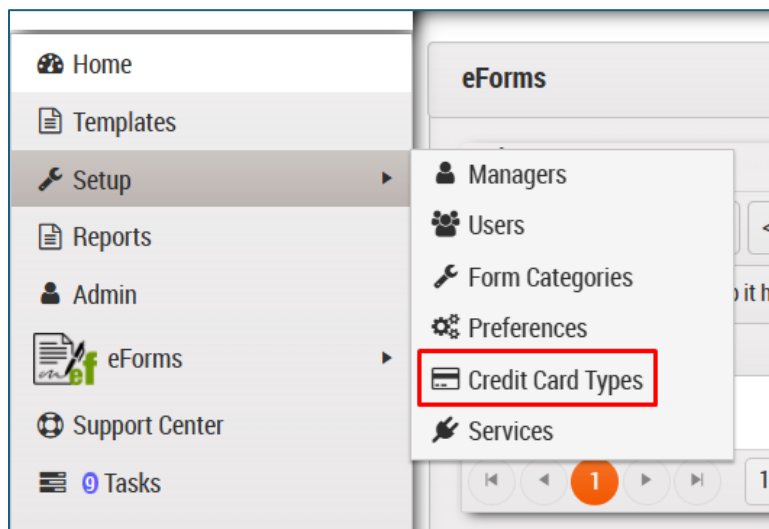
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Enhancements/Features

eForms Setup- Credit Card Type Setup Page

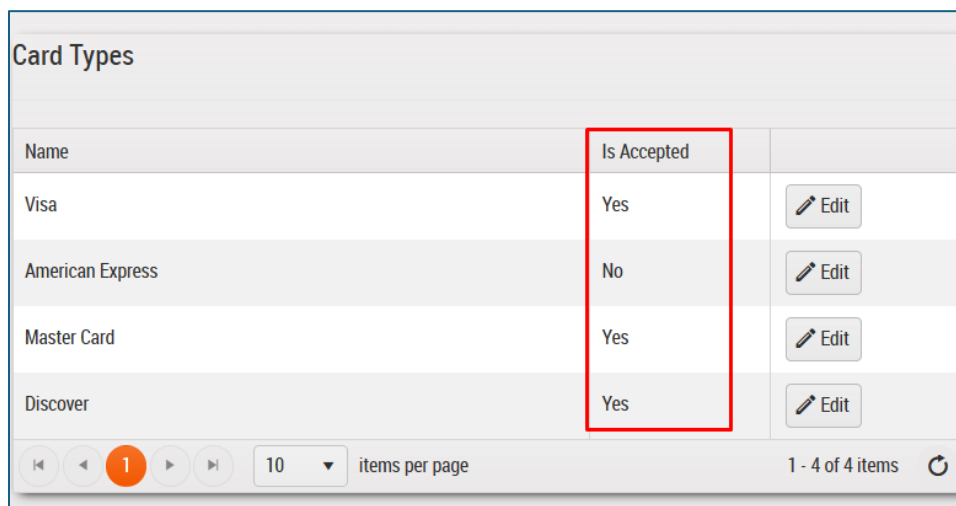
For dealers with SedonaOffice integration, eForms setup now has a credit card type setup so dealers can enable and disable the credit card types that can be entered through the eForms payment method widget.

To see the new Credit Card Types setup, navigate to eForms Setup:



Click Credit Card Types.

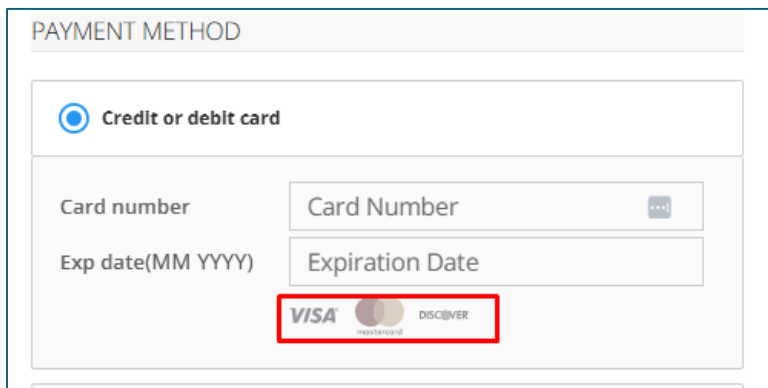
This opens the Card Types page:



Note: For new AlarmBiller dealers all credit card types are accepted by default (the Is Accepted column is set to Yes). This does not change the accepted or not accepted credit card types of already active AlarmBiller dealers. However, dealers should review the settings to verify accepted credit card types.

