Release Notes for 16.1

16.1 is our Financial Management Solutions product portfolio release. This release is primarily focused on new solutions designed to enhance the accounting and financial management capabilities within e-automate. In addition to introducing new solutions, 16.1 has a strong emphasis on quality and includes defects that have been resolved throughout the system.

E-automate 16.1

Release Features

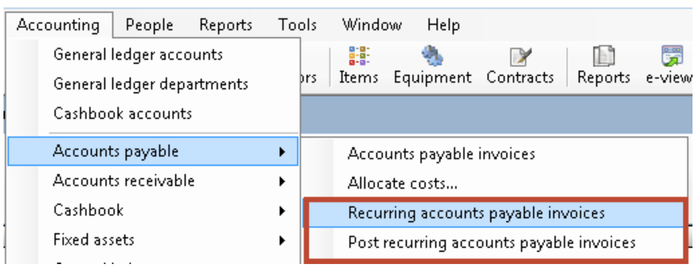
This release added the following new solutions:

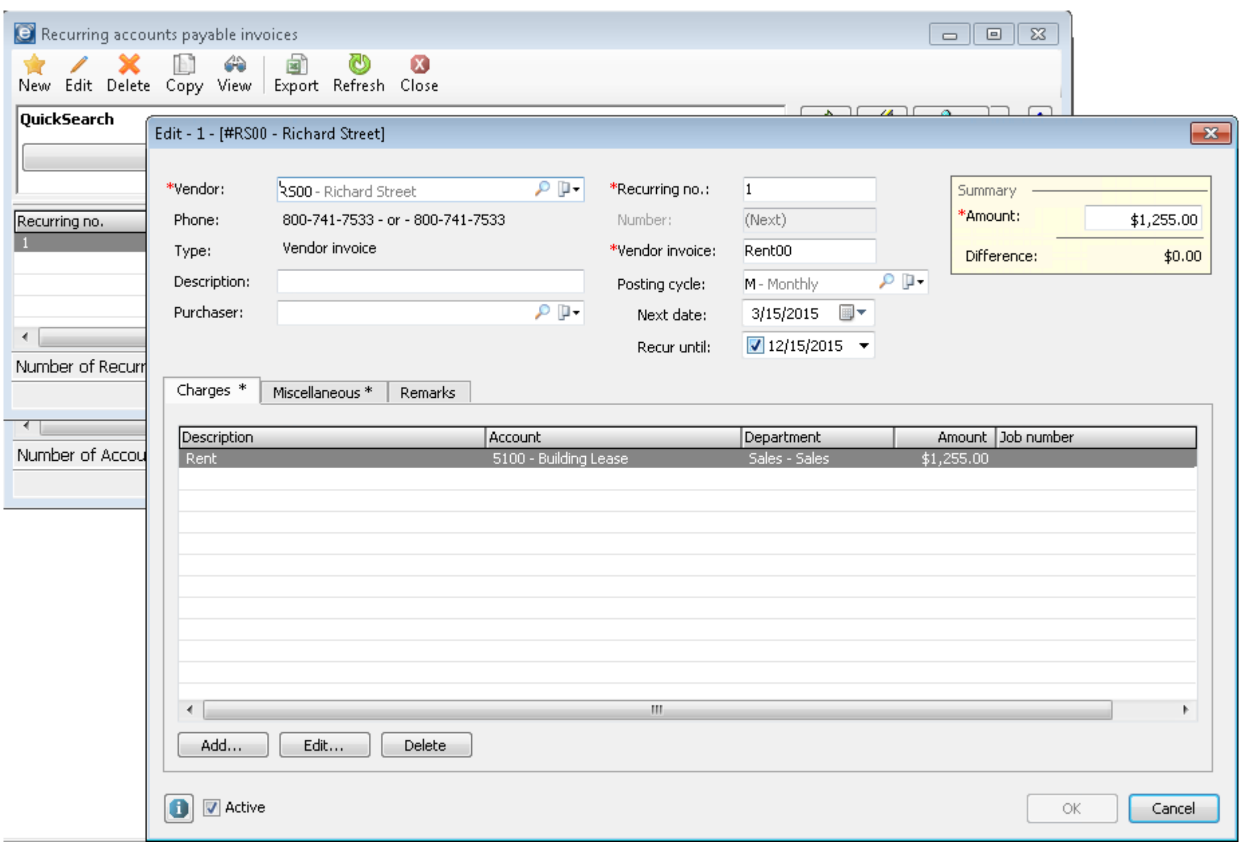
B-17751: As an AP clerk, I would like to be able to create multiple vendor invoices dated into the future to pay recurring charges such as rent.

