



LATITUDE SOFTWARE
AN INTERACTIVE INTELLIGENCE COMPANY

SCR Summary for:

Release:Latitude 12.0 SU 12
Built on:07-Nov-2018

Changes included in 12.0 SU 12

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: AIM	
LAT-9612	Creating Excel files in AIM does not create all the worksheets. The problem with creating Excel files in AIM has been corrected.
LAT-9446	
Component: Credit Bureau Reporting	
LAT-9772	With the Credit Bureau Reporting Wizard the generated file or files could be picked up and sent before the processing completed. This caused an issue when an error occurred before completion of processing and the user either ignored error or didn't wait for the process to error out and then sent the files to credit reporting agencies anyway. The generated files are created in a temporary location and then moved to the user selected folder after completion of the entire process. We also added additional logging so that when an error occurred the generated log file could be used to view the error information.
LAT-9659	In some cases, a blank DOB value will not be interpreted as null and so the account may be incorrectly included in the cbr report file. For 2017 accounts are required to have a valid SSN or DOB before reporting to the consumer reporting agencies. There are cases with no SSN, and a value for DOB (1/1/1900) that is not correctly interpreted as null by the evaluation routine. The evaluation routine now correctly evaluates the DOB value as null when appropriate and will raise an exception if both DOB and SSN are blank.
LAT-9632	The CBR Panel loaded slowly due to multiple calls to the database for same information. Removed unnecessary redundant database queries.
LAT-9549	last updated date on the cbr panel didn't reflect changes to debtor information. The Last Update value is the greater of the cbr_account.LastUpdated and any related cbr_debtors records.
LAT-9544	Setting the primary debtors Date of Death value would show the account as reported Deceased on the Credit Bureau panel, prior to it actually being reported to the credit

bureaus.

The account will not show as reported Deceased on the Credit Bureau panel until it is actually included in a file as deceased.

LAT-9503 **Minor changes around how amount past due and charge off amount are reported. Mostly only affects 1st party.**

If Bankruptcy is discharged then amountPastDue is 0.00 (regardless of industry or chargeoff).

If Bankruptcy is petitioned and chapter 12 or 13 then amountPastDue is 0.00 (regardless of industry or chargeoff).

If Status is not chargeoff status (64 or 97) then ChargeOffAmount is by definition 0.00.

If status is current (11) then amountPastDue is by definition 0.00.

LAT-9447 **On the cbr panel, when an action is taken that requires the account to be re-evaluated, the automated evaluation call takes to long to run and disrupts the agents workflow.**

On the cbr panel, when an action occurs that requires the account be evaluated, then the pending status will show as "Needs Evaluation", and the evaluation routine will not automatically run. The user will need to click the Evaluate button if they require to see the current pending status.

Component: DBUpdate

LAT-9744 **Fixed a duplicate key error that occurs on an insert into the permission table when running DBUpdate again on the same database.**

Component: Exchange

LAT-9709 **Fixing default debtors 'responsible' value.**

Fixing issue where debtors.responsible was defaulting to false on Exchange imports, instead of true.

LAT-9579 **There are some date types in SQL Server that Exchange can not map to when you create an Exchange client that maps to a generic table. These should all be handled:**

datetime2

datetime

date

smalldatetime

Exchange can map to generic table tables using the following SQL Server date data types

datetime2

datetime

date

smalldatetime

LAT-9461 **In Exchange mapping to only adjustmentbucket7 can create a 0 dollar amount transaction.**

Mapping to only adjustmentbucket7 will not create a 0 dollar amount transaction.

LAT-9460 **When reopening an account if the balance needs to be adjusted you will receive a UniqueId error.**

The UniqueId error when reopening an account if the balance needs to be adjusted has been fixed.

LAT-9443

LAT-8991 **There was not an easy way to view stored procedures configured in Exchange clients.**

You can now view the stored procedures for Exchange clients by double-clicking on the labels for each stored procedure.

LAT-8990 **Need to provide an echo-back locating example in Exchange.**

An echo-back locating example in Exchange has been added.

Component: Fusion

LAT-9607

Component: Infrastructure

LAT-8911 **update database driver management to support TLS 1.2**
TLS 1.2 support for Latitude 10 (and 12)

Component: Job Manager

LAT-9824 **Fix for job service connection string authentication issue.**
Fixed an issue where the job service would always attempting to connect with windows authentication, even if the connection string specifies SQL authentication.**LAT-9676** **Correcting issue with Exchange processes with multiple exports.**
Corrected issue with Exchange processes using multiple exports, with a transfer configuration that uses SFTP.

Component: Latitude

LAT-9854 **Resolving casting issue in promise arrangements.**
Promises Arrangements casting to PersistedPostDate type issue fixed.**LAT-9842** **Randomly when processing a credit card payment from the arrangements panel, you will receive a deadlock error and the payment will have been processed by the payment vendor, but the Latitude database will not get updated with the authorization information.**
The issue causing the deadlock has been identified and corrected.**LAT-9784** **Log files sometimes not created by default for an application such as cbrw.**
The default is now to create a log file with trace level of Warning unless explicitly specified by config.**LAT-9600** **Ability to update NITD Letter Addresses.**
If the user has a check arrangement they will be able to update the address via the wallet change form, or by updating the debtors address.**LAT-9588** **Show My Payments and Show My Postdates dialogs Print functionality won't work under certain conditions and there is no prompt to user of an issue.**
If there is an error printing the grids information then an error dialog will display. Known issue is that we must have a browser associated with the html file type. Another known issue is that IE with recommended settings will not work and will not error. Currently we have no solution for this issue except to associate html files with a different browser or to use IE without the recommended settings.**LAT-9575** **User receives error when attempting to add a new State using maintenance.**
A new state can be added now without error.**LAT-9500** **instability of login for Latitude components - if there are any wrong values for the first login (server, database, etc), then further login attempts will not succeed, restarting Latitude (or the component) will be necessary****the arrangements panel may fail on rehab actions with a "projected funding" error**
the use of the SQL Native Client driver as required for TLS had caused some problems which had not been fixed, which are corrected by this patch

- LAT-9437** **Fix for ListBuilder export information form.**
Correcting the issue where the export information form in ListBuilder displays with black text on a black background.
- LAT-9416** **Adding an NSF flag to check payments.**
Setting dbo.pdc.NSFCount to 1 when a check payment bounces.
- LAT-2930** **On some systems, the maintenance window's toolbar would compact so that buttons were difficult to find and click.**
Replaced the toolbar on maintenance window with a menu.

