14.4.0123.230

New Features

- HD-356   Add escalation button to Help Desk
- AR-74   Integration with Origin: Account Status Origin
- AR-75   Integration with Origin: Customer Integration
- AR-77   Integration with Origin: Invoice import from Origin
- AR-80   Integration with Origin: Salesperson import and ongoiing legacy update
- AR-86   Receive Payment Detail
- AR-107   Invoice Functionalities

Improvements

- HD-471   When agent closes a call, generate an email to the customer and anyone watching ticket
- HD-481   Add the Customer Contact in the received Email
- HD-517   Create "Reopen" status and deployed during db upgrading
- HD-525   Notify the watchers when agent or customer closes or reopens a call
- HD-527   Assigned to should be changed with the Agent who reopened the ticket or the current login
- HD-536   CLONE - Allow Customer to Reopen and Close a Ticket in Help Desk
- AR-695   Add Print button to Invoice screen
- AR-676   Add Credit Memo in the Batch Posting transaction type
- AR-542   Import of duplicate terms
- AR-633   Invoice GL Impact
- AR-424   Customer Contact Integration

• AR-425	If Integration to Origin is turned on, Customer No should not be editable.

Bugs

• FCOM-74	9.2.2 should be used as default ACU client on 14.4
• FRM-1861	Combobox beforeselect not firing
• FRM-1832	Advance filter grid is not working in Ticket Search Screen
• FRM-1704	Terms is not loading after importing AR Terms
• HD-425	Loading a Ticket will make the page unresponsive
• HD-494	Issue when choosing multiple help desk tickets to look at.
• HD-529	It should say "reopened"
• HD-530	Close and Reopen buttons are displayed on new ticket
• HD-553	Close and Reopen icon are missing
• HD-544	Ticket will not load for any tickets that were created by agent "irelyagent"
• HD-548	HDTN-159256 - I keep getting an Internal Server Error when I tried to reply to support calls on this new help desk? It doesn't happen every time but enough that there must be a problem.
• HD-508	Clicking on Search prompts for Save prompt
• HD-518	Should say Close Ticket
• HD-503	Assign to Agent is not receiving an email from Escalation
• HD-512	Close Button is still enabled.

• HD-514	Close and Reopen Ticket Buttons should also be available in agent login
• HD-515	Assigned To is not changing
• HD-516	Disable Escalate button if the Ticket has Closed Status
• AP-789	Discount and Interest is not applied when payment is made via Pay Bills screen
• AP-755	Check No is not displayed in AP screens
• AP-772	Pay Bills Detail - Discount and Interest does not update after changing Date Paid
• AP-726	Console error prompts when voiding pay bill
• AP-624	Void button is not displayed after printing
• AP-604	Transaction is successfully unposted/voided even on a closed period
• AP-577	Show complete transction ID on field
• AP-484	Wasted Check No is still displayed on the pay bills detail screen
• AR-649	Wrong Deposit Account
• AR-656	Blank UOM and Price after selecting the Item
• AR-658	Wrong value of COGS
• AR-665	Discount has a GL impact during partial payment
• AR-666	No Batch Posting menu
• AR-667	Receive Payments Detail appears posted
• AR-668	Console error when Batch Posting is opened
• AR-669	Post and Recap button not functioning

• AR-670	Subtotal/Total fields are not updated when an Invoice detail is deleted
• AR-671	Can check more than 1 radio button
• AR-672	No Item No list when the Item Location has no default Issue UOM
• AR-682	Overpayment message did not prompt on Receive Payments
• AR-679	control who can Add/Delete Customer records
• AR-681	Left over receivable during Multiple Payments
• AR-646	Unknown error occurs during saving or posting of Payments Detail
• AR-622	Wrong Discount when Term is Date Driven
• AR-626	Cannot fully pay a receivable
• AR-628	'Record has been modified by another user' message prompts
• AR-632	Remove ECommerce menu from Customer Contact
• AR-637	Payment Method is a prerequisite during Customer import
• AR-639	Decremented date on Statement Footer Message screen
• AR-640	Internal Notes are not saving
• AR-641	Blank Payment field
• AR-642	Payment field did not retain the manually entered amount
• AR-546	Invoice Import: Location and Bill To are not imported
• AR-548	Blank row on imported invoice
• AR-552	Term with agtrm_disc_rev_dt value is imported as Standard term
• AR-555	Cannot import Invoice due to a discrepancy on Terms

• AR-563	Notes' records disappear during Refresh
• AR-609	Receivables is fully paid, but the Invoice is not tagged as Paid
• AR-611	Blank Recap Transaction when the Invoice or Receive Payment Detail is not saved
• AR-612	Wrong Post Date on Recap Transaction screen
• AR-621	Wrong Date Paid
• AR-537	Incorrect Due Date
• AR-540	Incorrect discount on Receivables
• AR-166	Disabled first row of Customer Group
• AR-683	AG Customer Record in Origin is being deleted
• AR-685	Incorrect records in Batch Posting > Detail tab
• AR-686	Batch Posting: Invoices are also posted when batch posting a credit memo
• AR-692	Invoice Report: Data issues
• AR-693	Empty page during printing
• AR-694	No report paging
• AR-688	New Payment Method is not inserted in origin
• AR-691	Invoice Report: Cosmetics issues
• AR-731	Console error when saving/posting an Invoice
• AR-721	Cannot enter a partial credit memo in receivables
• AR-718	Customer Location notes is not saved
• AR-719	0.00 Invoice Total

• RPT-624	Download Direct Printing message still prompts
• RPT-669	Console error appears when viewing reports
• RPT-708	Lease Billing Report Criteria for Billing Month
• TM-1150	Newly Added Work Orders Can't Be Selected and Printed
• TM-1151	Work Order Entered By is Not Saving
• TM-922	Prior to Timeout Changes - TM Stability
• TM-1055	Fields Goes up and Cut Off When Tabbing
• TM-1045	Show Sync progress and eliminate chance for client side timouts
• TM-1027	TM Reports with No Dropdown
• TM-968	Work Order Report On Second Page
• TM-1153	No Validation in Device Serial Number
• TM-1152	Special Pricing Computation for AG