

SCR Summary for:

Release:Liquid Latitude 22.2
Built on:02-Nov-2022

Changes included in 22.2

The table below summarizes the changes made for this release.

The "Device/Install Hint" after each SCR indicates the device and installs to run to apply updated code for that issue. See the [Device Install Hint](#) page for details.

SCR	Description/Details
Component: Administration Tool	
LIQ-7140	Salesman Name greater than 22 characters causes error in client properties. Increased the length of the column 200 to accommodate larger names
LIQ-7137	Getting error when adding desk code of length greater than 10 Added a constraint, max length of desk code can be 10.
Component: Database	
LIQ-9566	Letter printing fails if customer code is null in Master table sp_LetterRequest_GetValidationExpirationForAllCustomers causes an issue with the Letter printing process if the account has customer code as NULL in master table. This ticket handles such a scenario to not fail.
LIQ-9439	APDT file export from AIM Receiver yields no records The stored proc exporting APDT records looks at old PDC and DebtorCreditCards tables to return the data instead of ScheduledPayment table. Fixed the proc to use the correct table. After the fix, all future records with "Scheduled" status and type != "Promise" from ScheduledPayment table will be returned.
LIQ-9438	AEML records in ADEM file getting populated for all clients instead of the specific client for which the file is being generated Update the stored procedure Receiver_SelectDemographicUpdatesReadyForFile to fetch AEML records for only the Client Id that is passed as a parameter. Did the same for AUVN records as well.
LIQ-9421	AIM Placement fails when account has a HistoricalTransaction record AIM Placement fails for CHST records because the stored procedure returns a varchar column as an integer. Modified the SP to fix this issue
LIQ-9282	Missing index on tables created during Reg-F release - causing performance issue Added non-clustered index on Reg F tables to improve performance
LIQ-9275	Dispute records created by the client were not being sent to the agency in AIM Due to use of incorrect transaction type in the update stored procedure, dispute records created by the client were not being sent to the agency in AIM. Corrected the type and fixed the issue
LIQ-9270	Future dated payments are not displayed in the MTD Collections by Branch/Customer report. Updated the underlying view to refer the proper tables to pull the required data to show the report.
LIQ-9269	Phone numbers field needs to use a % wild card so searching for phone The phone search should search the phones master table also for the phone number. Now the User can search using % wild card in phone number. Now the search results include results from phones master table as well.
LIQ-9266	MTD Desk Collections By Branch Report in report console in latitude.latitude2020r2 not showing proper Report. MTD Desk Collections By Branch Report in report console in latitude.latitude2020r2 is fetching proper Report.
LIQ-9179	Missing index on Phones_consent table causing performance issue

In certain scenarios Accrued Interest is not calculated properly

LIQ-8958

Updated the process to calculate the Interest accurately

When the customer tries to run the cbr report, the report gets generated, but before generating it will give a pop up. I have attached the image. The customer does not want that pop up to be seen every time a report is to be generated.

LIQ-8957

When trying to evaluate the accounts which are meant to be reported to Credit Bureau, it throws up the same error/warning/pop-up.

Error pop-ups are no longer visible to customers.

Below AIM issues require fixes:

LIQ-8948

- 1. Multiple CUPP records for 1 phone number exported in CPLC file**
- 2. CNOT file not getting user notes properly from AccountNoteAdded event**
- 3. Transmitted Date not having any value for CDEC and CBKP records in CPLC file**

1. Corrected the query in the SP that exports CPLC data to only return 1 CUPP record for 1 phone number
2. CNOT records from AccountNoteAdded event should now display Action Code, Result Code and Comment correctly
3. Transmitted Date for CDEC and CBKP records in CPLC file should display the date on which the file was exported in CCYYMMDD format

LIQ-8737

Recall desk not getting assigned when exporting AIM placement record using Job Manager

Recall desk is not getting assigned when exporting AIM placement record using Job Manager but is assigned if done manually through AIM

LIQ-8698

Itemization Balances 1 to 4 show as NULL after New Business Import

Updated the trigger on Itemization Balance table to only update the Itemization Balances when the account has a record in PayHistory table as well as included a null check

LIQ-8039

The job manager triggers the jobs as soon as the job service is started/restarted.

With this change, the job manager executes the job as per the defined schedule and not when the job service is started/restarted.

Component: Liquid Center

LIQ-9553

In communication , when we are requesting for PPS type of Letter, On clicking '+' button nothing is happening.

The request letter modal is now edited and the row is getting incremented on click of '+' button.

LIQ-9546

accrued and deferred interests are not updating in master table according to the accrued checkbox in clientpolicy.

Fixed the issue by updating the stored procedure.

LIQ-9251

Adding reminder from Chrome browser not throwing but adding reminder from Firefox browser throwing error.

User can add reminder from Chrome browser and Firefox browser too.

LIQ-9247

Manual payment batches, after processing are not marking a promise as kept like they do in cider until custodian runs that night

Updated the custodian process to properly mark the promise as kept once the amount is manually posted.

LIQ-9246

Duplicate Permission NSF/Reversals

Removed duplicate Permission NSF/Reversals

LIQ-9243

When Require a Note permission is in force, if a matching note is added during the interaction, user should not be forced to enter another note when moving away from the account

If a matching note is entered during the interaction, user will not be forced to enter a note when the Require a Note permission is set

LIQ-9241

When a SIF / PIF arrangement is created, a pay off letter request is also automatically created. However, when the SIF / PIF arrangement is kept on hold, the Pay off letter is not kept on hold.

Pay off letter is also kept on hold if the SIF / PIF arrangement is kept on hold.

