

# Core Release Bulletin

***CostGuard Solution  
24.6 Release***

June 2024

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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
Web Sales (Orders & Customer Care)	FR3413	<b>Support for register management</b> Web Sales is an ongoing development effort to provide a complete web-based solution for managing the full scope of front office transactions including billing orders, tendered retail sales and direct invoice transactions. Functional milestones will be deployed over a series of CostGuard software releases where each subsequent release builds on the prior one. This release provides an enhanced user experience for managing registers, including the ability to: <ul style="list-style-type: none"> <li>• Select a register to use for POS transactions.</li> <li>• Perform a float to open a register at the start of a day or shift with the required cash amount.</li> <li>• View current amounts for each tender type in a register.</li> <li>• Reconcile expected and actual tender amounts in their registers.</li> <li>• Clear the currently designated user from a register to make it available for a different user.</li> </ul>
Address Validation	FR 3540	<b>Bulk address validation for service addresses</b> The Bulk Address Validation wizard in CostGuard Client now provides an option to <i>Include Service Addresses</i> . Additional filters for <i>Linked Service Addresses</i> and <i>Service Types</i> are available to help reduce costs incurred when using CoreLogic.
Usage – Optional XML	AR 9322	<b>Additional detail on invoice for call records with account code</b> The Account Code Usage Detail optional invoice report now includes totals for number of calls, total length, and total amount for usage.

## 1.2 Resolved Known Issues

The following known issues have been resolved in this release.

Functional Area	PR	Description
Orders	84613	<b>Unable to select over 100 services on modify service transaction</b> When attempting to bulk modify services (> 100), only the first 100 services provided a selector checkbox. Checkboxes are now provided for all services (> 100).
Orders	84645	<b>Handset not displaying on web swap equipment orders</b> On Swap Equipment orders in web Orders, the New Transaction page provides two equipment information sections – one for viewing old handset information, and one for entering new handset information. The old <i>Equipment Information</i> section was not showing the handset description (Handset field would display as empty). Orders has been updated to show the old handset description.
Customer Care	84617	<b>Contact updates not reflected on the Account Details page</b> After editing a contact on the Account > Contacts page, if you navigated to the Account > Account Details page in the same session (without refreshing), the updated contact information was not reflected on the Account Details page. Updates were available after a hard refresh of the page. Now contact updates are displayed without having to refresh. This change applies to both the primary and billing contacts.
Customer Management - Journals	84654	<b>Error on deleting a journal in CostGuard Client</b> Foreign key constraint errors occasionally occurred on attempting to delete journals from the CostGuard Client. This would happen if the journals had corresponding records in the journal history table. This has been fixed by clearing records from the journal history table first and then deleting records from the journal table.
Credit Scoring	84647	<b>Deposit amount from credit check not showing in POS Make Sale</b> POS Make Sale Credit Scoring pages were not displaying the deposit amount set by the Credit Scoring workbook. The deposit amount should always be displayed. The POS credit scoring pages were updated to show deposits as expected from a credit report response workbook.
E-Pay	84669	<b>Create Recurring Epay Transactions Job result showed wrong data</b> This issue is related to PR 84339 delivered in CostGuard version 24.5. It fixed reporting statistics when running the job against individual bill periods.

Functional Area	PR	Description
		PR 84669 addresses a situation where the full statistics were not being returned when running the job against multiple bill periods all at once.
Paymentus Payment Processing	84660	<b>Past due amount not in Paymentus Customer Information File</b> A CostGuard scheduled job creates the Customer Information File (CIF) with account and billing details and exports the details from the CostGuard system to Paymentus. When a past due amount existed on an account, it was not included in the <i>Amount Due</i> field in the CIF, resulting in an incorrect total amount due. A change was made to include past due amount in the CIF.
Paymentus Payment Processing	84668	<b>Triggers detecting two events for a single Paymentus transaction</b> This issue was found on create payment and adjustment transactions initiated through Paymentus, where a Workflow trigger was configured to fire an action on an occurrence of a payment/adjustment transaction. Payments and adjustments processed correctly; however, two events were detected for a single transaction, causing the triggers to fire twice This was resolved by adding a call to clear memory. This change ensures that the triggers only fire once for each transaction.
Address Validation	84651	<b>Intermittent SSL/TLS errors on address validation</b> The following error was occurring on address validation: <i>The request was aborted: Could not create SSL/TLS secure channel.</i> Retry logic was added to address validation to prevent intermittent communication issues.
Treatment/ Collections	84661	<b>Auto restore in treatment workbook not working</b> The treatment workbook was not restoring accounts if users did not specify a value for AccountStatus in the RestoreAccountOrder. This was due to a prior change making the AccountStatus parameter required for AccountOrder functions, one of which is RestoreAccountOrder. This has been resolved by making AccountStatus optional again for all AccountOrder functions to resolve this issue.
Treatment/ Collections	84674	<b>Error on AccountOrder functions in Treatment Workbook</b> AccountOrder functions (DisconnectAccountOrder, HotlineRedirectAccountOrder, RestoreAccountOrder, and SuspendAccountOrder) would throw an error and display #NAME in the workbook cell if the <i>Default Search Limit</i> setting in Config Console > Local Services > CG Service > Maximum Query Limits was set to anything other than 0 (zero). This setting directs the system to limit the number of returned rows in certain queries. This limit clashed with the AccountOrder functions reliance on filtering using the DISTINCT clause. To correct this, the AccountOrder functions were updated to work without the DISTINCT clause.

