



Paciolan Product Suite

7.2 GA Release Notes

General Availability Release Notes: Multiple products affected

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Product Description

Our Vision

Paciolan 7.2 marks the next step in Paciolan's continued effort to provide world class ticketing software. The major features of the release include enhancements to the web-based Pac7 selling platform as well as the on-line consumer facing eVenue product. The Pac7 product now supports additional ticket administration with the addition of the Operator Utilities suite of functionality. The My Account pages within the eVenue platform have been made to be responsive and now support on-line exchanges. Paciolan 7.2 includes a rich set of features enhancement for operators using Pac7 while also improving the overall customer experience with creative and intuitive enhancements to eVenue.

Product Benefits

Pac7

- Pac7 operators can now print tickets, manage seat inventory and view event information via the new Operator Utilities.
- Pac7 selling enhancements including the ability to limit dispositions by control, customized order management emails by business account and much more.

eVenue

- Responsive My Account and Payment Processing pages
- New tFund Quick Donate page
- New on-line exchange process.
- Enhancements to existing features like the ability to transfer more than one event at a time, the ability to accept eCheck for general sales transactions, and much more.

- **Pac7 Operator Utilities** – The Paciolan Operator Utilities refers to a suite of features that has been added to the Pac7 product. These features were designed to empower the Pac7 ticket seller to be able to accomplish minor ticket administration within the Pac7 system. Included in the features that make up the Operator Utilities suite of functionality is the ability to view event information such as the number of printed tickets or the number of allocated tickets. Also included in the Operator Utilities is the ability to change or manage seat statuses and the ability to print tickets in bulk.
- **eVenue** – For version 7.2, eVenue receives an updated My Account and Payment Processing pages. Also included in version 7.2 are all new Quick Donate and on-line Exchange pages. All of the new or updated eVenue pages are responsive, or have the ability to adapt to the screen size of any device. Additional enhancements were also incorporated into existing processes such as on-line transfers and on-line ticket reissue.

Business Reasons

With the introduction of version 7.0 and the release of version 7.1, Paciolan has been evolving their line of legacy products to solutions that take advantage of today's emerging technologies. Version 7.2 is an extension of our vision to continue this transition to a web-based selling platform. The additional features provided in 7.2 will allow our clients the ability to transition their staff over to the new web-selling platform while at the same time improving the user experience for all on-line consumers.

tRes / Pac7 System requirements

This section describes the system requirements for PC's running Pac7 on version 7.2.

Hardware requirements	
Processor	
Minimum	Intel Pentium Processor G2020 (2.9GHz) or Higher
Recommended	Intel Core i5 or Higher
RAM (Minimum / Recommended)	
x86	2 GB / 4 GB
x64	4 GB / 8 GB
Disk space (Minimum)	
x86	50 GB
x64	50 GB
Video Card	Integrated HD Graphics
Supported Operating Systems / Browsers	
Windows 7	Chrome / IE10 / IE11
Windows 8 – (Excludes Touch Interface)	Chrome / IE10 / IE11
Software Requirements	
Windows 7	Paciolan Software Manager
Windows 8	Paciolan Software Manager

This section describes the system requirements for Mac's running Pac7 on version 7.2.

Hardware requirements	
Processor (Minimum)	2.4 Ghz Intel Core 2 Duo
RAM (Minimum)	2 GB
Disk space (Minimum)	120 GB
Video Card (Minimum)	NVIDIA GeForce 320M 256MB
Supported Operating Systems / Browsers	
Mac OS X v.10.8.4	Safari 7
Software Requirements	
Mac OS X	Paciolan Software Manager (Mac)

eVenue Browser Requirements

Paciolan's eVenue, version 7.2, supports the current versions of the browsers listed below. Older browsers, non-compatible browsers, or disabling browser features (such as Javascript, cookies and SSL), are not supported.

Supported Browsers - Desktop
Microsoft Internet Explorer
Google Chrome
Mozilla Firefox
Apple Safari

Paciolan's mobile eVenue, version 7.2, supports the default browsers that are found on mobile devices running Google's Android operating system or Apple's iOS.

Supported Browsers - Mobile
Google Chrome
Apple Safari

Paciolan Virtual Terminal Requirements

This section describes the system requirements for clients running tRes or Pac7 in a virtual terminal configuration for version 7.2.

Supported Operating Systems

Microsoft Windows Server 2008 R2

Release Overview

Release Data Summary

New Version: 7.20.010	Previous Version: 7.01.200
Release Date:	May 22nd, 2015
Number of Enhancements:	Release 7.2 GA includes 27 primary enhancements.
Number of Fixes:	Resolved 398 product issues reported in release 7.10.200 or earlier. A detailed list of the Production Support Fixes for this release can be found at the end of this document.

Enhancement Summary

The enhancements for tRes, eVenue, and Pac7 in GA Release 7.2 are summarized in the table below. For more information about an enhancement, click its link in the Enhancement column.

#	Enhancement	Impacted Products	Description
1	Quick Donate	tFund, eVenue	Donors can make a donation, provide contact info (name, address, phone) and provide payment info all on one page.
2	Responsive My Account pages	eVenue	The My Account pages are now responsive. All of the My Account functionality will be available to customers using any type of device, including mobile phones or tablets.
3	EPD Registration	tRes, eVenue	Each eVenue site will now have its own set of registration rules and customer attribute defaults.
4	Ticket Transfer – Bulk Transfer	tRes, eVenue	Customers will now be able to transfer more than one event at a time. The ability to transfer more than one event is controlled within the ticket transfer setup.
5	Ticket Transfer – Student to Non-Student	tRes, eVenue	Student accounts that have a student type will now be allowed to transfer their tickets to non-student type accounts. The ability to transfer to non-student account is controlled within the ticket transfer setup.
6	Ticket Transfer – Reminder Email	tRes, eVenue	Customers that have received a ticket transfer invitation email and have not accepted or denied the transfer will receive a transfer reminder email.
7	Ticket Reissue	tRes, eVenue	Customers that purchased tickets on eVenue will now be able to reissue their tickets to a different delivery method than what was initially selected for delivery.
8	Store Multiple Credit Cards	tRes, eVenue	eVenue customers can now store multiple credit cards on their on-line eVenue account.
9	Store eCheck Accounts	tRes, eVenue	In addition to storing multiple credit cards, customers will also be able to store multiple eCheck accounts.
10	eCheck for General Sales	tRes, eVenue	Customers purchasing items on eVenue will now be allowed to pay for their order with eCheck. A minimum threshold amount can be determined by the client.

#	Enhancement	Impacted Products	Description
11	On-Line Exchanges	tRes, eVenue	Customers can now exchange tickets on eVenue. Clients can configure what items can be exchanged out, what items can be exchanged in as well as what type of exchange is allowed (upgrade, same price level, no restrictions).
12	Links to Additional Sites	tRes, eVenue	Clients that would like to add a link to the My Account page that links to a destination of their desire can now do so without having to request custom HTML.
13	Internationalization – address widget	eVenue	When the patron is entering an address on eVenue, the fields and labels change based on the country selected. For example, if country selected = Canada, display "Province", if country selected = US, display "State"
14	Internationalization – improved dual language support	eVenue	Current eVenue supports dual languages using two different distributors and, therefore, two different sites. New eVenue pages support dual language on the same distributor/same site but clients will still need to maintain both distributors for non 7.2 pages.
15	Localization – support for Singapore/Hong Kong clients	Pac7/eVenue	Updates for countries Hong Kong and Macau to support countries that don't use a postal code system and for Singapore which does not need City/Province
16	Event Inquiry	Pac7 – Operator Utilities	Operators can now view the details of an event from within the Pac7 interface. Details include the number of seats sold, allocated, printed, ect.
17	Seat Hold Management	Pac7 – Operator Utilities	Operators can now manage event seat holds from within the Pac7 interface. Key improvements include the ability to change multiple seat statues into one for multiple events.
18	Counter Seat Hold Management	Pac7 – Operator Utilities	Operators can now manage counter holds from the Pac7 interface.
19	Print Tickets	Pac7 – Operator Utilities	Operators can now perform bulk print runs from within the Pac7 interface. Key improvements include the ability to print event tickets and miscellaneous tickets within the same process.
20	Filter Mark Codes, Dispositions and Bill Plans by Control	Pac7 – Order Management	Pac7 administrators can now select what mark codes, dispositions or bill plans are available within Order Management by Pac7 selling control.
21	Configurable Adjustment Tab	Pac7	Pac7 administrators can now decide whether or not the Adjustment tab is displayed to Pac7 operators.
22	Confirmation Email Setting	Pac7 – Order Management	Pac7 administrators can determine what the default value is for the email confirmation radio buttons present on the Payment page.
23	Default Inquiry Search	Pac7	Pac7 administrators can which system will be searched when searching for an order.

#	Enhancement	Impacted Products	Description
24	OM Specific Email Template	Pac7 – Order Management	Emails sent for transactions that take place within Order Management can now include templates defined at the business account level.
25	Activity Restrictions	Pac7 – Item Sales	Activity rules that govern the ability of items will now be recognized for operators using Item Sales.
26	Transfer of \$0 charges	PDI – Raiser’s Edge Integration	Order lines for seasons listed in TK.EXT.PARAM.E will now be transferred if they have a ticket charge code and a ticket charge amount = \$0. This feature is to support order lines from eVenue that put a charge code in with \$0 charge amount.
27	Identification of Organization Records	PDI – Raiser’s Edge Integration	Raiser’s Edge Integration users can now distinguish between patrons that are Organizations and Individual. Organization record changes and information will now flow through the integration.

