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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
ACU-12075	Accounting	There were instances where patient account prepayments / credits were being fully utilised (used as a payment against one or more sales) and their payment remaining amount was zero, but were still being displayed in the patient's account summary screen as an outstanding credit with nothing left.	Bug	All
ACU-12092	Accounting	The Patient Statement report was not showing patient information and the column headers when the configuration option on the report was set to hide the header. By default, this configuration option was set to hide the entire report header and it has been modified to always show the patient information and the column names that are part of the report header.	Bug	All
ACU-12172	Accounting	The account statement deliberately excludes insurance benefit overage credits posted as part of the remittance advice because the insurance adjustment which causes this overage is also included on the statement and to have both would invalidly counter-balance. However, the overage exclusion is currently only excluding where the overage is created by head office. If, in an enterprise/multi-practice environment, the individual practices are responsible for posting their own insurance remittance, then this was not excluding the overage credits and causing statements to be mis-balanced.	Bug	All
ACU-12318	Accounting	Internally, the application keeps track of all of the zero, one or more multiple payments made against individual sale line items - particularly so as to know the allocation of a payment made as that payment gets distributed across the items in the invoice. However, the posting of an insurance benefit remittance advice was recording that there was a payment allocation performed, but was not storing the actual amount of the payment received. This would have had no impact historically so the users would not have known or experienced any problem as a result, but it was a problem arising from the new Revenue Cycle report which specifically outputs the amount of insurance payments made grouped by product type, so it required this payment amount to be populated correctly.	Bug	United States
ACU-12322	Accounting	Internally, the application keeps track of all of the zero, one or more multiple payments made against individual sale line items - particularly so as to know the allocation of a payment made as that payment gets distributed across the items in the invoice. It doing so, it keeps a running total on each invoice line item as to how much is paid, or assumed will be paid by insurance. However, neither the posting of an insurance benefit remittance advice nor insurance claim adjustments were updating this paid running total when posting recoups. This would have had no impact historically so the users would not have known or experienced any problem as a result, but it was a problem arising from the new Revenue Cycle report which specifically outputs the amount of insurance payments made grouped by product type, so it required this payment amount to be populated correctly.	Bug	United States

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
ACU-12384	Accounting	When a sale is paid, the application keeps track of the allocation amounts of how much is paid off against each specific line item of the sale. When it is returned, it needs to do the same as a negative. These allocation records are used in some countries as the foundation of determining tax liability when running on a cash received basis, and in some countries as part of the sale revenue recognition. There were instances, however, where exchanges (which contain both a return and sale element) were not creating all of the negative allocation records against the line items being returned - resulting in inaccurate tax or revenue reporting.	Bug	All
ACU-12679	Accounting	When a new statement footer template was created within the Patient Statements screen, the user needed to restart the application to preview the newly created template.	Bug	All
ACU-8395	Accounting	On cancellation of a credit payment refund transaction, the credit was not being re-instated back on to the patient's account.	Bug	All
ACU-11523	Barcodes	Printing and scanning bar codes with the bar code label number - Bar code label (32 X 64) mm. Users were finding that some bar codes were not scanning 100% of the time. The 11 and 12 digit bar codes are now printing as text to the printer instead of an image. All other bar codes are printing as images. A text file is created which contains adjustments for the label left, right height and orientation which can be edited by users to adjust the label margins. An Option has been added Print labels as image which will turn off the new features for bar code printing if the bar code images are printing satisfactorily.	Enhancement	All
ACU-12329	Barcodes	There were some issues with certain 13 digit barcodes for specific formats of label which were printing out of order and upside down.	Bug	All
ACU-8647	Barcodes	Within the Barcode Printing module, when scanning barcodes or entering the item code repeatedly for the same item, the Copies value within the grid would not increment accordingly to the scanned or entered item count.	Enhancement	All
ACU-12348	Benefit	In the Benefit Tracking module, if a user chose to filter claims by insurance plan names, an error message "'IC'. 'PLAN_ID': invalid identifier" was displayed.	Bug	United States Canada
ACU-10138	Benefits	The Remittance History Summary Information grid was showing dollar (\$) signs in the Claim Amount and Paid Amount columns. While this is not incorrect, it is inconsistent with the rest of the application which does not show currency values with currency symbol.	Bug	All
ACU-10424	Benefits	Selecting a Remit Status of "Re-Submit" or "Defer" in the benefit tracking screen from the reversals list was not retaining the selection on change of record.	Bug	All
ACU-10803	Benefits	When moving from the Patient Summary screen to the insurance screen, the patient identification and address	Bug	United States