LIQ-9240

There is no option to not select a Reminder and Payoff letter

Provided a None option for both Reminder and Payoff letters. Agents can now choose to not send Reminder and Payoff letter.

LIQ-9230

If the Email is Invalid it's not allowing Customer details to change from Customer Panel.

As a fix, If Email is Invalid, User will be able to edit it from Customer Panel itself.

LIQ-9212

When Validate button on Arrangements task panel is clicked, it won't show any output

When there are no validation errors and validate button is clicked, no message was shown. This is modified to now show a message appropriately.

LIQ-9209

New Settlement Permissions location is different and questions regarding these permissions.

New settlement Permissions is moved to scheduled payments. Answered for the corresponding questions.

LIQ-9198

LIQ-9176

When Maximum promises / ACH / credit cards are set to 0, the business rules dialog shows that the promises / ACH / credit cards are not permitted, where it should show Unlimited Promises / ACH / credit cards are permitted.

The business rules are updated to properly reflect the permission to show Unlimited promises / ACH / credit cards if the Maximum value for the respective setting is set to 0.

- LIQ-9174 Redundant policies in some Liquid Permissions**
Removed redundant policies in Create Scheduled Payment, Business Rules permissions and renamed Create Scheduled Payment policy to Client Policy.
- LIQ-9173 When Maximum Promises is set to 0, the Business rules verbiage reads as Promises not allowed.**
Updated the Business rules verbiage to Unlimited promises allowed when Maximum promises is set to 0.
- LIQ-9169 On some browsers, event panel when popped out and closed, is not re-docking.**
This is due to changes to the browser compatibility. Updated the redocking functionality to work across all supported browsers.
- LIQ-9162 Require Note on Account' to Require a note with an action/result code that is considered as worked is set, the user can still close an account as long as a note is entered irrespective of the Action is considered worked or not**
When providing the user with Action and Result codes when the user is trying to add a note while closing the account, based on the permission, only respective action / result codes are presented to user to prevent this issue.
- LIQ-9160 When require note on account permission is set, if the user clicks on Close Queue, the Note popup is shown as expected, but the queue is not closed until the workflow is refreshed even after adding the required note.**
A bug in the queue close functionality prevented the user from closing a queue when Require Note on account permission is set.
- LIQ-9159 Set the Policy 'Require Note on Account' to Require a note with an action code that is considered as attempted. Then open latitude and work collector queue. Then click 'Next', the note dialog appears but you can enter action = 'CO' and result = 'CO' and the next account comes up. The system should prevent moving to the next account until a note that has action.WasAttempt set to true.**
When the Require Note on Account is set to an action code that is considered attempted, the user is forced to select an Action and Result that is considered as an attempt
- LIQ-9158 Incorrect status change events are shown on accounts even when the status hasn't actually changed. This happens when a manual note is added.**
Updated the process to create a status change even only when status actually changed.
- LIQ-9155 UI doesn't properly show Client Drop down in the Collector Queue**
Updated the UI of collector queue to properly render the Client dropdown.
- LIQ-9153 User filter on Events panel doesn't properly filter out the data**
Events panel is updated to properly filter out based on the selected user
- LIQ-9151 When a new correspondent address is added, the UI doesn't properly reflect the correct correspondence address.**
The address panel properly refreshes data to show the actual correspondence address when adding a new address or editing an existing address.
- LIQ-9138 On SQL Server 2016 where the compatibility level is set to 100, the order for custom queue does not work properly in certain scenarios**
Ordering is corrected after the fix.
- LIQ-9118 Credit card expiry date sometimes is auto modified to +1 month!**
Modified the date logic to properly take expiry date chosen by the user!
- LIQ-9019 Required to implement the desk change feature in PaymentHistory Panel**
Implemented the functionality to change the desk and filter the desks based on code and branch and sort the desks using the name ,code and branch.
- LIQ-9006 Date conditions in Account Analysis where the underlying data is null shows as 12/31/1969 in the results grid when the query is run.**
The date column for the given "no value" date condition is shown as a empty column.
- LIQ-8980 Error when saving phone preferences by giving time for do not call between and call between**
Fixed the error. Now saving phone preferences does not throw error.
- LIQ-8949 User is not able to set account wise settlement percentage. If the linked accounts are of different customers then it should display minimum settlement percentage which is configured in administration for that customer**
Fixed the issue by providing the a popup screen before proposing the payment, this popup will display on click of 'Configure Settlement' button. This button will be visible only if the multiple accounts are selected for settlement type of arrangement.
Using this popup user can set account wise settlement percentage. That settlement amount will be used for the arrangement creation
- LIQ-8894 Email from the workflow fails if debtors.businessname is null**
Added a check to send the email if business name is null and isBusiness is false. But if isBusiness is true and business name is null, we show an error
- LIQ-8882 The validation expiration date shown in Account warnings screen in Latitude Work form is different from the date updated in the .dat file written by LetterFileWriter.exe**
Modified the Stored Procedure 'sp_LetterRequest_UpdateProcessed' to fix the issue with validation expiration date and also improved the performance
- LIQ-8879 If master.link is null on an account, the application will throw an error when sending an email from liquid workflow**