Functional Area	PR	Description
Customer Portal	84601	<b>Browser tab says <i>Loading...</i> after page has loaded</b> The default profile installed by the post deploy was not correctly setting the Browser Title for the profile. The Customer Portal post deploy has been updated to include the default profile settings, which ensures that they save correctly during the initial setup.
Customer Portal	84665	<b>Customer Portal registration issue</b> When a subscriber attempted to register a new account in Customer Portal, after an email is sent to the subscriber's primary customer contact and they choose to complete the registration by clicking the link provided in the email, the registration screen is displayed; however, the progress circle just kept spinning and did not allow access to complete registration. The registration email generated a link using the wrong company domain, which prevented the link from working. This was fixed by ensuring the configured default domain is used.
Customer Portal	84686	<b>Registration Issue</b> If the customer contact name field contained a comma, the Customer Portal registration page would return an error preventing you from registering your account. The registration email has been updated to replace commas with spaces in the name to resolve this issue.

## 2 Web Sales Register Management Enhancements

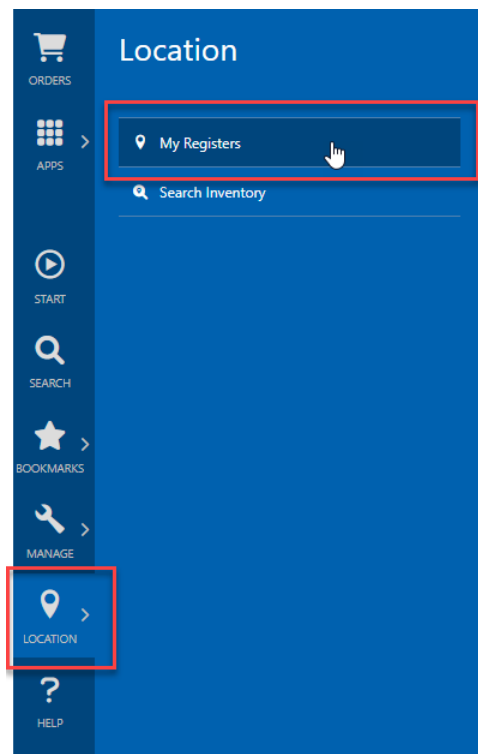
Web Sales is an ongoing development effort to provide a complete web-based solution for managing the full scope of front office transactions including billing orders, tendered retail sales and direct invoice transactions.

Functional milestones will be deployed over a series of CostGuard software releases where each subsequent release builds on the prior one. This release provides an enhanced user experience for managing POS registers, including the following on registers you are authorized to use (registers in locations where you are an assigned user as configured in CostGuard Client POS Back Office > Locations):

- Select a register to use for POS transactions.
- Perform a *float* to open a register at the start of a day or shift with the required cash amount.
- View current amounts for each tender type in a register.
- Reconcile the expected and actual tender amounts in their registers.
- Clear the current user from a register to make it available for a different user.

**Note:** Some of these functions depend on user permissions, POS Back Office Register Policy settings, and other conditions.

This functionality is available in Orders via **LOCATION > My Registers**. **Note:** With this release, the **My Registers** option replaces the previous **My Locations** option.





## 2.1 Setup

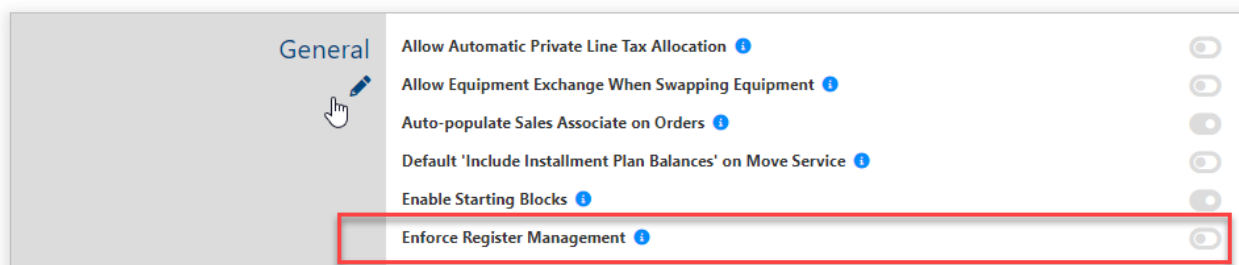
POS Locations and registers, including Register Policies, must be configured in the CostGuard Client with users assigned for them to have the ability to assign themselves to registers in the Orders web module. Refer to the *CostGuard Client Online help* for details. In addition, the following web setup is required.