Enhancement Descriptions

Quick Donate

Impacted Products: tFund, eVenue

Business Reasons

Allow Donors a quick and easy way to donate money.

Description

The Quick Donate page is a new page on eVenue that allows tFund customers the ability to take donations to a particular drive on-line. The Quick Donate page contains all information needed to process a donation on one page. Donors are not required to login to their account prior to completing a donation. Donations are processed through tFund in the same manner as existing donations. Multiple quick donation pages can be offered at one time and multiple drives can be offered per each Quick Donate page. The setup that defines what is being offered on a Quick Donate page is done within tRes. Changes or additions of new Quick Donate pages do not require a reload. Contact your EOS to obtain the url structure to your specific Quick Donate page.

Responsive My Account / Payment Pages

Impacted Products: eVenue

Business Reasons

Responsive web design represents the latest in web development technologies driven by the increase of mobile device usage. The My Account and Payment pages will adjust to the size of the screen the customer is using to view the page.

Description

The My Account and Payment page have been revamped using responsive design. Benefits of the new page architecture include:

- **Post Sale Features** – All post sale functions that are launched from the My Account page, such as order history, ticket transfer and ticket return, have also been redesigned to be responsive..
- **Mobile** – The My Account page was previously unavailable on earlier version of the mobile eVenue site. Although a second distributor is still needed to support the mobile eVenue site, the My Account and Payment pages are now shared across both the mobile and desktop platforms, making all My Account functionalities available from any device.
- **No Reloads** – Changes that are made in tRes that effect the My Account page as well as any of the post-sale pages that are launched from the My Account page no longer require a reload. Changes to the Payment page do not require a reload as well. Changes in tRes are data synced to eVeune upon saving the record in tRes.

EPD Registration

Impacted Products: tRes, eVenue

Business Reasons

eVenue Account Parameters setup can now be defined by distributor record and includes additional personalization flags.

Description

The EPD Registration Setup screen within tRes has been updated to support preferences by distributor account and allow for additional personalization. Previously customers had to rely on HTML customizations to ensure certain pieces of data were being flagged as required. The new EPD Registration Setup screen allows clients the ability to define whether or not to capture separate billing and shipping addresses, which phone types are required as well as the ability to override the labels that are displayed on eVenue. Although it is required all distributor records have all required fields entered, including distributors used for mobile eVenue, account parameters that are defined for the normal distributor will be applied to new accounts created on mobile.

Ticket Transfer – Bulk Transfer

Impacted Products: tRes, eVenue

Business Reasons

Customers on eVenue can now transfer more than one event within a single transfer.

Description

Prior to version 7.2, customers who needed to transfer more than one event at a time were required to proceed through the entire transfer process per event. With the addition of 7.2, a checkbox has been added to the eVenue Ticket Transfer setup screen which, when selected, will allow eVenue customers the ability to transfer more than one event at a time. If more than one event is being transferred, acceptance of the transfer cannot be split up or specific to one or more events being transferred. All time sensitive actions associated with the transfer will be calculated off of the event date and time of the earliest chronological event. Any order charges associated with a transfer will not be impacted by the quantity of events being transferred.

Ticket Transfer – Student to Non-Student

Impacted Products: tRes, eVenue

Business Reasons

Enable student accounts the ability to transfer to non-student accounts.

Description

Prior to version 7.2, any customer accounts that had a type that began with the letter "S" would only be allowed to transfer tickets on eVenue to other accounts that had a type that began with "S". With version 7.2, clients can now decide whether or not to allow student account types, or account types that begin with "S", to be able to complete transfers to accounts that are not student accounts, or do not have types that begin with "S". There is a new checkbox present on the Internet Ticket Transfer Setup page that when selected, will allow the transfer of tickets from student accounts to non-student accounts.

Ticket Transfer – Reminder Email

Impacted Products: tRes, eVenue

Business Reasons

Remind customers who have received an invitation to receive transferred tickets to act upon the transfer request.

Description

When a customer initiates a ticket transfer on eVenue, an invitation email is sent to the recipient of the ticket transfer. Prior to version 7.2, if the recipient of the ticket transfer invitation did not act upon the transfer request before the defined cutoff time in tRes, the transfer would expire and both parties would be notified. In version 7.2, clients have the ability to define whether or not they want eVenue to send out a reminder email to those individuals who have received a ticket transfer invitation, however have not acted upon it. The parameters required to enable the new feature are located within the ticket transfer setup in tRes and include a field to define the number of hours prior to the event start time the reminder email should be sent as well as what tRes email template should be used when generating the reminder email to the recipient.

Ticket Reissue

Impacted Products: tRes, eVenue,

Business Reasons

Tickets that are purchased on eVenue can be reissued to a different eVenue delivery method than the delivery method that was used for the original purchase.

Description

The previous version of eVenue would not allow a customer the ability to reissue his or her tickets to an eVenue delivery method other than the one that had been used for the initial sale of the tickets. In version 7.2, clients can now decide if tickets for a given eVenue Delivery Method can be reissued and if they can, they can specify a list of delivery methods that are acceptable for reissue. Depending on business rules defined by the Client, orders that were initially delivered as PAH could be setup to allow reissues to both PAH and mobile delivery. An additional button has been added to the eVenue Delivery Methods screen that allows Clients the ability to enable reissue for a given delivery method as well as allows Clients that ability to list out any other available reissue delivery methods. No additional fees can be collected as a result of a ticket reissue and it is suggested additional reissue delivery methods be limited to electronic delivery method types.

Store Multiple Credit Cards

Impacted Products: tRes, eVenue

Business Reasons

Allow eVenue customers that ability to store multiple credit cards.

Description

Customers using eVenue will now be able to store multiple credit cards to their on-line account. The ability to store multiple credit cards is controlled by the Client and is set by selecting the "Allow Multiple Credit Cards" checkbox that has been added to the Payment Options window within eVenue Selling Parameters setup. When the checkbox is selected, eVenue customers will be able to store multiple credit cards to their eVenue account. When they store the account, they will be given the option to associate a personalized name for the card.

Store eCheck Accounts

Impacted Products: tRes, eVenue

Business Reasons

Allow eVenue customers that ability to store multiple account routing information for eCheck transactions.

Description

Customers using eVenue will now be able to store multiple bank account routing information on-line account. The Client must be accepting eCheck payments to be able to offer this feature to their customers. The ability to store multiple bank account routing information is controlled by the Client and is set by selecting the "Store Credit Card/Bank Account Data" checkbox that has been added to the Payment Options window within eVenue Selling Parameters setup. When the checkbox is selected, eVenue customers will be able to store multiple bank accounts to their eVenue account.

eCheck for General Sales

Impacted Products: tRes, eVenue

Business Reasons

Allow eVenue customers the ability to pay for a normal eVenue transaction with eCheck.

Description

Prior to version 7.2, the eCheck payment method was only available as a payment method that can be used for processing an eVenue application. Sales that were conducted through general sales or promotional sales would not allow the eCheck payment method as an option the customer could select. In version 7.2 there is a new field on the Payment Options window within eVenue Selling Parameters setup where Clients can now determine the minimum threshold amount in which to offer the eCheck payment method as a payment method. If an eVenue customers total on-line transaction does not exceed the minimum threshold amount listed, the eCheck paymode will not appear as an available payment method.

On-Line Exchanges

Impacted Products: tRes, eVenue

Business Reasons

Allow eVenue customers the ability to processes on-line exchanges through their eVenue account.

Description

The ability to process an exchange of a ticket had previously been limited to operators using the tRes or Pac7 systems. Prior to version 7.2, eVenue customers did not have an option available that would allow them to process an exchange on-line, unassisted by a ticket representative. With the introduction of version 7.2, Clients can now configure eVenue to allow customers to be able to exchange their tickets. Key benefits of the new on-line exchange functionality include the following:

- **Configurability** – The on-line exchange process is extremely flexible when it comes to determining the rules that govern exchanged out and exchanged in inventory. The ability to process on-line exchanges is limited by item, price level price type as well as by iProfile. Exchange in inventory is determined by item and can be configured to limit exchanges to be within the same price level, allow for upgrades only or have no restrictions.
- **Processing** – Customers can begin the exchange process by navigating to the My Account page within eVenue. Once a customer has begun the exchange process, they will be required to complete the transaction prior to being allowed to process any other transactions on eVenue. On-line exchanges cannot be added to the cart in a similar fashion as some other eVenue processes.
- **Exchange In Item Details** – Events that can be exchanged in during an exchange will be displayed on an event detail page similar to what would be displayed when a customer is normally purchasing a ticket. Common customizations that previously required manual HTML customization, such as hiding the event date, event time or facility information, can now be set at the item details level. This is only specific to the exchange in page.
- **No Reloads** – The on-line exchanges process is part of the new eVenue My Account pages and hence do not require a reload. Changes that are made within tRes will be present on eVenue upon saving the changes in tRes.

Links to Additional Sites

Impacted Products: tRes, eVenue

Business Reasons

Add links to additional web sites on the My Account page.

Description

It is common for Clients to request custom links be added to the My Account page of their eVenue site. Additional sites typically include links to the Clients main web site or informational web sites. Prior to version 7.2 the only way to include a link to another site on the My Account page was to have one added via custom HTML. In version 7.2, Clients can now define the link and text that will act as the hyperlink on the Selling Premasters window within eVenue Reserved Seat Ticketing. The links will appear in a box on the My Account page on eVenue.

