FactorSoft™

• Release v4.7

Service Pack and Hotfix Notes

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  - the execution of T-SQL scripts resulting in changes to the data stored within the FactorSoft™ database
- equipment, software, networks or any other infrastructure in the customer's environment that does not meet the minimum requirements described within the then-current FactorSoft™ product documentation

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Service Pack and Hotfix Notes

The following describes the updates and fixes we have released in a Service Pack or as a Hotfix. Some updates have been made available as a Hotfix and in a Service Pack so they will be listed twice in these notes.

- **Service Packs** – Each Service Pack contains the full release code as well as all previously released Service Packs for that version.
- **Hotfixes** – To get an update released as a Hotfix, please contact Technical Support at 800-365-4091, Option 2 and then follow the prompts to reach a representative.

Note: To ensure access to the most recent version of this document (instead of an older version cached by your browser), press the Shift key while clicking the Refresh button in your browser window.

Hotfixes

Hot Fix 1

DocAI Image Type Issue

Problem: DocAI Correction is not correctly handling the situation where no image type is chosen in the corrector and just assigning it as supporting documents.

Hot Fix 2

Permission Issue on License File

Problem: Users may receive an unexpected error message, Unable to access factors.lic, when logging in to FactorSoft.

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Hot Fix 3

Debtor Import Facility Error

Problem: Users receive an error when importing debtors from **File** > **Input Functions** > **Debtor Import Facility**.

Hot Fix 4

Carrier Payment Combine Issue

Problem: When an Override Cash Account is set in **Tables** > **Accounting** > **Accounts** > **Pay by Method**, Carrier Payments do not combine into a single check as expected.

Hot Fix 5

Purchasing Duplicate PO Issue

Problem: When importing a spreadsheet with duplicate purchase orders, the purchasing process does not correctly warn users when the client is set to not allow duplicate purchase orders.

WPsp2 Hot Fix 1

Web Portal Multiple Page Image Files to DocAI

From **Main** > **Purchases** > **Upload** > **Import**, Image Only option will now allow multiple page image files to process through DocAI when the client is set to **Use DocAI** in **Client Information** > **Control** panel.

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WPsp5 Hot Fix 1

Web Portal Spreadsheet with Images Error

Problem: From **Main** > **Purchases** > **New Batch** > **Import File** > **Spreadsheet with Images**, client users may experience an error when:

- the spreadsheet currency does not match the browser language
- negative amounts are formatted using parentheses ()

WPsp6b Hot Fix 1

Web Portal Missing E-Payment Types

Problem: From **Search** > **Invoices** > **Submit** > **Payment**, debtor users do not see all available e-payment types.

Service Pack 8

Client Activity Report Overflow Error

Problem: From **Reports** > **Client** > **Client Activity Report(SQL)**, users may receive an Overflow error when generating the report.

Client Summary and Ineligibility Report (SQL) Issue

Problem: From **Reports** > **Clients** > **Client Summary and Ineligibility Report (SQL)**, the report is not honoring the system preference at **System Preferences**, **Client Rules/Defaults**, **Ineligibility/Summary Calculations**, **Reserves tab** > **Do not deduct accrued interest**, to display Accrued Interest in the reserves section. When True, Accrued Interest is not shown or deducted from the available reserves amount on the Client Summary screen and Client Summary and Ineligibility Report but when False, it should be displayed in both locations.

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Carrier Payment Combine Issue

Problem: When an Override Cash Account is set in **Tables** > **Accounting** > **Accounts** > **Pay by Method**, Carrier Payments do not combine into a single check as expected.

Collection Queue Calcs Engine Task Deadlock

Problem: During the overnight processes, the Engine Task Type: Collection Queue Calcs may experience a deadlock error.

No-Buy Client Purchasing Issue

Problem: In certain instances when a client had a batch in "Ready to Purchase" status and the client was updated to No-Buy, the batch was able to be purchased.

Web Portal Transactions > Posted Client Fee Statement Issue

Problem: From **Search** > **Transactions**, the Posted Client Fee Statement does not match the Posted Client Fee Statement requested from the **Documents** > **Request Report** screen.

Invoice Search Performance Improvement

From Search > Invoice Search, a performance improvement has been made when searching by Invoice Date.

Client Analysis Report Overflow Error

Problem: From **Reports** > **Client** > **Client Analysis Report(SQL)**, users may receive an Overflow error when generating the report.

Factoring Reserve Release Issue in Activity Center

Problem: When a Reserve Release is submitted from the Web Portal, the TransPayout record is stranded when the user reworks the request.

Manage Pending Purchases Date Issue

Problem: From **Office** > **Manage Pending Purchases**, the user incorrectly receives a "date is not the current date" message when reworking a Spreadsheet Only import submitted from the Web Portal.

Web Portal Invoice Age Issue

Problem: From **Search** > **Invoices**, the **Age** column does not honor the **Client Terms** > **Collection Fee Rule** > **Day of purchase counts as first day when calculating fees**; therefore, the invoice age displayed on the grid does not match FactorSoft.

Web Portal Debtor Search Results Issue

Problem: From **Search** > **Debtors**, the results are incorrectly ordered by Debtor Key instead of alphabetically by Debtor Name.