### 2.1.1 NEW SETTING TO ENFORCE REGISTER MANAGEMENT

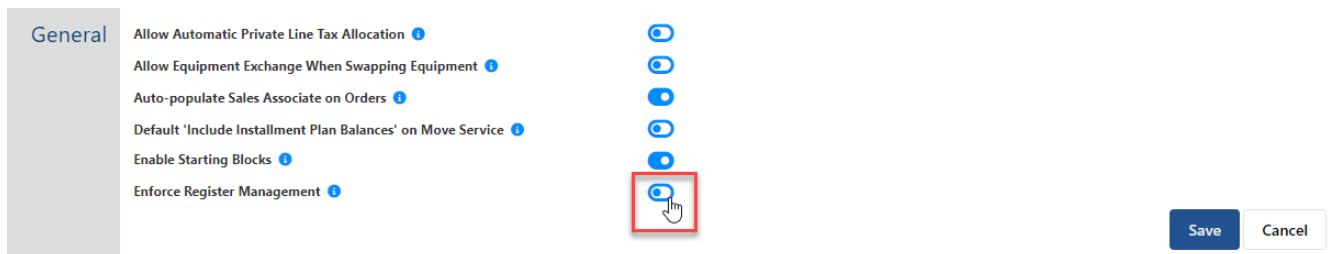
In the Orders web module, **MANAGE > Settings** provides a new **Enforce Register Management** setting in the *General* section. The setting is intended for in-store (brick-and-mortar) applications. It enforces the rule for *one user per register* as well as *no sale* rules, and governs the operation of the Assign Register dialog:

- When enabled, the Register selector in the Assign Register dialog only presents registers you are authorized to use (registers located in a POS location where you are an assigned user) and where the Username matches your Username or no Username and Machine Name are assigned.
- When disabled, you can assign yourself any register where you are authorized, regardless of Username and Machine Name.

#### Settings



The setting defaults to disabled. To toggle the setting click the edit (pencil) icon for general settings and toggle the associated button (shown disabled below).

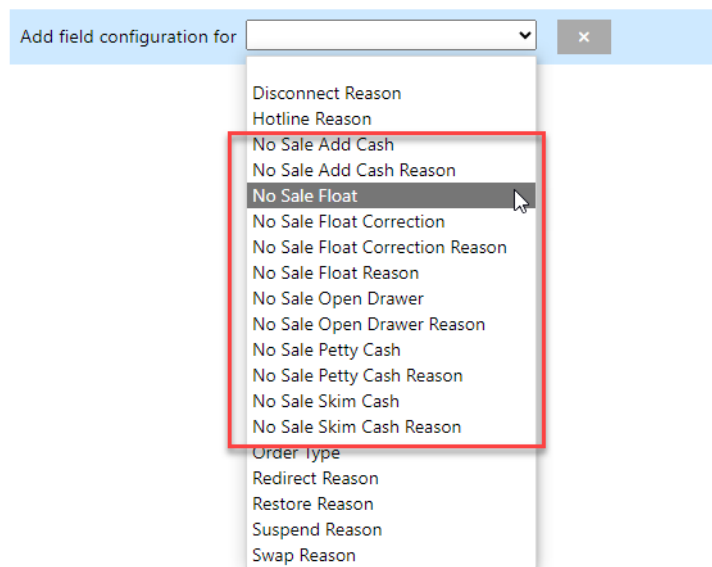


## 2.1.2 RESTRICTING ACCESS BY USER GROUP

Order Field Configuration (also available via the **MANAGE** menu) lets you restrict access to functions shown below by user group. For functions that end in *Reason* you can also specify a default value and specify whether to require a value before letting users proceed.

Order Field Configuration is explained in detail in Orders web help.

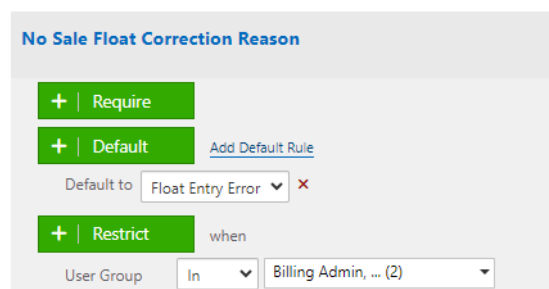
### Order Field Configuration



The screenshot shows the 'Add field configuration for' dropdown menu. The menu is open, displaying a list of options. A red rectangle highlights the following items: 'No Sale Add Cash', 'No Sale Add Cash Reason', 'No Sale Float', 'No Sale Float Correction', 'No Sale Float Correction Reason', 'No Sale Float Reason', 'No Sale Open Drawer', 'No Sale Open Drawer Reason', 'No Sale Petty Cash', 'No Sale Petty Cash Reason', 'No Sale Skim Cash', and 'No Sale Skim Cash Reason'. The 'No Sale Float' option is currently selected and highlighted in grey.

Example:

### Order Field Configuration



The screenshot shows the configuration settings for the 'No Sale Float Correction Reason' field. It includes three main sections: 'Require', 'Default', and 'Restrict'. The 'Require' section has a green '+ | Require' button. The 'Default' section has a green '+ | Default' button and a link 'Add Default Rule'. Below this, the 'Default to' dropdown is set to 'Float Entry Error' with a red 'x' icon. The 'Restrict' section has a green '+ | Restrict' button and a 'when' dropdown. Below this, the 'User Group' dropdown is set to 'In' and the 'Billing Admin, ... (2)' dropdown is set to 'Billing Admin, ... (2)'.

### 2.1.3 MANAGE REGISTERS PERMISSION

The new *Manage Registers* permission in the Security web module comes with the *Orders Admin* and *Orders Manager* roles and may be added to other roles as needed. It grants access to:

- See all registers you are *authorized* to manage and use on the My Registers view. *Authorized* means all registers at POS Locations where you are an authorized user. Without this permission you are only able to see registers that match your Username.
- Edit registers – This lets managers edit the current Username and Machine Name to make the register available for another user.
- See current tender amounts, expected tender amounts, and over/short amounts on register reconciliation, regardless of the corresponding Register Policy setting.
- Override out of variance restrictions (as set in Register Policy) on reconciliation.
- Bypass forced reconcile when this is set in the Register Policy.