Internationalization – Address entry widget

Impacted Products: eVenue

Business Reasons

Update labels and fields for selected country.

Description

When the patron is entering an address on eVenue, the fields and labels will now change based on the country selected. For example, if country selected = Canada, the label will be displayed as "Province". If the country selected = United States, the label will be displayed as "State". We have localized this address widget for the following: United States, Canada, China, Hong Kong, Indonesia, Macau, Malaysia, Puerto Rico (US), and Singapore. Countries not included in this list will use a generic international address format.

Internationalization – Improved dual language support

Impacted Products: eVenue

Business Reasons

Single site dual language support for My Account and Payment pages.

Description

Previous versions of eVenue support dual languages using two different distributors and, therefore, two different eVenue sites. New 7.2 eVenue pages support dual language on the same site making the user experience quicker when moving back and forth between different languages and allowing easier eVenue site customizations. Paciolan has translated all 7.2 pages into French and Spanish. Note that clients will still need to maintain both standard and mobile distributors for non-7.2 pages.

Localization – Support for countries that do not use postal codes

Impacted Products: Pac7, eVenue

Business Reasons

Support for countries that don't use a postal code.

Description

Improvements have been made to support both Hong Kong and Macau, countries that do not use a postal code system. Additional improvements have been made for Singapore to better accommodate the Singapore address format which only requires a street address, postal code and country name.

Event Inquiry

Impacted Products: Pac7 – Operator Utilities

Business Reasons

Provide Pac7 Operators a way to view event related information.

Description

The Pac7 Event Inquiry is one of 4 pieces of functionality that make up the Operator Utilities suite of functions that has been added to Pac7 in version 7.2. The goal of the Event Inquiry in Pac7 is to allow Pac7 operators the ability to view event information that is typically found on the Event Inquiry page in tRes. Included within this information is the ability to see the number of seats order, allocated and printed. Operators can also view the number of seats on hold by seat status among other pieces of event information. Access to the Pac7 Event Inquiry page is granted by providing a tRes operator the ability to access process TK.EVENT.I.

Seat Hold Management

Impacted Products: Pac7 – Operator Utilities

Business Reasons

Provide Pac7 Operators the ability to manage and update seat holds.

Description

The Pac7 Seat Hold Management is one of 4 pieces of functionality that make up the Operator Utilities suite of functions that has been added to Pac7 in version 7.2. The goal of the Seat Hold Management functionality is to allow Pac7 operators the ability to change the seat status for a given event. The HTML5 seat map already present for Pac7 ticket sellers has been leveraged to provide a consistent operator experience. Also included in the Pac7 Seat Hold Management functionality is an updated change level:section process that allows operators the ability to change multiple seat status into a single seat status for multiple events all at one time. Access to the Pac7 Seat Hold Management page is granted by providing a tRes operator the ability to access process TK.HOLD.

Counter Seat Hold Management

Impacted Products: Pac7 – Operator Utilities

Business Reasons

Provide Pac7 Operators a way to view and change the seat status for seats on count hold.

Description

The Pac7 Counter Seat Hold Management is one of 4 pieces of functionality that make up the Operator Utilities suite of functions that has been added to Pac7 in version 7.2. The goal of the Counter Seat Hold Management functionality is to allow Pac7 operators the ability to change the seat status for a given event, including seats that are on the counter hold status. Access to the Pac7 Counter Seat Hold Management page is granted by providing a tRes operator the ability to access process TK.CHOLD.

Print Tickets

Impacted Products: Pac7 – Operator Utilities

Business Reasons

Provide Pac7 Operators the ability to print tickets in a bulk print run.

Description

The Pac7 Print Tickets is one of 4 pieces of functionality that make up the Operator Utilities suite of functions that has been added to Pac7 in version 7.2. The goal of the Print Tickets functionality is to allow Pac7 operators the ability to print tickets within the Pac7 product. Pac7 Operators can now execute print runs in order to print day of event tickets, or simply print off tickets to be distributed through a different channel. The Print Tickets functionality that has been added in Pac7 will print both single event tickets as well as miscellaneous items. Operators will need the Paciolan Software Manager installed in order to use the new Print Tickets function. Access to the Pac7 Print Tickets feature is granted by providing a tRes operator the ability to access process TK.PRINT.F.

Filter Mark Codes, Dispositions and Bill Plans by Control

Impacted Products: tRes, Pac7

Business Reasons

When an operator selects a mark code, bill plan or disposition in Order Management, all records are displayed in the drop down which make it difficult to locate the intended record.

Description

When an operator is entering a mark code, bill plan or disposition for an order line within the Pac7 Order Management functionality they are displayed all records that have ever been created within a drop down list. Having all values displayed in this drop down makes it difficult for the operator to easily identify and select their desired record. In version 7.2, Operators can define what mark codes, dispositions and bill plan codes will be displayed in the drop down by defining these values in the Pac7 Selling Control located in tRes. When a Pac7 operator selects a mark code, bill plan or delivery method in Order Management, they will only be displayed the values that have been defined at the Pac7 selling control. If no records are defined within the control, all records will be displayed in the drop down.

Configurable Adjustment Tab

Impacted Products: tRes, Pac7

Business Reasons

If Order Management is enabled, use of the Adjustment tab becomes trivial and confusing.

Description

When operators login to Pac7 they are automatically displayed an "Adjustment" tab. This tab can be used to void orders that had been placed within Item Sales. This tab does not access any purchase information that was completed outside of Item Sales. Operators that have Order Management enabled can access any adjust any order regardless where the order originated hence the tab is not needed. Clients can now configure whether or not the Adjustments tab will be displayed by selecting the "Hide Adjustment Tab" checkbox within the Post Sale Options screen in the Pac7 Selling Control.

Confirmation Email Setting

Impacted Products: tRes, Pac7 -Order Management

Business Reasons

Allow the confirmation email setting default to be one that sends a confirmation email.

Description

When an operator completes a sale within Order Management, they will have an option to send the customer a receipt of the transaction. There are options on the payment page that govern if the operator would like to send an email confirmation to an email address on file, enter an email address or not send an email at all. The current default setting for all uses is "Do not send email". In version 7.2, Clients can define what the default value is for the confirmation email setting within the Pac7 selling control.

Default Inquiry Search

Impacted Products: tRes, Pac7

Business Reasons

Control what system will be searched by default on the Inquiry tab.

Description

Within Pac7, and operator can select the Inquiry tab which will allow an operator the ability to look up order related information. The Inquiry page has the ability to search for order that have just taken place within the Pac7 Item Sales system or search for orders within all system. The default system to search is Pac7 Item Sales. In version 7.2, Clients can determine what system will be searched by default on the Inquiry tab by adjusting the drop down setting on the Order Inquiry Options page within the Pac7 Selling Control.

Order Management Specific Email Template

Impacted Products: tRes, Pac7 – Order Management

Business Reasons

Allow for confirmation emails sent from Order Management to have email templates specific to business account.

Description

If an operator is conducting sales for multiple data accounts within Pac7, it is desired that the email confirmations that are sent are specific to the business account the operator is selling out of. Prior to version 7.2, only items sold through Pac7 Item Sales could be assigned a different email confirmation by business account. Orders processed through Order Management could not have email confirmations that vary by business account. In version 7.2, Clients can define Order Management specific email templates by business account.

Activity Restrictions

Impacted Products: tRes, Pac7 – Item Sales

Business Reasons

Restrictions to limit Operators to items that have a certain Activity types is now enforced in Pac7 Item Sales.

Description

Operators within tRes can be setup to only be allowed to access inventory that has a certain activity type. Although Activity restrictions are adhered to within Pac7 Order Management, they had not previously been in Item Sales. In version 7.2, Activity restrictions do apply to Operators attempting to view and access within Pac7 Item Sales.

Transfer of \$0 charges

Impacted Products: PDI – Raiser’s Edge Integration

Business Reasons

Support for \$0 eVenue Order Lines.

Description

Order lines for seasons listed in TK.EXT.PARAM.E will now be transferred if they have a ticket charge code and a ticket charge amount = \$0. This feature is to support order lines from eVenue that put a charge code in with \$0 charge amount.

Identification of Organization Records

Impacted Products: PDI – Raiser’s Edge Integration

Business Reasons

Organizational changes added to patron integration.

Description

Raiser’s Edge Integration users can now distinguish between patrons that are Organizations and Individual. Organization record changes and information will now flow through the integration.

Production Support Fixes

Release 7.2 includes 398 programmatic corrections for CRM, eVenue, Pac7, tFund, tPatron and tRes issues found in version 7.10.200 or earlier, and changes required to support new features/enhancements. CPRs and internal issues are listed along with the affected product. Please contact your Paciolan support representative if you have any questions about the resolved issues in the tables below.