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
		information was not updating if there were any changes on the Patient Summary screen. If changes are made to the Identification and Address sections of the Patient Summary, re-selecting 'Self' as the Relationship will update the patient information.		
ACU-11025	Benefits	When in Benefit Tracking if there are omissions the text in the Omissions text box would display 'Physician NPI Missing', this text has been replaced with 'Rendering Provider ID missing'.	Bug	United States
ACU-11120	Benefits	The insurance transaction history screen shows the breakdown of the insurance, payments and adjustments made on an invoice. The top of the screen contains totals which show the original billing amounts for the insurance the patient and the invoice as a whole, and alterations made resulting in the current AR. However, claim adjustments were not being correctly included in the patient's updated billing amount, resulting in the overall invoice current billing also being incorrect.	Bug	United States
ACU-11196	Benefits	An error "CDSPProfessional: Field 'SUBSCRIBER_NAME' not found" was occurring when the user double clicked the Referred By field within the VHI Application Form and then selected a professional from the Professional Maintenance screen.	Bug	Ireland
ACU-11286	Benefits	ACU-7593 was a new feature that was added that allows Scottish customers to send GOS1 claim data electronically to the NHS via a web browser. As part of this enhancement the Address data being sent was changed to include the House and Flat Numbers.	Bug	Scotland
ACU-11319	Benefits	ACU-7593 was a new feature that was added that allows Scottish customers to send GOS1 claim data electronically to the NHS via a web browser. As part of this enhancement extra logging was added which will record the encrypted claim string being transmitted to help with future support/bug resolution.	Bug	Scotland
ACU-11352	Benefits	The availability and use of the remittance advice processing module was based off standard staff configuration options which control whether individual users have access to the module. However, the same option was being used to control whether remittance is permitted within the benefit tracking module or not (as these are mutually exclusive). That meant that even if the business, in general, was using the new remittance module, if individual users had been prohibited from posting remittance they would still then have had the old way available within benefit tracking. This has now been changed so that the two things are independent of one another. Access to the module is controlled at the staff level, but the benefit tracking is based off the whether the remittance module is in use at the business level.	Bug	United States
ACU-11405	Benefits	There were instances where if a user had explicitly stated that they wanted to remove a diagnosis code from an invoice (justification for insurance benefits), the code was still being included in the electronic claim	Bug	Canada

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
		submission file. Typically the sequence of events was where there was more than one claim line present (more than one benefit) and the diagnosis code was originally added and indicated as being selected at the point of invoice and then subsequently deleted with the benefit tracking adjustment screen.		
ACU-11452	Benefits	ACU-7593 was a new feature that was added that allows Scottish customers to send GOS1 claim data electronically to the NHS via a web browser. As part of this enhancement the address values and patient name values are now cleaned prior to transmission to remove illegal characters which would cause issues on the NHS website	Enhancement	Scotland
ACU-11488	Benefits	A new feature was added that allows Scottish customers to send GOS1 claim data electronically to the NHS via a web browser. As part of this enhancement the data entry for the Unable To Attend box, on the Claim TAB within the GOS 1 screen, was changed to a fixed drop down list of populated statements to ensure that the data transmits correctly.	Enhancement	Scotland
ACU-11494	Benefits	A new feature that was added that allows Scottish customers to send GOS1 claim data electronically to the NHS via a web browser. As part of this enhancement extra validation has been added to the supplementary eye exam information within the Gos 1 screen.	Enhancement	Scotland
ACU-11497	Benefits	A new feature was added that allows Scottish customers to send GOS1 claim data electronically to the NHS via a web browser. As part of this enhancement the Ophthalmic Number can be changed by selecting the staff member from a drop down .on the 'Declaration' TAB within the GOS 1 screen.	Enhancement	Scotland
ACU-11498	Benefits	ACU-7593 was a new feature that was added to allow Scottish customers to send GOS1 claim data electronically to the NHS via a web browser. As part of this enhancement the entry for Supplementary Reason Codes and Early Reason Codes have been changed to be drop down selection boxes	Bug	Scotland
ACU-11500	Benefits	A new feature was added that allows Scottish customers to send GOS1 claim data electronically to the NHS via a web browser. As part of this enhancement the labels for Partner have been changed to Guardian/Carer in the Patient Details TAB of the GOS1 screen so that they match the labels on the NHS website.	Enhancement	Scotland
ACU-11504	Benefits	ACU-7593 was a new feature that was added that allows Scottish customers to send GOS1 claim data electronically to the NHS via a web browser. As part of this enhancement claims were being rejected because the wrong value for the Date Authorised was being transmitted. This date should be the form print date.	Bug	Scotland
ACU-11528	Benefits	Some changes have been made to the way in which electronic insurance benefits claim files are produced, specifically in relation to the location on disk where the files are stored and how this is done when running in a	Enhancement	All