Component: Letters

- LAT-9792** **Sent letters saved as rtf were consuming large amounts of space in some locations.**
Sent letters are now saved as pdf which will likely save well over half the amount of space, and in some cases a lot more, depending on the letter.
- LAT-9742** **When emailing a letter with an embedded image you may get the following error "A Generic error has occurred in GDI +"**
This issue has been corrected.
- LAT-9702** **Microsoft Word for mail merges had previously been replaced by Spire implementation. There were issues with the merging when using some macros embedded in letter templates.**
Added option to use Microsoft Word for mail merges. This matches previous functionality before the implementation of the Spire changes. This also fixes an issue with embedding an image in emails using Word.
- LAT-9513** **Emails contained Word doc as attachment when printing letter to email.**
The change from Word to Spire for letter printing resulted in emails with doc attachments instead of the letter being contained in the body of the email. This has been corrected and emails now contain the content of the letter in the body of the email.
- LAT-9464** **mail merge was not suppressing blank lines, such as street2 where it had no value.**
blank lines are now suppressed.
- LAT-7621** **images from letters printed to email were not displaying in the email.**
The images now display in the email correctly.

Component: Payment Vendor Gateway

- LAT-9831**
- LAT-9821** **When running PVGConverter it would sometimes attempt to tokenize masked account information.**
PVGConverter will ignore already masked data, account numbers that begin with **. Implemented for both pdc and cc.
- LAT-9811** **When converting pdc's using the PVGConverter application, it only updates the PaymentVendorTokenID value for the pdc record with the max uid value for any one account.**
The PVGConverter application will update all the pdc records for an account with the same bank account relationship as the pdc record with the max uid value for the account.
- LAT-9749** **updates for nacha module to support a new version, which has better performance. it must be explicitly enabled in the web.config file**

nacha performance fixes

LAT-9616

New PVG Plugin for Payrazr

Implements CC and ACH. NOTE: Vendor requires TLS 1.2 connections. The PVG application pool will need to be running with .NET framework 4.0. Contact support for any questions or issues.

LAT-9609

PVG Plugin for Elavon

Implements CC and ACH. NOTE: Vendor requires TLS 1.2 connections. The PVG application pool will need to be running with .NET framework 4.0. Contact support for any questions or issues.

LAT-8832

Utility to migrate tokens from one payment vendor to another.

Given a token map file by the new vendor, this utility automates migration of those tokens for a Latitude database.

Component: TUNA

LAT-9470

Update to TUNA to work with TLS 1.2

TransUnion is forcing all connections to use TLS 1.2. This update will allow TUNA to function correctly following that change.

Component: Web Access

LAT-9557

issues with TLS and webaccess are corrected

the issues with TLS and webaccess are corrected

All included changes from prior releases

Below is the complete description of all prior release changes that are included in this update.

[Changes in 12.0 SU 10](#)

SCR	Description/Details
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Component: AIM

LAT-8957

Adding additional logging to AIM

Added the ability to log any errors you receive on importing a file (mostly for PGP decryption errors). These errors will now be stored in the batch file history table and will be view-able in the agencies history in AIM.

Component: Conversion

LAT-8896

Prompt when adding payment if pending payment exists.

Added prompt to Payment Entry when retrieving account to warn if a pending payment already exists in a batch.

Component: Credit Bureau Reporting

LAT-8962

Optional credit bureau reporting of compliance condition changed from one time reporting to everytime reporting.

the compliance condition code in the credit bureau report is reported for as long as it is valid.

LAT-8933 **In the credit bureau reporting file the J1 and J2 segments were missing the segment identifier and the trailer record did not correctly tally the J1 and J2 totals.**

The credit bureau reporting file now correctly identifies and totals J1 and J2 segments.

LAT-8904 **Altering Custodian configured CBR task steps to include a new procedure cbrForceDeletesByStatus.**

The cbrForceDeletesByStatus procedure will determine all accounts in a status configured to report a DA/delete to the Bureaus and update the account respectively.

LAT-8901 **A pre-existing functionality known as Initialization which was developed for Clients to utilize during implementation is now available via a system level configuration.**

If configured the cbr evaluation procedures will allow regeneration of previous paid in full and delete report codes. By default this provides the capability to delete a previously reported paid in full account as a delete. This is a temporary allowance to provide medical clients the choice to delete accounts that have been determined to be paid by Insurer and therefore a non outstanding debt. Closed and returned configured accounts will also include previously reported paid in full accounts.

LAT-8736 **The cbrAccountHistory function has been altered to take into account any deletes on the account that have occurred preceding the original or last initiated Dispute. When the account has last been deleted the function will return an account that is not is dispute. This will allow the account to once again be reported as a dispute provided the Agency has vetted the data.**

The cbrResetCbrPrevent procedure will need to be executed prior to the bulk evaluation in Custodian. The first run will clear the cbrPrevent flag for qualifying accounts. The evaluation will then repopulate the cbr_accounts table which would then have the compliance condition set by the second or post execution of the procedure named cbrForceDisputesByStatus.

Component: DBUpdate

LAT-8936 **Sometimes ListData was not getting updated by DBUpdate application.**

ListData is now updated properly by DBUpdate application.

Component: Exchange

LAT-8900

LAT-8885 **XLSX files cannot be imported for New Business in Exchange.**

The issue with XLSX files for new business has been fixed.

LAT-8883

LAT-8877 **When importing Insurance in Exchange the timelyfiling field can cause issues if that field is not present in the mapping.**

The problem with inserting Insurance in Exchange has been addressed.

LAT-8866 **You cannot map to IsAuthorized for the debtors table in Exchange.**

You can now map to IsAuthorized for the debtors table in Exchange.