Release 7.20.010 (GA) Certified May 22nd, 2015			
#	Ref #	Product	Description of Issue
1	DE131	Pac 7	[pac7] Utilities>Print Tickets, Reset button is too close to Print button
2	DE132	Pac 7	[pac7] Utilities>Event Inquiry, Seat totals links are too close together
3	DE148	Pac 7	[pac7] Utilities>Print Tickets, change Items Found lightbox from single to multi select
4	DE262	Pac 7	[pac7] - Item search wildcard asterisk not returning any results
5	DE1821	Pac 7	[pac7] Error found in TC391: [Maintenance][Payer Auth] Payer auth enabled by distributor only
6	DE2299	Pac 7	[pac7] 427705 WVU - Delivery method data sync issue
7	DE3244	Pac 7	[pac7] 7.2beta Internet item description is set 512 spaces and needs to be increased to 1024
8	DE3314	Pac 7	[pac7] Pac 7.2 (internal) Can't Find Reason for Season Massload Failure
9	DE3318	Pac 7	[pac7] 7.2beta Update missing translations for the French language
10	DE3426	Pac 7	[pac7] 7.2beta provide webdev ability to customize terms and conditions
11	DE3430	Pac 7	[pac7] ds noded messages
12	DE3440	Pac 7	[pac7] 7.2beta - Item Info Message not being displayed on the detail popup window within Pac7 item Sales
13	DE3451	Pac 7	[pac7] Need to renew print agent localhost ssl due by 5/31/2015
14	DE3476	Pac 7	Error found in TC1607: [Maintenance] [Address Entry] Patron Management- Create New or EDIT Existing Cust- SYS.ZIP
15	DE3506	Pac 7	[pac7] Allow duplicate PL:PT in Item Set

16	DE3507	Pac 7	[pac7] Error found in TC1598: [Maintenance] [Address Entry] Item Sales- EDIT Existing Cust Basic Quick Entry- SYS.ZIP
17	DE3522	Pac 7	[pac7] Error found in TC1607: [Maintenance] [Address Entry] Patron Management- EDIT Existing Cust- SYS.ZIP
18	DE3536	Pac 7	[pac7] Error found in TC1384: [Maintenance] [Address Entry] OM Hub- Edit Existing Cust- DA Set to SYS.ZIP
19	DE3544	Pac 7	[pac7][ev] 437650 - 7.2 Beta - Quick Donate - Error Message Appears When Selecting 'Enter' Button in FireFox
20	DE3595	Pac 7	[pac7] 7.2beta Business Org and User Mapping Conversion Issue
21	DE3607	Pac 7	[pac7]Renewal Application transaction with deferred payment processes without credit card entered
22	DE3613	Pac 7	[7.2 crm] 433739 Users cannot login to CRM
23	DE3622	Pac 7	[pac7]7.2 Beta- Ottawa: AVS address mismatch error freezes on blank page
24	US456	Pac 7	[pac7][ev] Add support for eastern Asia addresses, postal codes
25	DE113	tRes	[tres] Add TK.SEAT.HIST.R to housekeeping tasks
26	DE120	tRes	[eres] 425588 (Ottawa) - Able to process a deferred app with a exp card
27	DE135	tRes	[tres] 413920 - - Dictionaries for CA.CARDNUM file do not return values
28	DE161	tRes	[tres] No SYS.LOG entry when SYS.TLOCK.E process is executed
29	DE162	tRes	[tres] 423535 - TK.SEAT season status dictionaries
30	DE163	tRes	[tres] 423112 - CA.SETUP.CS Timestamp dictionaries translate to CA.SETUP
31	DE164	tRes	[tres] 425074 - FD.DONATIONQUICK.E not updating FD.DONATION attr 77
32	DE250	tRes	[eres] 368457 - Section conversion not used for email confirmation
33	DE553	tRes	[tres] 414727 - - Payer auth does not honor pending flag status
34	DE3105	tRes	[pac7] 430843 - Pac7 Operators not linked to PSI have Slow Performance
35	DE3261	tRes	[tRes] 7.2beta Internet item description is set 512 spaces and needs to be increased to 1024
36	DE3292	tRes	[tRes] 7.2beta backoffice conversion - Only one distributor in EPD.RSETUP.E converted for all values

37	DE3372	tRes	[tRes] 7.2beta HTML tags are incorrectly showing up in Event Info forms message
38	DE3427	tRes	[tRes] 433400 - - "You have already joined this group or this group name already exists. Please enter a different group name"
39	DE3444	tRes	[tRes] 7.2beta - Error "FD.TYPE NOT OPENED" when attempting to save EPD.RSETUP.E > Unable to register an account on eVenue
40	DE3517	tRes	[tRes] Allow duplicate PL:PT in Item Set
41	DE3562	tRes	[eRes] Unable to pay for item package with eCheck
42	DE3577	tRes	[tRes] 7.2beta - CCA/UGAARTS - Error "File FD.SETUP is not available" when running TK.72.CONV.DS.RESEND in data accounts with no tFund
43	DE3578	tRes	[tRes] 7.2beta - CCA/UGAARTS - Error with Transfer policy data sync
44	DE3579	tRes	[tRes] 7.2beta - CCA/UGAARTS - Error with promo policy with "TK.72.CONV.DS.RESEND "
45	DE3580	tRes	[tRes] 7.2beta - CCA/UGAARTS - Error with patron policy
46	DE3584	tRes	[tRes] 7.2beta - CCA/UGAARTS - Double Check all parts of the conversion logic when FD is not present
47	DE3585	tRes	[eres] Renewal Application transaction with deferred payment processes without credit card entered
48	DE3596	tRes	[tRes] 7.2beta Business Org and User Mapping Conversion Issue
49	DE3615	tRes	[tRes] TK.FIX.EVENT.ORD.BAT in 7.2 Release
50	US455	tRes	[tRes] Enable payer auth by card type

Release 7.20.004 Certified April 27th, 2015

#	Ref #	Product	Description of Issue
1	DE3222	eVenue	[ev] 7.2beta SecretKey for Single Sign On (SSO) with eVenue should be a random value and encrypted
2	DE3224	eVenue	[ev] 7.2beta Ballena single-sign key should be different from DonorNet single-sign key
3	DE3230	eVenue	[ev] 7.2beta Firefox throws a warning message when signing in after checkout from cart page
4	DE3236	eVenue	[ev] 7.2beta Net commerce exception errors 169 times with 7.2 eVenue compared to 7 for all day in 7.1

5	DE3298	eVenue	[ev] 7.2beta - unable to deep link from pacmail
6	DE3310	eVenue	[ev] 7.2beta Changing location.href to windows.location where we have redirection from ev to pac72
7	DE3343	eVenue	[ev] 7.2beta Pool ID is missing from eVenue to Pac7.2 cart service
8	DE3441	eVenue	[ev] eVenue mobile site: error on Order Confirmation page with eCheck paymode
9	DE3220	Pac 7	[Pac7] 7.2beta SiteID soft link on network drive should not point to PDI version folders
10	DE3221	Pac 7	[Pac7] 7.2beta SecretKey for Single Sign On (SSO) with eVenue should be a random value and encrypted
11	DE3312	Pac 7	[pac7] 7.2beta - unable to deep link from pacmail
12	DE3317	Pac 7	[pac7] 7.2beta - drop tracking cookies
13	DE3361	Pac 7	[pac7] 7.2beta Stop browser from caching old javascript
14	DE3370	Pac 7	[pac7] - Unable to land on the Payment when logged in
15	DE3402	Pac 7	[PAC7] unable to create an account in Chrome and FF
16	DE3414	Pac 7	[pac7] 7.2beta Unable to process sale on eVenue using eCheck paymode
17	DE3418	Pac 7	[pac7] Anonymous User when click on transfer or PAH link lands on Error page
18	DE3424	Pac 7	[pac7] - 7.2beta Unable to purchase a misc item or GC
19	DE3377	tRes	[tRes] 7.2beta - Olemiss - eCheck not appearing on the payment page for current applications
20	DE3446	tRes	[ev] [tres] 7.2beta - Givex not appearing as a paymode in 7.1.200 eVenue / 7.2 tRes
21	DE3201	Pac 7	PSQ - Data synch messages waiting to transfer: 4961
22	DE3346	Pac 7	[pac7] 437326 OMHub bill plan - default paymode, doc/cc#, exp date not saved
23	DE3449	Pac 7	[pac7] [tres] Deferred Pay season renewal application not updating bill plan with default paymode/cc info in backoffice
24	DE3540	Pac 7	[pac7] enable french content for Ottawa
25	DE3327	tRes	[tRes] 7.2beta Conversion datasync issue with Item Groups (LCPA conversion)
26	DE3336	tRes	[tRes] 7.2beta Sequence of Policy Datasyncs Problem

27	DE3344	tRes	[tRes] 7.2beta FD.PAYMODE PAYMODE.TYPE Check for null in Precheck
28	DE3347	tRes	[tRes] 7.2beta Conversion datasync issue with LevelSection (Virginia conversion)
29	DE3366	tRes	[tRes] 7.2beta Conversion datasync issue with Item Set (Virginia conversion) - Allow "P" seasons in TK.TCS.PRECHECK
30	DE3526	tRes	[tres] Deferred Pay season renewal application not updating bill plan with default paymode/cc info in backoffice
31	DE3528	tRes	[ev] 7.2 beta - Unable to add donation and application to cart with error
32	DE3559	tRes	[tRes] Unable to access the TI subscreen in TK.SEASON.E

Release 7.20.002 Certified April 16th, 2015

#	Ref #	Product	Description of Issue
7	DE3246	tRes	[tRes] 7.2beta Change default reissue checkbox state in selling parameters
8	DE3295	tRes	[tRes] 7.2beta - LCPA - Receiving errors in Pac7 Item Sales when processing order
9	DE3305	tRes	[tRes] 7.2beta Delivery method came without disposition (LCPA conversion)
1	DE3211	tRes	[ev][tres] 7.2beta Unable to resolve common e.Res/e.Fund payment modes
2	DE3216	tRes	[tres] 429822 (Ottawa) - Default Address & Zip in CyberSource (v7.2)
3	DE3226	tRes	[tres] TK.TCS.PRECHECK Duplicate Sea:Itm:TrfFrmPT Not Reported
4	DE3241	tRes	[tres] Error found in TC1888: [M2][CA.REOPEN] Update SYS.LOG
5	US2428	tRes	[tRes] 425523 - Reopen a closed settlement date in tCredit (v7.2)
6	US2989	tRes	[tRes] 7.2beta Conversion Datasync Re-Run Process
10	DE3348	tRes	[ev] 00435374 - There are multiple OOBs for 4/15/15 totaling \$4,240. Majority of them are off the eVenue batch 14171. Item packages.

