Core Release Bulletin

CostGuard Solution 22.10 Release

October 2022

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About this Document

IDI's Core Release Bulletins describe new Core functionality introduced with the release through either Adaptive (AR) or Feature (FR) requests. Core functionality is defined as a capability that is available to all customers that upgrade to the release, although in some cases additional custom work may be required to use it. This document includes an overview of the new capabilities as well as the required configuration or setup information. Supporting documentation can be found on E-Support under Resources > Knowledge Center and Resources Help Resources.

Additional training opportunities are also available through IDI University. Please contact your Account/Project Manager for more information.

1 Release Summary

1.1 CHANGE ORDERS/ENHANCEMENTS

The following change orders and other enhancements are included in this release.

Functional Area	AR/FR	Description
Customer Care	FR 3452	**Support for invoice category in Customer Care** The Balances page in Customer Care lets you view and allocate balance items by invoice category. You can: • View Invoice amounts (new charges, payments, adustments, etc...) by invoice category • View total balance and aging buckets by invoice category • Allocate a bill payment to one or more invoices or invoice categories • Allocate an adjustment to a specific invoice and/or invoice category • View invoice category on settlement data
Customer Care Orders Communications Document Storage	N/A	**Internal Maintenance Updates**

1.2 RESOLVED KNOWN ISSUES

The following known issues have been resolved in this release.

Functional Area	PR	Description
Orders – Direct Invoicing	84181	**Direct Invoicing Bill to Account (BTA) Error** As part of FR 3411 (Web Sales - Milestone 2, CostGuard version 22.4), a new check box to enable or disable Allow for Direct Invoice was added to the Add/Edit Tender Type form (POS Back Office > Setup > Tender Types). For system-defined tender types (and particularly the BTA tender type used on direct invoicing transactions), this check box was set to a null value rather than enabled (checked) or disabled (unchecked). As a result, using the BTA tender type for a direct invoicing transaction caused an internal server error. This check box now defaults to disabled (unchecked) so that using the BTA tender type on a direct invoicing transaction no longer results in an internal server error.
Customer Service Web API	84202	**ModifyCustomer operation issue when adding a contact** Since CostGuard 22.9, the ModifyCustomer operation returns all contacts for an account when a contact was added. This has been fixed so that when calling the ModifyCustomer operation, only the contacts included in the request are in the API response.
Payment Processing	84182	***Service Address By Service* optional XML report not showing address on full bill run** The *Service Address By Service* optional XML Report (provided in CostGuard version 22.8) was not filling in addresses when generating XML for an entire bill period, where all customers are included. The report was updated to work correctly when generating XML invoices for an entire bill period.
Payment Processing	84191	**NACHA Export File Processor** If NACHA file processing encountered an empty file, the file would be skipped and result in a file processing error. The NACHA Export File Processor was updated to prevent creating an empty file.
RateBill	84156	**Skipping periodic usage charges** Periodic Usage Charge NRCs were not assessing charges when the previous bill period has been rebilled after the current bill period has been rated. This was due to how the Billing operation marks the Periodic Usage Charges as already billed. The Billing operation was updated to ensure Periodic Usage Charges are properly assessed and billed in the appropriate bill period.

Functional Area	PR	Description
Document Storage	84018	**Error updating category description for category with null Create Date** Fixed an issue where users periodically encountered an error message when updating a Category Description.
Document Storage	84088	**Notes display as null when uploading a document with blank notes** Updated notes field in Document Storage to no longer display null values.
CostGuard Client – Customer Management	84204	**CostGuard Client critical error in follow-up and journal search** In CostGuard Client, users were receiving a a critical error when running a Journal Search or Follow-up Search (Error: IDI30001 / SQL Exception). The issue with the Follow-up Search was introduced in CostGuard 22.8. The issue with the Journal search was originally tracked under PR 84081. Both issues have been fixed.