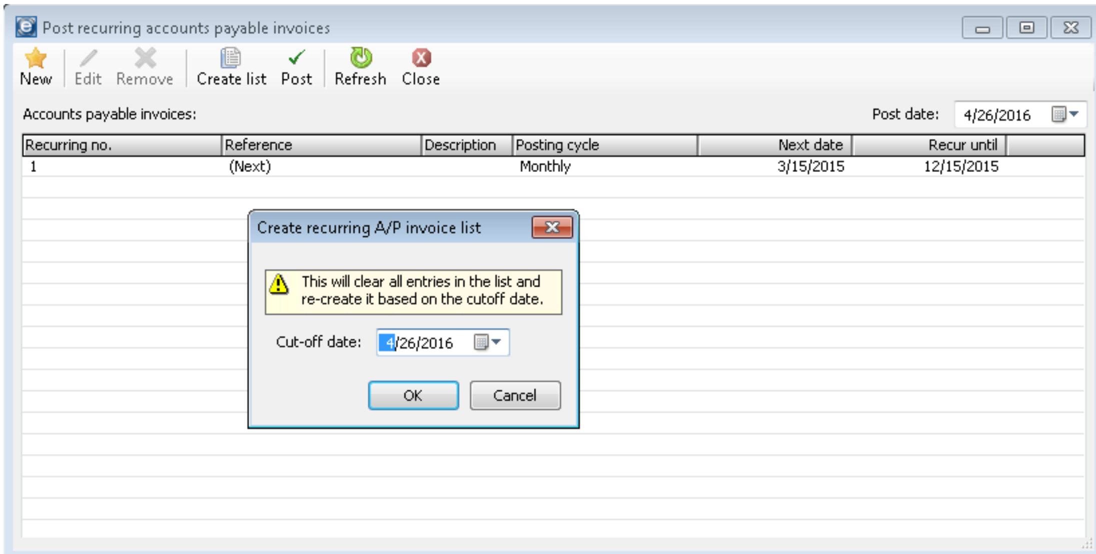
Two new menu options have been added to the **Accounting > Accounts payable** menu to support the creation and posting of recurring vendor invoices:

- **Recurring accounts payable invoices**
- **Post recurring accounts payable invoices**

Users now have the ability to create a recurring vendor invoice template and then post those recurring vendor invoices each month.

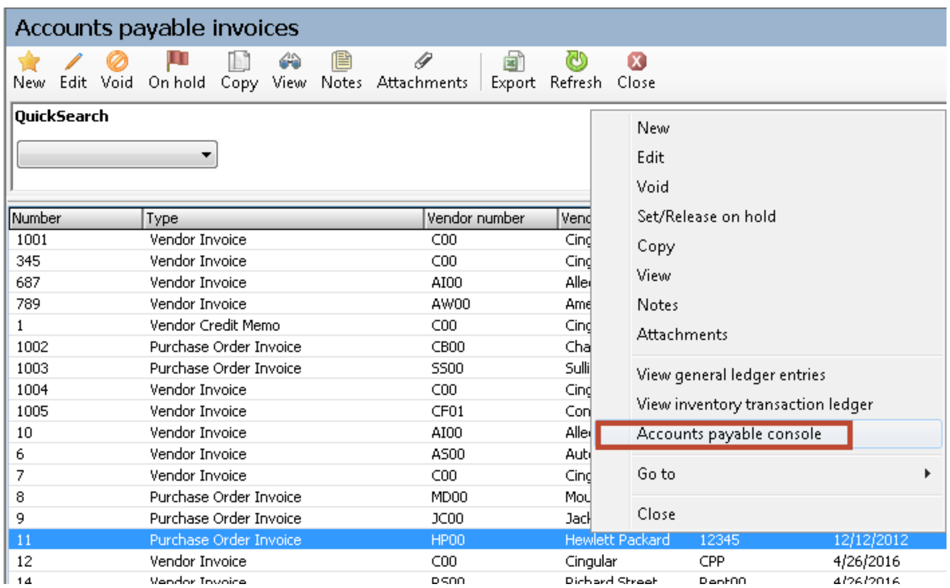






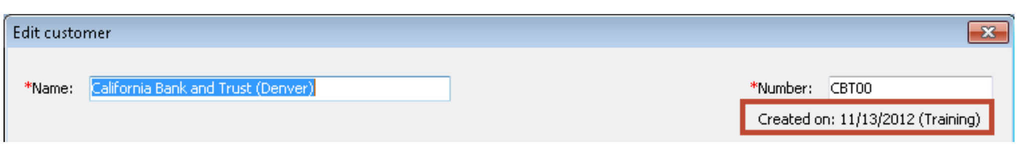
B-17753: As an AP clerk, I would like to be able to select an invoice from the AP invoice list and view the invoice details from within the AP console.

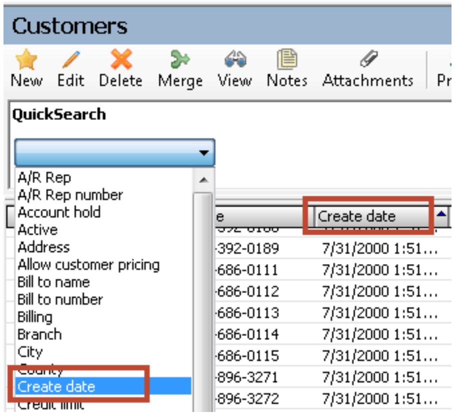
A new right-click option, **Accounts payable console**, was added to the AP Invoices list window. When a user selects an invoice and uses the right-click option, the AP Console will open filtered to the selected invoice.

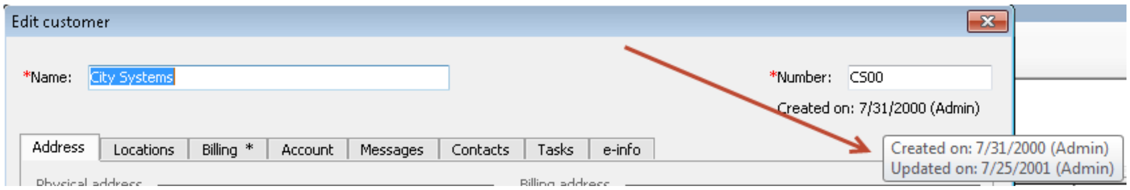


B-17754: As an AR clerk, when viewing a Customer record I would like to be able to see when the record was created so that I can use this information when making credit limit decisions and answering credit references.

On the Customer record header, we have added the **Created on** date as well as the e-automate user who created the record. If a user hovers over this information, a tool tip will also display the date the record was last modified and by which e-automate user.