Web Portal Pending Debtor Error

Problem: From **Search** > **Debtors**, users receive an error attempting to open the Debtor Detail drawer of a pending debtor.

Web Portal Purchases Grid Performance Issue

Problem: From **Main** > **Purchases**, users may encounter a performance issue when loading the Purchases screen.

Web Portal Report Template Issue

Problem: From **Search** > **Documents**, users are unable to download/view documents when the template name includes special characters.

Web Portal Missing Debtor Statements

Problem: From **Search** > **Documents**, client users are unable to request Debtor Statements.

Web Portal Payment Grid Issue

Problem: From **Search** > **Payments**, the **Chargeback** and **Giveback** columns do not accurately include all chargeback and giveback amounts from FactorSoft.

Web Portal Posted Loan Statement Request Issue

Problem: From **Main** > **Documents**, client users are unable to select a facility on the request form when the facility does not have an associated collateral.

Web Portal Spreadsheet Import File Name Issue

Problem: From **Main** > **Purchases** > **New Batch** > **Import File**, client users receive an error when uploading a spreadsheet with a file name that exceeded the limit in FactorSoft.

Web Portal Paid Invoices Issue

Problem: From **Search** > **Invoices**, the grid is incorrectly displaying **Paid** invoices as **Past Due** when an e-payment has been applied.

Web Portal Factoring Disbursement Issue

Problem: From **Main** > **Facility List** > select **Submit** > **Disbursement** on a Factoring facility card, the factoring disbursement request is missing the correct Bank Account when reworked due to missing the TransPayout record.

Web Portal Invoice Detail Carrier Payment Issue

Problem: From **Search** > **Invoices** > open **Invoice Detail** drawer, the **Carrier Payments** section displays an incorrect **Due Date**.

Web Portal Spreadsheet with Images Error

Problem: From **Main** > **Purchases** > **New Batch** > **Import File**, client users receive an error when uploading a spreadsheet with images that contains a **Terms** column.

Web Portal Collateral Summary Drawer Issue

Problem: From **Main** > **Facility List**, the Advance Rate is incorrectly being rounded up/down in the Factoring Collateral Detail drawer.

Web Portal Check Detail Drawer Issue

Problem: From **Search** > **Payments**, the Check Detail drawer is incorrectly displaying non-factored invoices that are placed in a Hold Account even when the system preference at **System Preferences** > **Identification/system constants** > **Web interface** > **Collection summary** > **Hide payments to hold accounts** is **True**.

Web Portal Error Opening Incomplete Purchase Batches

Problem: From **Main** > **Purchases**, client users may see an error opening an incomplete batch.

Web Portal Giveback Column Issue

Problem: From **Search** > **Payments**, the giveback column is not including non-factored payments.

Web Portal Invoice Detail Transaction Issue

Problem: From **Search** > **Invoices** > open **Invoice Detail** drawer, the **Transaction** grid results are not in the correct order.

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Web Portal Posting Details Drawer Issue

Problem: From **Main** > **Facility List** > **ABL card** > click collateral name > Select view: **Certificate Posting** > select time period > click a posting date, the Certificate Posting Supporting Documents are not displayed.

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Custom Purchase Report Date Error

Problem: When the Purchase Report, PurDoc07D, is generated, the user receives an error when translating the date.

Manage Pending Purchases Maintenance Issue

Problem: The Delete button label on the Manage Pending Purchases(F8) screen is not honoring **System Preferences** > **Fields/screens behavior** > **Screens** > **Manage pending purchases** > **Use buy maintenance function instead of delete** when set to True.

Debtor Import Facility Error

Problem: Users receive an error when importing debtors from **File** > **Input Functions** > **Debtor Import Facility**.

ePayment Engine Error

Problem: When submitting a payment from the Web Portal - Debtor, the engine would error with Invalid Object Name 'EmptHdr'.

ABL Disbursement Issue in Activity Center

Problem: When an ABL Disbursement is submitted from the Web Portal, the user is not being set correctly therefore the status is not showing Requires Rework.

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Incorrect Client on Post Payments Screen

Problem: When a file is imported via the Payment Importer, fsPmtImporter.exe, the incorrect client is displayed on the Post Payments(F6) screen.

Custom Transaction Report Sort Issue

Problem: The custom Transaction Report (TransGFI.rpt) is sorting alphabetically by month instead of date order.

ABL Disbursement Exception Error

Problem: Users receive an Unhandled Exception Error when creating/saving an ABL disbursement while editing expenses.

Web Portal Null Object Issue

Problem: Occasionally, users may receive an error when downloading documents from:

- Document Widget
- Document Grid
- Invoice Grid
- Payment Grid
- Transaction Grid

Web Portal Sales Authorization Number Added

Problem: From **Main** > **Sales Authorizations**, client users will see the approval and/or denial code associated to their request in the Result column.

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Web Portal Sales Authorization Approval Issue

Problem: From **Web Portal** > **Main** > **Sales Authorizations**, authorizations are not correctly being auto-approved when certain rules are met.