2   Customer Care – Invoice Category Enhancements
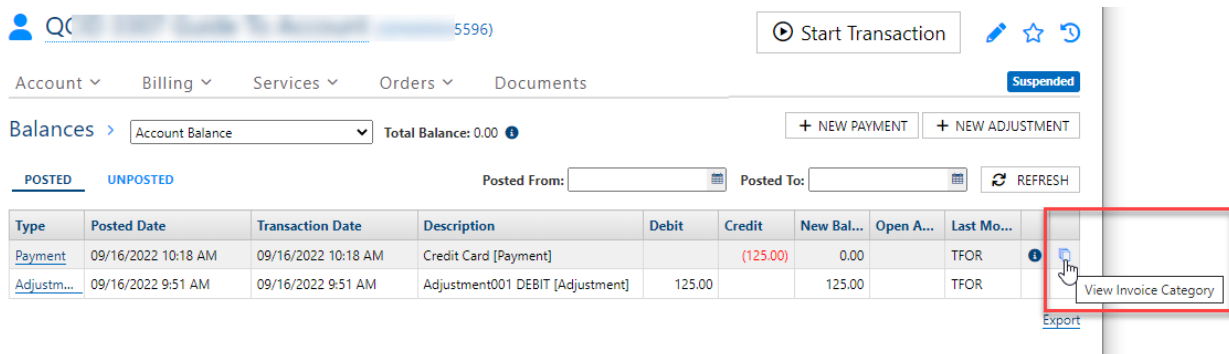
The Balances page in Customer Care lets you view and allocate balance items by invoice category. You can:

- View Invoice amounts (new charges, payments, adustments, etc…) by invoice category
- View total balance and aging buckets by invoice category
- Allocate a bill payment to one or more invoices or invoice categories
- Allocate an adjustment to a specific invoice and/or invoice category
- View invoice category on settlement data

2.1   View Balance Items by Invoice Category

The **Account Balances** view on the Balances page (Billing > Balances > Account Balances) lets you view the Invoice Category for a selected row. This applies to new charges, payments and adjustments, and both posted and unposted balances.

To view the invoice category for a selected row, click the **View Invoice Category** icon in the last column.

This displays a view that indicates the invoice categories, and respective amounts and open amounts for the selected row.

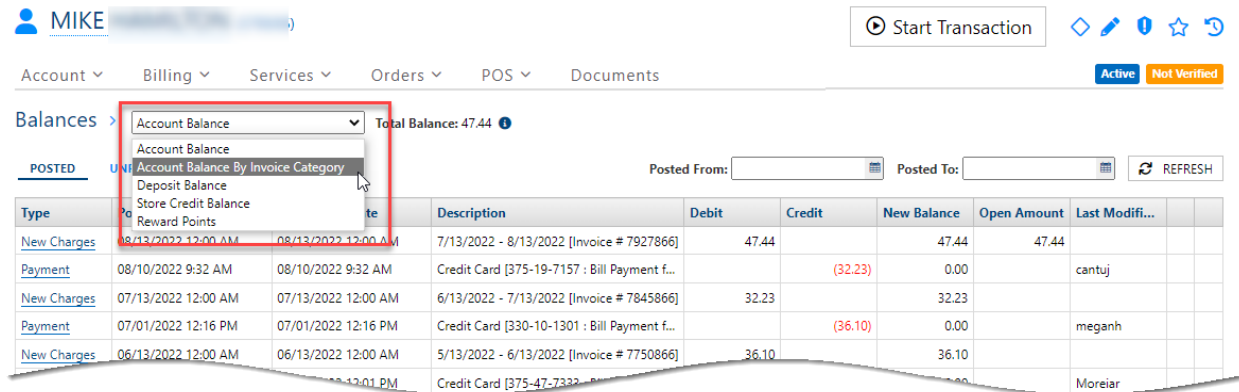## 2.2 View Balance and Aging by Invoice Category