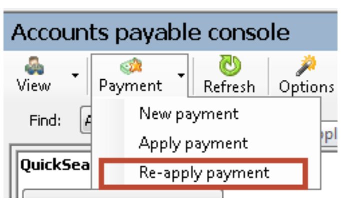




This information was also added to the Vendor record header. Users will be able to see when the Vendor record was created and by which e-automate user, as well as access the tool tip to see when the record was last modified and by whom.

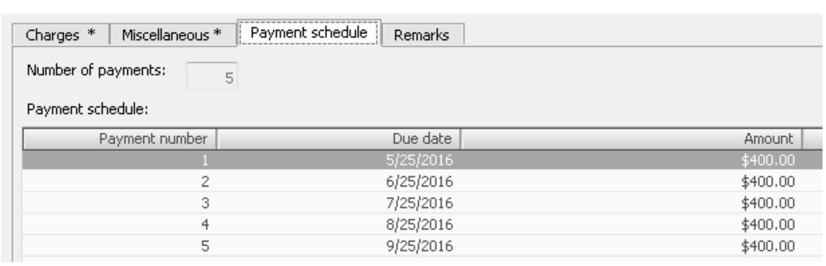
B-17755: As an AP clerk, I would like to be able to unapply a payment from one AP invoice and reapply it to a different AP invoice so that if a vendor misapplies a payment I am able to make my records agree with theirs so my next remittance will match their records.

In the AP Console, **Re-apply payment** has been added as a new **Payment** option. When you reapply a payment, e-automate will remove (unapply) the payment from one invoice and apply it to another. Users may also use the Re-apply Payment window to un-apply a payment and leave the payment as unapplied on the vendor account.



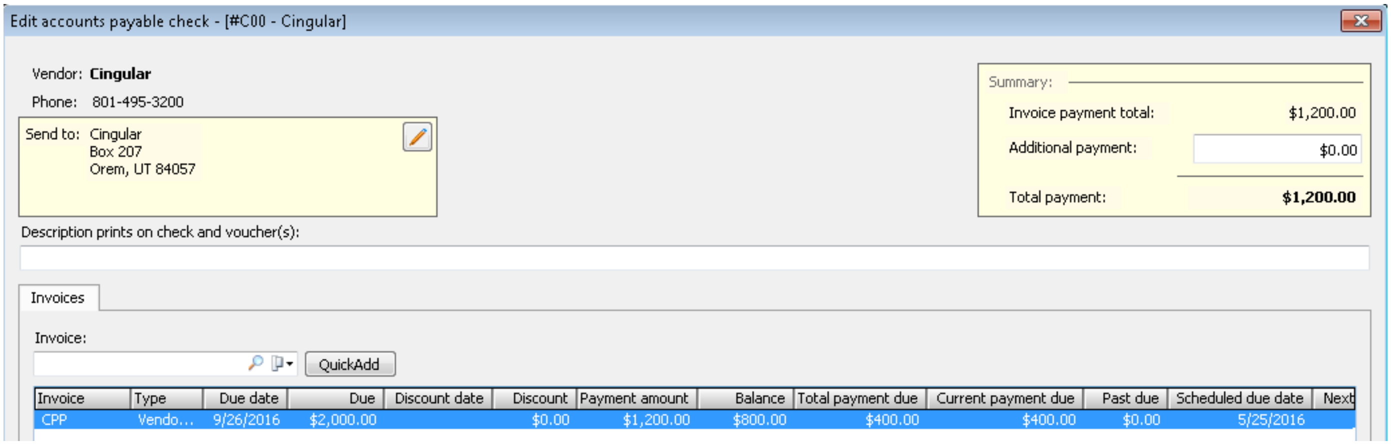
B-17757: As an AP clerk, when my company has negotiated payment terms for a large purchase, I would like to be able to create a single vendor invoice that allows me to schedule multiple payments and manage my cash flow more accurately.

Users now have the ability to add a payment schedule of up to 60 payments when creating a new vendor invoice by utilizing a new **Payment schedule** tab in the Vendor Invoice window.

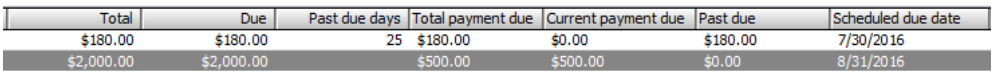


E-automate calculates the payment dates based on the number of payments and the invoice date and due date and distributes the amount evenly across the time. Rounding differences are pushed to the last payment.

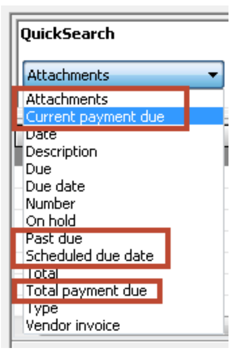
Pay Vendors has also been updated to calculate based on payment date and how many payments should be included.



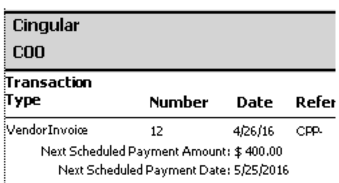
The AP Console has been updated to current, scheduled, and past due payments.

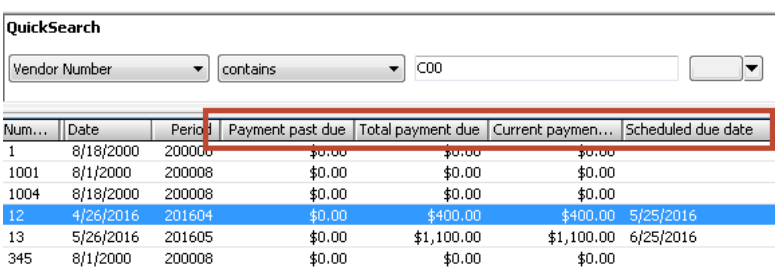


Total	Due	Past due days	Total payment due	Current payment due	Past due	Scheduled due date
$180.00	$180.00	25	$180.00	$0.00	$180.00	7/30/2016
$2,000.00	$2,000.00		$500.00	$500.00	$0.00	8/31/2016



The Aging AP report and Vendor Invoice e-view have been updated to support payment schedules as well.