Role Information		Permissions
Role Name	Orders Admin	<ul style="list-style-type: none"> <li>Orders (38) <ul style="list-style-type: none"> <li>Allow Log On</li> <li>Manage Orders</li> <li>Manage Configurations</li> <li>Manage Customers</li> <li>Override Charge</li> <li>Override Cost</li> <li>Show Cost</li> <li>Allow Bypass Address Validation</li> <li>Allow Browse</li> <li>Add Service</li> <li>Disconnect Service</li> <li>Hotline Service</li> <li>Reconnect Service</li> <li>Redirect Service</li> <li>Restore Service</li> <li>Suspend Service</li> <li>Move Service</li> <li>Change Number</li> <li>Duplicate Service</li> <li>Update Service</li> <li>Add Feature</li> <li>Disconnect Feature</li> <li>Reconnect Feature</li> <li>Disconnect Customer</li> <li>Reconnect Customer</li> <li>Swap Equipment</li> <li>Allow Pause and Resume</li> <li>Allow Direct Invoicing</li> <li>Allow Actions on Protected Items</li> <li>Update Feature</li> <li>Manage Provisioning Requests</li> <li>Add Documents</li> <li>Manage Documents</li> <li>Refresh Service</li> <li>Bill Payment</li> <li>Return Item</li> <li>Void Transaction</li> <li><b>Manage Registers</b></li> </ul> </li> </ul>
Company		
Description	Orders administrators have the ability to do all functions inside of orders.	
<a href="#">View Assigned Users</a>		
<a href="#">View History</a>		

## 2.2 Using My Registers

In Orders, select **LOCATION** > **My Registers** to display the *My Registers* view.

### My Registers

Current Register:

Assign Register

Location

Username

Search

Clear

Location	Description	Status	Opened	Reconciled	Username	
Direct Invoicing ...	Direct Invoicin...	Reconcil...	04/23/2024 5:59 A...	04/23/2024 5:59 A...		⋮
SDIASTORE	atay (4)	Open	01/04/2018 3:19 PM		Atay	⋮
SDIASTORE	CCOA (2)	Open	07/20/2012 9:09 A...		Ccoa	⋮
SDIASTORE	mbla (0)	Reconcil...				⋮
SDIASTORE	SDIA (1)	Open	06/13/2012 10:44 ...			⋮

Items per page: 5

1 – 5 of 37

<

>

Close

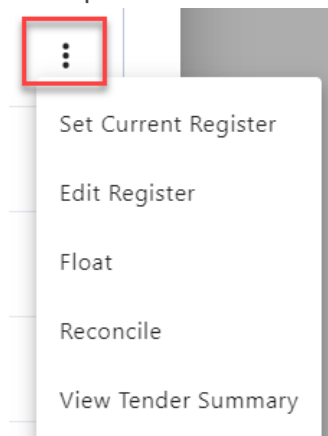
The list of registers shown is based on whether you have *Manage Registers* permission. If you have this permission, you can see all registers in all *Locations* where you are assigned as a *User* (based on *Locations* configuration in CostGuard Client POS Back Office). Without this permission you can only see registers that match your Username.

You can filter the list to show only registers for a specific *Location* by selecting one from the drop-down menu, and/or by *Username* by making an entry in that field and then clicking **Search**. You can also sort the list on *Location* or *Description* by clicking the respective column headers.

The kebob (vertical dots) in each row provides access to register functions based on the register's status and other permissions, settings, and conditions as indicated below.

Option	Status	Other Permissions/Settings/Conditions
<b>Edit Register</b> – Edit Username and/or Machine Name.	Open, Reconciled	<i>Manage Registers</i> permission.
<b>View Tender Summary</b> – View current amount for each tender type.	Open, Reconciled	Always available with <i>Manage Registers</i> permission. Without this permission, availability depends on the Register Policy <i>Show Current Amounts</i> setting.
<b>Set Current Register</b> – Make yourself the current user.	Open, Reconciled	Available on any register that matches your Username.
<b>Reconcile</b> – Reconcile expected and actual tender totals.	Open	Available for all users. <i>Manage Registers</i> permission <b>or</b> <i>Show System Totals</i> setting in Register Policy is required to see expected totals, and over/short amounts.
<b>View Reconcile Summary</b>	Reconciled	Available when the reconcile result for the register was saved for later rather than submitted. <i>Manage Registers</i> permission <b>or</b> <i>Show System Totals</i> setting in Register Policy is required to see expected totals, and over/short amounts.
<b>Float</b> – Float an initial cash amount to open the register.	Reconciled	No other permissions, settings or conditions apply.