The drop-down menu on the Balances page provides an option for viewing **Account Balance by Invoice Category**.
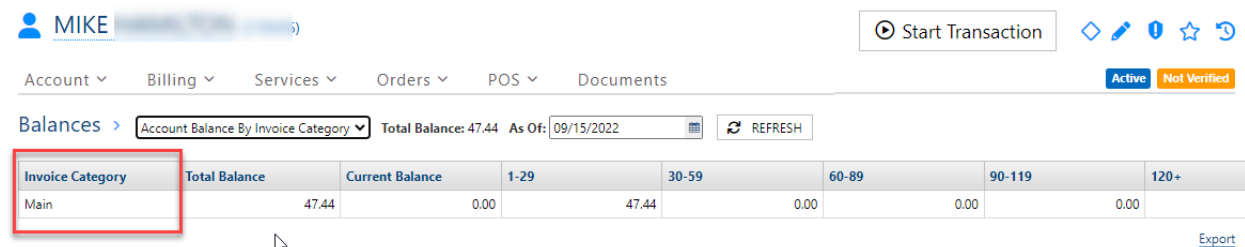

This view lists the invoice category (or categories) for the total balance as well as each aging bucket. Note that buckets are configurable.

By default, the balance is displayed as of the current date. You can set the *As Of* date to a past date and see the balance information based on the date entered.
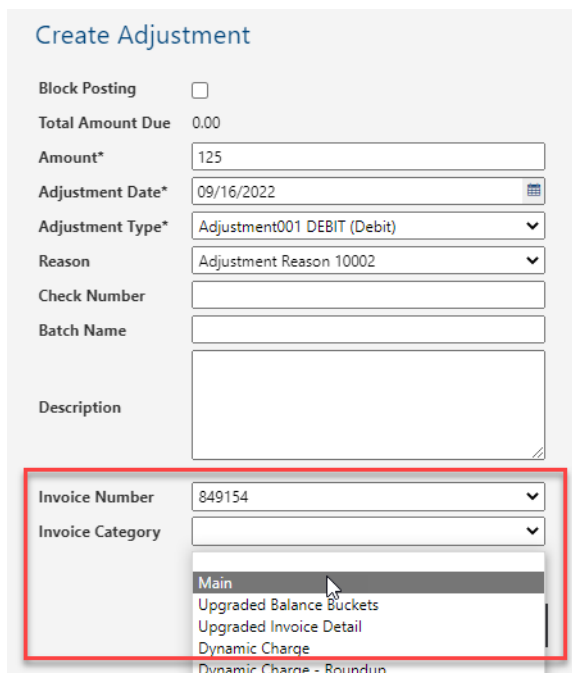
2.3 Allocating Adjustments to a Specific Invoice and Category

When you create a new adjustment on the Balances page by clicking **+ NEW ADJUSTMENT** the Create Adjustment dialog lets you allocate the adjustment to a specific invoice and/or invoice category. **Note**: Allocation is optional. If you choose not to allocate to a specific invoice or category, adjustments are applied based on the Adjustment Type and the Adjustment Invoice Category with its associated Invoice Category sequence as set up in the customer's Accounts Receivable Group Details.
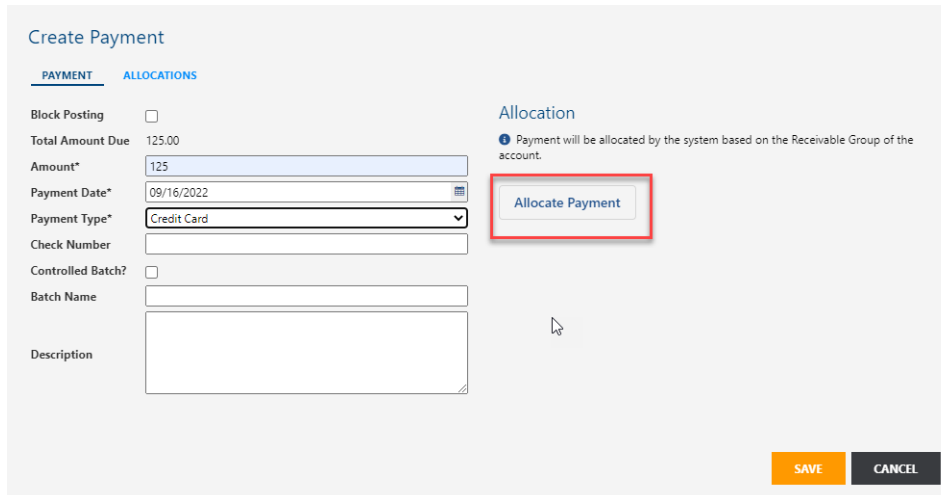