Web Portal Funded Amount on Batch Detail Drawer

Problem: From **Search** > **Transactions** > select a Purchase transaction > open Batch Detail drawer, the Funded Amount column is not correctly subtracting Fee Escrow.

Web Portal Missing E-Payment Types

Problem: From **Search** > **Invoices** > **Submit** > **Payment**, debtor users do not see all available e-payment types.

Web Portal Transactions Grid Issue

Problem: From **Search** > **Transactions**, the Amount column is incorrect for Post Accrued Fee transaction types.

Web Portal Payment Search Issue

Problem: From **Search** > **Payments** > **Date by: Payment Posted**, results returned are not accurate if payment date is different from the check date.

Web Portal Collateral Summary Drawer Issue

Problem: From **Main** > **Facility List** > **Factoring Collateral Detail** drawer, the **Available Collateral** is not correct when an ineligible exists and **System Preferences** > **Client rules/defaults** > **Ineligibility/summary calculation** > **Ineligible table is additional reserves required** is True.

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Web Portal Debtor Detail Additions

From **Search** > **Debtors**> select debtor > **Debtor Detail** drawer, client users can now see the **Max Invoice Amount**, **PO required**, and **Debtor Instructions**.

Web Portal Sales Authorization Status Issue

Problem: Sales Authorization requests are stuck 'Being worked by ~~Portal' in the Authorization Archives of the Sales Authorization add-on module.

Web Portal Translation Issue

Problem: From **Main** > **Purchases** > **New Batch** > **Import File**, the field name 'Description' is not translating in the event of an error during a spreadsheet only upload.

Web Portal Collateral Detail Drawer Issue

Problem: From **Web Portal** > **Main** > **Facility List** > **Factoring Facility Collateral Detail** drawer, the **Available for Release** amount is incorrect.

Web Portal Disbursement Submit Error

Problem: When a disbursement request is submitted and the payee name exceeds 60 characters, the request is not processed.

Debtor Search No Buy Column Update

From **Search** > **Debtors**, the **No Buy** column now includes the No Buy code + the free form explanation.

Web Portal Non-Standard Aging Issue

Problem: When using non-standard aging set in **System Preferences** > **Fields/screen behavior** > **Non-standard aging** > **Non-standard aging column for #1-#6**, these dashboard widgets are not displaying aging correctly:

- Top Debtors and Total Aging
- Credit Summary

Web Portal ABL Disbursement Address Issue

Problem: When an ABL facility requests a disbursement, the payee address is not populated correctly.

Web Portal Error with No Client Code

Problem: Users experience an error logging in to the Web Portal when the client does not have a client code associated.

Web Portal Debtor Detail Admin Options

From **Administration** > **Clients** > **Screens** > **Debtors**, administrators can toggle off items in the Debtor Detail drawer:

- Total Aging Chart
- Credit Rating
- Credit Expiration
- PO#
- Max Invoice Amount
- Debtor Instructions
- Max Debtor Credit Limit

Web Portal Debtor Fee Calculation Issue

Problem: From **Search** > **Invoices** > **Submit** > **Payment**, fees are not calculating correctly.

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Web Portal Disbursement Check Record Issue

Problem: The Web Portal is incorrectly creating a check detail record when factoring disbursements are submitted.

Web Portal Service Pack 6b

Web Portal Debtor Search Grid Updates

From **Search** > **Debtors**, clients can now see the debtor's **Total Credit Limit**, **Individual Credit Limit**, **Max Invoice Amount**, and **PO#** Required in the grid.

Percentage Indicators Added

From **Main** > **Dashboard**, percentage indicators have been added to:

- Top Debtors and Total Aging Widget
- Credit Summary Widget
- Aging Summary Widget

From **Search** > **Debtors**, percentage indicators have been added to:

- Debtor Detail Drawer

Ineligible Details on Invoice Detail Drawer

From **Search** > **Invoices**, clients can now see Ineligible Details on the Invoice Detail drawer.

Web Portal Debtor Account Profile Issue

Problem: From **Main** > **Dashboard** > **Account Profile** widget, the debtor email address is not validating appropriately when users modify their profile.

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Web Portal Documents Widget Issue

Problem: From **Main** > **Dashboard** > **Documents** widget, documents requested by portfolio accounts are not shown.

Web Portal Transaction Screen Images

Problem: From **Search** > **Transactions**, images for Cash Posting transactions are inadvertently being displayed.

Web Portal Dashboard Error

Problem: From **Main** > **Dashboard**, client users receive an error when a facility does not have an associated collateral.

Web Portal Excess/Deficit Issue

Problem: From **Main** > **Facility List**, the **Excess/Deficit** amount is incorrect for Term Loans.

Web Portal Translation Issue

Problem: From **Main** > **Dashboard** > **Pending Purchases** widget, the word **Other** in the legend in not translating.

Web Portal Disbursement Payee Missing

Problem: From **Main** > **Facility List** > **Submit** > **Disbursement**, the **Payee** is blank when the client only has one bank relationship.

Web Portal Debtor Search Issue

Problem: From **Search** > **Debtors**, portfolio-level debtor users receive an error when searching by **Debtor Name**.