Release 7.2.00 (Beta) Certified Jan 21, 2015

#	Ref #	Product	Description of Issue
1	52383	eVenue	392130 - Email Already in Use - Ballena Process
2	52201	eVenue	398779 - Unable to select more PTs in an Item Package
3	52258	eVenue	399383 - "Payment cannot be confirmed" error

4	52630	eVenue	405334 PYO error with Limited Use promo using the \ delimiter
5	52656	eVenue	406029 - Clear text password appears in logs
6	53214	eVenue	413827 - Incorrect error message for 3M
7	50632	tRes	371425: Unselect the "View unmasked Credit/Gift Card" flag in SYS.OP.E when operator logs out of Pac7
8	49844	tRes	355576 TK.INTEGRITY does not report integrity errors where E.CAMT is off between TK.TRANS and TK.ODET at the CUSTOMER level
9	50572	tRes	373469 TK.CUST.I - displayed different address data than PD.PATRON.I
10	50639	tRes	374455 TK.CHANGE.BULK - process waits for locked orders not referenced in list of ODETs
11	51364	tRes	378033 PD.PATRON Email address not updated when linking to existing account
12	50943	tRes	379674 add AIX user login to SYS.LOG
13	51148	tRes	383163 - PD.EV.PATRON.E F3 search returns the same customer
14	51376	tRes	387325 seat info icon not working (Seat Status S deletion allowed)
15	51685	tRes	389991 TK.RECONFIG.E - seats like "WC1" cannot be entered in area subscreen
16	51560	tRes	390242 dicts F.DEAR, T.DEAR in PD.PATRON do not display
17	51684	tRes	391842 TK.FORMS.E - error on implement, EVENT variable not available for Paciolan 7 forms
18	52226	tRes	398601 file SYS.ERROR dicts LAST.DATE LAST.TIME LAST.USER do not display, using SU.ERROR file
19	52227	tRes	399317 TK.INSU.STUDENT - Screen closes after <ENTER> in the "Combo Seating" field
20	53349	tRes	399883 - Payer Authentication Error - Unsupported ECI type
21	52331	tRes	400613 SeatMap - How Sold not recognizing recently added standard seat statuses
22	52395	tRes	401614 Blackbaud: Donation External Transfer excluding items with \$0 Charge
23	52548	tRes	404325 - CPR Issue- Event ID: (989) - Customer 602790 received a credit balance on SH sale
24	52803	tRes	407665 - TK.BATCH.R - date range loaded for batch is loaded into Settle Date screen

25	53187	tRes	412284 - - enhance TK.TMP.ODET.MATCH to handle I.OLID
26	49664	tRes	CPR 00356620 Unknown error with placing order from OM HUB
27	53059	tRes	CPR 407637, 407835 : ITEM SALES: user defined fields deleted when Patron Options is set to Quick Patron Entry
28	53031	tRes	CPR 410376 hold code entered in promo and now not able to grab seats from map
29	52429	eVenue	Activate Account - Unable to activate account, missing address module
30	53305	eVenue	Create Account - Unable to create an acct when using the Login drop down
31	53255	eVenue	Create Account button on Chocolate Template does not work
32	53429	eVenue	Donations - Renewal and Payment for existing Pledge do not display
33	52200	eVenue	eVenue My Account-> Add Credit Card doesn't fill in name or Org when adding new card
34	53533	eVenue	EVPingCmd fails all the time for 7.2 site
35	52907	eVenue	Failed to resolve site id popup error when logging out
36	52025	eVenue	HTTPS - All PAC7 page should be secured when landing on them
37	52852	eVenue	Logging in takes you to the "Contact Us" page
38	52896	eVenue	Login Widget Returns Customer to Main Page not Previous Page
39	53064	eVenue	Multiple Links not working correctly on the Chocolate templates
40	51992	eVenue	MY ACCOUNT - Blank error when creating an account
41	52199	eVenue	My Account page listing JCB as first card in drop down, not in DSELL Order
42	52908	eVenue	Navigate to old create account page when using Create Account button next to login drop down
43	53519	eVenue	QD - Not working with CA Mode pending
44	52447	eVenue	SeatMap will not render after navigating back to it
45	53069	eVenue	Signed Out message still displays after signing back in
46	53512	Paciolan	BT - Error when adding donatoin to cart
47	53501	Paciolan	Email Opt-in: Business accounts are displaying as distributors

48	53230	Paciolan	Email Opt-in: Distributors are different on PAC7 than backoffice
49	53553	Paciolan	My Account: Checkout as Guest not allowed with email in any EPD.ACCOUNT record
50	53551	Paciolan	MyslInstall.sh adjustment
51	53538	Paciolan	OU-Counter Seat Hold Seat Status drop down not displaying
52	53542	Paciolan	OU-Print, Seat Hold Mgmt, Event Inquiry: incorrect date sorting across features
53	53442	Paciolan	OU-Print: when many new batches are created, returned values are printed outside the dialog
54	53546	Paciolan	OU-Seat Hold Mgmt: system error when attempting to view seat history
55	53537	Paciolan	OU-Seat Hold Mgmt: Unable to change seat statuses
56	53536	Paciolan	PAC7 Utilities: Event Inquiry - ΓÇ£System was unable to access the database. Please try again. If the problem persists, please contact your Administrator. (30000)ΓÇ¥ error on OLEMISS account
57	53535	Paciolan	PAC7 Utilities: Event Inquiry - Item/Item Detail have no data
58	53165	Paciolan	PAC7 Utilities: Event Inquiry - no results returned from season search - "Multiple Events Found" screen doesn't display
59	52497	Paciolan	Patron acct gets locked after cancelling payment
60	53565	Paciolan	Script Update for MySQLLib.sh
61	53556	Paciolan	Unable to Create New Account - Application Error Encountered
62	47626	tRes	324304 (Global-Labatt): Event Sales report very slow first time running daily
63	50528	tRes	372797 (Internal): PD.PATRON - Remove dictionaries referencing TR.ORDER
64	51803	tRes	7.2 Conversion : Script required to convert duplicate PAC delivery methods in CDB Order tables
65	52396	tRes	Add "season not massloaded" prompts to Pac7 consumer setups
66	52990	tRes	Back office Facility PUSH log needs to be updated for FACILITY screen
67	52902	tRes	Checking out as Guest - Attr 14 of EPD.ACCOUNT not updated with mobile OPT-IN
68	52148	tRes	Checkout Wizard - User is NOT taken directly to the Collect Payment page when logged in and having all required information

69	50955	tRes	Conversion Program: TK.IMISC.SEA.E - data sync inventory
70	51321	tRes	Create Account - Validate if email is already link on lost focus of email field
71	52966	tRes	default for "Hide Adjustments Tab" should be unchecked
72	53226	tRes	eVenue Datasync: New ticket cost is not showing facility fee/ticket charge
73	52066	tRes	EPD.RSETUP.E - Change phone type is deleted for TK Phone Types when deleting FD Phone Type
74	52018	tRes	EPD.RSETUP.E - No error message when removing data from Billing Address Type field
75	51959	tRes	EPD.RSETUP.E - Unable to see F1 help text for "Message to Patron" field
76	52075	tRes	EPD.RSETUP.E: Adding email pref Code to existing gets error incorrectly
77	52073	tRes	EPD.RSETUP.E: F3 Multi search not working as expected
78	53495	tRes	ERES.DIST.E - Ignore FD if FD is not on-line
79	52210	tRes	ERES.DMETH.E - Reissue Rules Sub-Screen does not contain instructional text above Delivery Method Grid
80	52900	tRes	EV EXCHANGES: conversions from the facility process are not displaying
81	51991	tRes	EV-EXCHANGE - Amount field within TK.INS.EX.E is not displaying all 12 characters
82	51909	tRes	EV-EXCHANGE - Amount field within TK.INSU.EX.E is allowing negative numbers
83	51908	tRes	EV-EXCHANGE - Amount field within TK.INSU.EX.E is not being limited to 12 characters
84	51907	tRes	EV-EXCHANGE - Exchange Fee is not able to be updated when editing field
85	51984	tRes	EV-EXCHANGE - Item code preserved when overwritten with new item code
86	51983	tRes	EV-EXCHANGE - Missing Validation for Item Textbox within Season Details Sub-screen
87	51988	tRes	EV-EXCHANGE - No Validation message when item grid within Exchange-In Items (standard exchange) section left blank
88	51989	tRes	EV-EXCHANGE - No Validation message when Price Type in Exchg Out/Exchg In grid left blank
89	53253	tRes	EV-EXCHANGE: Exchange seat status by item:pl:pt not working
90	53233	tRes	EV-EXCHANGE: Exchange-In item price is incorrect