Added a null check on master.link to handle this scenario

- LIQ-8874** **Delete all arrangement causes error if any business rules are broken due to a change in preferences after arrangement is created**
Suppressed validation check on Delete operation to avoid this scenario
- LIQ-8785** **Unable to locate Account# 1872 through search, it finds 20 pages of other accounts such as 187212 but not 1872.**
Provided the capability to use wild cards while searching for accounts
- LIQ-8642** **Unable to add a card to a link after using the account navigator anchor card**
Modified the code. Passing accountID from client side
- LIQ-8553** **Unable to add notes from Notes Panel**
This will fix the issue and enable user to add notes from Notes panel
- LIQ-8135** **While editing fee schedule policy in administration with multiple start columns, if any start / end number change then the remaining start column numbers automatically get changed to wrong values.**
If any of the start / end numbers are changed while editing, the others will now change accordingly.
- LIQ-8077** **Accounts in Arizona are showing wrong local time.**
Fixed the time shown for Arizona and Hawaii.
- LIQ-8072** **The status is changing to ACT on accounts when they are first worked when the status should not change. The only time that the status should change to ACT on first worked is if the current status (prior to first worked) is set to NEW. This is currently happening even if the account is closed or if the account is in a promise which are two of the biggest issues, but it really should only change if the status is New before the note is added.**
This fix will restrict the account status update from any, other than "NEW" to "ACT"
- LIQ-8071** **Status history is not tracking all status changes.**
This fix will enable Latitude to track all Account status changes
- LIQ-8032** **Job Manager unable to fetch the bulk case updates and update the RDN tables as expected. Also, while fetching the latest updates on a case, the system throws an error.**
Updated the service to enable the Job manager to fetch case updates and update RDN tables accordingly. Fixed the error while fetching case updates manually on RDN Integration task panel.
- LIQ-7685** **Party National Id Changed event needs to display values changed from and to values.**
Updated the event to capture previous and current values
- LIQ-7653** **In liquid events panel, debtor or co-debtor name is not displayed.**
Updated the events to include Debtor / Co-Debtor.
- LIQ-7651** **Debtor name does not appear in events for scheduling and modifying arrangements.**
Populated Debtor name in events panel for scheduling, rescheduling and modifying arrangements.
- LIQ-7213** **Anchor card showing linked accounts needs limited paging**
Updated the Linked Anchor Card to have a maximum of 10 pages when displaying linked accounts
- LIQ-7115** **Automotive_Repossession Panel Status has duplicates in dropdown.**
Removed duplicates while fetching data from DB
- LIQ-7113** **Future dates can be selected in Date Filed and Notice Received date in the Bankruptcy panel.**
Restricted Future dates for both fields.
- LIQ-7053** **Some of the Dpa event details are shown as blank**
Updated the event to capture all the required details for the mentioned fields: Address Type, Address Verified, Phone Number, Phone Number verified, Phone Status, Postal Code, Postal Code Verified.
- LIQ-5495** **Inactive users are also populating in Complaints Add panel**
Populating only active users in Complaints panel.

Component: Liquid Portal

- LIQ-9567** **Performance issue while processing letters.**
Modified the Stored Procedures to reduce the letter processing time.
- LIQ-9561** **Add a record in Notes for identified Events**
For a set of identified events, a note will be added every time these events are posted. The Action and Result Codes for the Note will be picked up from the Event Template and the Comment will be same as the Event Summary. This will enable customers to easily query events data from the Notes table. Also, AIM CPLC, CNOT and ANOT files will fetch Notes & Events data from Notes table alone. Events data in Notes table can be identified using the EventId column.
- NOTE: If there are any events created before this ES is installed and do not have a corresponding Note record, such Events will not be present in the AIM files. In order to ensure that there is no data loss, a migration script will need to be run to migrate the existing data from Events table to Notes table. The migration script named "LiquidMigration_EventsToNotes_PostScript.sql" is committed in the source code under the DBUpdateScripts folder. Please reach out to DEV before running this script.

LIQ-9558	Design / alignment issues Design / alignment issues fixed
LIQ-9520	When creating a new client, the bank information was not saved The bank information is saved when creating a new client
LIQ-9505	Agent Script is saved without a standard base script and/or conditional script upon edit. Agent Script is now restricted from saving if base script or conditional script is not entered.
LIQ-9490	Incorrect accounts in Select Accounts popup when requesting Linked Letters When requesting linked letters on co-debtors, the accounts that are displayed in the Select Account popup belong to the debtor in focus and not the debtor selected in the letter request. We need to only show accounts that belong to the debtor that's selected as the Recipient in the letter request
LIQ-9488	All rows from master table fetched when showing script pop up When base script (created from Script Builder) is fetched, it calls all rows from master table. Added a condition to only fetch data for the current account.
LIQ-9486	OTH letter type asks for due amount and due date. added a code to handle OTH letter type. It won't ask for due amount and due date now.
LIQ-9485	Default Interest field in the System codes -> client ->general is not in use. The same functionality is being used in Interest tab which comes under client itself. Removed the Default Interest field.
LIQ-9484	Email & SMS functionality not working for the letter types other than PIF,SIF TaskPanel-> Communication -->For the letter types other than PIF & SIF.. SMS and Email should go without showing any warning popup, it should directly display preview Handled the case for letter types other than PIF,SIF, Added code to display preview directly
LIQ-9481	While Processing PIF payment throwing error in console of browser Fixed the issue by handling 'undefined' values
LIQ-9459	For reminder letter list in review letters, application is fetching only a default letter not the letters mapped the corresponding customer Earlier it was fetching 1 default letter so changed the logic , now it fetching Reminder letters which are mapped to the respective customer, also saving the LetterCode selected
LIQ-9445	Details button under History in AIM reference panel doesn't work Due to a bug in the client code, the Details button in AIM reference panel doesn't work properly. After the fix, clicking on the button will bring up the AIM History Details popup
LIQ-9444	While raising letter request for linked account, for account selection list, it is also showing the accounts for which the current debtor is not responsible. It was showing all the linked accounts, added the responsible filter to display the accounts only for which the current debtor is responsible.
LIQ-9440	Create Request button in AIM Receiver reference panel doesn't work sometimes Create Request button in AIM Receiver reference panel does nothing if the client id mapped to the selected request code is not same as the one used to place the account. Fixed the code to show appropriate error message
LIQ-9437	Application is allowing to send SIF letters even if the account status is not SIF, same in case of PIF While printing SIF/PIF letter if the account status is not SIF/PIF, a warning popup is shown with options either to Hold the letter or to send the letter forcefully
LIQ-9436	Added trigger named trg_Deceased_WorkFlow_SystemEvents_Deleted in the Deceased table. Added trigger trg_Deceased_WorkFlow_SystemEvents_Deleted to deceased table so that workflow_events is triggered when a deceased record is deleted.
LIQ-9434	We found in Midwest Fidelity after a recent upgrade to SU10, that all the accounts that have Validation Notice Expiration set to complete and everything showing it has completed, the Compliance Condition Exists Flag is still showing. A message "Compliance Condition Exists" should not be displayed when the validation tracking is enabled, the validation period has finished, and there are no other compliance conditions around phones.
LIQ-9433	Address not getting saved correctly when adding new ACH account to wallet ACH type is always getting saved as Checking and address not getting saved for Savings type when adding new ACH account to wallet due to a bug in the code which is fixed with this ticket
LIQ-9431	1. When creating an arrangement for an account that is configured to accrue interest, interest is not accumulated for a future dated PIF. 2. Events panel takes more time to load when there are huge number of events / notes for an account 1. Modified the arrangements process to capture accrued interest while creating an arrangement 2. Modified the events panel logic to improve the performance
LIQ-9428	Issues in the Interest section of Client setting (System Codes and Settings) Under System Codes & Settings > Accounts > Client, when setting the Interest data for a customer