LAT-8853 **When importing an address in Exchange if the Address has the IsCorrespondence flag set to true other addresses for the debtor(s) should be updated such that that flag is false.**

Now when importing an address in Exchange if the Address has the IsCorrespondence flag set to true the other addresses for the debtor(s) will be updated such that that flag is false.

LAT-8080 **Court Case Service Type and Service Date are not able to be mapped in Exchange.**

Court Case Service Type and Service Date can be mapped to in Exchange.

Component: Fusion - Plugin

- LAT-8762** **Updating Innovis Collection Bundle version.**
This adds the "collection score mapping" functionality. This includes additional debtor scoring and phone grading information from the vendor.
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Component: Install

- LAT-8376** **If the IIS Managment Console is used to change the name of the WebSite used for the Latitude applications installed, this can cause an issue with installs updating due to them expecting "Default Web Site" always be used. A command line work-around is being provided in SU4 to fix this issue going forward.**
Command line details:

msiexec /p <path to MSP> WEBSITE_NAME_LOOKUP="custom value here"
-

Component: Job Manager

- LAT-8887** **Exchange imports using Excel will not execute in Job Manager.**
Exchange imports using Excel will are now functioning in Job Manager.
-

Component: Latitude

- LAT-9033** **Adding Require Set Follow-up Date functionality will allow setting a follow-up date in Custom Queue in Collector**
Added Require Set Follow-up Date back to Build Queue screen to allow users to set a follow-up date.
- LAT-8902** **Compliance was missing in version 10.**
Compliance panels are now present in version 10.
- LAT-8793** **Corrects issue where unknown stasured phone numbers were marked as good during Linking process.**
Linking process will not change a phonenumber from unknown to good unless it is already marked as good on linked account.
- LAT-8635** **Prevents an invalid message from appearing in arrangements.**
When a Credit Card is processed in in real time, an erroneous message was appearing stating that the account had fallen behind.
-

Component: Payment Vendor Gateway

- LAT-8832** **Utility to migrate tokens from one payment vendor to another.**
Given a token map file by the new vendor, this utility automates migration of those tokens for a Latitude database.
- LAT-8782** **The ACH part of the PVG plugin for Pay.Gov does not have the same custom fields as required by the vendor**
Custom fields passed in order as Agency name, Account number, borrower address, and borrower phone.
-

Component: Service Request Gateway

LAT-6236 **Removed non-functional button. Will be implemented at a later date.**
Removed non-functional button. Will be implemented at a later date

LAT-6234 **Removed non-functional button. Will be implemented at a later date.**
Removed non-functional button. Will be implemented at a later date

Component: TUNA

LAT-8857 **TUNA Wizard - Will include Date of Birth and Zip Code fields in the request body.**
TUNA Wizard - Will include Date of Birth and Zip Code fields in the request body, due to transunion making these fields required in their validation of the request body.

Changes in 12.0 SU 9

SCR	Description/Details
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Component: Credit Bureau Reporting

LAT-8828 **New CBR Exception Fields**
CbrException is now deprecated in the Master and debtors tables. The new field for exceptions is named CbrExceptions32.

LAT-8797 **Misleading report status text**
Changed text "Will Report on" to "Will Evaluate on"

LAT-8791 **Inaccurate pending status**
The pending status can inaccurately read "Shows as Will Not Report. Pif prior to first report" The message has been changed to a more generic "Paid in Full" in this circumstance.

LAT-8772 **CBR History is missing details in CB Panel history**
Due to database changes, the dropdown that allows user to pick previous reported dates was not bringing up the detail information of the selected report.

LAT-8750 **Exchange New Business Error**
Exchange data types were changed to match data types in Master and Debtors tables.

Component: Custodian

LAT-8830 **Added a custodian task to allow users to schedule spSetArrangementInactiveForClosedAccounts**

Component: Latitude

LAT-8847 **Deprecated Collection Cost Mode of Current Balance**
Removed Collection Cost Mode: Current Balance. It has been deprecated. In lieu of Current Balance you should use Current Gross, which is functionally equivalent but requires change to Collection Cost Pct and the fee schedule allocation %.

LAT-8837 **Letter Console - Adding more descriptive error messaging.**
Adding a more descriptive error message when the field LetterRequest.DocumentData max size constraint exception is thrown. The letter will print but it will not save to the DocumentData field and there will an error

message to let the user know.

- LAT-8826** **Correcting Letter Console Primary key error.**
Code changes to make sure letters with errors do not get updated more than once in the db. This creates an error with the trg_LetterRequestUpdate trigger because it tries to insert the same record into the LetterRequest_Account_BalanceHistory.
- LAT-8747** **New Collection Cost mode of "Current Gross"**
Supports collection cost mode for taking a certain percentage from each payment up front towards collection cost, and the current collection cost amount is the percentage of the gross balance after collection cost is included. This differs only slightly from "Current Balance" in that "Current Balance" uses the collection cost percentage as a percentage of the current balance for the collection cost current value.
- LAT-8549** **Printing letters for closed accounts would not show the old error list. This fix corrects the error message prompts. Also when trying to print a single letter for a closed account a blank letter no longer gets printed. When upgrading to the new .docx support some error messages were forgotten about and are now fixed.**
Letter Console properly shows error messages related to the state of invalid and closed accounts when trying to print letters for them.