To change a credit card type to accepted or not accepted, click the Edit button in that row.

If a credit card type is set to No (not accepted), then the eForms Payment widget will not allow the eForms recipients to enter a credit card number for that non accepted type. This will be indicated on the Forte popup add to add credit cards. The logos for accepted credit card types will be shown below the expiration date field (Exp date (MM YYYY)).

A screenshot of a web form titled "PAYMENT METHOD". It features a radio button labeled "Credit or debit card" which is selected. Below this, there are two input fields: "Card number" and "Exp date(MM YYYY)". The "Card number" field contains the text "Card Number" and a small icon of a credit card. The "Exp date(MM YYYY)" field contains the text "Expiration Date". Below these fields, there is a red rectangular box containing the logos for VISA, Mastercard, and DISCOVER.

Application Corrections

AlarmBiller

Notification to process dashboard widget- incorrect values [110038]

The open work orders and open appointments were the same amount.

We corrected the Notifications to Process dashboard widget to get the current total for open work order appointments. The total for Open Work Orders and Open Appointments shown in the dashboard widget now match the corresponding grid row count on the Work Orders page.

Customer Name column disappears when selecting multiple available columns [110398]

The Customer Name column disappeared when selecting multiple available columns.

All columns on the Invoices grid have a specified width. This ensures all columns stay visible when Available Columns selections have more columns than visible on the screen and the grid is resized to accommodate all columns with a horizontal scroll bar.

Drop down on workorder for parts to be assigned to zone [121746]

We fixed an error in the Zone dropdown used in the parts grid. This was an issue in AlarmBiller work orders, and AlarmBiller and Sales Automation proposals.

The Delete button for mailed invoices/credits does not work, but the software displays as it did [139212]

We removed the Delete button for outgoing mail because our current mailing service (Sebis) does not support it, and it caused confusion for users. Once a document is sent over to Sebis, it is pulled into their processing system, batched with other customer documents, and there is not a way to stop a document from mailing once it is in this process.

With this change, under Setup > Mail/Email Summary > Outgoing Mail grid, Pending documents will no longer have a delete button.

Recent update was made to AlarmBiller that made my ability to see all new appointments on work orders not visible [141440]

Work order last activity now logs the next scheduled appointment as the work order last activity if all active appointments show as completed. This happens when work order appointments are updated from either AlarmBiller calendar or work order edit view.

Work order page different behavior [141164]

This issue was corrected with this: Recent update was made to AlarmBiller that made my ability to see all new appointments on work orders not visible [141440]

Reactivate work order status [142791]

Reactivating the “completed – work order” status was not working.

We fixed this so that users can click the Reactivate button in the Work Order Status grid, and that status will be reset to active.

Note: New AlarmBiller databases have some pre-defined work order statuses. These are not crucial to AlarmBiller workflow, and dealers can modify these statuses, add new ones, and delete any status they will not use. The only work order status setting that AlarmBiller checks when processing a work order is the Indicates Completed flag on that status.

Time & Attendance

Time & Attendance shift clock in issue [115984]

Selecting the training task started the shift as office, which is not as expected.

We fixed this so that users can start a Time & Attendance shift with a pay code that is not configured as the default pay code.

eForms

Contracts eForm data not saving [00138808, 00141886, 00143998]

Some users have reported issues with eForms when saving entries made during the Assign process.

This happened when the eForm ModifyDate was changed to the user's device time and then passed back to the database. If these did not have the same timestamp, the changes were discarded.

To resolve this, we added a property called utcModifyDate that preserves the ModifyDate from the database. When users save the eForm, the utcModifyDate is passed back to the database. Because the utcModifyDate and ModifyDate will match, the eForm saves.

Sales tax not calculating on eForm [141099]

A sales tax rate that is a combination of a state tax rate plus a county tax rate is calculated from two AlarmBiller tax records. These multiple tax records were not being fetched properly by the original eForms proposal data query. We corrected this so the eForms Sales Tax Rate element shows the correct calculated sales tax rate for basic and complex sales tax rates.