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Web Portal Rework Certificate Posting Issue

Problem: When a Certificate Posting is reworked on the Web Portal, previously submitted postings are missing ineligibles.

Service Pack 6

Invoice XML Matching on Debtor Number

Problem: When an Invoice XML package is processed, the system will now match an existing debtor based on the Debtor Number if no Client Reference Number is present.

Unknown PO During Purchasing

Problem: When a PO number is included in an Invoice XML import and the client is marked **Orders are not required** in **Client Information** > **Load/Order Processing** panel, the purchase batch is stuck in **Rework Required**.

Invoice Process Deadlock Issue

Problem: Occasionally, a deadlock occurs when writing invoices at the same time a transaction in another process is also updating invoices.

Client Information Email Address Issue

Problem: From **Client Information** > **Address** panel, the **Email** field is incorrectly truncating email addresses longer than 52 characters during the overnight date roll process.

Broker Commission Report (SQL) Destinations

From **Reports** > **Broker** > **Broker Commission Report (SQL)** > **Destination** tab, options include:

Sort Sequence: Client within Broker

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- Desktop
- Email/Fax
- Printer
- Folder

Sort Sequence: Broker within Client

- Desktop
- Email/Fax
- Printer
- Folder
- Web
    - **Note**: A specific Broker must be selected in the drop down to schedule Broker Commission Reports for the web.

Unassigned Images Issue

Problem: Occasionally batches with unassigned images are missing the image path resulting in the user being unable to process and assign the image.

Client and Carrier Search Window Update

The Client and Carrier Search window now has a horizontal scroll option and can be re-sized by the user to see full names.

Carrier Search Field Update

The **Carrier** field now has a rollover tool tip that displays the full carrier name when using the Carrier Search preference at **System Preferences** > **Fields/Screen Behaviors** > **Miscellaneous** > **Use Carrier Search instead of drop downs**.

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Updates to Combine Debtor Process

The process to combine debtors from **Office** > **Debtor List** > **Combine with Another**, has been updated.

Debtor Combine Character Limit Issue

Problem: Debtor combine may fail if the length of the Debtor name combining to exceeds 50 characters.

Debtor Combine Alias Issue

Problem: The main Client Reference Number from the **Debtor Aging** > **NOA/Rules** tab on the Debtor (from) is not added to the **Debtor Aging** > **Alias** tab of the Debtor(to) when combined.

Web Portal Dictionary Translations Added

Problem: From **FI Administration** > **Dictionary**, the following has been added to the dictionary or will not respond to browser language settings:

Added to the Dictionary:

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- An error occurred. If this issue persists, contact technical support.
- CanFrench
- Current
- EDI 810, Flat File, Spreadsheet, Zip File
- Incomplete
- Processing
- Status
- Support
- The file contains no invoices
- USEnglish
- Factoring
- Due Date
- Invoice Date
- Purchase Date
- No Results Found
- Terms and Conditions: Accept
- Terms and Conditions: Cancel
- Processed

Responds to browser settings:

- Showing {0} to {0} of {0} entries
- Clear
- System Time Out Messages

Web Portal Request Report Issue

Problem: From **Search** > **Documents** > **Request**, users are unable to request a report with future dates.

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Web Portal Inventory Collateral Advance Rate

Problem: From **Main** > **Facility List** > **Inventory Collateral Detail** drawer, the advance rate is shown as 100.00 rather than *** when there are multiple category rates.

Web Portal Inventory Declaration Duplicates

Problem: From **Main** > **Facility List** > **Submit** > **Declaration**, users are unable to submit a Rework or start a new declaration when the declaration has multiple sub-categories for a single category.

Web Portal Inventory Declaration Error

Problem: From **Main** > **Facility List** > **Submit** > **Declaration**, users are unable to submit a declaration when an ineligible is updated or added without selecting a Reason.

Web Portal ABL Collateral Detail Drawer Error

Problem: From **Web Portal** > **Main** > **Facility List** > **ABL Collateral Detail** drawer, users may receive an error when opening an ABL Collateral Detail drawer.

Web Portal Certificate Ineligibles Issue

Problem: From **Main** > **Facility List** > **Collateral Detail** drawer, select date of Ineligible Posting, the ineligible amounts displayed do not match the Certificate Ineligibles shown in FactorSoft.

Web Portal Documents Grid Error

Problem: From **Search** > **Documents**, users may receive an error when searching for available documents due to NULL values in their database.

Web Portal Client Documents Issue

Problem: From **Search** > **Documents**, client users are seeing debtor statements in their available documents.

Web Portal Debtor Search Time-Out Error

Problem: From **Web Portal** > **Search** > **Debtors**, users may experience an Time-out Error when searching.

Web Portal ABN Validation Issue

Problem: From **Dashboard** > **Request Credit**, users may receive an incorrect "ABN mus be 11 digits" validation message when selecting an existing debtor.

Web Portal Collateral Detail Drawer Issue

Problem: From **Web Portal** > **Main** > **Facility List** > **Factoring Facility Collateral Detail** drawer, the **Available for Release** amount is incorrect.

Web Portal Transaction Image Issue

Problem: From **Web Portal** > **Search** > **Transactions**, users may receive an error when loading payment transactions due to multiplying images by the number of invoices paid.