Changes in 12.0 SU 8

SCR	Description/Details
Component: Credit Bureau Reporting	
LAT-8752	Display "Deceased" or "Bankruptcy" when appropriate in "Reported" section of CBR Panel. Queries reworked to use bankruptcy and deceased tables.
LAT-8750	Exchange New Business Error Exchange data types were changed to match data types in Master and Debtors tables.
LAT-8746	Consolidate CBR configuration CBR Configuration in the Maintenance/Status Codes will be removed.
LAT-8686	Show multiple exceptions Previous revision only showed one exception. Now all exceptions display.
LAT-8679	Configuration added to CBR Config New checkbox added to CBR Config that allows ability to configure whether Closed & Returned accounts are deleted. It is only visible on the top layer, which makes it a system config.
LAT-8651	Removed unused status codes. LAT-8754 Build further on this by replacing the dropdown with buttons. In the admin account form, the status dropdown now only contains two choices -- DA and DF
Component: Latitude	
LAT-8754	Remove and replace Account Status dropdown The Account Status dropdown has been removed and replaced with an uneditable textbox. Additionally, there will be two buttons added that allow the user to place the account in DF or DA status.
LAT-8747	New Collection Cost mode of "Current Gross" Supports collection cost mode for taking a certain percentage from each payment up front towards collection cost, and the current collection cost amount is the percentage of the gross balance after collection cost is

included. This differs only slightly from "Current Balance" in that "Current Balance" uses the collection cost percentage as a percentage of the current balance for the collection cost current value.

- LAT-8719 Fixed erroneous "Will Report" message**
If a credit report has not been scheduled to report, the credit reporting panel displayed "Will Report". Under this circumstance, it now displays "Not Scheduled".
- LAT-8580 Added Separate Direct invoice type**
The new Separate Direct type will create 2 separate invoices, one for direct payments and the other is for everything else. The direct payments invoice is always gross and the other is whatever the customer setting is for invoice method.

Changes in 12.0 SU 7

SCR	Description/Details
Component: Credit Bureau Reporting	
LAT-8686	Show multiple exceptions Previous revision only showed one exception. Now all exceptions display.
LAT-8679	Configuration added to CBR Config New checkbox added to CBR Config that allows ability to configure whether Closed & Returned accounts are deleted. It is only visible on the top layer, which makes it a system config.
LAT-8653	Remove "Report" button Real-time reporting in the CBR panel has been disabled.
LAT-8652	Delete account button should set specialnote to DA There is a delete account button on two forms in the CBR panel. These button actions need to be updated to set master.specialnote to "DA"
LAT-8651	Removed unused status codes. LAT-8754 Build further on this by replacing the dropdown with buttons. In the admin account form, the status dropdown now only contains two choices -- DA and DF
LAT-8649	Clarify CBR "Enabled" checkbox When configuring customer credit reporting, there is a checkbox which reads "Enable". In order to add clarity, this checkbox now reads "Reporting Enabled".
LAT-8648	Remove "Always use customer credit bureau settings, if assigned" option. In the CBR Console, the option for "Always use customer credit bureau settings, if assigned" is not used by backend process, so it has been removed from UI.
LAT-8645	Removed obsolete CBR configuration fields There are configuration options which are no longer relevant for statuses as the reporting conditions are now driven by root data. All configuration columns have been removed with the exception of "Report", "PIF" and "SIF".
LAT-8644	CBR Wizard can create test file By indicating in the CBR Wizard that a test file is to be created, customers can rerun the CBR report without altering history. The test file cannot be submitted to a bureau.
Component: Fusion	

LAT-8538**New plugin added to Fusion.**

Experian TrueTrace added as a new service featured on Fusion.

Component: Latitude

LAT-8684**A recent update caused a small bug and this adds a protective measure to prevent the error from happening.****LAT-8615****Could not read long extra data values after lengthening field to 128 chars.**

Add the extradata value to the tooltip

LAT-8580**Added Separate Direct invoice type**

The new Separate Direct type will create 2 separate invoices, one for direct payments and the other is for everything else. The direct payments invoice is always gross and the other is whatever the customer setting is for invoice method.

LAT-8549**Printing letters for closed accounts would not show the old error list. This fix corrects the error message prompts. Also when trying to print a single letter for a closed account a blank letter no longer gets printed. When upgrading to the new .docx support some error messages were forgotten about and are now fixed.**

Letter Console properly shows error messages related to the state of invalid and closed accounts when trying to print letters for them.

LAT-8191**Fixed surcharge issue when tweaking arrangements.**

Surcharge will no longer display incorrect amount after tweaking an arrangement in states where a surcharge is not permitted.

Component: Payment Vendor Gateway

LAT-8524**The Transaction ID of principal transactions is now noted on surcharge transactions**

transactions marked as Principal have their succeed Transaction ID value temporarily stored, and follow-up transactions marked as Surcharge, for the same ScheduledPayment have the Reference include that Transaction ID value.

Changes in 12.0 SU 6**SCR****Description/Details**

Component: Exchange

LAT-8499**bug fix**

bug fix for all versions

Component: Latitude

LAT-8684**A recent update caused a small bug and this adds a protective measure to prevent the error from happening.****LAT-8597****Unhandled error when a pending account is missing**

Fixed stored procedure that was occasionally returning an empty record, causing the error.

LAT-8571**CBR Console "Extend" feature not available**

The Extend feature in the CBR Console is occasionally unavailable after the database is updated to be compliant with 2016 credit bureau reporting.

LAT-8549	<p>Printing letters for closed accounts would not show the old error list. This fix corrects the error message prompts. Also when trying to print a single letter for a closed account a blank letter no longer gets printed. When upgrading to the new .docx support some error messages were forgotten about and are now fixed.</p> <p>Letter Console properly shows error messages related to the state of invalid and closed accounts when trying to print letters for them.</p>
LAT-8391	<p>Notes were getting created for failed letter requests.</p> <p>Modified code so same logic applies to printing a letter. Note now only gets created if letter is printed.</p>
LAT-8191	<p>Fixed surcharge issue when tweaking arrangements.</p> <p>Surcharge will no longer display incorrect amount after tweaking an arrangement in states where a surcharge is not permitted.</p>
LAT-8168	<p>Corrects issue where Invoice Summary report did not filter by customer or date range, it simply always returned all invoices for all customers.</p> <p>The report now respects the date selections as well as the ability to show all or just customers with an invoice.</p>

Component: Payment Vendor Gateway

LAT-8524	<p>The Transaction ID of principal transactions is now noted on surcharge transactions</p> <p>transactions marked as Principal have their succeed Transaction ID value temporarily stored, and follow-up transactions marked as Surcharge, for the same ScheduledPayment have the Reference include that Transaction ID value.</p>
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Changes in 12.0 SU 5