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
		centralised environment. The most important change being that the system can now be configured by the business to direct the claim files to a specific location, including where a network share drive is to be used.		
ACU-11531	Benefits	Performing an insurance claim adjustment on a benefit created from a Late Benefit process did not create an account prepayment/credit against the patient where the insurance amount was increased.	Bug	All
ACU-11577	Benefits	ACU-7593 was a new feature that was added that allows Scottish customers to send GOS1 claim data electronically to the NHS via a web browser. As part of this enhancement the early retest code has been changed to a set value from a drop down which then is translated onto the printed form.	Bug	Scotland
ACU-11585	Benefits	The rendering provider's name in the 837 file was in the wrong order.	Bug	United States
ACU-11620	Benefits	The application now supports the third gender option "Unknown". However, the current version of CMS1500 form does not yet have this option. Previously, if a patient is of unknown gender, users would not be able to edit the CMS1500 form because the gender is shown as blank, and a validation message would come up if the gender is blank, preventing them from saving the changes. Now users will be able to leave the gender field blank, which corresponds to the unknown gender. When user then submits the claim, the 837 file generated will have the correct gender code of "U" which stands for "Unknown".	Enhancement	United States
ACU-11625	Benefits	The remittance advice posting module includes a display of a set of columns showing the values / allocation of the claim as it was posted on the invoice. Included in that set of columns are the originally calculated expected chargeback amount. This is not particularly necessary or useful for the process and has been removed so as to avoid any confusion caused from it being displayed.	Enhancement	United States
ACU-11626	Benefits	On population of a claim in the remittance advice posting screen the expected chargeback value, as calculated at the point of invoice, is populated into the grid and then included in the overall totals. This is unnecessary and causes some confusion for the users as to what to post for the insurance paid (net or gross) and therefore this defaulting of the expected chargeback has now been removed and it is up to the user to enter any chargeback amount relevant on each individual claim line.	Enhancement	United States
ACU-11627	Benefits	ACU-7593 was a new feature that was added that allows Scottish customers to send GOS1 claim data electronically to the NHS via a web browser. As part of this enhancement the Unable to Attend control was changed to a drop down list but this was not printing on the form correctly	Bug	Scotland
ACU-11658	Benefits	There was a performance delay on entry to the View or Edit modes on an existing remittance advice, most notable where there were a large number of claims contained within it.	Bug	United States

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
ACU-11659	Benefits	When viewing a completed remittance advice (View mode), there was a performance delay on closing the screen.	Bug	United States
ACU-11661	Benefits	There were some instances where the "Total Charges" shown on box 28 of the CMS form (and the equivalent in the 835 electronic submission file) was showing as a 1 cent difference to what it should have been.	Bug	United States
ACU-11665	Benefits	When loading an existing remittance advice in either View or Edit mode, there were instances where it may have loaded and displayed claims that had been originally added to the remittance and then deleted.	Bug	United States
ACU-11669	Benefits	There were performance problems in the remittance advice posting screen, on all operations which load or save the remittance information (entry in Edit or View mode, Save or Post buttons).	Bug	United States
ACU-11670	Benefits	When viewing a completed remittance advice, the screen which shows the claims paid defaults to the end of the grid list as opposed to the top.	Bug	United States
ACU-11673	Benefits	In a situation where a remittance advice posting is recouping from a patient (either copay or OOP) and that patient has a pre-existing credit balance, the application auto-allocates the credit against the recoup. However, having done so, the account statement shows an incorrect total balance as it displays both the payment which reduces the credit and the remittance recoup and they counter balance one another. Only the remittance recoup is required as the payment is really an internal issue only to balance the invoice.	Bug	United States
ACU-11677	Benefits	The user was invalidly allowed to customise the function buttons toolbar in the remittance advice posting screen, by right clicking on the toolbar.	Enhancement	United States
ACU-11679	Benefits	In the remittance advice module, if the user went to the Completed view and cleared all of the search criteria boxes (from and to date, carrier and reference), changed to Pending and back to Completed again, an error was displayed "ORA-01847: Day of month must be between 1 and last day of month".	Bug	United States
ACU-11680	Benefits	The remittance advice processing module shows a grid containing either all of the pending or completed remittance payments. The grid contents can be sorted and filtered. When filtering, the Start and Completed dates columns filter drop down boxes were both displaying duplicates as the filter was including the dates' times. This has now been changed to ignore the time and show a distinct set of dates.	Bug	United States
ACU-11693	Benefits	The remittance advice posting module permits the user to add a 'missing claim' where the remittance being received is against a patient whose invoice does not exist in the system, or was against a practice not live on the system. In such instances, the user allocates the missing claim against a patient record. This may be either a genuine patient already on system, or a 'dummy'	Bug	United States