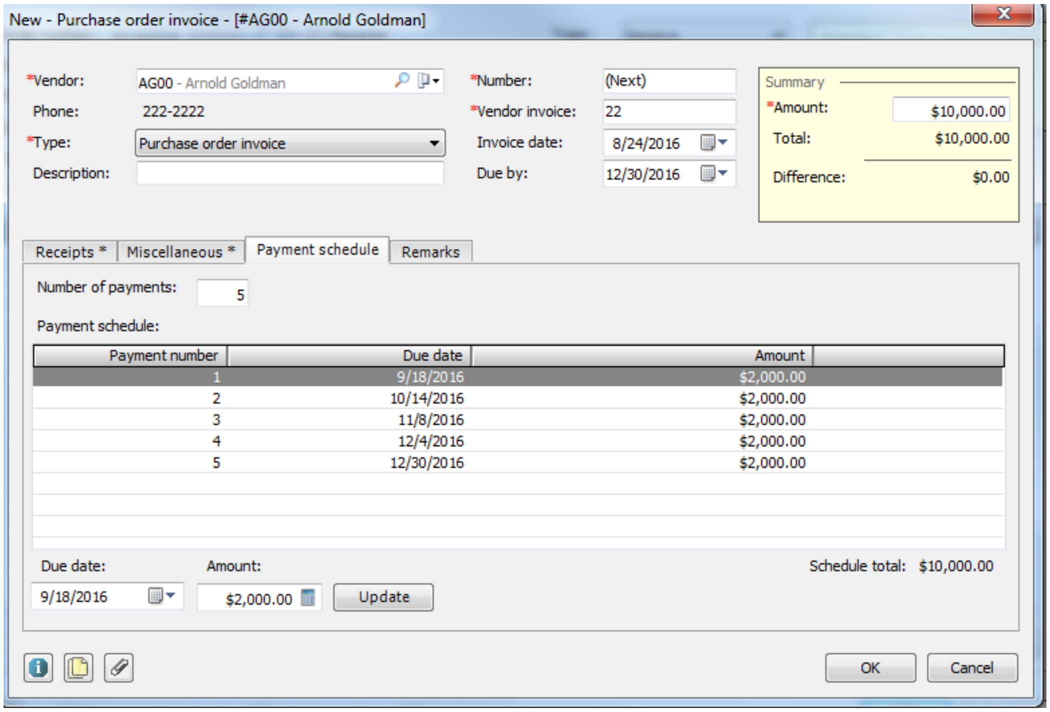




Num…	Date	Period	Payment past due	Total payment due	Current paymen…	Scheduled due date
1	8/18/2000	200008	$0.00	$0.00	$0.00	
1001	8/1/2000	200008	$0.00	$0.00	$0.00	
1004	8/18/2000	200008	$0.00	$0.00	$0.00	
12	4/26/2016	201604	$0.00	$400.00	$400.00	5/25/2016
13	5/26/2016	201605	$0.00	$1,100.00	$1,100.00	6/25/2016
345	8/1/2000	200008	$0.00	$0.00	$0.00	

B-27491: As an AP clerk, when my company has negotiated payment terms for a large purchase, I would like to be able to create a single purchase order invoice that allows me to schedule multiple payments and manage my cash flow more accurately.

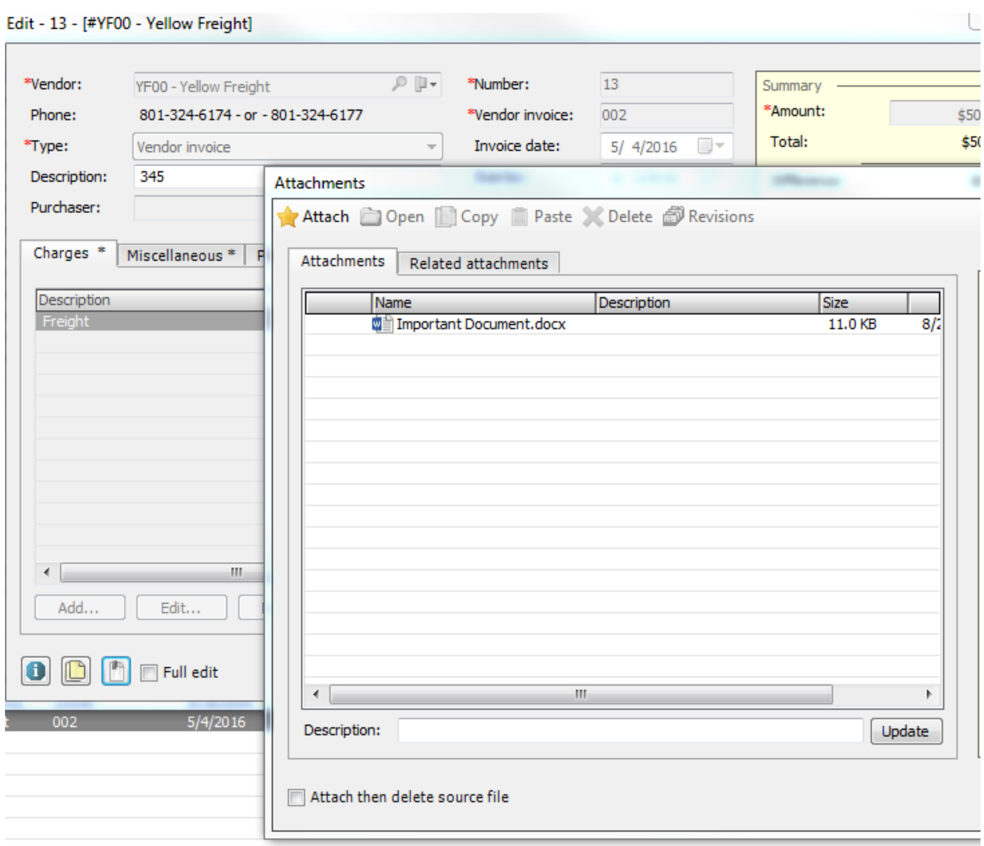
Users now have the ability to add a payment schedule of up to 60 payments when creating a new purchase order invoice.