SCR	Description/Details
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Component: Exchange

LAT-8515	<p>Because of new fields in the dbo.Insurance table Exchange cannot load insurance.</p> <p>Exchange will load insurance records with new fields.</p>
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Component: Latitude

LAT-8457	<p>Addressed performance issues with the generation of the letter request file.</p> <p>Time to generate the letter request file has been reduced significantly.</p>
LAT-8429	<p>Added option to pay oldest A/R first to Invoices application</p> <p>In the Invoices applications options dialog, there is a new checkbox for paying the oldest A/R first. If selected then monies owed client will be applied towards oldest invoice A/R.</p>
LAT-8391	<p>Notes were getting created for failed letter requests.</p> <p>Modified code so same logic applies to printing a letter. Note now only gets created if letter is printed.</p>
LAT-8368	<p>Parent Basic Invoice report did not display due us/you calculations nor did it sort properly nor did it display taxes.</p> <p>Parent Basic Invoice now looks and behaves similar to the Basic Invoice report but includes the additional grouping and subtotals expected in Parent.</p>

LAT-8295	New Word Merge fields are added to comply with New York Regulations. New Word Merge fields added for New York State regulations compliance. Also, new panel is available for quick reference of values.
LAT-8287	Change credit report format. Metro2 format for J1 segment does not match the specs. J1 segment was including Address. Only J2 allocates space for address fields. Removed Address fields and made J1 segment length 100 chars.
LAT-8168	Corrects issue where Invoice Summary report did not filter by customer or date range, it simply always returned all invoices for all customers. The report now respects the date selections as well as the ability to show all or just customers with an invoice.
LAT-8163	J1 section added to Metro2 In order to comply with the Metro2 credit reporting standard, J1 section has been added to credit report file.

Changes in 12.0 SU 4

SCR	Description/Details
Component: Custodian	
LAT-8324	Updated Custodian to not display SQL warnings with a severity level of 10 or less Custodian no longer displays informational warnings upon completion.
Component: Dialers	
LAT-8136	dialer update service to use new callhistory schema for CIC/Dialer 2015R3 new callhistory table generated by the dialer custom history sproc
LAT-8097	Responsibility and Is-Authorized-For support in ListBuilder ListBuilder will now have an option (enabled by default) to honour the responsibility and authorized-for values on the Debtor table.
Component: Exchange	
LAT-8381	Using Exchange you cannot add a phone with a duplicate phone number and type for the same debtor. Using Exchange you can now add a phone with a duplicate phone number and type for the same debtor.
LAT-8347	CBRPrevent and CBROverride and not available to map to in Exchange MT Imports. CBRPrevent and CBROverride are now mappable fields for Exchange MT Imports.
LAT-8306	Cannot map to debtor-centric tables. Using Exchange you can now map to debtor-centric tables.
LAT-8264	Adding insurance through Exchange results in an error. The stored proc that inserts is being sent parameters that are not defined. Insurance can now be added through Exchange.
LAT-8131	The way reversals works in Exchange has been modified. 1, When mapping to postdateuid it needs to reverse all payments that have the given post date uid IF no

other payments using that postdateuid have been reversed.

2. If the payment spread option is turned off it needs to locate one payment to reverse. If the payment that is being reversed was part of a spread payment it cannot be reversed.
3. If the payment spread option is turned on it needs to locate all the payments that match the given criteria grouping them by paymentlinkuid and reverse them all.

All reversal candidates are the most recent payment ordered by the most recent EnteredDate and uid.

LAT-8117

When using pre-defined parameters for a standard export the user settings will not display after they are set.

When using pre-defined parameters for a standard export the user settings will display after they are set.

LAT-8104

If a Visual Export uses a C# post process script it can error when executing if the code contains characters that equate to XML escape characters.

The issue that can occur with Visual Exports using a C# post process script that contains characters that equate to XML escape characters has been corrected.

LAT-8094

The ability to add a post C# script has been added to the Visual Exports in Exchange.

The ability to add a post C# script has been added to the Visual Exports in Exchange.

LAT-8093

C# file pre-processing scripts are now compiled using the .NET 3.5 framework.

C# file pre-processing scripts are now compiled using the .NET 3.5 framework. The assemblies that can be referenced are:

mscorlib.dll, System.dll, System.Data.dll, System.Xml.dll, System.Core.dll, System.Xml.Linq.dll, System.Data.DataSetExtensions.dll, GSSI.Latitude.Library.dll and GSS.Common.dll.

Component: Fusion

LAT-8148

Adding additional codes to Segment 06 models for Experian Collection Advantage.

Adding additional codes to Segment 06 models.

Component: Fusion - Plugin

LAT-8209

Adding Transunion TLO Fusion plugin

Includes new Fusion plugin for Transunion TLO.

Component: Install

LAT-8376

If the IIS Management Console is used to change the name of the WebSite used for the Latitude applications installed, this can cause an issue with installs updating due to them expecting "Default Web Site" always be used. A command line work-around is being provided in SU4 to fix this issue going forward.

Command line details:

```
msiexec /p <path to MSP> WEBSITE_NAME_LOOKUP="custom value here"
```

LAT-8355

Reporting Console help file is now available.

Added ReportingConsole.chm help file to the install.

Component: Latitude

LAT-8409

Send email with results of Letter Writer with counts by letter code.