91	53294	tRes	EV-EXCHANGE: TK.INSU.EX.E Cutoff days/hours not honored
92	53390	tRes	EV-EXCHANGE: TK.TRANS SOURCE updated as TK.SELL
93	53410	tRes	EV-EXCHANGE: Add 'sequence' element to CnfgPIDlvrMthdVo to enable sorting
94	53352	tRes	EV-EXCHANGE: Add 'sequence' element to ExchangeInDlvrMthdVo to enable sorting
95	52637	tRes	EV-EXCHANGE: Add on-line t.Credit processing
96	53038	tRes	EV-EXCHANGE: search by seat exchange process does not honor seatgap rules
97	52783	tRes	EV-EXCHANGE: TK.INSU.EX.E - cannot copy after clicking into grid
98	51990	tRes	EV-EXCHANGE: TK.INSU.EX.E - Default to PYO Seat Map incorrectly enabled
99	51982	tRes	EV-EXCHANGE: TK.INSU.EX.E - F3 Lookup is displaying incorrect paymodes (CK, CA, OT, G)
100	51906	tRes	EV-EXCHANGE: TK.INSU.EX.E - MLOG default Print Device is "100" Unknown
101	51996	tRes	EV-EXCHANGE: TK.INSU.EX.E - no save changes dialog after enter data then clicking into distributor field
102	52624	tRes	EV-EXCHANGE: Unable to Place Order - Error message (when exchange cost >0)
103	52588	tRes	EV-EXCHANGE: Unable to process exchange in item(s) - Error message (when exchange cost <=0)
104	52674	tRes	EV-EXCHANGE: Unable to receive Print At Home Exchange In Ticket
105	52644	tRes	EV-EXCHANGE: Unable to remove data from optional fields in TK.INSU.EX.E
106	53453	tRes	EV-OHIST No Delivery Method displays for Access Pass items
107	53494	tRes	EV-OHIST, Desktop/Mobile, Transfers not displaying Lev:Sect conversion
108	53492	tRes	EV-OHIST, Desktop/Mobile, Transfers not following Hide Seatblock rule
109	53493	tRes	EV-OHIST, Desktop/Mobile, Transfers not following Incl/Excl Display rules
110	53461	tRes	EV-OHIST, not following Item Packages filter, Hide Seatblock rule
111	53477	tRes	EV-OHIST, Season Sort incorrect in OHIST and Item packages screens
112	53484	tRes	EV-OHIST-> Returns, Desktop Not following rules on Hide SeatBlock
113	53485	tRes	EV-OHIST-> Returns, Desktop Not following rules on Incl/Exclu for Display Details

114	53486	tRes	EV-OHIST-> Returns, Desktop Not following rules on Lev:Sect Display
115	53457	tRes	EV-OHIST: Display Seatblock Incl/Excl not following rule
116	52534	tRes	FD.PAYMODE.E Change Length Validation for Paymode Code to 29
117	52843	tRes	FD.SETUP.DIST.E: Error on saving
118	52237	tRes	FD.SETUP.E Allow "Use Previous CC" checkbox error
119	52813	tRes	Full Massload : Multiple Virtual Promo's are getting created in CODETABLE.DEL
120	53094	tRes	full massload generates 3 files without .gz extension
121	53530	tRes	Fundraising - donations not in CA.PENDING
122	52919	tRes	General Sales ΓÇô Incorrect verbiage when seats are no longer available for event
123	52059	tRes	Givex - Incorrect info sent in request xml for PAC7 transactions
124	52618	tRes	Givex - Incorrect info sent in request xml for PAC7 transactions
125	51805	tRes	Massload failure - PAYMODE.DEL.gz
126	51731	tRes	Misc / Don Item should be required in TK.INSU.EX.E
127	52504	tRes	Mobile print format for non allocatable items are not datasyncing
128	53139	tRes	Modify TKPROGS TK.TCS.BAPOLICY.XML to return integer value for minDonTransAmt (instead of formatted decimal monetary value)
129	53360	tRes	New created account is being linked automatically when created in pac7
130	53348	tRes	Optimize patron piece of conversion process, TK.72.CONVERT
131	53171	tRes	Order History - Enhance transfer API to suppress row and seat tags for GA and SGA
132	52939	tRes	Order History ΓÇô Exchange History: Event Date/Time missing for Old and New Item
133	53403	tRes	Order History ΓÇô Item Details ΓÇô Ticket Information: PL Seating is not displaying the correct Level Section Conversion Value per ADD
134	53290	tRes	OU-Print: issues with balance limit evaluation
135	53026	tRes	OU-Print: TK.ORDER.I - date for print transaction generated by Print Utility has displayed incorrectly
136	52836	tRes	OU: Seat Hold Mgmt, Seat Status change, not following Change From status

137	52870	tRes	PAC7 API for Seat Holds - Asynchronous Path Release Counter Hold Issue
138	52160	tRes	PAC7 New API - Authenticate eVenue User
139	50361	tRes	PAC7 Relabel: TK.TCS.ITEM.XML Has "ET" in Error Message
140	51856	tRes	PAC7 Send money as cents in RET, XFER, XCHG Policies
141	53303	tRes	Payer enrollment call made even when distributor is configured for t.Credit pending mode
142	52725	tRes	PAYMENTS: eVenue Givex payment not applied to Order
143	52967	tRes	PAYMENTS: eVenue Other payment not applied to Order
144	52706	tRes	PAYMENTS: eCheck not available if eCheck Minimum Threshold Amount > 0
145	53473	tRes	PAYMENTS: Email Confirmation amounts wrong with Givex + Credit Card Payments
146	53417	tRes	PAYMENTS: Givex with Credit Card payment Applied Wrong in back office
147	52797	tRes	PAYMENTS: Multiple Payments are not applied to order
148	52771	tRes	PAYMENTS: Other Paymode not available for Student Sale
149	52278	tRes	Payments: Presales - no paymodes found
150	52806	tRes	PAYMENTS: Unable to process Donation with eCheck Payment
151	52369	tRes	PD Patron API Determining Distributor Incorrectly
152	50155	tRes	Perform XML character encoding for SU.API error messages
153	52415	tRes	PRIORITY POINTS: Display order of category/points in Customer, Order, and Donor Modules
154	53507	tRes	Problem massloading MESSAGE and PAYMODE when there is no t.Fund system installed
155	52855	tRes	QD - Credit card paymodes not listed in FD.SETUP.DIST.E display in Card Type dropdown
156	52008	tRes	QD - FD.EV.QD.E - "Message" field not behaving as optional field
157	52024	tRes	QD - FD.EV.QD.E - Cannot save record after receiving error "Quick donation code is referenced by distributors"
158	52040	tRes	QD - FD.EV.QD.E - Code not cleared from "Quick Donation Code" field when using

			F10-Cancel
159	52129	tRes	QD - FD.EV.QD.E - F3 help - allow selection of multiple usages
160	52039	tRes	QD - FD.EV.QD.E - F3 help - can grab multiple drives but only one populates grid
161	52009	tRes	QD - FD.EV.QD.E - Minor screen display issues
162	52044	tRes	QD - FD.EV.QD.E - No error when edited drive is not compatible with usage
163	52012	tRes	QD - FD.EV.QD.E - Operator access allowed when process listed in SYS.OPERATOR EXCLUSIONS
164	52222	tRes	QD - FD.EV.QD.E - Usage doesn't stay with drive when drive changes places in Drives grid
165	53100	tRes	QD - no error when donation < minimum transaction in FD.SETUP.EV.E
166	53005	tRes	QD - Paymode not in FD.TRANS PAYMODE or FD.DONATION CC.PAYMODE
167	53358	tRes	QD - paymodes not displaying if paymode is skipped in FD.SETUP.DIST.E
168	52663	tRes	QD - Unable to submit payment
169	52565	tRes	Receiving error when trying to remove Email Template from Business Account
170	51250	tRes	Registration Setup by Distributor
171	51251	tRes	Registration Setup by Distributor
172	53296	tRes	Reissue - Reissue Email Confirmations not received for Passbook and Mobile PDF with Passbook
173	53404	tRes	Remove PTRNEPREF and PTRNOPTIN from massload file list
174	53514	tRes	Remove unnecessary "if" statement from SU.CLEARANCE
175	51825	tRes	Returns Policy Datasync - Add XML Field
176	51850	tRes	Send raw user-defined value in DetailPatronResultVo
177	52077	tRes	SMOKE TEST: Enter Address - Change request Address not sending emails
178	52729	tRes	SMOKE TEST: Patron Management - should be able to turn off ALL email preferences
179	52340	tRes	SMOKE TEST: Payment Page error when accepting a transfer
180	52202	tRes	SMOKE TEST: TK.MFORMS.E not displaying existing form