As mentioned under B-17757 above, Pay Vendors has also been updated to calculate based on payment date and how many payments should be included. The AP Console has been updated to current, scheduled and past due payments. The Aging AP report and Vendor Invoice e-view have all been updated to support payment schedules as well.

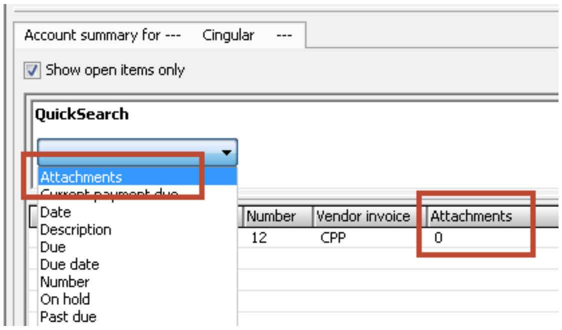
B-26340: As an AP clerk, I would like to be able to attach packing slips or receiving documents to an AP invoice so that I have access to the documents from within e-automate and do not have to try to find them in a filing cabinet.

Users can now attach documents to an AP invoice. Once attached, users can view them on the screen and see how many attachments are associated with any one invoice from the Accounts Payable Invoices list. This will help eliminate paper filing and make it easy for the user to see important documents associated with a particular invoice. The attachment capabilities are applicable to all AP invoice types.



	Vendor number	Vendor name	Vendor invoice	Date	Attachments
	YF00	Yellow Freight	002	5/4/2016	1
	AI00	Allegro Industries	9298	8/1/2000	0
	AI00	Allegro Industries	5512	12/9/2002	0

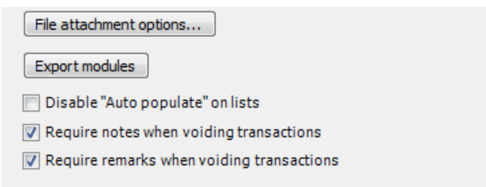
A **QuickSearch** filter and an **Attachments** column have been added to the **Account Summary** tab in the AP Console to assist users with easily identifying vendor invoices containing attachments. The lists available from the [**More info**] button in the AP Console on AP Invoices have also been updated with attachment counts.

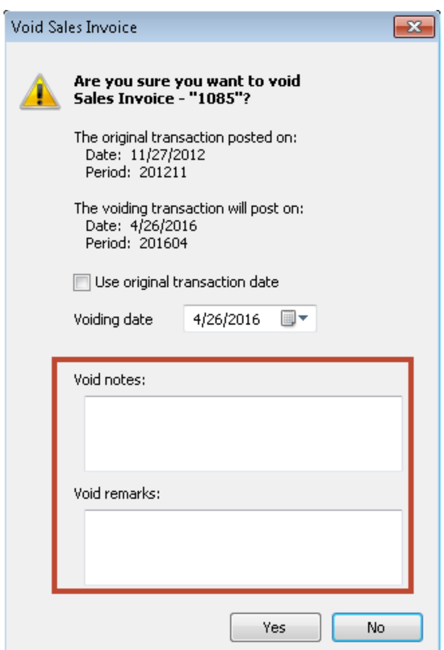


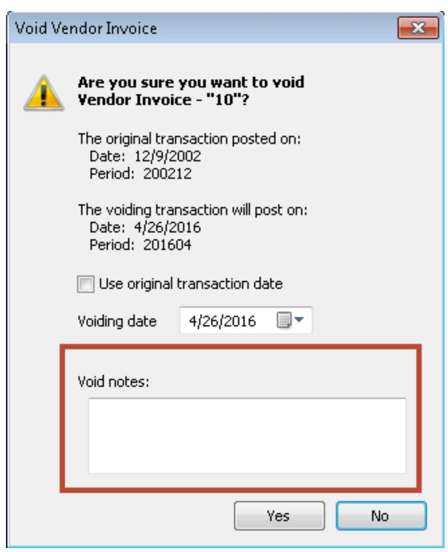
B-26735: As an AR or AP clerk, I would like to be able to enter notes and remarks when I void a transaction, so that other users /customers will be able to see why the transactions were voided.

Two system settings were added to **Tools > Options > Misc. options**:

- **Require notes when voiding transactions**
- **Require remarks when voiding transactions**







A new **Note type**, 'VOID', has been added and is used when notes are saved to the corresponding credit memo.