Request for itemized list of letter codes in letter file writer's e-mail body

- LAT-8390** **Too many notes were being added when letters were printed to file**
There was an issue in which exponentially too many notes were being written when letters were printed to a file
- LAT-8389** **Upgrade of MSXML to supported version.**
Upgraded MSXML 4.0 to MSXML 6.0 to get on the supported version.
- LAT-8377** **The C2KPayment entry was querying the database to find the next available batch number from the dbo.paymentbatches table.**
The C2KPayment entry now uses the [dbo].[Sys_NextRef] with a series name of 'PaymentBatchNumber' to determine the next available batch number.
- LAT-8363** **Letter Console currently uses DebtorBankInfo table. table has been replaced by WalletContact.**
Use new WalletContact table.
- LAT-8339** **CBR Wizard can timeout during long transactions**
Timeout value for transactions that occur during the CBR wizard processing have been raised from one hour to two hours.
- LAT-8329** **Added features:**
- **SMTP to e-mail after letters are requested from Letter File Writer**
- **SFTP option to send file to SFTP server after Letter File Writer**
Must copy WinSCP.exe and WinSCPnet.dll into \bin dir after ES install. Review LetterFile.exe.config to set correct settings for SMTP and SFTP.
- LAT-8305** **linked total was missing from payment entry form**
Added total, selected total, and select all checkbox
- LAT-8304** **Addresses error running invoicing application when matching reversals.**
Corrects error 3265 Item cannot be found in the collection corresponding to the requested name or ordinal.
- LAT-8295** **New Word Merge fields are added to comply with New York Regulations.**
New Word Merge fields added for New York State regulations compliance. Also, new panel is available for quick reference of values.
- LAT-8292** **There is a problem when dealing with converted accounts and attempting to add a transaction for which the effective date is <= the converted date for the account. When replays are turned off (bit setting in the [dbo].[GlobalSettings] WHERE [NameSpace] = 'Payment Processing' AND [SettingName] = 'DoReplays') when that is false or not present converted account records should NOT be updated.**
When transaction replays are turned off (record in [dbo].[GlobalSettings] WHERE [NameSpace] = 'Payment Processing' AND [SettingName] = 'DoReplays' where the bitvalue is 0 or the setting is NOT Present). Converted Account records will not be adjusted.
- LAT-8287** **Change credit report format. Metro2 format for J1 segment does not match the specs.**
J1 segment was including Address. Only J2 allocates space for address fields. Removed Address fields and made J1 segment length 100 chars.
- LAT-8283** **New Checkbox to allow a letter to be sent regardless of status of account.**
Checkbox is an override forcing letter to be sent if it is checked. Has no bearing on account if unchecked.
- LAT-8279** **Bug fix for calculating projectedfee on certain post dates.**
When payment amounts were edited directly in the payment grid inside the Arrangement wizard, the projectedfee wasn't getting re-calculated to that amount.
- LAT-8273** **"Operation illegal on a linked parameter" error on Parent_BasicInvoice fixed**
Parent_BasicInvoice error Operation illegal on a linked parameter fix for report.

- LAT-8270** **Fix for customers invoicing with 'separate' and 'gross'.**
Fixes an issue calculating 'due you' and 'due us' when a Latitude customer is setup as 'gross' and 'separate'.
- LAT-8267** **Inconsistent date formats using the Overpayment Manager application**
Some dates were showing as mm/dd/yyyy and others were showing as dd/mm/yyyy has been corrected.
- LAT-8262** **Added Account Number to the Link grid in Payment Entry**
We added the Account Number column to the Link grid right after the File Number column in the Payment Entry application.
- LAT-8261** **Users cannot modify fees for payments when using the Payment Entry screen. Any attempts to do so are lost because the payment is reallocated at processing time.**
Users can now modify fees for payments using the Payment Entry screen. This is accomplished by default, but is tied to an BitField entry in [dbo].[GlobalSettings] table with the [Namespace] of 'Payment Processing' and [SettingName] = 'DoReplays'. If this is true than payments are reallocated at process time and replays may be performed. If this is false or the setting is not present then what is stored in the dbo.paymentbatchitems table is used for the transaction and transactions are not replayed.
- LAT-8244** **Invoicing did not respect the next invoice value set in global maintenance**
Change made to compare controlfiles nextinvoicenum to the highest invoice value currently in use and returns whichever is higher. It then updates the controlfiles nextinvoicenum value.
- LAT-8222** **Payment Entry times out when retrieving account**
Corrects an issue in Payment Entry where the query was timing out when attempting to retrieve an account in order to manually add a payment.
- LAT-8218** **When sending letters to a vendor in a file, there was no history of this happening.**
A note is now created when sending a letter to a vendor. Same functionality as when printing a letter
- LAT-8215** **The Reporting Console now respects the print orientation of a report over the print orientation of the default printer in the event that the report is sent straight to the printer, bypassing any preview mechanism.**
The example that particularly brought this to light was sending invoices straight to the printer. The summary reports were landscape but were printing in portrait as per the default settings of the printer on the host machine.
- LAT-8205** **Promises are updated to new schema**
Previously promises were pulled from the promises table but with the new schema for collector they are now pulled from the ScheduledPayment table.
- LAT-8197** **Added ability to manually add payments into batches and process the batch.**
This functionality was previously available in versions of Latitude prior to version 12 and before Interactive Collector Web Client.
- LAT-8173** **Provide full letter functionality**
Provide the same letter functionality in Collector that was previously available in Latitude.
- LAT-8168** **Corrects issue where Invoice Summary report did not filter by customer or date range, it simply always returned all invoices for all customers.**
The report now respects the date selections as well as the ability to show all or just customers with an invoice.
- LAT-8163** **J1 section added to Metro2**
In order to comply with the Metro2 credit reporting standard, J1 section has been added to credit report file.
- LAT-8150** **Issue corrected where pending account disposition could possibly be incorrect within the CBR panel. The following codes are now reported with description.**
Issue corrected where pending account disposition could possibly be incorrect within the CBR panel. The following codes are now reported with description.
XA -Account closed at consumer's request

XB -Account information disputed by consumer under the Fair Credit Reporting Act
 XC -Completed investigation of FCRA dispute consumer disagrees
 XD -Account closed at consumer's request and in dispute under FCRA
 XE -Account closed at consumer's request and dispute investigation completed, consumer disagrees. (To be used for FCRA or FCBA disputes)
 XF -Account in dispute under Fair Credit Billing Act
 XG -FCBA Dispute resolved consumer disagrees
 XH -Account previously in dispute - now resolved, reported by data furnisher (To be used for FCRA or FCBA disputes)
 XJ -Account closed at consumer's request and in dispute under FCBA
 XR -Removes the most recently reported Compliance Condition Code

- LAT-8077** **Adjust Linked payment Spread Option by adding sort order fields and forcing sort order fields to be driven by customer and displaying spread option screen forced by current user**
 Adjust Linked payment Spread Option by adding sort order fields and forcing sort order fields to be driven by customer and displaying spread option screen forced by current user.
- LAT-8057** **Need ability to ignore errors and continue processing.**
 Added attribute /e to command prompt list to ignore errors and continue processing
- LAT-8027** **Resolves issue where only one checking account could be associated with a debtor.**
 Adds a field named "PaymentVendorTokenId" to the PDC table. The system will check if the field contains a value. If a value is not present, it defaults to the "old" behavior which is to get the token id from the DebtorBankInfo table.
- LAT-7839** **Fixing error received when viewing payments panel**
 This is a fix for the 'run-time 0' error received when viewing an account's payment panel that has had payment reversals marked as a correction, replayed.