Example:

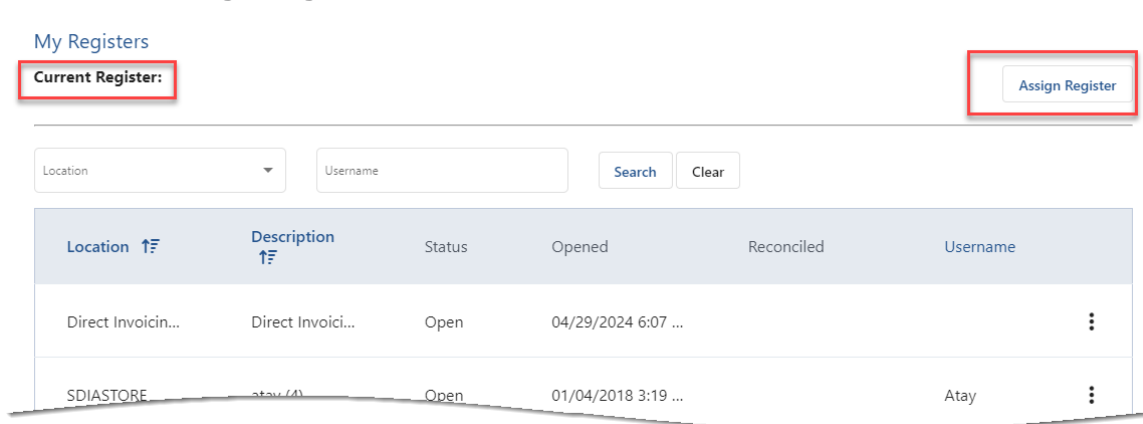


## 2.2.1 MAKING YOURSELF THE CURRENT USER ON A REGISTER

You must be the current user on a register to use it for transactions that require a register. The *Current Register* field indicates the register (if any) where you are the current user. **Note:** You can have multiple registers with your username at the same time; however, you can only be the current user on one register at a time, and a register can only have one current user at a time.

There are two ways to make yourself the current user on a register:

- Use the **Set Current Register** option in the register's kebob menu. This option is available on any register that matches your Username
- Or click the **Assign Register** button.



My Registers

Current Register: Assign Register

Location:  Username:  Search Clear

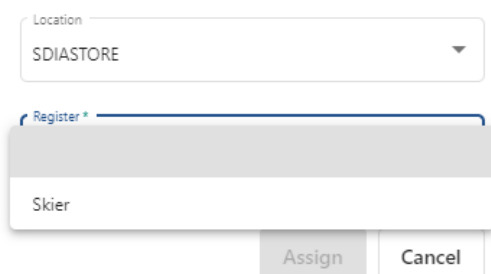
Location	Description	Status	Opened	Reconciled	Username
Direct Invoicin...	Direct Invoici...	Open	04/29/2024 6:07 ...		
SDIASTORE	stay (4)	Open	01/04/2018 3:19 ...		Atay

### Assign Register Dialog

The Assign Register dialog lets you select a location where you are an authorized user, and then select an available register in that location. **Note:** The registers presented in the selector depend on the *Enforce Register Management* setting:

- When disabled, all registers you are authorized for will be presented.
- When enabled, only registers that match your Username or have no Username and Machine Name are presented. **Note:** Managers can use the Edit Registers dialog to clear a register's Username and Machine Name to make it available in the selector.

### Assign Register



Location:

Register \*:

Assign Cancel

On selecting a register, you'll see that register in the Current Register field. You can use the **Clear** link to remove yourself as the current user.

My Registers

Current Register: SDIASTORE Skier (2222) [Clear](#)

Assign Register

---

Location ▼

Username

Search

Clear

Location <span>↑↓</span>	Description <span>↑↓</span>	Status	Opened	Reconciled	Username
--------------------------	-----------------------------	--------	--------	------------	----------

## 2.2.2 EDIT REGISTER

Users with *Manage Register* permission can use the **Edit Register** option in a register's kebob menu to remove the current user and make it available for a different user.

- To make it exclusively available for a specific user, clear the Username and Machine Name fields, and enter the new Username. Leave the Machine Name blank. An example use case would be if a manager wants to reserve a certain register for a new trainee coming in later that day, they would put the trainee's username on it so no other employees would see that register as available and thus could not be assigned without manager intervention.
- To make the register available for any authorized user, simply clear the Username and Machine Name.

Edit Register ⓘ

SDIASTORE Skier (2222)

Username

tfor

Machine Name

Save

Cancel

**Note:** When a user makes a register their current register, the Machine Name will be set to *Web Browser*, which is a generic Machine Name that works for all web users. If the field shows an actual Machine Name as set in CostGuard Client Back Office Management > Locations, and **Enforce Register Management** is enabled, the actual Machine Name **must** be cleared before you make the register available for a different user.

### 2.2.3 OPENING A REGISTER AT THE START OF A SHIFT OR DAY

At the start of a business day or shift you open the register by floating an initial amount of cash. The system will not let you perform any other register-related transactions without first performing a float. **Note:** The *Auto Float* Register Policy setting lets you set up your system to automatically perform floats; however, you can still perform manual floats as needed using the kebab menu option for any register with a status of *Reconciled*.

To open a register for business:

- Choose a register where Status = *Reconciled* (or not already *Open*).
- Choose **Float** from the kebab menu to initiate a Float transaction.
  - Select a reason as configured in POS Back Office > Setup > Transaction Reasons. This may also default to a reason set via Order Field Configuration.
  - Confirm the amount to float. This defaults to the amount specified by the Register Policy. You can adjust the amount if necessary.
  - As an option, you can enter a *Note* and/or choose to view a receipt for the float transaction.
  - Click **Submit**. Once the float transaction is completed and the float is confirmed, the register status changes to *Open* and the register is ready for business.

#### Float Register

SDIASTORE mbla (0)

Reason \*  
Start of Day

Amount \*  
100

Note

☐ View Receipt after Submit

Submit

Cancel



## 2.2.4 VIEWING TENDER AMOUNTS

The **View Tender Summary** kebob option displays the amount of each tender type taken on this register since the last reconcile. This option is always available for users with *Manage Registers* permission and is available for other users when *Show System Totals* is enabled in the Register Policy. **Note:** Only Tender Types that have a non-zero (0) amount will display. If no tenders taken on the register since the last reconciliation, the dialog will be empty.