1. Interest Rate should be given as a decimal and not as a whole number i.e percent. Added a few visual indicators for the same and will update the help documentation as well for this.

2. The interest buckets were not displaying correctly after being saved. Corrected the same.

3. When importing an account as a New Business in Exchange, interest buckets weren't getting picked up from the Client settings. Fixed this as well.

LIQ-9419 When switching between co-debtors which have same no. of linked accounts, but have different linked accounts, the grid is not reflecting proper accounts and the totals are also off

If there are multiple debtors for a linked account and each debtor has different set of accounts, when switching between accounts, the Account Navigator anchor panel is not properly reflecting the accounts that the current debtor is part of due to a logical issue.

LIQ-9414 Customer have noticed that value in the Current balance and Original Balance columns is coming two times.

The value of few columns which were coming two times are corrected. Now it displays the table correctly without duplicate values

LIQ-9412 In Payment arrangement , Payment method is not updating and throws error while deleting the payment arrangement.

Issue is fixed to update payment method and deleting a payment.

LIQ-9390 Display System Events in Application Log Utility

A new utility called Application Log has been created to display non-account/system events. This will be displayed if the permission Access Application Log is enabled in the Administration page

LIQ-9389 Integration of Mail Merge functionality in Script Builder

Mail merge fields can now be used in the Base Verbiage and Conditional Verbiage scripts in the Script Builder utility

LIQ-9388 Infinite Scroll and accurate Grouping in Account Analysis

Account Analysis now displays results using infinite scroll similar to how data is displayed in the events panel. Also, some changes have been made to accurately display results based on user selected grouping

LIQ-9387 Send Email/SMS from Email/Phone Context Menu for current and future dates

Similar to how an email/SMS is sent from the Communication Task Panel, it can also be sent from the Email/Phone context menu for today's date as well as future dates. All future date emails/SMS'es can be sent in bulk by calling the "SendScheduledEmailSMS" API

LIQ-9386 Email and Address Grids in Customer Task Panel

Email and Address grids are now displayed in the Customer Task Panel similar to how Phone grid is shown. All actions that can be performed from the Email and Address reference panels can also be done from the Customer Task Panel

LIQ-9384 When printing a letter from either workform or through vendor letters using Letter console, if the letter is DUN, it should create a validation notice. However if the letter type is not linked letter, validation notice is not created

When creating a validation notice, the system expects the letter to be both a Linked Letter and DUN type. Modified the process to create validation notice for both Linked and non linked letter types as long as the letter of DUN type and validation notices are configured

- 1. When calculating settlements on Linked accounts, the popup doesn't show Min SIF % for all linked accounts**
- 2. After providing SIF % for each linked account and proposing, the Saved arrangements doesn't match the proposals**
- 3. In the user policy is '% Allowed Below Minimum:'. If I set this to 10 for my role, I would expect the business rules in arrangement to allow me to go down 10 percentage points below what is calculated to be the minimum percentage. What actually happens is the business rules in arrangement thinks the minimum is 10% when in my case the customer blanket is 60% and with the user policy would make it 50%...**
- 4. When Desk limit is set to 0, it should treat it as Unlimited. It's not treated as unlimited.**
- 5. When Events panel is popped out, while switching between accounts, Events panel is not refreshed in certain scenarios!**
- 6. Modify MTD Collections by Branch/Customer to show one row per branch/customer clubbing both In-house fees and future collections**

LIQ-9377

1. When there are multiple accounts and only some are selected, the popup doesn't populate the MinSif %s properly for all accounts.
2. The system ignores the settlement amounts selected by user while calculating settlements. This is causing the saved arrangements to look different from what is shown in proposal.
3. Modified the policy implementation to deduct the Minimum % from Blanket SIF
4. When Desk limit is set to 0, it should treat it as Unlimited. It's not treated as unlimited.
5. Events panel when popped out is not refreshed when changing accounts. Fixed the panel to refresh when the accounts are changed on workform.
6. MTD Collections by Branch/Customer to show one row per branch/customer now shows both the in house collections and future collections for a branch/customer in a single row instead of showing them separately.