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		patient created for the purposes of balancing the remittance. The insurance payments report, however, reported these missing claims against the head office despite whatever practice the patient record was allocated to.		
ACU-11711	Benefits	The Provider drop down in insurance benefits screens, at the point of invoice and back office adjustment, have been changed so that the list only contains the list of users configured as doctors, and excludes all other practice staff.	Enhancement	United States
ACU-11744	Benefits	The Edit CMS screen which is invoked from the insurance claim adjustment screen now permits the user to print the CMS from directly within the edit screen rather than having to close first.	Enhancement	United States
ACU-11792	Benefits	A new flag has been added to the insurance carrier setup screen to control whether or not the carrier applies chargebacks. This is then used in the remittance advice posting screen to control whether chargeback posting columns appear in the screen or not.	Enhancement	United States
ACU-11793	Benefits	A new column to display the invoice retail price has been added to the grid columns in the remittance advice posting screen.	Enhancement	United States
ACU-11794	Benefits	The insurance benefit Adjust function has been added to the remittance advice posting screen.	Enhancement	United States
ACU-11795	Benefits	The remittance advice posting screen now displayed the group header amount paid in red if there is a negative chargeback value on one or more of the claim lines.	Enhancement	United States
ACU-11804	Benefits	In the remittance advice posting screen, entry of the insurance paid value has some inbuilt rules to auto-populate other cell values. An underpayment, for example, auto-populated the balance to the adjust column (write off) and an underpayment recouped from OOP and copay, etc. All of these defaults have now been removed as it is better and easier for the user to take responsibility for entering the values for the posting, especially where the balance could be made up of a combination of multiple cells (an OOP recoup and write off for example).	Enhancement	United States
ACU-11812	Benefits	A new "Create Claim" button has been added to the insurance benefits claim adjustment screen so that the user is able to retrospectively create the insurance claim records associated with a specific patient insurance plan where that plan was not used at the point of invoice.	Enhancement	United States
ACU-11817	Benefits	In the new invoice apply benefits screen, the top left grid shows the insurance plans and the rules which the invoice content match. The set of rules names are shown in a row under the insurance plan details. These are now being hidden from view if the plan is ineligible or otherwise cannot be applied on this invoice, or if the user chooses to manually untick the apply box and not use this plan. The hiding of the rules just saves some vertical space so that where multiple plans are present the user is less likely to have to scroll the grid to see the ones	Enhancement	United States

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
		which are being used.		
ACU-11829	Benefits	If the user went to a patient's file, then into the insurance plans screen, then back to the main patient screen and changed the patient's name, and then re-entered the patient insurance screen - any subsequent selection of "Self" as the relationship type used the old name, not the changed one. The same would have been true for address or contact numbers or anything which is used as part of the population of the insurance plan which can be changed on the main patient screen.	Bug	United States
ACU-11893	Benefits	In the remittance advice posting screen, the balance shown on each of the claim lines was only being calculated as the user left the grid row, instead of as the cells values were entered.	Bug	United States
ACU-11895	Benefits	After posting a remittance advice payment the patient statements printing screen is displayed if the user had indicated that any of the patients contained in the remittance were to have a statement printed. However, the accounts display grid was disabled, preventing the user from scrolling or de-selecting to print any of the accounts.	Bug	United States
ACU-11899	Benefits	In the remittance advice posting screen, the "Statement" check box on the header for each claim was not being saved if the user checked the box and did not actually then leave the cell or otherwise change row in the remittance grid. If they stayed on that cell after ticking it (or unticking for that matter) then pressing the Save button did not actually save the change made, and the patient would not appear in the statement printing screen.	Bug	United States
ACU-11922	Benefits	When adding an insurance plan to a patient's file, the user has the option to only assign a carrier and leave assigning the actual individual plan until a later date. This typically happens if the patient is not present in the practice, like if the insurance is being gathered on the phone while making a booking. However, if the plan had not been assigned, any entry to the social security number box was being lost when the screen was closed. The social security was only being remembered after the plan had been assigned.	Bug	United States
ACU-11968	Benefits	The application now submits the claim files to the RAMQ by calling its web services.	Enhancement	Canada
ACU-11971	Benefits	The application now retrieves the "etat de compte" file from the RAMQ and processes it.	Enhancement	Canada
ACU-11978	Benefits	Any notes associated with remittance advice payments are printed as a second line under the main payment details. The width of the notes has been decreased so it doesn't print in the section where the financial figures are shown.	Enhancement	United States
ACU-11997	Benefits	For Scottish GOS1 claim forms, new validation changes has been added and several labels and messages have been changed.	Bug	Scotland
ACU-12025	Benefits	The patient information gets blanked in the new	Bug	United States