### Tender Summary

SDIASTORE SDIA (1)

Description	Amount
Cash	1902.62
BTA	0.60
Check	50.62
Coupon	0.63
Gift Card	0.64
Gift Certificate	0.65

Close

## 2.2.5 RECONCILING A REGISTER

At the end of a business day or shift, or as needed, the Reconcile function lets you compare actual tender amounts in the register with expected amounts as entered through register transactions. This involves counting the actual amounts for each tender type and entering those amounts in the Reconcile dialog. The counted amounts you enter are compared with the expected amounts, taking into account the starting (float) amount, and all sales and return transactions. The dialog presents you with counted, expected, and over/short amounts for each tender type as well as the respective totals. **Note:** The same conditions that govern showing current tender amounts (above) apply here for expected totals and over/short amounts. This lets you hide these amounts from sales associates to prevent them from adjusting counted amounts to match expected amounts. In this case, expected amounts are masked (\*\*\*\*\*) and over/short is indicated as *Exact*, *Within Variance*, or *Outside Variance* rather than as actual amounts.

**Note:** You can also use the Register Policy to specify:

- whether to require exact amounts or allow reconciliation to be completed when overages or shortages are within the specified variance.
- the allowed variance for overage and shortage if variance is allowed.
- force daily reconcile transactions. Whether you force or not, you can always perform a manual reconciliation as needed.
- Auto-reconcile via a scheduled job. This is used by locations that take no physical form of payment.

To reconcile a register:

- Choose **Reconcile** from the kebob menu. This displays the Reconcile dialog.  
The tender types that need to be entered are listed on the left as numbered steps. **Note:** The tender types listed here depend on Register Policy setup for the location. On the Register Policy *Tender* tab you can specify whether to *Require Count* for each accepted tender type. Totals, shown on the right side, are automatically entered and listed for tender types that do not require a count. These totals cannot be edited. Below shows totals auto-entered for BTA, Coupon, Gift Card, and Gift Certificate.

Reconcile  
SDIASTORE SDIA (1)

1 Cash

2 Check

3 Credit Card

Total

0

[Show Bills and Coins](#)

Next

Tender Type	Total
Cash	0.00
BTA	0.60
Check	0.00
Coupon	0.63
Credit Card - MasterCard	0.00
Credit Card - Visa	0.00
Gift Card	0.64
Gift Certificate	0.65
Grand Total	2.52

Review

Cancel

- Enter a total for each tender type listed and then click **Next** to proceed to the next one.

Reconcile  
SDIASTORE SDIA (1)

1 Cash

2 Check

3 Credit Card

Total

1902.62

[Show Bills and Coins](#)

Next

Tender Type	Total
Cash	1,902.62
BTA	0.60
Check	0.00
Coupon	0.63
Credit Card - MasterCard	0.00
Credit Card - Visa	0.00
Gift Card	0.64
Gift Certificate	0.65
Grand Total	1,905.14

Review

Cancel

For the *Cash* tender type, as an option you can choose to enter totals by individual bill and coin values. To do this click **Show Bills and Coins** to display this alternate view. As you enter amounts in the respective fields you'll see the amount reflected in the *Cash* field and on the right side total for *Cash*.

Reconcile  
SDIASTORE SDIA (1)

1

Cash

Total

1960.62

[Hide Bills and Coins](#)

Reset

Bills

1.00

0

20.00

0

5.00

0

50.00

0

10.00

6

100.00

19

Coins

0.01

2

0.25

2

0.05

0

0.50

0

0.10

1

1.00

0

Next

Tender Type	Total
Cash	1,960.62
BTA	0.60
Check	0.00
Coupon	0.63
Credit Card - MasterCard	0.00
Credit Card - Visa	0.00
Gift Card	0.64
Gift Certificate	0.65
Grand Total	1,963.14

When you're done, clicking **Next** returns you to the original reconcile dialog with the cash amount entered and the next tender type queued up.

Reconcile  
SDIASTORE SDIA (1)

1

Cash

2

Check

3

Credit Card

Total

0

Next

Tender Type	Total
Cash	1,960.62
BTA	0.60
Check	0.00
Coupon	0.63
Credit Card - MasterCard	0.00
Credit Card - Visa	0.00
Gift Card	0.64
Gift Certificate	0.65
Grand Total	1,963.14

Review

Cancel

- Clicking **Next** after entering the total for the last tender type displays the following summary for you to confirm the results. The summary shows you the expected total, counted total, and variance (over/short). **Note:** As previously mentioned, Register Policy configuration lets you hide expected totals and variance amounts to prevent users from adjusting *Counted Totals* to match *Expected Totals*.

See *Handling a Variance Between Expected and Counted Totals* when a variance is indicated.

When you're ready you can choose to **Submit** or **Save For Later**.