LIQ-9376 When rescheduling an arrangement customer receives an error saying 500 internal server error , Error compiling multiple payment edit operation.

When rescheduling a multi-part arrangement, the system is not handling certain scenarios throwing the 500 error messages.

LIQ-9374 If we delete account popup script from Script builder and open new account which is not present in interaction, account popup icon was still displaying.

Account popup icon was taking the prior visibility status even after changing the account. So modified the code to take the current icon visibility status.

LIQ-9299 Set required localization contexts for both Account and User preferences

Created / modified existing services to accommodate the below:

When the user is not logged, the preferences set at System level should be used. This is mostly applicable only to the login page. Once the user logs in, the language pack and date / time formats should be based on User → Role → Branch → System levels
Once an account is loaded, the Currency symbol and default phone number format should be based on the Client → Client Group → Line of Business → System levels.

Application to consider User and Account preferences to set Language, Date, Phone and Currency preferences based on

LIQ-9298

user actions

Updated existing filters in the application to work with Localization settings in Administration.

Based on the setting defined at either User / Roles / Branch / System level, as per the existing priority, when the user logs in, the selected date and time formats will be pulled from preferences and used

Updated the application to pull the Phone and Currency preferences when switching between accounts and use them to display and phone numbers and Currency symbols accordingly.

LIQ-9293

Create new permissions to accommodate Localization settings at Account level and User level

1. Created a new main level folder - "Localization"

2. Created a sub folder Account Data under Localization to capture account related settings. Settings Applicable for this are:
a. Currency symbol and currency formatting
b. Default phone number formatting

Scope for Account Data is Client → Client Group → Line of Business → System levels

3. Create sub folder User Interface under Localization to capture settings specific to the user context. Settings applicable for this are:
a. Language pack selection for UI
b. Localization setting for the display of dates and times (currently in General Settings / Localization)

Scope for User Interface is User → Role → System levels and at Branch level.

LIQ-9292

Unable to set monthly recurrence date past 28th.

When establishing a payment arrangement with a frequency of Monthly can only select 1st through 28th of the month. Now able to set through the 31st. If the month has less than 31 days the payment is scheduled for the last day of the month.

LIQ-9291

The "ModifiedWhen" column in "CareAndHardship" table does not change even after modifying the fields in the Care and Financial Hardship panel.

Updated the application to capture "ModifiedWhen" column in "CareAndHardship" table properly.

LIQ-9283

The table - Phone_Preferences is not optimized for performance

Optimized the query and the indexes on Phones_Preferences

LIQ-9281

Funds Verification Report is not showing the rows since it is looking for pdc table.

Modified the Report to use the required tables to load the data.

LIQ-9276

In the card wallet the Created when date is in the format YYYY-MM-DD but the next payment date is in the format M/DD/YY not only is this different to the other one but it is in US format so it looks like the next payment is the 7th of December but actually it is the 12th of July which could cause confusion.

I am attaching a snapshot and a video recording that will help you to understand the actual issue of the customer.

Created date added the format same as next payment date

LIQ-9274

When editing an existing care record and amending the number of days for the hold, you can enter an infinite value and are able to save it. Which then results in the hold days field, and expiration date, being blank after selecting save.

Now , you can enter the hold days up to maximum value of 999. The expiration date is calculated accordingly.

LIQ-9267

Error message from Dismiss all are not shown properly

Dismiss all is updated to show proper error messages, if there are any.

LIQ-9261

When setting up a "Promise" using Credit Card, in this instance no card added to the wallet, as customer will call up and pay using Card every time, the agent is presented with the Card Expiry Notification, but with todays date.

this message should only pop up for arrangements set up using Card Details from the Wallet, not on Promises

Pending Prioritization

LIQ-9260

The Email in Customer Task Panel is not getting updated properly when user change the Primary of email.

As fix of this issue, If a debtor has more than one Email, the Email in Customer Task panel will update based on Primary.

LIQ-9258

The Letter console adds the same event id to all master events created for the print job.

Each master event created for a print job is assigned a different event ID by the Letter console.

LIQ-9255

Rescheduling a reminder doesn't work and throws an application error

When rescheduling a reminder, desk code is required. In certain cases, this is not properly initialized causing this issue. Updated the reminders to properly assign the desk code to prevent this issue.

LIQ-9254

In customer -> Properties -> Invoice, All data change are not getting audited.

All changes in Invoice are getting audited and user will able to see it in comment section of customer -> properties.

LIQ-9250

Primary checkbox for email is automatically getting checked if we try to add a new email when there is no primary email for the debtor.

Email address in customer task panel is getting changed when we check the the correspondence checkbox of a email.

After the fix, Primary checkbox is displaying correctly and customer task panel is also getting updated properly.

LIQ-9248

When trying to setup an arrangement on closed accounts, the application throws an error without any message

The application is modified to show an appropriate error message when trying to schedule an arrangement on closed accounts.