Web Portal Posted Client Fee Statement Issue

Problem: From **Web Portal** > **Search** > **Documents**, users are unable to select **Statement Date** when **System Preference** > **Identification/System Constants** > **Web Interface** > **Transactions** > **Show Purchase Transactions Only** is set to true.

Web Portal Transaction Report Translation Issue

Problem: When requesting a transaction report from the Transaction grid, report names are not correctly translated in the Documents grid.

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Web Portal Debtor Summary Issue

Problem: From **Main** > **Dashboard** > **Summary bar**, the **Dispute** amount for does not match the disputed invoices in invoice search.

Web Portal Debtor Summary Ineligible Issue

Problem: From **Main** > **Dashboard** > **Summary bar**, the **Ineligible** amount is incorrect

Web Portal Spreadsheet Date Format Issue

Problem: From **Main** > **Purchases** > **Upload/New Batch** > **Spreadsheet with Images**, user receive an error if dates and amounts are not formatted in en-US.

Web Portal Credit Request Issue

Problem: From **Dashboard** > **Request Credit**, users are allowed to submit a credit request with a blank MC# if a debtor name was typed previously when searching by debtor name.

Web Portal Safari Document Display Issue

Problem: From **Search** > **Documents**, users are unable to view documents when using the Safari browser.

Web Portal Cash Posting Transaction Issue

Problem: From **Search** > **Transactions**, users see duplicate Cash Posting transactions when the transaction includes multiple checks.

Web Portal Custom Link Attribute

Removed the 'noreferrer' attribute from **FI Admin** > **Custom Links**.

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Web Portal ABL Disbursement Address Issue

Problem: When an ABL facility requests a disbursement, the payee address is not populated correctly.

Service Pack 5

Red Flag Queue Inaccurate

Problem: The **Red Flag Queue** is not honoring the settings at **Tables** > **Client & Debtor** > **Red Flag Rules** >**Rule Type**: Factoring Balance Increase and is displaying Clients that do not meet the requirements.

Permission Issue on License File

Problem: Users may receive an unexpected error message, Unable to access factors.lic, when logging in to FactorSoft.

Collection/Adjustment Summaries (SQL) Report Modification

From **Reports** > **Transactions** > **Collection/Adjustment Summaries (SQL)**, a new **Include Check Images** parameter is available for the **Collection Summary** Report type.

> **NOTE**
> The Include Check Images parameter is intended for Web destination. Other destinations are not supported.

Repetitive Warning Message during Purchasing

Problem: When users **Rework** a purchase batch with a no-buy debtor, the verify message displays repetitively per invoice in the batch rather than at the time the user clicks **Finish**.

Duplicate Invoice Records in Collection/Verification Queue

Problem: From **Office** > **Collection/Verification Queue**, invoice records are duplicated in the grid.

Note: This fix does not apply retroactively so any invoices that show duplicated prior to the fix will continue to show duplicated until the invoice is paid.

Split Check Run-Time Error in Cash Posting

Problem: Users receive a Run-Time Error 6 when posting a split check in a payment batch.

Posted Client Fee Statement(SQL) Issue

Problem: When the **Daily Basis Rate** is changed, the **Posted Client Fee Statement (SQL)** shows an incorrect **Calculated Fee** amount and reflects duplicate line items.

DocAI Batch Status Issue

Problem: From **Client List** > **Open Batches** and **Office** > **Activity Center** > **Transactions** tab, the Status column is blank for DocAI batches that are pending or require correction.

No-Buy Client Purchasing Issue

Problem: In certain instances when a client had a batch in "Ready to Purchase" status and the client was updated to No-Buy, the batch was able to be purchased.

Web Portal Duplicate Accounts Issue

Problem: Some users may see duplicate accounts listed on the Accounts screen when the same email address is associated to more than one contact record in FactorSoft.

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Clients Screen Update

New tabs on the Clients screen are available to differentiate between ABL and Factoring clients in the grid. ABL clients will display their Loan Balance, Excess Deficit, and Net Collateral amount. Factoring clients will display their A/R Balance, Funds Employed, Cash Reserves, and Available for Release amount. Accessible from:

- Search > Clients
- Top Clients and Balances Widget > View All

Web Portal Factoring Activity Widget Issue

Problem: From the **Client Dashboard** > **Factoring Activity** widget, the amounts displayed for Collections, Purchases, and Balances are not always calculated correctly.

Translation Issue

Problem: From **Main** > **Purchases**, some phrases do not translate:

- Upload Error Messages
- Batch Statuses

Web Portal Paid Invoice Age Issue

Problem: From **Search** > **Invoices**, invoices with a Paid status do not display the correct Age.

Web Portal Floating Help Icon Issue

Problem: The floating Help icon overlaps on the Export button of the grids.

Web Portal Debtor Search Modification

When entering or searching by Debtor Name, the following fields no longer require punctuation to match a debtor:

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- Main > Sales Authorizations > Add new
- Main > Credit Requests > Add New
- Main > Purchases > New Manual Batch
- Search > Documents > Request Report
- Search > Invoices
- Search > Payments
- Search > Debtors

Web Portal: Hide Help Links Toggle

Help files are available in English only. If your users' language is something other than English, FI Administrators can toggle to hide Help from **Administration** > **Preferences** > **Hide Help Links**.