### Reconcile

SDIASTORE SDIA (1)

#### Reconciliation Totals

Tender Type	Expected Total	Counted Total	Over/Short
Cash	1902.62	1902.62	0.00
BTA	0.60	0.60	0.00
Check	50.62	50.62	0.00
Coupon	0.63	0.63	0.00
Credit Card - MasterCard	0.00	0.00	0.00
Credit Card - Visa	0.00	0.00	0.00
Gift Card	0.64	0.64	0.00
Gift Certificate	0.65	0.65	0.00
<b>Total</b>	<b>1955.76</b>	<b>1,955.76</b>	<b>0.00</b>

Note

Submit

Save For Later

Back

Cancel

**Save For Later** creates a snapshot of the totals you've entered to this point. You can view the saved result using the **View Reconcile Summary** kebob option. To make corrections, the saved reconcile must first be deleted as described in *Handling Save For Later Results*.

## Managing a Variance Between Expected and Counted Totals

How this is indicated and how you're permitted to proceed depends on the *Manage Registers* permission.

- If the variance is within the allowed range, the summary's Over/Short Total will show the variance amount (or *Within Variance* text if amounts are masked) with a yellow caution indicator. *Within variance* totals may be submitted as desired by managers or sales associates.

Reconcile  
SDIASTORE SDIA (1)

Reconciliation Totals

Tender Type	Expected Total	Counted Total	Over/Short
Cash	1902.62	1920.62	18.00
BTA	0.60	0.60	0.00
Check	50.62	50.62	0.00
Coupon	0.63	0.63	0.00
Credit Card - MasterCard	0.00	0.00	0.00
Credit Card - Visa	0.00	0.00	0.00
Gift Card	0.64	0.64	0.00
Gift Certificate	0.65	0.65	0.00
<b>Total</b>	<b>1955.76</b>	<b>1,973.76</b>	<b>⚠ 18.00</b>

Note

Submit Save For Later Back Cancel

- If the variance exceeds the allowed range, the summary's Over/Short Total will show the variance amount (or *Outside Variance* text if amounts are masked) with a red warning indicator. In this case users with *Manage Registers* permission can choose to override the register policy and submit *outside variance* totals despite the discrepancy.

Reconcile  
SDIASTORE SDIA (1)

Reconciliation Totals

Tender Type	Expected Total	Counted Total	Over/Short
Cash	1902.62	1902.62	0.00
BTA	0.60	0.60	0.00
Check	50.62	0.00	-50.62
Coupon	0.63	0.63	0.00
Credit Card - MasterCard	0.00	0.00	0.00
Credit Card - Visa	0.00	0.00	0.00
Gift Card	0.64	0.64	0.00
Gift Certificate	0.65	0.65	0.00
<b>Total</b>	<b>1955.76</b>	<b>1,905.14</b>	<b>🔴 -50.62</b>

Note

Override Policy Save For Later Back Cancel

## Handling Save For Later Scenarios

If a reconcile total has been saved for later rather than submitted, you have two options:

- A view only option is available by choosing **View Reconcile Summary** from the kebob menu. This lets you see the current totals and who entered them (or variance status in text if actual amounts are masked).

### Reconcile Summary

SDIASTORE SDIA (1)

**Receipt Number**  
SDIASTORE-01-0107

**Created By**  
TFOR 04/24/2024 5:12 PM

**State**  
OnHold

Tender Type	Expected Total	Counted Total	Over/Short
Cash	1902.62	1902.62	0.00
BTA	0.60	0.60	0.00
Check	50.62	50.62	0.00
Coupon	0.63	0.63	0.00
Credit Card MasterCard	0.00	0.00	0.00
Credit Card Visa	0.00	0.00	0.00
Gift Card	0.64	0.64	0.00
Gift Certificate	0.65	0.65	0.00
<b>Total</b>	<b>1955.76</b>	<b>1955.76</b>	<b>0.00</b>

Close

- Or you can choose the **Reconcile** option. This view shows the same information and lets you either submit or delete the reconcile.

### Reconcile

SDIASTORE SDIA (1)

**Receipt Number**  
SDIASTORE-01-0107

**Created By**  
TFOR 04/24/2024 5:12 PM

**State**  
OnHold

Tender Type	Expected Total	Counted Total	Over/Short
Cash	1902.62	1902.62	0.00
BTA	0.60	0.60	0.00
Check	50.62	50.62	0.00
Coupon	0.63	0.63	0.00
Credit Card MasterCard	0.00	0.00	0.00
Credit Card Visa	0.00	0.00	0.00
Gift Card	0.64	0.64	0.00
Gift Certificate	0.65	0.65	0.00
<b>Total</b>	<b>1955.76</b>	<b>1955.76</b>	<b>0.00</b>

Submit

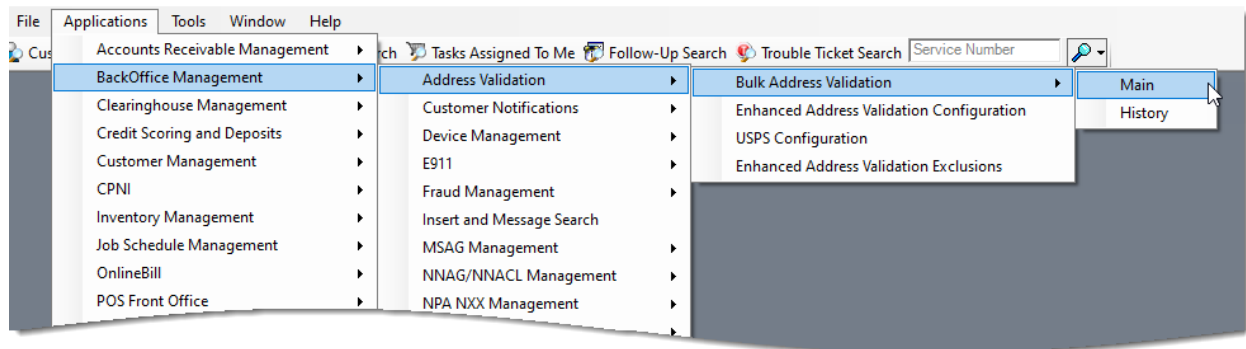
Delete

Close

### 3 Bulk Address Validation for Service Addresses

The Bulk Address Validation wizard in CostGuard Client now provides an option to *Include Service Addresses*. Additional filters for *Linked Service Addresses* and *Service Types* are available to help reduce costs incurred when using CoreLogic.