Note type	Description	Editable	Active
DTC	DeskTech Com...		Yes
EVENT	System Event		Yes
Note	Note	Yes	Yes
PPN	Prior Primary Note		Yes
VOID	Void Event		Yes

The different types of transactions the settings apply to are:

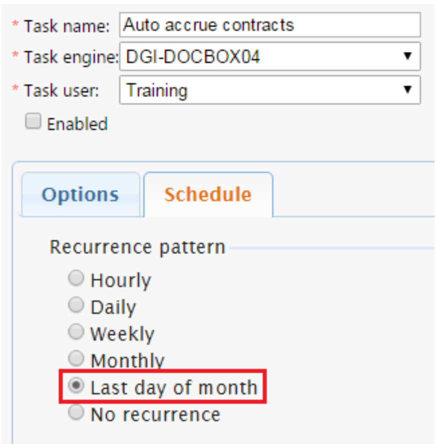
- AP Invoices

- Vendor invoice (Notes)
- Vendor credit memo (Notes)
- Vendor debit memo (Notes)
- Purchase order invoice (Notes)
- Purchase order credit memo (Notes)
- Purchase order debit memo (Notes)

- AR Invoices
  - Sales invoice (Notes, Remarks)
  - Service invoice (Notes and Remarks are on the Miscellaneous charge credit memo created upon Void)
  - Contract invoice (Notes, Remarks)
  - Misc. charge invoice (Notes, Remarks)
  - Misc. charge credit memo (Notes, Remarks)
  - Misc. charge debit memo (Notes, Remarks)

B-23752: As an accounting clerk, I want the ability to run the e-agent deferred contact revenue task specifically on the last day of the month to automatically recognize deferred and accrue contract revenue.

A new schedule option, 'Last day of month', has been added to all tasks that are able to be scheduled.



This includes the following tasks:

- Auto accrue contracts
- Auto create sales shipments
- Auto invoice contracts
- Auto invoice sales orders
- Auto invoice service calls
- Auto terminate contracts
- BEI
- Auto create PM calls
- Auto post recurring journal entries
- Auto queue customer statements
- Auto send vendor documents
- Contract expiration by copies
- Contract expiration notice
- Contract invoice upload
- Contract item usage alert
- Customer hold status
- Import Auto Task invoices
- Large invoices collection reminder
- Inventory management
- Item reorder alert
- Meter reading request
- Past due service call alert
- Technician inventory request
- Update warehouse/item minimums
- Warranty expiration alert

Enhancements

This release added the following enhancements to existing functionality:

B-23725: As an AP clerk, I would like the ability to perform a QuickSearch by date in the AP Console, so I can search transactions by date in addition to due date.

Added the ability for users to perform a **QuickSearch** by *Date* in the **Account summary** tab of the AP Console. Previously, users could search by *Due date* but not *Date*.

D-25488: As an accountant, I would like for the Income Statement to support totals that include at least 8 characters so that the actual total displays on the statement instead of '#######'.

Expanded the **Total** field so it will correctly display amounts that are 8 characters or longer.

B-26946: As an AR clerk, I would like for the Item code to be passed to Avalara for all items so that my company can utilize the Streamlined Sales Tax (SST) option through Avalara.

To meet the SST requirements, the Item code was added to the transactions fields being passed to Avalara. This allows e-automate users who are SST subscribers the option to utilize the Avalara SST.

D-26794: As a system administrator, I would like the Help Desk reports included as part of the 16.1 update process so that I do not have to manually update the reports for my Help Desk users.

The Help Desk reports are now included in the update process and are enabled when Help Desk is enabled.

B-27628: As a system administrator, when the DGI tax engine is enabled and the Consumption Tax Type is set to 'Sales Tax', I would like to have only those tax defaults displayed that can be changed to eliminate confusion.

To reduce customer confusion when setting up tax options, only the **Activity code** and **Items** tax flag defaults display when using the DGI built-in tax engine and *Sales Tax* as the **Consumption tax type**. If the tax engine or **Consumption tax type** changes, the tax flag defaults for **Freight**, **Misc. charge**, and **Travel** will be enabled.

B-27700: As a system administrator, when I am updating an e-automate database to version 16.1, if my database has a tax authority that does not contain any tax flags, I would like the install to correct the tax flag status and not error out.

Starting with version 8.7, customers were experiencing update difficulties if their database contained a **Tax authority** that did not have a **Tax** flag associated to it. To correct the update errors, a *None* **Tax** flag will be inserted during the update process to allow the update to complete successfully.

B-28671: As a system administrator, I would like the e-automate installer to be a standard MSI instead of a custom installer so that the installation process now uses a single consolidated installer file.

With 16.1, the installer has changed from a custom installer to a standard MSI installer. Changes in the install process include:

- The installation process now uses a single consolidated installer file where previously the process used separate server and client installer files.
- The default installation location has changed from *C:\Program Files\Digital Gateway\e-automate server* and *C:\Program Files\Digital Gateway\e-automate client* to either *C:\Program Files (x86)\ECI* (for a per-machine install) or *C:\Users\Username\AppData\Local\ECI* (for a per-user install)
- Shortcuts are not automatically created; however, a Windows shortcut can be created, and users can pin the shortcut to the taskbar.

Fixes

This release addresses the following issues:

D-27183: On a sales order, if a user edits the bill-to customer after previously editing the ship-to customer, and the bill-to and ship-to customers have different taxable statuses, the final taxable status shown from the last edit may not be correct.

This issue has been resolved by having the taxable status on a sales order to default and reset to the ship-to customer. Overrides to the taxable status can be done using the **QuickTax** options:

- Enter 'Ship to' tax code of ....
- Enter 'Customer' tax code of ....
- Enter 'Bill to' tax code of ....

D-09483: When using the standard entry screen, users are not able to transfer a fixed asset.

Corrected this issue so users are able to complete a transfer for a fixed asset using the standard entry screen.

D-18654: When fulfilling multiple sales orders with multiple ship to's on a single sales invoice, the installed location for all equipment is defaulting to the installed location of the first sales order.