2.4 Allocating Bill Payments to One or More Invoice Categories

When you create a new payment on the Balances page by clicking **+ NEW PAYMENT** the Create Payment dialog provides an option to allocate the payment to one or more invoices and/or invoice categories.

Note: Allocation is optional. If you choose not to allocate to a specific invoice or category the default method applies payments first to overdue balances according to the Invoice Category sequence as set up in the customer's Accounts Receivable Group Details. If the payment amount is more than the total of overdue balances, the remainder of the payment amount is allocated to the current balance.

To make one or more allocations, click the **Allocate Payment** button. **Note**: You'll need to enter an Amount and Payment Type before you save the allocations.
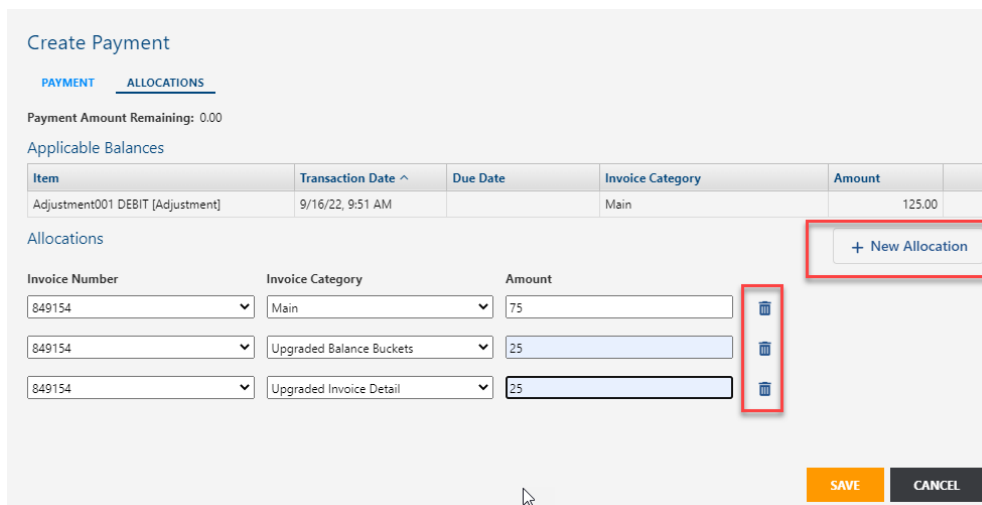
This adds an **Allocation** tab to the Create Payment dialog so you can toggle between the Payment and Allocation views. A single allocation row is displayed by default. You can add/delete rows by clicking **+ New Allocation** or an associated garbage can icon as needed. For each row, invoice selection is optional; however, you must select an invoice category and specify an amount. The total amount for all allocations must add up to the specified payment amount.

2.5 Viewing Invoice Category on Settlements

When you click to view the settlement information for any item on the Balances page (column second from the right on any row), the Settlement view shows the applicable invoice categories.

Settlement For Payment - (125.00)

Posted Date	Settled By	Invoice Category	Amount
09/16/2022 10:18 AM	Adjustment # 70	Main	(25.00)
09/16/2022 10:18 AM	Adjustment # 70	Main	(25.00)
09/16/2022 10:18 AM	Adjustment # 70	Main	(75.00)

CLOSE