

Emersion System Updates - 16th August

The following upgrades, fixes and tweaks occurred between the 03rd August - 16th August, 2018.

Invoices

Resolved an issue caused by an en dash character in the invoice. This character was not supported by our invoice rendering engine properly caused the generation of an invoice to fail.

Service Subscriptions

Service Allocations

When attempting to allocate an unallocated service subscription that required a successful SQ, the **Refresh** link was was returning an *Undefined service allocate* error. This has been fixed.

Events

The Credit Card Expiry event (event type id: 9) has been enhanced with the following new variables:

1. Account ID
2. Customer Name
3. First name
4. Card Type
5. last 3 digits of the credit card number

Orders

Upgrade

Emersion have fixed an issue that caused an upgrade to fail if the upgrade commenced just prior to the start of a new billing period and an [add-on](#) was active.

Package and Plans

Plan Copier

The plan copier has been extended to retain contract types where they are chosen in the copy.

Products

When products are first created in Cumulus, the system was not setting the display status meaning users couldn't find it when creating price points and in other areas where the display status is used. This defect has been fixed.

Account Groups

The **Account Groups > Add Accounts** page will no longer load the entire customer record (and sub tabs) within the tab when the account ID is clicked, rather will redirect the customer to the account record correctly.

Xero Integration

Fixed a defect in the Check For Invoices [poller](#) causing it to import some payments incorrectly. If one of the transactions had a linked invoice in Emersion, it was incorrectly assuming all the others will also be linked to Emersion, where this isn't always the case.

Service Desk

Even though there was a Summary field on the **Add New Note** / **Edit Note** screens of a service desk request, there has never been a summary for a note. Instead this was linked to the summary field of the service desk request. When users created a new note and entered a summary it would update the service request summary. This is not intended behaviour, so we have removed the summary field from these screens.

API

The [GetProductDetails API](#) has been extended to provide additional information.