181	52999	tRes	Special char ` truncating & parsing data in other "Name" fields of SBA's
182	53441	tRes	Stand-alone process to implement forms from TK.72.CONVERT
183	52926	tRes	Stored CC not displayed on eVenue front end
184	51653	tRes	SYS.REQUEST.LOG - New Functionality
185	52580	tRes	System error occurs when user does not add PAH/MOB email confirmation template to MISC/GC items
186	52634	tRes	Terminal ID in FD.SETUP.EV.E should only be mandatory when CA is online
187	52236	tRes	TK.72.CONVERT - 7.2 Conversion process should NOT create EPD.RSETUP.E records for !M dists
188	53374	tRes	TK.72.CONVERT - Add display statement when converting TK.ETCONTROL
189	52470	tRes	TK.72.CONVERT - always delete EPD.SETUP REG
190	51727	tRes	TK.72.CONVERT - conversion hanging on 'Datasyncing Misc Items for Season <xxx>'
191	52309	tRes	TK.72.CONVERT - Delivery method updated in wrong attribute in TK.ETCONTROL
192	53499	tRes	TK.72.CONVERT - Duplicate ERES.DELIVERY and TK.TDMETH
193	52916	tRes	TK.72.CONVERT - error with conversion program
194	53270	tRes	TK.72.CONVERT - errors
195	52367	tRes	TK.72.CONVERT - errors after running conversion
196	52191	tRes	TK.72.CONVERT - MLOG displaying invalid and duplicate errors for TK.INSU.TRF.E
197	52412	tRes	TK.72.CONVERT - Need to update TK.PROMO with new TK.TDMETH code
198	53327	tRes	TK.72.CONVERT - Ottawa conversion took 14+ hours
199	53472	tRes	TK.72.CONVERT - Selection of ERES.DISTRIBUTOR Records Overridden
200	52872	tRes	TK.72.CONVERT - update email address for notification
201	53476	tRes	TK.72.CONVERT - update SYS.SETUP attr 28 and 29 before compiling forms
202	53304	tRes	TK.72.CONVERT - Variable "ERRMSGs" previously undefined
203	51804	tRes	TK.72.CONVERT : Need to convert duplicate Item groups at PAC7 Controlsthere is

204	52152	tRes	TK.72.CONVERT Credit Card name not populated in EPD.ACCOUNT
205	49661	tRes	TK.CUST.E - Name field missing field length validation
206	50968	tRes	TK.ESIMPORT - error TK.ITEM. NOT OPENED displayed when operator does not have a default season
207	52554	tRes	TK.ETCONTROL Bill Plan Season Detail screen has incorrect verbiage
208	52557	tRes	TK.ETCONTROL.E - All bill plans should be available by default
209	52909	tRes	TK.ETCONTROL.E - default in the Order Inquiry Options screen is incorrect
210	50429	tRes	TK.ETCONTROL.E - entering a season code over another should clear the underlying data
211	52910	tRes	TK.ETCONTROL.E - new F1 help not displaying
212	53543	tRes	TK.ETCONTROL.E - OM Order Options: Disposition code multi-select not working correctly
213	53082	tRes	TK.ETCONTROL.E > Season Detail > Bill Plan Options - Same As OM & General Sales checked by default
214	52405	tRes	TK.ETCONTROL.E, TK.PMGMT.E, TK.PPOLICY.E - able to copy record to new record with same key as existing ERES.DISTRIBUTOR record
215	53310	tRes	TK.FACILITY.E - need to update UI to include missing text
216	52531	tRes	TK.IMISC.SEA.E - copy function and creating a misc item from scratch work differently
217	51051	tRes	TK.INSU.OHIST.E Record Save When Exiting Season Detail Subscreen
218	52072	tRes	TK.INSU.OHIST.E: Order History List Text Message does not space when there are multiple lines.
219	51899	tRes	TK.INSU.OHIST.E: "Hide Seatblock Display for All Items" checkbox checked not saved
220	52045	tRes	TK.INSU.OHIST.E: Item Details Sub-screen - Prev and Next Item allows navigation between events without PLPTs
221	51914	tRes	TK.INSU.OHIST.E: Item Details Sub-screen for Included and Excluded - Title bar missing event name
222	51920	tRes	TK.INSU.OHIST.E: Season Details is not refreshing Event list in grid after using Prev and Next item in Item Details sub-screen
223	51897	tRes	TK.INSU.OHIST.E: Season Details picture (Magnifying glass icon) missing for Season

			Grid and Display Seatblocks grid
224	51835	tRes	TK.INSU.PRI.E: Sending incorrect data in CONTROLPOLICY
225	52220	tRes	TK.INSU.RET.E: Season Details Sub Screen missing magnifying glass image on icon for Item Details
226	53332	tRes	TK.INSU.TRF.E - Error when tFund is not installed
227	52566	tRes	TK.INSU.TRF.E - PL/PT Auto - No F3 Lookup for Price Level
228	52615	tRes	TK.INSU.TRF.E - PL/PT Auto - Price Level Error Message does not list F3 Lookup
229	53532	tRes	TK.INSU.TRF.E - Season Details sub-screen - Unable to save delivery method
230	52500	tRes	TK.INSU.TRF.E: Missing magnifying glass icon for Season Details
231	52499	tRes	TK.INSU.TRF.E: Missing verbiage for Expiration Reminder email (Hrs)
232	51489	tRes	TK.O.FORM.UPD.BAT: Exclude "EX" form types
233	50664	tRes	TK.ORDER.I Returns/Voids Screen
234	51859	tRes	TK.PRINT.F.MOBILE: Error in TK.SELL when printing Mobile
235	53478	tRes	TK.SEASON.E - error with Ticketing Intelligence subscreen
236	50967	tRes	TK.SEASON.E - when season is deleted, value is not removed from TK.OPERATOR records
237	50416	tRes	TK.SELL ΓÇô Combo item with one itemΓÇÖs tickets on MP.RESERVE does not stop on Specific Seat Transfer and display error message
238	53379	tRes	TK.TCS.PRECHECK - 7.2 Conversion Improve TK.INSU Precheck Performance
239	53364	tRes	TK.TCS.PRECHECK - 7.2 Conversion Precheck Issues Reported on Swordfish
240	53498	tRes	TK.TCS.PRECHECK - Add additional checks
241	52306	tRes	TK.TCS.PRECHECK - displays invalid errors related internet setup
242	51878	tRes	TK.TCS.PRECHECK - error: "Invalid Entry Point" on deselecting "Internet Setups"
243	52416	tRes	TK.TCS.PRECHECK - invalid error for echeck paymode
244	52413	tRes	TK.TCS.PRECHECK - invalid error for eVenue Delivery Method
245	53482	tRes	TK.TCS.PRECHECK - Programs attempt to open FD.TYPE for Customers Who Do Not

			Have t.Fund
246	52503	tRes	TK.TCS.PRECHECK - taking a long time to run
247	53465	tRes	TK.TCS.PRECHECK - TK.PROMO Needs Precheck for Missing PLPT
248	52439	tRes	TK.TCS.SEND.SEATS unable to gzip Event seatmap file with special characters in the Event code
249	52484	tRes	TK.TRANS.DIST.CONV - status bar does not clear as expected
250	52498	tRes	Transfers - Events are not displayed
251	43800	tRes	Unable to checkout after failing to add item to cart Total payment is incorrect error
252	53055	tRes	Wizards - Attr 107 not updated when checking out and creating account
253	50192	tRes	Performance Improvements Suggested by Rocket Software
254	51454	tRes	TK.72.CONVERT - Remove Additional Obsolete Code
255	49631	tRes	TK.EPARAM.E - Removed unused settings
256	50123	tRes	TK.TRANS:D Remove E.DATE dictionary
257	51806	tRes	Add column COMMENTS to table ITEMGROUPDTL table
258	52175	tRes	PRIORITY POINTS: Heading in Display Grid of Donor Priority Points should be changed from ΓÇýSequenceΓÇÖ to ΓÇýProgram NumberΓÇÖ
259	51499	eVenue	Enhance eVenue front-end to support new 7.2 tech stack
260	53520	eVenue	Enhancement to add Unique Cart Order Identifier and pass to Pac7.2
261	53552	Paciolan	Adding RESPINFO logging for AJAX calls
262	50642	Paciolan	Unselect the "View unmasked Credit/Gift Card" and 'View unmasked Delivery IDs' flag in SYS.OP.E when operator logs out of Pac7
263	53222	tRes	Add batch type to Batch Lookup (BL) API
264	51968	tRes	Add datasynch/massload for Mobile print form codes
265	52030	tRes	BaseSellingControlPolicyVo Change
266	51627	tRes	CCB12 - Add Confirmation Email Price Display Mode to CONTROLPOLICY
267	53353	tRes	Changes to 'fake' PromoPolicy (sales dates, hidden/suppressed)

268	52469	tRes	Create new API to retrieve select list result from tRes server
269	52232	tRes	Enhance AllowedDlvrMthdVo. Add 'sequence' attribute.
270	52169	tRes	Enhance Hold Seats API for Pac7 to have seatstatuses
271	53002	tRes	Enhancement - Add a PIN generator to PD.EV.PATRON.E
272	52097	tRes	Enhancing Priority Point API
273	50556	tRes	EPD.ACCOUNT Add new Dictionaries for stored payment info
274	52696	tRes	EV-EXCHANGE: Add PYOS Seat Manifest API for On-line Exchanges
275	51532	tRes	FD.EV.QD.E: eVenue Quick Donation
276	51561	tRes	FD.MESSAGE.E: Datasync and deletion check
277	51501	tRes	FD.PAYMODE.E: Datasync, Massload and Precheck
278	51400	tRes	Handle international address as address line 4
279	52648	tRes	In order to support enhancement bug # 51025 for Business Account Setups
280	50442	tRes	Make changes to SYS.TCS.MAIN Action="DP"
281	53158	tRes	New option added for BalEval available value list to print tickets for all orders including those with balance due
282	52816	tRes	Online Order History ΓÇô Hide Seatblocks setting in Back Office does not hide seatblocks.
283	53231	tRes	OU-Print: Add 'error found' tag to final message log xml
284	53070	tRes	OU-Print: New API to send all Mailer Forms (mailers should not be limited by the form's 'Use with Paciolan 7" option)
285	50551	tRes	Pac 7.2 Patron API changes for new actions PSCC & PSBACCT etc.
286	50692	tRes	Pac 7.2 tFund changes action DD
287	51498	tRes	Pac 7.2 tFund changes action FD
288	51819	tRes	Pac 7.2 tFund changes action FD add online comments
289	50691	tRes	Pac 7.2 tFund changes action PDON
290	51892	tRes	PAC7 ERES.DSELL.E - BaseSellingControlPolicy Additions