- LIQ-9244 Exchange import duplicating home and work telephone numbers in Liquid**
On Exchange import, telephone numbers are stripped off "+" at the start. This is due to usage of StripNonDigits function in Exchange SPs of master and debtors tables. This is causing duplication of telephone numbers since the system is treating same phone numbers with and without "+" as different numbers. To fix this, removed usage of StripNonDigits function in the SPs since the system supports phone numbers with "+" symbol
- LIQ-9232 Validation messages from Extend functionality of CB Reporting Panel**
CB Reporting Panel shows proper validation messages when using the extend functionality
- LIQ-9231 UI doesn't properly align or display on the Collector Queue**
Update the Collector Queue to properly align and show UI elements.
- TransUnion, Experian, and Equifax are making changes to Medical Debt Collection Data. Attached is a summary of each initiative, impacted furnishers, furnisher action, and the effective dates.**
- LIQ-9229 Latitude will need to make changes to the credit reporting functionality within its application(s) to comply with these new requirements.**
Attached the document sent from the customer.
Modified the process to prevent reporting medical accounts until after 365 days since date of delinquency
- LIQ-9226 Grids in Agent / Collector info are not shown properly when switching between tabs**
Updated the UI of Agent / Collector info to properly retain data and layout even when switching between tabs
- LIQ-9215 Selected checkboxes are not checked on click of letter pool again.**
Letter pool selected checkboxes are shown as unchecked
- LIQ-9207 Only Call Between time is not properly shown when editing phone preferences**
Call Between time is now properly showing up the actual values selected when editing the phone preferences
- LIQ-9203 Phone preference warnings are shown two times in warning dialog.**
Updated the warning dialog to not show duplicate warning messages.
- LIQ-9200 Subject Party ID property in Letter Sent even is 0. This should be set to proper value that is selected when requesting the letter.**
The Subject Party Id is set to the same value that is used while requesting the letter.
- LIQ-9197 System Configuration is not showing anything is administration section preventing users to update it**
Due to an application error, System Configuration error is showing up in administration sections. Fixed the error to show the System Configuration to let users view / edit the required settings.
- LIQ-9194 Account analysis - SMS consent flag returns true though the account has the sms consent set to false**
Account analysis - SMS consent flag returns true if the account has the sms consent set to true and returns false if it is set to false
- LIQ-9191 In Account Analysis, the condition filter for the validation method isn't fetching data**
The validation method fetches data based on the condition filter.
- LIQ-9188 Validation notice is not updating for the linked accounts**
Adding the validation notice for linked accounts.
- LIQ-9186 When permission "Require Data Protection Validation" is enabled, if the agent selects Cancel as the DPA Outcome when entering the account, it does not exit the agent from the account.**
If the agent selects Cancel as DPA Outcome, it exits the agent from the account.
- LIQ-9185 When Desk Limit is set, we can still assign Accounts to desk even after surpassing the limit**
The application now honors desk limits, when set.
- LIQ-9180 Account State anchor doesn't refresh when Hold status is updated**
The Account on hold message on Account State anchor is refreshed when the Hold status is updated.
- LIQ-9178 Error messages are not properly rendered when requesting a letter to a co-debtor with bad address**
Proper error messages are shown when requesting a letter to a co-debtor with bad address
- LIQ-9172 Compliance menu option is not shown in toolbar for On the fly queue created from Account Analysis search**
One the fly queue from Account Analysis search is also shown Compliance menu option in toolbar like a regular account search.
- LIQ-9171 While editing fee schedule policy in administration with multiple start columns, if any start / end number change then the remaining start column numbers automatically get changed to wrong values.**
If any of the start / end numbers are changed while editing, the others will now change accordingly.
- LIQ-9167 When updating preference, if the Apply Preferences / Restrictions to All Phone Numbers of this Type is checked, it's not applying the preferences to matching types**
If the Apply Type Preferences / Restrictions to All Phone Numbers of this Type check box is checked, the same preferences would be applied to all the matching phone numbers of the selected type.
- LIQ-9165 Complaints task panel shows duplicate data when a new row is added**
Complaint task panel is updated to not show duplicate and show proper data.

