AlarmBiller Release Notes

July 2025

Version 4.53.0

Contents

Application Corrections

AlarmBiller

Unable to print PDF on proposal [00106111]

Adding a single quotation mark to an email disabled the ability to print a proposal PDF file.

The Print/Deliver button on several views will now load the print/deliver popup window if the initial target email address contains an apostrophe (single quotation mark).

Issue with chargebacks - rejected payments showing on customer account as unapplied cash [00105536, 112384]

Rejected payments remained on customers' accounts as unapplied cash.

We fixed this situation with these changes: we updated the AlarmBiller Forte settlement processing to check for rejected settlements that may be returned from Forte (as a settlement JSON payload) consisting of two settlement records for the same Forte transaction: a 'Rxx - withdrawal' settlement and an 'S01 - deposit' settlement, both with the same settlement date.

When the settlement list is received from Forte, before beginning the settlement processing logic, the settlement list is checked for any 'Rxx' settlements in the payload that do not have the 'settle_type: reject' configuration. If any are found, the 'settle_type' is changed to be 'reject' instead of 'withdrawal', and the accompanying 'S01 - deposit' record with the same settlement date for that Forte transaction is removed from the settlement list.

This settlement list is passed to the AlarmBiller settlement processing logic. Since all 'Rxx' settlements are now identified as 'settle_type: reject', AlarmBiller will correctly update the parent payment to show $0 Applied and UnApplied amounts.

We improved the performance of the Denied/Rejected transactions grid under the Payment area. This grid will now retrieve only the records required for displaying in the current grid (previously it was retrieving all database records for the query, which was slow to load).

Last activity on work order screen [00130454]

Users reported inconsistencies in the last activity from the Work Order screen.

We made a change so that editing and saving a work order sets the last activity date to the latest date logged for any attached work order appointments that have been dispatched, arrived, or completed. If

there is no appointment activity, then the work order last activity date is the latest scheduled date for the attached work order appointments.

This update matches the logic that sets the last activity date when an appointment is dispatched, arrived, or completed via either the AlarmBiller calendar or the Sedona-X mobile app.

Time zone for our area is incorrect [00131637]

Customer users who were created using the New Customer Registration were not being saved with the selected time zone, but always as Eastern Time Zone. This caused work order appointment confirm/decline emails from the work order customer to always show the appointments as Eastern time in that email content.

We fixed this defect, and customer users created via the New Customer Registration screen will be saved with the selected time zone in that entry form. This in turn fixes the issue with the work order confirm/decline emails, which will now show the appointments using the customer user time zone.

Site column on closed work orders is missing Site Address 1 field [131873]

The Closed Work Orders tab should include Site Address 1 information the same way it does for Open Work Orders and Recurring Work Orders.

The Site column in the grid for closed work orders now shows the full site information (site name, address1, and city) like the open and recurring work order grids do.

Recurring work orders available columns checkboxes are not working correctly [131878]

Under the available columns for recurring work orders, when a user clicked on a checkbox it affected the checkbox above it.

We fixed this issue with the grid on the Recurring Work Orders tab. When choosing available columns, users can select and clear checkboxes for columns without affecting other selected or cleared checkboxes.

RMR invoice generation export not working [132307, 134222]

Users could not export large batches from the RMR Invoice Generation History tab.

The Export to Excel functionality requested all records from the database for the grid's query before preparing the downloadable Excel file. The request was timing out if there were more than approximately 1,500 records. We changed this to request the records in groups of 1,500 to prevent the request from timing out. Once all groups have been requested, the Excel report file is created.

We added a notification to the export functionality and a progress spinner so that users cannot perform other actions while waiting for the export file.
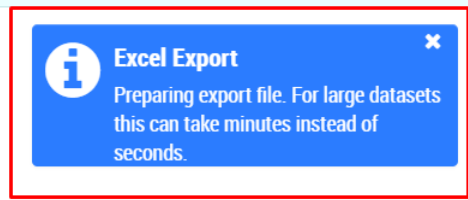
Calendar not working still with fire inspections [129061]

Appointment based recurring work orders were not displayed on the calendar.

We updated the calendar to show future recurring appointments (work order appointments and miscellaneous appointments) when viewing dates beyond a year from the current date.

Cannot filter by 'Type' on the General Ledger Entries screen [133318]

Users could not filter by 'Type' on the General Ledger Entries screen (they were given a true/false option and when exporting to excel it read TRUE in the 'Type' column).

We fixed the behavior of the Type column so users can filter and export it.

Unable to receive general ledger report [133275]

The GL posting report did not work for large Dealers (they received a timeout error).

We fixed the time out issue with the GL posting report by increasing the timeout time.

QuickBooks Documentation tab [133373]

Clicking the QuickBooks Documentation button did not open the QuickBooks document.

We updated the QuickBooks documentation URL to open the document:
https://www.boldgroup.com/wp-content/uploads/2014/03/QuickBooks-Integration-Web.pdf

(SedonaOffice/Sales Automation) Searching for customers with apostrophe [00136904]

Users received an error when searching for customer names that contain apostrophe.

In Sales Automation for SedonaOffice dealers, Sales Automation requests to the SedonaCloud API for search queries with filter strings that include certain special characters are now formatted properly so those special characters no longer result in failed API requests. In addition to the apostrophe (single

quote), this fix accounts for these special characters: ampersand (&), number sign/hashtag (#), and plus sign (+).

Issue when trying to apply credit [00138716]

A user was unable to apply a credit amount to a bill and received an error.

We changed the Apply Credit View to round all parsed amounts to two digits before using the amounts in calculations. This avoids rounding errors in the final calculated number, which caused errors preventing the full credit amount to be applied in some scenarios.

Forte payment not settling - Hotfix [00141172]

Users had a Forte Payment Submit set to automatically run, but it was not working.

We added a missing null check on the Forte settlement that checked for rejected eCheck settlements.