291	51196	tRes	PAC7 Additions to Patron Create API
292	51301	tRes	PAC7 API for Bulk Printing
293	51302	tRes	PAC7 API for Seat Holds - Asynchronous Path
294	52760	tRes	PAC7 API for Seat Holds - Asynchronous Path Allow for null seat range
295	51841	tRes	PAC7 API for Seat Holds - Synchronous Path
296	52875	tRes	PAC7 API for Seat Holds - Synchronous Path - seat hold management should not change ΓÇÿCFÇÖ seat status to TOCD
297	52633	tRes	PAC7 Batch Create API Modification for Bulk Print Utility
298	52480	tRes	PAC7 Customer Inq API for Seat Inventory Management
299	52525	tRes	PAC7 Data Account policy data sync API additions TK.TSETUP.E
300	50582	tRes	PAC7 eVenue Shopping Cart Order Confirmation
301	51948	tRes	PAC7 Enhance Seat Search API to handle On-Line Exchange seat search
302	51123	tRes	PAC7 EPD.EPREF.E Enhancement
303	50549	tRes	PAC7 EPD.RSETUP.E Changes
304	51076	tRes	PAC7 EPD.RSETUP.E Changes
305	51197	tRes	PAC7 Eres Delivery Method Delete Check
306	50611	tRes	PAC7 ERES.DIST.E Changes
307	50330	tRes	PAC7 ERES.DMETH/TK.TDMETH Changes
308	50326	tRes	PAC7 ERES.DSELL.E
309	51063	tRes	PAC7 ERES.DSELL.E Changes
310	50921	tRes	PAC7 eVenue Activate Account Changes
311	50576	tRes	PAC7 FD.SETUP Changes
312	51064	tRes	PAC7 FD.SETUP.DIST.E Changes
313	50216	tRes	PAC7 Item/Event Datasync/Massload Additions
314	52090	tRes	PAC7 On-Line Exchange Processing in Back Office

315	51730	tRes	PAC7 On-Line Priority Display API Change
316	50992	tRes	PAC7 On-Line Priority Points API
317	51077	tRes	PAC7 Policy Changes for TK processes
318	51366	tRes	PAC7 Precheck Modifications in 7.2
319	50227	tRes	PAC7 Price Table Datasync/Massload Additions
320	52864	tRes	PAC7 TK.72.CONVERT: Datasync all necessary changes
321	50785	tRes	PAC7 TK.APATH Datasync and Massload Addition
322	50745	tRes	PAC7 TK.CONFIG.SEA.E Changes
323	50644	tRes	PAC7 TK.ETCONTROL.E Changes
324	50746	tRes	PAC7 TK.FACILITY.E Changes
325	50298	tRes	PAC7 TK.IN.IGROUP/TK.TGROUP Changes
326	50938	tRes	PAC7 TK.INSU.EX.E New Process
327	50634	tRes	PAC7 TK.INSU.OHIST.E Changes
328	51013	tRes	PAC7 TK.INSU.PRI.E: Add new PAC7 policy updates
329	50084	tRes	PAC7 TK.INSU.PRI.E: Change label Sequence to Program Number
330	50633	tRes	PAC7 TK.INSU.RET.E. Changes
331	50916	tRes	PAC7 TK.INSU.TRF.E Changes
332	50727	tRes	PAC7 TK.TSETUP.E Changes
333	52212	tRes	Patron API: Keep International Address Line on Domestic Addresses
334	50553	tRes	PD.CUSTCARDDEL remove expired eVenue stored credit cards
335	51291	tRes	PDI - New Patron Merge API
336	53057	tRes	QD - Add quick donate transactions to the BM donation report
337	51847	tRes	QUICKDON: back office API's in support of the quick donate feature for 7.2.
338	51507	tRes	Rename <PriorityPointResponseVo> XML tag

339	50554	tRes	SU.REPLACE.CLIENT.DATA HKU account cleanse add stored payments
340	50552	tRes	SYS.72.CONVERT Move eVenue stored credit card
341	52216	tRes	SYS.72.CONVERT to be called from TK.72.CONVERT
342	50555	tRes	SYS.CONVERT.KEY periodic re-encryption - add stored accounts
343	52793	tRes	SYS.FIX.DEFAULT.PRINTER - make process re-executable
344	50314	tRes	TK.FIX.EV.YEAR - need to trigger datasync to PAC7
345	50546	tRes	TK.INSU.GSALES.E: Add paymodes at distributor and season:item level
346	51502	tRes	TK.INSU.STUDENT.E: Add paymode info to CONTROLPOLICY
347	50537	tRes	TK.PACKAGE.E: Allow eCheck (EC) paymodes
348	50527	tRes	TK.PROMO.E: Allow eCheck (EC) paymodes
349	53398	tRes	TK.TRANS.EVENT.BLD - Add final 'process complete' dialog
350	50196	tRes	TK.TSETUP.E: Add eVenue Login Email Type
351	52272	tRes	PAC7 Seat search API for GEN ADM for eVenue PYO Map

Known Issues

Paciolan is aware of the following issues with the GA software. These issues are at various stages of resolution.

#	Ref #	Product	Description of Issue
1	DE3219	eVenue	[ev] 7.2beta NError when navigating back to "old" eVenue page from Pac7.2 after 30 minutes
2	DE3232	eVenue	[ev] 7.2beta Combo Item not available for return from My Account
3	DE3233	eVenue	[ev] 7.2beta Processing error when renewing a "reprinted" renewal application after deleting original through TCL
4	DE3234	eVenue	[ev] 7.2beta Going back and forth from classic eVenue to Pac 7.2 eVenue adds time to cart. Then when checking out an error is displayed.
5	DE3235	eVenue	[ev] 7.2beta Sometimes nerror page displayed when cart timer expires.
6	DE3238	eVenue	[ev] 7.2beta Issue with confirmation email and custom HTML print format function
7	DE3242	eVenue	[ev] 7.2beta Sync my account options to menu options on Mobile site
8	DE3371	eVenue	[ev] 7.2beta "Name on Card" field not updating TK.TRANS
9	DE3450	eVenue	[ev] 7.2beta - Quick Donate not recognizing HTML tags
10	DE3477	eVenue	[ev] 7.2beta - unable to deep link from pacmail (v7.3)
11	DE3479	eVenue	[ev] 7.2beta Net commerce exception errors 169 times with 7.2 eVenue compared to 7 for all day in 7.1 (v7.3)
12	US3376	eVenue	[ev] 7.2beta - incorrect error displayed if usage amounts do not total donation amount
13	DE3240	Pac 7	[pac7] 7.2beta Quick donate issue with no credit cards in drop-down menu
14	DE3247	Pac 7	[pac7] 7.2beta Backspace not working on quick donate page with Firefox for some fields
15	DE3248	Pac 7	[pac7] 7.2beta Quick donate required home phone does not display asterisk (*)
16	DE3325	Pac 7	Patron Pac 7.2-Issue in production for PTRNPHONE table
17	DE3428	Pac 7	[Pac7] 7.2beta Operator Utilities Seat Hold Management
18	DE3438	Pac 7	PacAPI TSC -issues with email format on "Approve Screen" on PAC 7

19	DE3467	Pac 7	[Pac7] remove unnecessary update patron during selling process
20	DE3470	Pac 7	[Pac7] Fix discrepancies in Pac7.2 CDB (part 1)
21	DE3499	Pac 7	[pac7] Split non-seasonal queue
22	DE3502	Pac 7	[pac7] Update version number for post GA patch
23	DE3554	Pac 7	[pac7] Bill Plan grid - 'Number' validation error
24	US454	Pac 7	[pac7][tRes] Give operators the ability to add/edit credit card
25	US3321	Pac 7	[pac7] Populate Pac7 with Spanish content
26	US3419	Pac 7	[pac7] apply new jdk7 security patch to AIX
27	DE2696	tRes	[tRes] 407080 - TK.REQUEST.E to Tape device prevented lpar20 users from logging in
28	DE3061	tRes	[tRes] 429701 - Cybersouce is OOB after failed transaction on eVenue Mobile
29	DE3203	tRes	[Pac7] CC# to restrict in CA.CARDNUM.E goes through in Pac 7, OM Hub & Item Sales
30	DE3214	tRes	[tres] 433250 - TK.IN.SLOAD updating incorrect timestamp attribute in PD.PATRON
31	DE3282	tRes	[tRes] 433469) - TK.SELL TID overwritten by FD.DONATIONQUICK.E
32	DE3304	tRes	[tRes] 7.2beta Some items were not data synced during LCPA conversion
33	DE3368	tRes	[tRes] 7.2beta Patron datasync issue (Virginia conversion)
34	DE3460	tRes	[tres][am] 428445) TK.BC.R shows incorrect date
35	DE3466	tRes	[tRes] Split non-seasonal queue