LIQ-9164	<p>When a long phone number is added, which exceeds 30 character length, error message is not properly shown</p> <p>When the Phone number length exceeds 30 characters, a proper error message is shown.</p>
LIQ-9161	<p>When require note on account set to require action/result that is considered as worked, the account is closed even if an action that is selected is not considered as worked</p> <p>Filtered the list of actions and results when closing account add note popup is shown based on the permissions set so that only respective actions and results can be chosen.</p>
LIQ-9157	<p>When a note is entered from Notes panel, it is adding two events to the event panel</p> <p>Suppressed duplicate note entry from Notes panel</p>
LIQ-9146	
LIQ-9126	<p>Bootstrap 4 Upgrade</p> <p>Upgraded the front-end application to use latest Bootstrap 4 features and components</p>
LIQ-9120	<p>1. AIM CDEC record in CPLC not filling in deceased person's first name or last name 2. AIM CDEM - CUAD not exporting any records 3. AIM ADEM - AUAD Address update not updating/adding a record in Address table</p> <p>1. Modified functionality of Deceased section in Customers panel to correctly update deceased person's first name and last name in the database and thereby to export the records correctly in AIM CPLC - CDEC</p> <p>2. Modified the functionality of Address panel to also add an entry in AddressHistory table when modifying an Address record and thereby to export the records correctly in AIM CDEM - CUAD</p> <p>3. Updated the ADEM - AUAD process to update/add the record in Address table when updating an address using AIM</p>
LIQ-9116	<p>When the agent is on call with a customer, there is no way for the agent to refresh communication panel to fetch any EMails / SMSes that the customer has sent</p> <p>Provided a refresh option on the communication panel so that Agent can force refresh the communication panel to fetch any EMail / SMSes that are received after the account is loaded.</p>
LIQ-9114	<p>deskcode is displaying wrong data,and event doesn't has all the required information in the summary.</p> <p>Modified the code to display the proper desk in deskcode field and updated the event to show the required information.</p>
LIQ-9111	<p>Validation notice warning is misleading when Validation period has expired</p> <p>Updated the warning message to give proper message!</p>
LIQ-9110	<p>When adding and then editing a client the account information screen is disabled. Not able to add any information.</p> <p>Issue fixed, when client is added and then edited, add information screen is enabled.</p>
LIQ-9107	<p>Upgraded the core modules to Angular 13</p> <p>Upgraded the core node modules to Angular 13 which enabled upgrading of recently developed client side components to Angular 13</p>
LIQ-9021	<p>Errors popping up due to certain missing data</p> <p>The missing data and scripts are added and the errors are resolved</p>
LIQ-9020	<p>Status history is not tracking all status changes.</p> <p>This fix will enable Latitude to track all Account status changes</p>
LIQ-9018	<p>CustomerAcknowledgment is displaying Incorrect address at the top of the report.</p> <p>Modified the report to show correct address details in the customer acknowledgement report and uploaded in the reporting console.</p>
LIQ-9017	<p>View and Upload Documentation in Self Service Portal</p> <p>View and upload any documents using the Self Service Portal application if enabled in the Administration section</p>
LIQ-9016	<p>Set up an arrangement in Self Service Portal</p> <p>Set up a single payment arrangement or a payment plan based on a frequency and make a payment using the Self Service Portal application, provided that these actions are enabled in the Administration section</p>
LIQ-9015	<p>Mainain wallet information in Self Service Portal</p> <p>Add new card/banking instruments, edit address on a wallet item and delete any instrument that is not part of an active arrangement using the Self Service Portal application. These actions can only be performed if enabled in the Administration section</p>
LIQ-9014	<p>Personal/Demographic Information in Self Service Portal</p> <p>View, add and update phone numbers, addresses and emails along with consent and preferences in the Self Service Portal application provided the actions have been enabled in the Administration section</p>
LIQ-9013	<p>View Account Details and Payment History in Self Service Portal</p> <p>Below can be viewed in the Self Service Portal application</p> <ol style="list-style-type: none"> 1. Account Details like Current Balance, Customer Name and Account Number 2. Payment History Details like Paid Amount, Paid Date and Pay Method
LIQ-9012	<p>Authentication and Permission related changes for Self Service Portal</p> <ol style="list-style-type: none"> 1. Added new permissions in the Administration page (Applications -> Self Service Portal) to:

- a. Select Authentication options which are used at the time of registering a Portal user (Authentication)
- b. Customize the colors and theme of the Self Service Portal application (Customization)
- c. Configure the actions that can be performed in the Self Service Portal application (Configuration)

2. Below are some of the changes implemented for Authentication and Authorization

- a. Only users that have been registered can access the Self Service Portal
- b. Registration is based on the options set in the Portal Authentication permission in the Administration page. An email verification code also needs to be entered at the time of registration
- c. All successful and unsuccessful login attempts are tracked
- d. Only actions configured in the Portal Configuration permission can be performed by the user in the application

LIQ-9004 Phone panel in Account Analysis is showing unwanted results along with expected results.

Removed the unwanted results for Phone_panel in Debtor Demographics in Account Analysis.

LIQ-9002 After first payment is processed and then trying to edit date of the next payment ,applying 1st payment validation.

Issue fixed , Able to edit date of next payments after the 1st payment is processed.

LIQ-9001 Collateral repossession panel is not opening through the Collateral Reference Panel.

As a fix of this issue, When we open Collateral Panel now we are able to open Repossession Panel from Collateral Panel itself.

LIQ-8999 Search results data id not showing dates for columns Charge Off Date, Delinquency Date, Received Date, Last Worked date, and Last Contacted Date.

Fixed the issue to display Charge Off Date, Delinquency Date, Received Date, Last Worked date, and Last Contacted Date in the result data.

LIQ-8982 Exception is thrown when modifying the Arrangement of a co-debtor.

The issue is due to the Co-Debtor id not being used to pull the Wallet details while modifying the Arrangement.

LIQ-8981 Not able to add new Paper Draft and Direct Debit

Did the necessary changes and now can add Paper Draft and Direct Debit

In Account Analysis

LIQ-8954 Phones Master → Call Preferences -> Allowed now -> Allowed to call now parameter throws "Unexpected error executing query"

In Account Analysis Allowed to call now parameter will return the expected results

LIQ-8953 Few permissions not working in edit section of Care & Financial Hardship Panel.

Added the required validations.

LIQ-8945 In Complaints panel only Referred By is highlighted with Asterisk(*) symbol, as Date Received and Date Processed are also mandatory fields It should be highlighted with asterisk(*) symbol.

Added, Asterisk(*) symbol to Date Received and Date Processed fields in Complaints Panel.

LIQ-8944 Warnings pop is not coming up when validation notice has not been sent for a debtor of an account and Warnings tab is not displaying in the menu tab at the top

Updated the stored procedure GetValidationWarnings to properly fetch the required details

LIQ-8942 Phones Preference are not displayed after saving.

Able to get phones preferences values after save.

LIQ-8904 User can edit even after disabling the Complaints panel admin setting

Added validation for edit button.

LIQ-8891 If the "Prevent Multiple Account Access" policy is "Enabled" then when a user tries to access an account in the Liquid work form that another user already has already opened in the workflow, nothing really happens on the screen and an error shows under the tiny red error icon.

Updated the UI to properly show the relevant error message.

LIQ-8841 Dpa panel is not working for accounts with more than one debtors

Fixed the Dpa panel issue and now it works for all accounts.

LIQ-8793 Date does not show properly when the due date of a proposed card arrangement is after the card expires.

Fixed the truncated date bug issue and now the date is shown according to the localization setting.