Component: Payment Vendor Gateway

- LAT-8404** **The Transaction ID (Ref Num) of principal transactions is now noted on surcharge transactions**
 transactions marked as Principal have their succeed RefNum value temporarily stored, and follow-up transactions marked as Surcharge, for the same ScheduledPayment have the Description include the RefNum value.
- LAT-8371** **Billing Tree PVG plugin did not support a different set of pin and securityToken values for a separate surcharge transaction.**
 For Billing Tree we now support a second set of credentials for the surcharge transaction. There are new requirements for the vendor information strings.
- LAT-8289** **Prevents null from being sent to Billing Tree**
 Prevents null values from being sent to Billing Tree.
- LAT-8272** **Add offset option to NACHA files**
 Added Parameter fields:
 include_offset 1 bool set to "Y" to include offset row. No value to not include offset row.
 fein 14 Company Id for offset row.
 name 22 Name to assign to offset row. Default "OFFSET"
 Sample Param:
 Vendor Info Param1:
 fileformat=NACHA|immdest=0810810818|immorig=0910910919|immdestnm=FELLS
 NARGO|immorignm=FAKEIE
 RECOVERY|cname=FRC|dfiid=08108108|companyid=1867530955|incoffset=Y|fein=41424344|name=OFFSET
- LAT-8176** **In order to give the option for an OFFSET record, the NACHA export tool has been modified to allow a Vendor Parameter switch to insert offset row.**
 Added Parameter fields:
 include_offset 1 bool set to "Y" to include offset row. No value to not include offset row.
 fein 14 Company Id for offset row.
 name 22 Name to assign to offset row. Default "OFFSET"

Sample Param:
 Vendor Info Param1:
 fileformat=NACHA|immdest=0810810818|immorig=0910910919|immdestnm=FELLS
 NARGO|immorignm=FAKEIE
 RECOVERY|cname=FRC|dfiid=08108108|companyid=1867530955|incoffset=Y|fein=41424344|name=OFFSET

- LAT-8172** **PVG Converter will create ACH or PAPERDRAFT tokens as appropriate for the PDC payment method**
 fix PVG converter to honour the payment-method-ID when processing PDC type payments. the p-method-ID will be 6 (paperdraft) or 7 (ACH). Issue where the p-method-ID was being ignored.
- LAT-8152** **Changing responses where the resultcode is "E" to have a success response with a responseType of Invalid account.**
 ResultCodes of "E" will now mark the payment as a permanent error instead of temporary.
- LAT-8138** **this change increases the stability of the tokenizer when database access is interrupted**
 when the database connection fails, better exception handling and retry should prevent data loss, also there are two new utility functions for checking database integrity and purging damaged records

Component: Portfolio Manager

- LAT-8084** **User level permission for Portfolio Manager.**
 Permission existed in Administration but Portfolio Manager was not utilizing it.

Component: Service Request Gateway

- LAT-8074** **Add Service Name field to configuration.**
 Add Service Name field to configuration

Changes in 12.0 SU 3

SCR Description/Details

Component: AIM

- LAT-8019** **Currently using batching for financial transactions in AIM was contained in the config file.**
 The configuration for batching when processing financial transactions has been moved such that it is configurable at the agency level.
- LAT-8008** **Processing payment files in AIM takes a very long time using the new endpoint that was created. A new feature is being added such that AIM can send transactions in batch to help with performance.**
 There is a new option to process payment files in AIM using batching. This featured is 'turned on' by adding these settings to the AgencyManagerInterface.exe.config file:
 -- the batching size. 50 is probably a decent starting point.
 <add key="PaymentDirectBridgeWrapper.AIMBatchGroupSize" value="150"/>
 -- If this value is not present or is something other than True then AIM will process transactions one by one.
 <add key="AIM.UsePaymentBatching" value="True"/> If ths

Component: AIM Receiver

- LAT-8015** **Processing financial transactions in AIM Receiver takes a long time.**

The processing of financial transactions in AIM Receiver can now be batched. This helps with performance.

LAT-8003

When create a payment file the from and to dates are not handling formats other than the USA. This is true for the History View form also.

Dates are not correctly handled when in a region other than the United States when attempting to create a payment file or when viewing history.

Component: Custodian

LAT-8017

Custodian task to clean up sole responsibility requests when there is no longer a valid arrangement on the account.

This task will clean up all sole responsibility requests that are active and either pending approval or in an approved state that are for an account that no longer has a valid SIF or PIF arrangement.

LAT-8011

Adding parameter to the schedulepaymentresultmerge custodian task

@FirstPaymentDueGrace will equate to the number of days prior to the first due date that the payment will be accepted and counted toward the promise. The default is -31. The Client can change it to their specifications.

Component: Dialers

LAT-8097

Responsibility and Is-Authorized-For support in ListBuilder

ListBuilder will now have an option (enabled by default) to honour the responsibility and authorized-for values on the Debtor table.

Component: Exchange

LAT-8053

Exchange import jobs that only insert into generic tables are seen as errors on the master record.

Exchange import jobs that only insert into generic tables are no longer seen as errors in Job Manager.

LAT-8042

Pre and Post file stored procedures in Exchange imports do not do anything other than log errors when one is encountered running these procs. These need to be seen as errors in the Import Process.