Web Portal Clients Screen Issue

Problem: From a Client account, **Search** > **Clients**, the list incorrectly used the **Allow PayerWeb** check box in FactorSoft to display clients in the grid.

Web Portal Clients Loan Balance Issue

Problem: From **Search** > **Clients**, the list incorrectly calculates Loan Balance in the grid for hybrid (factoring and ABL) clients.

Web Portal Client Totals Issue

Problem: Excess/Deficit, Net Collateral, Gross Collateral, Ineligible Collateral, and Available are incorrectly including Term Loans at:

- Main > Dashboard
- Main > Facility List
- Search > Clients

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Invoice Detail Transaction Grid Issue

Problem: From **Search** > **Invoices** > **Invoice Detail** > click Batch number for a Purchase transaction, client users are unable to choose to translate the report.

Import Purchase Issue

Problem: From **Main** > **Purchases** > **New Batch**, client users are defaulted to Image Capture if no option is selected before clicking **Continue**.

Service Pack 4

DocAI Upload and Download Process Update

To increase security, the DocAI processes to upload files and download results have been updated.

DocAI System Preference Update

From Administration > System Preferences > Identification/system constants > Interface Parameters > DocAI, the following changes were made:

Removed:

- GCP app namespace
- GCP status endpoint
- GCP synchronous endpoint
- GCP upload only endpoint

Added:

- GCP web token audience

See the DocAI Guide for more information.

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Multilingual Report Translation Agent

A new Report Scheduler Agent in the Master Service checks the WebLang.txt file and control file for Multilingual and then updates entries to be available when users request translated reports from the Web Portal.

Report Translate Issue on Templates

Problem: When a Report Template is saved and then reopened, the language selected is not saved in **Destination** Tab > **Translate** drop-down.

DocAI Voided Batch Issue

Problem: From Client List > Open Batches, users are unable to delete DocAI batches.

Classic Client Aging (BETA) Issue

Problem: From **Reports** > **Client** > **Classic Client Aging(BETA)**, the report is missing Non-Factored Invoices.

Purchase Report(PURDOC7A) Issue

Problem: The Purchase Report, Purdoc7A, incorrectly reflects an Advance Amount on Previously Held Invoices with an Approval Status of Denied.

Asset Detail Error During Import

Problem: Users receive an error when importing Asset Detail files due to Property Type settings.

Adjustment Batch Rework Issue when In Use

Problem: Users are unable to **Rework** an Adjustment Batch when locked **In Use** without an **In Use** user.

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Held Invoices Duplicated in Invoice Search

Problem: From **Search** > **Invoice Search**, invoices previously held are duplicated in the search results.

PO Finance Settlement Issue

Problem: The PO Earnings column in the CheckDtl table is multiplying the PO Settlement fee amount by the number of invoices in the batch.

Multilingual Reports on the Web Portal

To add translated reports to the Web Portal, set the **Translate** drop-down on the **Destination** tab of the Report Template screen.

Multilingual Purchase Report on the Web Portal

To add translated purchase reports to the Web Portal, set the **Translation** drop-down in **FactorSoft** > **Client Information** > **Identity** panel.

Web Portal Broker Dashboard Issue

Problem: The broker dashboard is incorrectly displaying the **Request Report** Quick Task button.

Web Portal: Recourse Days in Invoice Detail Drawer

Problem: From the **Invoice Detail** drawer, the **Recourse Days** is not accurate when setting the recourse days in **FactorSoft** > **File** > **Client Terms** > **Recourse** panel.

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Service Pack 3

DocAI Timeout Error During Debtor Matching

Problem: The DocAI Upload engine task may timeout causing an error when attempting to debtor match.

Updates to Storing DocAI Results

The process to store DocAI results has been updated to store results when no InvoiceKey is generated.

DocAI InvoiceKey Issue

Problem: The DocAI InvoiceKey is not on the correct record in the database.

DocAI Invoice Amount Issue

Problem: The invoice amount captured from DocAI is showing the sub-total amount instead of the total amount.

DocAI Natural Language Service Issue

Problem: Users receive an Engine error when attempting to validate debtor address via Natural Language Service.

Adjustment Batch - Debtor Name Length Error

Problem: When creating an adjustment for an invoice, an error occurs if the Debtor Name is too long.

Updates to DocAI Foreign Postal Code Validation

The DocAI process to validate foreign Postal Codes has been updated to prevent inconsistencies with raw

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results.

DocAI Upload Error for File Extension (PDF)

Problem: Users receive an Engine error when the file extensions are in all caps.

Check Register - Modify Paid On Date Issue

Problem: From **Office** > **Check Register(F9)**, when updating a journal entry, the Paid on Date field does not honor the system preference at **System Preferences** > **Fields/screen behavior** > **Screens** > **Accounting Journals** > **Paid on Date**.

Import History Report Update

From **Reports** > **Audit Reports** > **Import History Report** > **Import Type: DocAI**, users will now see more details in the raw results and parsed results for debtor address.