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
		appointment screen if the user creates a new patient, clicks to add new insurance, and then cancels the insurance screen.		
ACU-12124	Benefits	The 837 file generation was not respecting the '(Box 31) Signature' setting from the Insurance preferences.	Bug	United States
ACU-12138	Benefits	Added support for sending 837 claims to Zirmed EDI Clearing House.	Enhancement	United States
ACU-12144	Benefits	In the remittance advice posting screen, a new mouse hint has been added such that if the user hovers the mouse over the Notes cell, a panel is shown in the centre of the screen which gives a display only view of the current insurance notes. This facility makes it easier for the user to see/read the notes without having to go into and out of the actual notes editing screen. The notes hint panel will automatically disappear after 10 seconds, or the user can press the X button to make it close sooner.	Enhancement	United States
ACU-12176	Benefits	In the remittance advice posting screen, entry of the insurance paid value originally had some inbuilt rules to auto-populate other cell values. An underpayment, for example, auto-populated the balance to the adjust column (write off) and an underpayment recouped from OOP and copay, etc. All of those defaults were removed (based on customer feedback) as it was better and easier for the user to take responsibility for entering the values for the posting, especially where the balance could be made up of a combination of multiple cells (an OOP recoup and write off for example). However, subsequent to this being deployed, a new configuration option has been added to allow the business to choose whether they wish to auto-populate the write off/adjustment cell on entry of an underpayment.	Enhancement	United States
ACU-12198	Benefits	When generating an 837 the system was not respecting the patient's COB Release Information setting from the patient Insurance Information, Authorized Signature section.	Bug	United States
ACU-12212	Benefits	The user may now view and modify the credentials for connecting to the RAMQ web services.	Enhancement	Canada
ACU-12213	Benefits	The application now displays appropriate error messages for errors occurring when submitting claim files to the RAMQ.	Enhancement	Canada
ACU-12214	Benefits	The application will now automatically request a new authentication number (machine ID) from the RAMQ if the user does not already have one.	Enhancement	Canada
ACU-12216	Benefits	The authorisation password (also referred to as machine password) is now automatically renewed, if required, during the submission of claims files to the RAMQ.	Enhancement	Canada
ACU-12219	Benefits	In the RAMQ electronic submission file, the amount in the DP_ORTO file's tot_dem node now contains the correct value for patients having five claims.	Bug	All
ACU-12257	Benefits	When insurance benefits are applied to an invoice, the database internally keeps several sets of information	Bug	United States

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		about what benefits were applicable and which ones were applied. If an invoice is sent to till and then subsequently cancelled back to a quotation, and then that quotation is progressed to a live invoice again, the insurance benefits are removed off the invoice because we cannot be sure they are valid any more (changes in authorization, eligibility, usage limits, etc.). While the benefits were being removed from what the user could visibly see on screen, the internal allocation records were not being removed. Typically this did not cause any problems, but there are some reports which are reliant on those data records where having them remain could have interfered with the reports being printed. And also there were some instances where doing an exchange from that invoice may have over-stated the return benefits thinking it had to reverse those (now invalid) allocation records.		
ACU-12293	Benefits	On the Scottish GOS1 screen an issue was found in the clinical conditions section where the checkbox for indicating that the patient is Registered Blind was not being validated.	Bug	Scotland
ACU-12315	Benefits	A change has been made to the RAMQ submission file creation process to ensure that the benefit codes submitted are formatted to be 5 digits long.	Bug	Canada
ACU-12316	Benefits	For Scottish GOS1 claim forms a few keys data columns were not being transmitted to the NHS website. These columns included parts of the Primary and Supplementary address details of the claim	Bug	Scotland
ACU-12334	Benefits	When applying benefits on a new invoice, the user is presented with a confirmation message when the Benefits button is pressed if the invoice already contained benefits previously applied. The message asks the user to confirm if they wish to discard the benefits or not. Answering Yes will re-run the benefit calculations and present a new calculated set of benefit results. Answering No displays the screen with the already applied benefits visible. And Cancel stops the benefit operation and leaves the user in the new invoice screen. However, if the user said No, then cancelled the apply benefits screen and then pressed the benefits button a second time, then on re-entering the apply benefits screen the content was empty.	Bug	United States
ACU-12347	Benefits	When the user was attempting to submit claims to MSP there were failures occurring with the error "TETA-023 HEADER ERROR, CONTACT YOUR VENDOR, VS1 ERROR= VS07"	Bug	United States Canada
ACU-12374	Benefits	There was a "FIRST_NAME not found" error when using the first name filter option in the benefit tracking module.	Bug	All
ACU-12430	Benefits	In the benefit tracking module, access violation errors may have been encountered if the user pressed on any function or module buttons after performing a claim adjustment is the user did not wait until the completion of the processing after the adjustment screen was closed (pressed the OK button).	Bug	All

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
ACU-12473	Benefits	The DIAGN (diagnostic code) property of the ACTE node in the DP_OPTO claims file, now contains the diagnostic code, formatted according to the RAMQ specifications.	Bug	United States Canada
ACU-12474	Benefits	The "CP" property of the "PERS_ASSU" node in the DP_OPTO claims file, containing the patient's post code, now contains a properly formatted string.	Bug	All
ACU-12499	Benefits	In the remittance advice module, the Completed view allows the user to search the history of posted remittances using a date range, carrier and reference selection. At a minimum, the 'from' date was required. This has now been changed such that the user can search provided any one of the four available parameters has been selected.	Enhancement	United States
ACU-12500	Benefits	In the remittance advice module, if the user went to the Completed view and pressed the Search button with a 'from' date populated but the 'to' date empty, an error was displayed "ORA-01847: Day of month must be between 1 and last day of month".	Bug	United States
ACU-12523	Benefits	In the remittance advice posting screen, the Notes column has a mouse hint which displays a popup to display the content of any insurance notes (whether outstanding or completed). However, the display showed the notes associated with the highlighted claim record as opposed to the record of the notes column that the mouse was moved over.	Bug	United States
ACU-12525	Benefits	In the remittance advice posting screen, there is a mouse hint display on the Notes column which shows a popup area containing any insurance notes records associated with the claim record the user moved the mouse over. That popup display has been changed to add a header section containing the patient name, claim reference, plan name and invoice number just so the user is fully aware of which claim the notes are being displayed for.	Enhancement	United States
ACU-12526	Benefits	In the remittance advice posting screen the Notes column displays an exclamation mark icon if the claim has any outstanding insurance notes which require an action. This has been expanded to show a green tick mark icon if there are no insurance notes which are outstanding, but there are one or more completed notes. The Notes cell will remain blank with no icon showing where there are no notes records at all associated with the claim.	Enhancement	United States
ACU-12539	Benefits	The new setting "Use RAMQ Webservices" control whether Acuitas should use the web services of the RAMQ, for submitting and retrieving payment claims. It has to be enabled to use them, if not enabled or not present, the claims for RAMQ will be submitted by a manual upload.	Enhancement	Canada
ACU-12656	Benefits	When deleting a claim in the Benefit Tracking module, the 'Reason for removal' drop down list was empty and due to the reason being mandatory, the user was therefore unable to complete the removal of the claim.	Bug	All