LIQ-8790 DPA Validation Instructions issue

fix DPA Validation Instructions message issue

LIQ-8789 Save button enable issue

Fix Save button enable issue

**LIQ-8788 Number of Days are not coming after changing the dates in
1.Pending Recall in Days and
2.Final Recall After Pending in Days
in Aim Placement.**

With change of dates, Number of days are coming up in both section (Pending Recall and Final Recall) in Aim Placement.

- LIQ-8787** **In this case, customer is getting Validation Notice Warnings on accounts in Liquid 2020r2. Customer tried enabling and disabling permissions for Validation Notice but didn't work.**
Updated the stored procedure GetValidationWarning to consider the relevant permissions when fetching the details
- LIQ-8782** **As a business I need to be able to track table fields for New Business & Maintenance**
If new table – add table fields to Exchange schemas for New Business & Maintenance
Exchange Schema is modified to add Historical Transactions for New Business and Maintenance
- LIQ-8775** **Script Window displays when no scripts are defined.**
As part of this ticket, changes are done in the client code. Script Window does not get displayed when no scripts are defined.
- LIQ-8753** **Customer cannot see the data in Expiration date & reason tab in Holds panel after putting an account on hold**
Updated the UI to properly map the fetched data for Expiration date and Reason.
- LIQ-8730** **Resolve Attempts Calculation Difference between AA and Compliance Panel**
Resolve 1 day difference for Attempts Calculation Difference between AA and Compliance Panel
- LIQ-8696** **Call disposition fails while call disposed from dialer and phone attempts won't log**
This will fix the call disposition issue and phone attempts/contacts increased as expected
- LIQ-8695** **Wallet Deletion issue.**
As part of this ticket, changes are done in the client code. A blank white space display on select option drop down .
- LIQ-8694** **The Save, Help and Cancel button to save the reason to invalidate the record in medical panel was not available.**
As part of this ticket, UI code changes made, ` now invalidate reason in medical panel has working Save, Help and Cancel button.
- LIQ-8648** **Created by and created when is not getting updated until refresh after adding ACH into wallet.**
As part of this ticket, Updated the server code in order to get required response. Now Created by and created when is getting updated after adding ACH into wallet.
- LIQ-8627** **Currently Surcharge is being able to set as flat amount. Need it to be set as a Percentage also.**
Surcharge for particular payment methods needs to be set as surcharge as a percentage which takes the same flat amount as a percentage. If the Surcharge Percent checkbox is checked.Surcharge will be considered as percent and will be shown as % in Arrangement Window.
- LIQ-8620** **Customer suggest change in the Stored-Procedure. Attached is the ALTER Query. Business-Impact: Start Process Function does not execute.**
Query fixed as per requirements
- LIQ-8574** **In the AIM place , When the dialog window opens,you will see the pending recall in days calendar is not aligned properly in accordance with the other calendar and having some char as attached.**
In the AIM place , the html code just had one extra angular bracket and that was causing the alignment problem. Did the necessary change and now it is aligned properly
- LIQ-8573** **Anchor can be created without the actual name.**
This is a bug and needs to be fixed.
Added a validation to save the anchor, and the issue is fixed.
- LIQ-8572** **Shows the data in obtained from field even if it's not present in the debtors list when editing a phone**
Solution - Shows the data in obtained from field even if it's not present in the debtors list when editing a phone
- LIQ-8571** **Update process stage fails when executing from Workflow**
Solution - Update process stage fails when executing from Workflow
- LIQ-8570** **When DPA Validation Instructions are configured, they do not present on the DPA Panel when opened.**
Made the changes so that the DPA validation is present in the DPA panel
- LIQ-8560** **Changing the phone preferences triggers Party Phone Number Changed event**
Modified Code. Added new event, PartyPhonePreferenceChangedEvent
- LIQ-8557** **Performance improvements for letter generation caused policy settings for calculation of validation period at the line of business, customer group and individual customer levels to be ignored, the only scope being observed is the SYSTEM level.**
changes done
- LIQ-8512** **Entered field data is still displayed when click the cancel button in client screen**
Entered field data displayed when click the cancel button in client screen is fixed.
- LIQ-8444** **The phones Add/Edit modal changes layout if browser zoom level is reduced below 100%, the modal should follow behavior of other modals and simply scale based on zoom level.**
The phones Add/Edit modal layout will not be changed if browser zoom level is changed.

- LIQ-8319** **Create a table named dbo.HistoricalTransactions and Create a Reference panel to show the data from dbo.HistoricalTransactions**
Added HistoricalTransactions Table with required columns and added a custom reference panel for Historical Transactions.
- LIQ-8317** **AIM changes to be able to export Historic Transactions with new record CHST under CPLC placement file.**
CPLC placement file contains new record type named CHST which holds the historic transactions
- LIQ-7953** **Payment history reference panel was not showing any amount when awarding any judgement.**
Populated the paid bucket properly in Payment history reference panel.
- LIQ-7952** **The current balance is not updating when judgment is awarded.**
When an account is under a court case and a judgment is awarded by reducing the current balance, the current balance will not get updated as expected. This ES will fix the issue.
- LIQ-7948** **One of the requirements was to be able to save a copy of the generated letter and view it in the communications panel. Request to have this changes in 2020R1 and 2020R2**
One of the requirements was to be able to save a copy of the generated letter and view it in the communications panel.
- LIQ-7619** **Update Responsibility - Add permission is not working as expected.**
Added validation for Responsibility - Add.
- LIQ-7574** **Some options of Add button in Care And Financial Hardship tab were not getting disabled even after disabling from Permissions.**
Added new permissions in Care And Financial Hardship tab and the disabling options have been fixed.