Detail Aging and fsMain Crash Issue

Problem: Users may experience fsMain crashing after opening and exiting Detail Aging multiple times or refreshing the Summary Aging multiple times.

Invoice XML Cover Page Issue

Problem: When a purchase batch is created via an InvoiceXML Import file, the system does not honor **System Preferences** > **Reports** > **Purchase Report** > **Print cover pages for purchases**.

Carrier Search Issue in Purchase Batch

Problem: Newly added carriers do not show up in **Purchase Batch** > **Carrier Search/Drop-down** until the purchase batch screen is closed and reopened.

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Debtor List Report Issue

Problem: From **Reports** > **Debtors** > **Debtor List**, the report reflects the wrong debtor records when **Date Selection** is **First Use in Range**.

Third-party Imaging Watermark Issue

Problem: An update was made to the licensing of third-party imaging software

Improvements to Invoice Calculation Table

Improvements to Invoice Calculation Table to properly update Available for Release amount at **Web Portal** > **Main** > **Dashboard** > **Client Summary Bar** > **Available for Release**.

Web Portal Invoice Search: Ineligible Status

From **Search** > **Invoices**, users can now filter status by **Ineligible**.

Web Portal Debtor Email

The Web Portal will now validate debtor email address formats when added on:

- Add New Debtor
- Credit Requests
- Purchases

Web Portal Hide Payments to Hold Accounts Issue

Problem: From **Search** > **Invoices** > **Invoice Detail** drawer, the **Transaction** grid is not honoring the system preference at **System Preferences** > **Identification/system constants** > **Web interface** > **Invoice detail** > **Hide payments to hold accounts**.

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Web Portal Letter Notes Issue

Problem: From **Search** > **Invoices**> **Notes** chip, the Notes drawer is not displaying Letter notes.

Web Portal Batch Detail Drawer Issue

Problem: From **Search** > **Transactions**, Portfolio Clients are unable to load the Batch Detail drawer on Purchase transactions.

Web Portal: Show Purchase Transactions Only

From **Web Portal** > **Search** > **Transactions**, the grid honors the system preference in FactorSoft at **System Preferences** > **Identification/system constants** > **Web interface** > **Transactions** > **Show purchase transactions only**.

Web Portal Notes Issue

Problem: From **Search** > **Invoices** > **Notes** chip, all notes incorrectly show Portal as the user who entered the notes.

Web Portal Carrier Detail Issue

Problem: From **Search** > **Carriers**, the Invoice grid is not displaying invoices due with a future date.

Web Portal Transaction Grid Error

Problem: From **Search** > **Transactions**, users receive an error when clicking the batch number of an Unclaimed Cash Deposit transaction.

Web Portal Debtor Balance Issue

Problem: From **Search** > **Debtors**, the A/R Balance is not populating for Portfolio Debtors.

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Web Portal PO Number Link Issue

Problem: From **Search** > **Invoices**, Portfolio Client/Debtor/Portfolio Debtor/Broker users receive an error when clicking the PO number link in the grid.

Web Portal Invoice Search Issue

Problem: From **Search** > **Invoices**, Debtor/Portfolio Debtor/Broker users are incorrectly able to search for ineligible invoices.

Web Portal Multiple Page Image Files to DocAI

From **Main** > **Purchases** > **Upload** > **Import**, Image Only option will now allow multiple page image files to process through DocAI when the client is set to **Use DocAI** in **Client Information** > **Control** panel.

Service Pack 2

Contact Screens Issue

Problem: Web Access and Web Admin check boxes do not honor the Web Interface control file setting as expected from:

- Client Information > Contacts
- Debtor Information > Contacts
- Broker Information > Contacts
- Office > Contact List > Client/Debtor/Broker Contact Information

Terminating Facility Reserve Issue

Problem: From **Facility Information** > **Reserves**, the **Facility Reserve** amount in the **Facility Summary** does not clear when a reserve is terminated until the screen is closed out and reopened.

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DocAI Human In The Loop (HITL) Updates

DocAI Human In The Loop will now display low confident required fields in red.

DocAI Image Type Issue

Problem: DocAI Correction is not correctly handling the situation where no image type is chosen in the corrector and just assigning it as supporting documents.

Broker Commission Report Invalid Use of Null Issue

Problem: From **Reports** > **Broker** > **Broker Commission Reports**, users receive an error message when generating the report: Reporting Error Occurred - Failed to load data for report. Problem Binding to RWA_BkrComms.rwBkrComms.rwBkrComms (Invalid use of Null).

FCS Account Monitoring Run-Time Error

Problem: Users receive a Run-Time Error when adding a new target.

Credit Decision Email Issue

Problem: From **Office** > **Manage Credit Requests**, clients do not consistently receive decision tickets via email when **Send decision ticket to client** is checked.

Office Maintenance UI Issue

Problem: From **Tables** > **Office Maintenance, Web Access** tab does not honor the control file setting.

DocAI Image Path Issue

Problem: The Image Path is not accessible when a user selects an image outside the Engine Server during DocAI Upload.