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
ACU-12663	Benefits	Updates have been made to the EDI Receivers maintenance screen to allow for the receiver and application sender and receiver codes to be entered for those clearing houses that require it.	Enhancement	United States
ACU-12861	Benefits	The add, edit, and delete insurance buttons in the patient screen had not been positioned correctly.	Bug	All
ACU-2326	Benefits	Depending on the country, the benefit tracking module displayed an account balance for the chosen insurance institution at the top of the benefit tracking module. However, this balance was seldom accurate and not the correct way to manage the outstanding insurance payments due. The display of the balance was causing confusion and has therefore been removed from the display in favour of using proper reporting mechanisms and on-screen views of the state of the benefits.	Bug	All
ACU-7419	Benefits	Additional validation was added to mitigate against a Benefit being created with the wrong Patient Identification Number.	Enhancement	All
ACU-7593	Benefits	The Scottish GOS1 claims can now be submitted directly to OWF web site.	Enhancement	Scotland
ACU-7653	Benefits	On loading a claim file with payment lines of a zero amount, the error codes were not loaded into the application.	Bug	Canada
ACU-7918	Benefits	The insurance maintenance screen has a "Sales tax exempt" option against the carrier. The same option has now been added to the plans level too, for where an individual plan within a carrier may have a different tax relationship. The plan level option can be left blank and the application will default to using the carrier's option, so it only needs to be set where it is different.	Enhancement	United States
ACU-9356	Benefits	In the patient insurance screen Scans tab, scanning of a new image invalidly continued to show the one already displayed.	Bug	All
ACU-9757	Benefits	A new 'Payment Reference' column has been added to the Insurance Transaction History screen.	Enhancement	United States
ACU-9898	Benefits	Insurance plans have a preference in the maintenance screen which controls whether non-benefited dispense line items are included on the claim or not. In other words, this controls whether the dispense screen creates dispense benefit / claims records where no insurance was used (the plan was unselected or the values allocated were zero). If this is the case and the user applies benefits on (for example) a primary and not on a secondary (configured to not populate zero value claims), then only the primary will have claims created and displayed in the benefit tracking. However, if you press the Adjust button in the benefit tracking you will still see the breakdown of the vcodes for both insurance plans. An access violation error would occur if the user pressed the Edit CMS on the secondary - because it is expecting for internal records to exist which don't. To counter-act this, a preliminary check has been added to see if claims	Bug	United States

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
		exist. If not then a message is displayed to indicate this to the user as opposed to an unhandled error. Further enhancements will be required to provide users with the ability to retrospectively create claims for a plan not used at the point of dispense.		
ACU-12119	CIRA	When selecting an image thumbnail on a CIRA enabled system, the application checks to see if the image is locally present and if not retrieves it from Amazon. However, in a replicated shared group scenario, this retrieval did not work when a thumbnail of an image taken in a different practice was selected.	Bug	All
ACU-11175	Catalog	In the catalog search advanced search options screen, the Supplier drop down list was remaining disabled and locked after going to stock orders area and using the catalog search to add items to the order.	Bug	All
ACU-11573	Catalog	(Enterprise Only) When logged into a practice that is configured as a sharing group, the cross practice product quantity list that is invoked from the dispense screen only listed the practices that were part of the sharing group instead of all practices in the estate.	Bug	All
ACU-12127	Catalog	The initialisation process of the Ocuco Contact Lens Catalog module now populates the supplier code for each supplier that is configured to use the Adaro catalog. Subsequently, any further updates of the catalog will use the supplier code rather than the supplier name as the identifier.	Bug	England N. Ireland Scotland Wales
ACU-12295	Catalog	In the product remap screen, the log results returned zero updated records when running the client application in a different time zone.	Enhancement	All
ACU-12363	Catalog	When updating solutions in the Ocuco Contact Lens Catalog module, the application was creating duplicate solution items every time a catalog update is performed.	Bug	United States
ACU-12630	Catalog	When a Fee was copied within the Catalog Maintenance screen an error '170001: Field 'Supplier_ID not found' occurred.	Bug	All
ACU-12631	Catalog	The Ext Code and No Patient Shipping fields were not displayed correctly in the Accessory Catalog Maintenance screen.	Bug	All
ACU-12633	Catalog	The ZZ Group, Ext Code and No Patient Shipping fields were not displayed correctly in the Solutions Catalog Maintenance screen.	Bug	All
ACU-12639	Catalog	(Enterprise only) A "PK_FRAMES" error occurred when a new frame was inserted.	Bug	All
ACU-12645	Catalog	The Secondary Tax field was not fully displayed within the Stock maintenance module.	Bug	All
ACU-12708	Catalog	Within the catalog maintenance screen, sunglasses and frame notes fields were enabled when other fields were disabled and when notes were typed in an 'ORA-00001: unique constraint' error occurred.	Bug	All
ACU-12995	Catalog	The downloading of a VisionWeb catalog has been improved.	Bug	United States