This behavior has been fixed so that the installed location on each sales order is set as the ship-to location for that order.

D-20180: If a user creates a misc. charge type transaction and is using branching, when the user chooses to have cost applied it will not assign a branch to the cost applied line in the general ledger entries.

This issue has been resolved so that a branch can be assigned to the cost applied line in the general ledger entries.

D-22139: Users are unable to reverse sales tax on service invoice transactions.

A resolution was done and users whose tax engine is the DGI tax engine will be able to reverse the sales tax on service invoice transactions. For users whose tax engine is Avalara, the reverse option is not supported; the steps to follow are to unapply the payment, void the invoice, and then invoice the call again without tax.

D-22189: Random users do not have any filter options for bulk updating Items or Models after updating versions.

Customer Care was provided corrective scripts for users on e-automate 8.5 or 8.7 versions. A long-term fix has been included in 16.1 to prevent the loss of filter options.

D-22530: When using the Avalara tax engine, if a user invoices a service call and then voids it, the Work Order Tax code is changing to Avalara and prevents the user from changing equipment on the service call.

This issue has been resolved so that when voiding a service invoice and the Avalara tax engine is engaged, the work order Tax code will be changed back to whatever is the Tax code associated with the customer on the work order. Additionally, a corrective script for version 8.7 was provided to Customer Care.

B-22902: On the Customer Statement, if the application date is still in the date range on the report but the invoices are not, the report is only showing the payment.

The report has been corrected so it will group the payment and the applied invoices if any of the dates fall within the date range for which the report is being run.

D-23860: Bulk Updates/Contracts: Cannot bulk update contracts to have a Contract Adjustment Code of 'NULL'.

This issue has been resolved. The **Contract adjustment code** field is not a required, and *NULL* can be used for the update value.

D-23953: If a contract is in the renewal process and a user clicks on an equipment that has both a meter and a virtual meter, the error 'Technical error: ParentList is null, you can't call this method from this context' appears.

This issue has been resolved, and users will not encounter this error during the renewal process.

D-25031: When a sales quote is being converted into a sales order, the PO number is being required even though the customer bill to does not require a PO number.

The PO number requirement has been addressed so that it will only be required if the bill-to customer has that requirement enabled.

D-25286: If the Call History tab is empty in a new service work order window and a user clicks on the 'More info' button, an unexpected error occurs.

When clicking on the [**More info**] button in the above scenario, the expected behavior is for a new window to open and default to Service Calls – All Customers. The error has been resolved, and the expected behavior has been restored.

B-25155: Cannot complete a customer return for an item that has 0 on-hand quantity.

Addressed the issue that was preventing the transaction from being completed. Users are now able to complete a customer return for items that have a 0 on-hand quantity.

B-25452: When multiple sales orders are consolidated on a single invoice, if the first sales order contains an order discount, the discount is applying to all orders.

The caching of the sales order discount has been resolved. If the first listed sales order contains an order discount, subsequent sales orders will not have the order discount applied.

B-25483: Cannot complete a customer return for an item that has 0 on-hand quantity.

Addressed the issue that was preventing the transaction from being completed. Users are now able to complete a customer return for items that have a 0 on-hand quantity.

D-25575: When selecting the option not to queue a sales invoice, the invoice is still being sent to the document queue.

This behavior has been corrected; when the option not to queue is checked, the sales invoice is not being sent to the document queue.

D-26474: Error occurring when trying to renew/revise a contract that has a sub-lease with an end billing date that is the same as the expiration date of the contract.

Resolved this issue so that when renewing a contract that has a sub-lease with a billing end date that matches the expiration date of the contract, the contract will renew without the expiring sub-lease.

D-26530: Users are not notified they cannot delete a contract misc. charge until they try to save the edited contract.

If a misc. charge is added to a contract and has been billed, it cannot be deleted. The system now displays the notification message, "This miscellaneous charge record cannot be removed as it is referenced to an invoice," as soon as the user clicks the [**Delete**] button on the **Miscellaneous** tab within the contract.

D-26529: If a contract has a $0 base charge and has a misc. charge that is configured as a percentage with a minimum charge, the misc. charge is not billing.

This issue has been addressed, and the misc. charge is billing as directed.

D-26592: Users are receiving a 'Foreign Key constraint' error when trying to add a custom property to an inventory request.

The 'Foreign Key constraint' error has been resolved, and users are able to successfully add a custom property to an inventory request.

D-26692: When an Equipment record that has attached accessories (which include an expense item) is on a service call and a user right clicks on the equipment and selects 'View accessories', an unhandled exception occurs.

The unhandled exception error has been resolved, and users are able to view an equipment's accessories from within the service call.

D-26693: The credit card stamp is not displayed on a sales invoice if the credit card option to use a single-use account is used.

This behavior has been corrected, and the credit card stamp is now displaying on a sales invoice that has been paid using a single-use account.

D-26708: If a user adds a job to a service call that is marked 'Ok to Invoice', the Job field is cleared when the call is invoiced.

The selected job will now be retained in the **Job** field when the service call previously marked 'Ok to Invoice' is invoiced.

D-26711: Adding an equipment to a meter group base contract causes the base to rebill for the entire meter group base for the cycle the equipment was added.

This issue has been resolved so that, when an equipment is added to a meter group base, the entire base will not be rebilled.

D-26793: If the company customer address is changed in Tools > Options, then equipment in the Equipment list will still display the previous address even though details on the Equipment record were changed.

Changes to the company customer address now also push the address change to any associated Equipment records.

D-26708: If a user has View rights only to A/R credit memos, the user is still allowed to create a credit memo.