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Reports Module Performance Improvement

Performance improvements were made to the **Reports module** > **File** > **Report Queue** > **Reports to View or Waiting On Engine** grid.

AutoCash Issue when Splitting Checks

Problem: When Auto Cash posts a Check that is split across multiple Client/Debtor Relationships, the system is posting on the first Client/Debtor Relationship invoice and all of remaining invoices are posted on the same relationship as Unknown Invoices.

In-Use Issue with Purchase Batches

Problem: When a Purchase Batch is locked In-Use without an In-Use user, the user could not rework the batch to remove the In-Use status.

Web Portal Collateral Card Currency

Problem: From **Web Portal** > **Main** > **Facility List**, collateral card available amount does not include currency.

Web Portal Broker and Portfolio Client Currency

Problem: From **Web Portal** > **Main** > **Dashboard** > **Top Clients and Balances**, balance amount does not include currency.

Web Portal Portfolio Client Summary Bar Currency

Problem: From **Web Portal** > **Main** > **Dashboard** > **Summary Bar**, amounts do not convert currency as expected.

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Web Portal Facilities Widget Currency

Problem: From **Web Portal** > **Main** > **Dashboard** > **Facilities**, amounts do not convert currency as expected.

Expanded Terms and Conditions

From **FI Administration** > **Branding** > **Terms and Conditions** > **Add**, administrators can now add terms and conditions exceeding 2,000 characters, up to 2GB of data.

New Screen: Clients

A new screen, **Clients**, is available for Portfolio Client, Broker, and Debtor accounts displaying a complete list of associated clients. Factoring clients will display their A/R Balance, Funds Employed, Cash Reserves, and Available for Release amount. Accessible from:

- Search > Clients
- Top Clients and Balances Widget > View All

> **NOTE**
> New Administration options are toggled ON by default.
>
> - **Global** – Go to Web Portal > Administration to toggle on/off the options for Clients, Debtors, and/or Brokers.
> - **By Client/Debtor/Broker with custom settings** – Go to Web Portal > Administration > Clients/Debtors/Brokers > By Client/Debtor/Broker > sort Custom Settings column. For each client, debtor, or broker with custom settings, click the Client/Debtor/Broker name to view settings and toggle on/off the new options.
> - **Users with custom settings** – Notify the client/debtor/broker administrators to toggle on/off the new options for users with custom settings. Client/Debtor/Broker Administrators go to Main > Administration > Users tab > sort Custom Settings column. For each user with custom settings, click the user's name to view settings and toggle on/off the new options.

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New Screen: Debtors

A new screen, **Debtors**, is available for Portfolio Debtors accounts displaying a complete list of associated debtors and their Debtor Number, A/R Balance, and MC Number. Accessible from:

- Search > Debtors
- Top Debtors and Balances Widget > View All

> **NOTE**
> New Administration options are toggled ON by default.
>
> - **Global** – Go to Web Portal > Administration to toggle on/off the options for Clients, Debtors, and/or Brokers.
> - **By Client/Debtor/Broker with custom settings** – Go to Web Portal > Administration > Clients/Debtors/Brokers > By Client/Debtor/Broker > sort Custom Settings column. For each client, debtor, or broker with custom settings, click the Client/Debtor/Broker name to view settings and toggle on/off the new options.
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Web Portal Declaration Category Issue

Problem: From **Facility List** > **Submit** > **Declaration**, categories are being duplicated when you have multiple categories and previous declarations.

Web Portal Recent Payments Posted Issue

Problem: From the Web Portal **Dashboard**> **Recent Payments Posted**, the check amount is not accurate.

Web Portal Posting Rework Issue

Problem: The Web Portal is not allowing all posting types to be reworked when sent for rework by the lender.

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Web Portal Debtor Search Issue

Problem: From **Search** > **Debtors**, users are unable to search by **Country** or **Exclude debtors with zero balance** parameters.

Service Pack 1

Bank Of America Foreign Wires/ACHs Issue

Problem: The Bank of America Wire Interface (FSW_BOFA) will no longer allow:

- Domestic Same Day ACHs
- Foreign Wires/ACHs

Invoice ReCalc Deadlock and Debtor Balance Issue

Problem: The Invoice Recalc Process is recalculating the CalcClient table values from scratch instead of checking to see if the table is sufficiently current. This resulted in several issues including the following:

- The FI could experience a deadlock as daily transactions were being processed
- Aging records were created on a Master Client which resulted in Debtor balances showing multiple times for the same client in the Debtor Information > Balances panel

Web Portal Term Loan Facility Issue

Problem: The Facility List is not displaying Term Loan Facilities.

Web Portal Image Capture Tax ID Issue

Problem: The new debtor's Tax ID field is incorrect when using Image Capture from the Web Portal.

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Web Portal ABL Loan Disbursement Issue

Problem: ABL Loan Disbursements processed from the Web Portal contain an incorrect GL Account.

Web Portal Carrier Search Issue

Problem: From **Web Portal** > **Search** > **Carriers**, client users receive an error when searching for carriers.

Web Portal Factoring Activity Widget Timeout Issue

Problem: Some users experience a Timeout when the Factoring Activity widget loads on the Dashboard.