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
ACU-4467	Catalog	(Enterprise only) The stock and catalog modules were invalidly performing validation to ensure the entry of mandatory product information even if the screen entry controls were disabled (the default position of these modules) when being run outside of head office.	Bug	All
ACU-4950	Catalog	In the Catalog module, Lens Rx Surcharges were not being copied when copying a lens product.	Bug	All
ACU-6329	Catalog	(Non-validated dispensing/Enterprise only) A new configuration option has been added to control whether or not the practices are permitted to create products themselves from the product lookup screen, or whether it is limited to being done at head office (the default).	Enhancement	All
ACU-8214	Catalog	(Enterprise only) Within the Catalog Maintenance module, if the user changed the Fee item 'Estimated Duration' value it actually changed all fees rather than just the selected product.	Bug	All
ACU-9558	Catalog	(Enterprise only) The creation of stock orders in Patient Orders module has been changed so that items added to it belong to Head Office.	Enhancement	All
ACU-9336	Clinical Exams	When viewing the Examinations screen in the smallest resolution available, the user had to expand the page vertically to view examinations that were being hidden from view.	Bug	All
ACU-12624	Commissions	The Commissions module Total commissions grid was not displaying any data.	Bug	All
ACU-12627	Commissions	Within the Commission Setup screen under commission rules, Staff type/Till option grid was not fully displayed.	Bug	All
ACU-11154	Conclusion	The validation of date entry has been changed in the management notes area to both cater for where a note entry's date is left blank or the user enters an invalid date.	Enhancement	All
ACU-10675	Configuration	The character limit of the practice email address has been increased from 40 to 100 characters.	Enhancement	All
ACU-11483	Configuration	In the visit motivation maintenance screen, it was possible for a user to create a duplicate motivation if it started with a blank space.	Bug	All
ACU-11548	Configuration	The till clerk caption or label printed on the receipt can now be modified through a new configuration option.	Enhancement	All
ACU-11776	Configuration	In the Configuration tab on the home screen, the "Receipt email templates" and "Order email templates" labels in the drop down menu were missing their Spanish Translation. This was occurring in Enterprise and Non-Enterprise.	Bug	Mexico
ACU-11784	Configuration	In the Configuration tab on the home screen, the "Prescription Types", "CL Prescription Types" and "CL Trial Reasons" labels in the drop down menu were missing their Spanish Translation.	Bug	Mexico
ACU-11814	Configuration	(Enterprise only) The interface notification maintenance grid under the business configuration was realigned to make the vertical scrollbars visible.	Bug	All
ACU-11977	Configuration	There were some cosmetic alignment issues within the sub-screens of the Configuration module.	Bug	All

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
ACU-12016	Configuration	(Enterprise only) A configuration option exists whereby many of the drop down lists can be made practice-specific, particularly in the examination screens. However, even if that practice-specific list mode was enabled the Diary block out reason list has been changed to be centrally maintained so that there is a shared list across the business.	Enhancement	All
ACU-12052	Configuration	In the Professional Maintenance screen, the Care Trust field has been removed.	Enhancement	United States Canada
ACU-12269	Configuration	In the configuration module under the checklists maintenance page, the change label button did not change the selected exams name.	Bug	All
ACU-12317	Configuration	When creating a new staff member, the application can be configured to put a certain prefix before the pin number that the user entered. The prefix was previously not visible on the screen, which caused confusions as to what the prefix and what the actual pin number should be.	Enhancement	All
ACU-12378	Configuration	The business now has an option to add a billing address to the Practice Maintenance screen. If the checkbox for 'Billing address is different from the practice address' is checked, the 'Billing Address' tab will become available to enter the address of the financial office. This address may be a PO Box and must be different from the practice address if used.	Enhancement	All
ACU-12381	Configuration	(Dual-language only) The enterprise application contains a language translation maintenance screen allowing the business to see and configure the reference tables dual languages and enter the translations for either language. However, the title headers in the screen grid display were fixed as English and French rather than the more general Language 1 and 2.	Bug	All
ACU-12385	Configuration	When information was added to the Practices tab under the Suppliers Maintenance, the dropdown was missing the VisionWeb option.	Bug	United States
ACU-12582	Configuration	The Contact Lens Type screen within the Configuration module had a misaligned 'Mandatory Field Validation' group box.	Bug	All
ACU-12588	Configuration	In the Configuration module Checklists exams setup area, there was a problem on the deletion of an exam page where the on-screen grids of the practice and staff exams were blank after the delete was performed.	Bug	All
ACU-12607	Configuration	On the Edit Supplier screen, the 'Validate Replenishment Orders at' group box label was not fully visible within the screen.	Bug	All
ACU-12610	Configuration	The deletion of an item bonus (in the bonuses maintenance screen) did not cause the deleted bonus to disappear from the list until the user next started the application.	Bug	All
ACU-12628	Configuration	A key violation error occurred when deleting a practice exam within the Checklist configuration module.	Bug	All
ACU-12634	Configuration	The Dispense Remake configuration screen was set to	Bug	All