Access is via Applications > BackOffice Management > Address Validation > Bulk Address Validation > Main.



**Note:** On the first wizard page where you select Require Validation Type, the option formerly labeled *Proxix* has been updated with the *CoreLogic* label.

#### Bulk Address Validation Wizard

##### Validation Type

Select the type(s) of validation you would like to perform

Addresses to include

☒ Addresses that have not been validated

☐ Addresses that are invalid

☐ and have not failed more than  times

☒ Addresses that are valid

Required Validation Type

☒ CoreLogic

☐ USPS

Address Validation Results

☐ City Not Found

☐ No Matching Streets

☐ No Qualifying Street Segments

☐ Multimatch - two or more segments matched the input address

☐ Invalid Input Address (i.e. contained a dual address)

☐ Invalid Input 5-digit ZIP Code

☐ Invalid input state abbreviation code

Last Validation Date

From  To

< Back Next > Cancel

On the second page, the wizard provides additional options for bulk validating service addresses.

**Bulk Address Validation Wizard**

**Filter**  
Select any filters to apply to your validation

<b>Billing Cycle</b> <input type="checkbox"/> Monthly Direct Billed <input type="checkbox"/> Outcollects Cycle <input type="checkbox"/> Prepaid Cycle	<b>Market</b> <input checked="" type="checkbox"/> GUAM <input type="checkbox"/> North <input type="checkbox"/> ONETEL-CNMI <input type="checkbox"/> ONETEL-GUAM <input type="checkbox"/> Raleigh <input type="checkbox"/> Rochester	<b>Address Type</b> <input type="checkbox"/> Authorized User <input type="checkbox"/> Business Billing Representative <input type="checkbox"/> Collection Agency <input type="checkbox"/> Family Member <input type="checkbox"/> IT Administrator <input type="checkbox"/> Joint With	<b>Service Types</b> <input type="checkbox"/> Business Group <input checked="" type="checkbox"/> Centrex <input type="checkbox"/> Data Circuits <input type="checkbox"/> DID <input type="checkbox"/> Domain <input type="checkbox"/> DSL <input type="checkbox"/> Email Only <input type="checkbox"/> Fiber <input type="checkbox"/> High Speed Internet <input type="checkbox"/> Key System <input type="checkbox"/> Long Distance <input type="checkbox"/> Miscellaneous Service <input type="checkbox"/> MSINDLINETEST <input type="checkbox"/> Other Internet Service <input type="checkbox"/> PBX
<b>Account Status</b> <input type="checkbox"/> Active <input type="checkbox"/> Disconnected <input type="checkbox"/> Disconnected due to Non-Payment <input type="checkbox"/> Hotline <input type="checkbox"/> Suspended <input type="checkbox"/> Test	<b>State</b> <input checked="" type="checkbox"/> AB <input type="checkbox"/> AI <input type="checkbox"/> AK <input type="checkbox"/> AL <input type="checkbox"/> AN <input type="checkbox"/> AR <input type="checkbox"/> AS	<b>Linked Service Addresses</b> <input checked="" type="checkbox"/> Linked to a Service <input checked="" type="checkbox"/> Not Linked to a Service	

☐ Include Billing Inactive Statuses   
 ☐ Include County Selection   
 ☒ Include Service Address

Include customers and services that have disconnected after

< Back    Next >    Cancel

By default, only contact addresses will be validated. Check the **Include Service Addresses** option to validate service addresses as well.

**Note:** This option is greyed out if **CoreLogic** is the only *Required Validation Type* selected and enhanced address validation is not enabled for service addresses. The option is always available when **USPS** is selected as a required validation type.

Additional filters for *Linked Service Addresses* and *Service Types* are available to help reduce costs. The service type filter only applies to services that are linked to service addresses. These filters are greyed out unless the **Included Service Addresses** check box is enabled.



The confirmation page shows you a breakdown of addresses to be validated. **Note:** A validation Reason must be entered to enable the **Start** button and run the validation. Also, the check box to acknowledge CoreLogic validation if the estimate shows one or more addresses to be CoreLogic Validated.

Bulk Address Validation Wizard

**Confirmation**  
Calculating

Query Summary

The ActualValidationType is not the RequiredValidationType

Addresses that are valid

RequiredValidationType = [CoreLogic]

Bulk Address Validation Estimate

Addresses to be CoreLogic validated (additional charges apply)	3060
Addresses to be USPS validated	0
Addresses to be Basic validated	0
Linked ServiceAddresses	202
Unlinked ServiceAddresses	48

Validation Reason

Daily

☒ I understand that running CoreLogic validation will incur additional charges, and I agree that these charges can be collected by IDI Billing Solutions, Inc.

< Back Start Cancel