This behavior has been corrected, and a user with only View rights to A/R credit memos is not allowed to create a credit memo.

B-26824: Documentation for the AutoTask integration incorrectly lists 'ATContractNum' as the custom property contracts in e-automate need to be named.

The documentation has been corrected to list *ATContractName* as the correct contract custom property mapping for the Autotask integration.

D-27067: Truncation of the misc. charge description field is causing errors when users try to view an invoice.

The truncation of this field has been resolved and will no longer impact the view of an invoice.

D-27168: If a sales order is put on hold, the on hold release date is being populated even though the sales order has not yet been released from on hold.

This behavior has been corrected and an on hold release date is only populated upon actual release of the hold.

D-27171: If there are two customers who have the same name and sequential customer numbers (such as AA00 and AA01), and a user edits the location for equipment under contract for the second customer (ex: AA01) and does not check the box to "Update the customer address", then creates a Sales order and selects that equipment and contract, the order will pull the equipment location address and then use the first customer number that starts with the order's customer name (AA00) for the ship to instead of using the contract equipment details location address (AA01).

This behavior has been corrected, and—if an equipment location is updated but not the customer address if the same scenario as above is performed—the ship to will be correctly pulled from the contract equipment details location address.

D-27293: On hold release times are not updating correctly, and service calls are getting into a state where the arrival time is earlier than the release time resulting in a negative response time.

The on hold release time calculations have been corrected.

D-27298: The Call History report is timing out.

This issue has been resolved. The time out was caused by the report not filtering by customer or equipment number.

D-27411: When using the tax database integration with Avalara (not the AvaTax integration), users are receiving a 'Foreign Key constraint' error occurs when trying to create a new Customer.

The error has been resolved and users are able to create new Customers using the tax database Avalara integration.

D-27695: Error is received when a meter group base accrual is trying to true up on the contract.

This error has been fixed and true up accruals for a meter group base contract are working correctly.

D-27714: The sum of SCEquipmentBillings.DistTaxAmount does not equal the amount of the tax charged.

This issue has been resolved and the sum for the distributed tax amount does equal the amount of the tax charged.

D-27722: 'Object reference not set to an instance of an object' error is happening when a user right clicks on a sales order in the Sales list window, chooses the option to fulfill sales, quick adds another sales order, and then clicks OK.

This error has been resolved and the multiple sales orders can be fulfilled.

D-27899: If a sales order has a tax authority with an invoice tax exception applied, the invoice tax exception tax amount is not being calculated correctly. If you save the sales order and then edit it, the tax calculation is on correct but an error happens when trying to fulfill. If you create the sales order and immediately fulfill, then the correct tax is being calculated upon fulfillment of the order.

The invoice tax exception logic has been corrected and is now applied correctly when creating or editing a sales order.

D-27967: Invoicing a service call that uses a tax authority with an invoice tax exception applied causes an 'Object reference not set to an instance of an object' error.

This error has been resolved, and service calls are able to be invoiced with the invoice tax exception applied.

D-29025: When using the field-level security on the Vendor record, if the Fed Employer ID field and 1099 checkbox are set to Viewable or Editable, they are still hidden on the Misc. tab.

Corrected this issue so that the **Fed Employer Id** field and the **1099** checkbox are not hidden if they are set to Editable or Viewable in the field-level security settings.

D-29809: The Sales Tax Report and the Customer Invoice Tax Details e-view may show inflated non-taxed charges for service invoices that include labor and travel non-taxed charges. This issue is triggered when taxes are recalculated, usually through editing the service invoice, when a Tax Authority that does not included tax flags for labor and travel is referenced. The actual taxed charges are not affected and are reporting correctly.

The Sales Tax Report and the Customer Invoice Tax Details e-view have been fixed, and the non-taxed charges are now correct.

E-Agent

D-26555: If a user has added an additional QuickSearch filter and that filter contains white space/leading space, the filter is not properly accounting for the unintentional space.

The white space/leading space has been filtered out of the task filters.

D-27975: When auto invoicing service calls using the Auto Invoice Service Calls e-agent task, if the service call has an equipment location customer that is not a child of the contract customer, the call will not auto invoice due to a warning message.

An option was added so that a service call that has an equipment location customer that is not a child of the contract customer can be auto invoiced. The option allows e-agent to bypass the warning message and proceed with invoicing.

Utilities

D-26672: In the ARPostPayments Utility, when attempting to use one check to pay for multiple invoices for multiple customers (multiple bill to's), an error message is displayed when trying to validate.

The validation error has been corrected, and payments by check can now be applied to a variety of bill-to customers in the utility.

D-26675: In the ARPostPayments Utility there are two locations where Description is used and it is confusing to users which Description is related to a specific check.

The header for Column N, **Description**, has been changed to **Check Description** to clarify that the column header content is related to the check and not the actions of the row, and to distinguish this column from Cell D2, Description.

D-26968: In the ARPostPayments Utility, when validating an entry for an invoice that has already been paid, the only place that gives any indication that the invoice may have been paid is in the Discrepancy column.

If an invoice has already been paid or voided and a user attempts to post a payment for it, the system will display this message in the **Message** column: "The selected invoice may either have no remaining balance or may have been voided.' Additionally, a message was added to alert users when the applied amount is greater than the due amount on the invoice.

DeskTech 16.1

Release Features

Enhancements

Fixes

Digital Quote Manager 16.1

Release Features

Enhancements

- Fixes

E-info 16.1

- Release Features
- Enhancements
- Fixes

Remote Service Manager 16.1

- Release Features
- Enhancements
- Fixes

Remote Tech 16.1

- Release Features
- Enhancements
- Fixes