Pre and Post file stored procedures in Exchange imports are now seen as errors when an exception is encountered when the proc is executed.

LAT-8022

Currently the configuration of batching for financial transactions is contained in the config file.

The configuration of batching financial transactions can now be configured at the individual Exchange client level.

LAT-8006

Processing payments through Exchange takes a long time. This is going to be addressed by adding the ability to batch transactions.

A new endpoint has been created in Collector to allow the batching of Exchange transactions.

Component: Latitude

LAT-8065

supports the use of letter templates

Letter templates were added so that the users can define a data template to be used for letter merging.

Component: Portfolio Manager

LAT-8084**User level permission for Portfolio Manager.**

Permission existed in Administration but Portfolio Manager was not utilizing it.

Component: Service Request Gateway

LAT-8074**Add Service Name field to configuration.**

Add Service Name field to configuration

Changes in 12.0 SU 2**SCR****Description/Details**

Component: DBUpdate

LAT-7859**Update to better support Unicode CLOBs**

Update the size of text literals written to update SQL scripts when the type is Unicode as any amount of text beyond 4000 characters is interpreted as non-Unicode.

Component: Exchange

LAT-7997**LAT-7849**

Component: Fusion - Plugin

LAT-7842

Component: Install

LAT-7845**Start menu shortcuts are now located under "Interactive Intelligence" in the start menu.**

Component: Latitude

LAT-7836**Rebranding changed file directory structure**

Adjusted file directory structure.

LAT-7811**Command line arguments have been added for Document Attacher**

"-locateaccountsby": Locate Accounts By
 "-directorytoscan": Directory To Scan
 "-regularexpression": Regular Expression
 "-domovedocumentlocation": Do Move Attached Documents
 "-errorlogdirectory": Error Log Directory
 "-attachArchDir": Attachment Archive Directory
 "-dosearchsubdirs": Search Sub Folders?
 "-doesregexcontaincat": Does Contain Category Exp Locator?
 "-docopydirstructure" : Copy Directory Structure?
 "-dogeneratethumbnails": Do Generate Thumbnails?

"-dbserver": Db Data Source
 "-dbcatalog": Db Initial Catalog
 "-dbuser": Db UserName
 "-dbpass": Db Password

"-latitudeusername": Latitude UserName
 "-latitudepassword": Latitude Password

Note: Acceptable values for the flag arguments (usually starting w/ "Do" or "Does") should be "true" or "false"

LAT-7794 **Rebrand all Latitude products.**
 Replace "Latitude" with "Interaction Collector" or just remove "Latitude"

LAT-7793 **Gets a runtime 0 error when she tries to edit an asset**
 Adjustment made to SQL stored procedure

Component: Payment Vendor Gateway

LAT-7825 **After applying this update, it must not be rolled back, it is only forward compatible with existing data.**
 Tokens created with the new ClearComm module will not work with the old one, but the new module does know how to work with tokens created with the old module.

Changes in 12.0 SU 1

SCR	Description/Details
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Component: Fusion

LAT-7803 **Fusion help file set as wrong file type.**
 Changed to correct file type.

Component: Latitude

LAT-7781 **Association issue with Branch and Departments**
 Now verifying there's an association between branch and department.

LAT-7744 **Permissions for Letter Requester not working correctly.**
 Permissions for Letter Requester is now fixed.

LAT-7729 **Removed checkbox to require a next followup date when working the queue.**
 Removed checkbox to require a next followup date when working the queue.

LAT-7720 **ListEntryPart does not allow duplicate values to be entered**
 ListEntryPart control does not allow duplicate values to be entered

LAT-7704 **Phone panel was not allowing numbers to be changed from bad to good.**
 Changed stored procedure to have appropriate return value for nulls. Previously, it was returning a "1" which the phone panel interpreted as a bad number.

LAT-7692 **ListEntryPart type not working for resultant set run in User manager and not accessible from code.**
 ListEntryPart type not working for resultant set in User manager and not accessible from code.

- LAT-7549** **Added 2 columns to the linked accounts grid in payment entry.**
Added judgment date and case number to the linked accounts grid in payment entry.
- LAT-7498** **Added ability to modify the order and hide available columns in linked accounts grid of Payment Entry.**
Added ability to modify the order and hide available columns in grid as well as persist the changes.
- LAT-7421** **Fix for converted accounts without interest**
Fixed a problem where converted accounts which do not accrue interest do not send a conversion activity causing subsequent transactions to not be applied against the account balance.
- LAT-7410** **Improve performance of SQLCLR Time Zone functions**
Added caching to the calculation of effective time zone rules so that each call does not have to re-perform the full calculation, providing a 50x performance increase.
- LAT-7409** **Payment Processing is taking a very long time and sometimes timeouts are experienced.**
Latitude.Utilities.Interest, Latitude.Payment.Processing, and the C2kPayment library have been adjusted such that calls to CLR routines or procedures are not as numerous when creating/processing payments. This improves performance and decreases timeout errors.
- LAT-7386** **Added the alloc% field to fee schedule**
Added the ability to set a percentage of the payment remaining to be allocated towards a particular bucket.
- LAT-7350** **Interest calculation differs between call to stored procedure and call to user-defined function**
Differences in when interest is accrued when interest settings change causes the balance calculation to differ when calling the SQLCLR user-defined function compared with the SQLCLR stored procedure.
- LAT-7200** **Fixes a problem where Misc Extra Update permission was failing.**
Fixes a problem where Misc Extra Update permission was failing.

Component: Payment Vendor Gateway

- LAT-7235** **This plug in has been certified for information processing the Chase Paymentech for CC Processing only**
This plug in has been certified for information processing the Chase Paymentech for CC Processing only

Component: Portfolio Manager

- LAT-7743** **No type permission logic for Extra Data, Notes, and attachments.**
No type permission logic for Extra Data, Notes, and attachments

Component: Work Flow

- LAT-7802** **Exclusion of DOE-specific Work Flow events**
Latitude Work Flow events specific to Department of Education processes have been excluded from the default installation.