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
ACU-12635	Configuration	the wrong size and was displaying a lot of white space. The "E-Mail" and "Web" labels in the Practice Maintenance screen were misaligned to the other labels.	Bug	All
ACU-12646	Configuration	(Enterprise Only) In the Configuration module the user is able to set the Shipping Priority of each practice. A new button named "Insert" has been added to allow the user to enter a new Practice number.	Bug	All
ACU-12648	Configuration	The Edit button has been removed from the Till Override Reason maintenance screen because it was not required as we can edit records within the grid.	Bug	All
ACU-9225	Configuration	In the professionals maintenance screen, after opening the detail screen for a professional and opening the maintenance of the Care Trust list (where applicable) an Access Violation error was happening after closing the Care Trust maintenance and then exiting and reopening the professional details screen.	Bug	England N. Ireland Scotland Wales
ACU-10134	Contact Lenses	In the contact lens trials screen, the left eye Alpha Add control was populating with the values from the right eye lens.	Bug	All
ACU-11758	Contact Lenses	Performance improvements have been made to the contact lens dropdowns in the contact lens prescription and dispense screens.	Enhancement	All
ACU-11779	Contact Lenses	In the Contact Lens Trials Examination screen, the "Sphere" label in the specification was missing its Spanish Translation.	Bug	Mexico
ACU-12123	Contact Lenses	In the non-retail contact lens prescription screen, the copy previous function was not copying the correct prescription information.	Bug	All
ACU-12255	Contact Lenses	In the contact lens trials and prescription screens, counters were added to show the number of characters entered on the contact lens memo. The counters are only displayed when the external notes limit configuration option is set.	Enhancement	All
ACU-12423	Contact Lenses	A number of issues have been addressed regarding the Contact Lens Order report. - A new configuration option was previously introduced to determine whether the report should print out the contact lens name only or a combination of contact lens type, name and material. The setting was defaulted to print name only, so some customers noticed that they were not able to see the contact lens type and material in the report anymore; - (Non United States only) The configuration option was not made available in the configuration module; - (United States only) The configuration option, shown in the configuration module as a checkbox, was misaligned with other options on the screen; - (United States only) The configuration option was showing in the configuration module as unchecked even if the setting is turned on; - When a user enters and leaves the configuration module, the application would always switch the setting	Bug	All

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
		off even if the user did not do anything on the screen.		
ACU-6007	Contact Lenses	(Non-validated dispensing) The application has two versions of contact lens trials screen available, one being the main one used (and recently improved) that is in use in when running validated dispensing / the retail version of the application, and a second one being the original screen that the application contained historically. When running non-validated dispensing, the application can now be configured to use either one of these depending on the preference of the business.	Enhancement	All
ACU-12590	Dashboard	A "Field PRACTICE_ID not found" error was encountered if the user double clicked on a contact lens or spectacles order in the system dashboard screen orders grid.	Bug	All
ACU-10873	Deliveries	Cancelling a job in the delivery/collection screen was saving the customer signature scan associated with the job despite the cancellation.	Bug	All
ACU-11477	Deliveries	In the Delivery Management module the preview and print packing slip buttons were changed to be visible for the sections: Shipping Pending, Delivery Pending, Delivery Discrepancy and Delivery History.	Enhancement	All
ACU-11501	Deliveries	In the Delivery Management module, users can now view details for a selected order by pressing the View button on the following views: Receiving / History, Shipping / Pending, Shipping / In Transit, Shipping / History.	Enhancement	All
ACU-11543	Deliveries	A new configuration option is now available to enforce a delay in receiving pending deliveries in the delivery management module. This option was added to prevent receiving deliveries recently shipped from the head office to the local store.	Enhancement	All
ACU-11568	Deliveries	In the Delivery Management module, in the Shipping Pending section, the user sent a delivery to local practice and the creation of the shipping took longer than expected.	Enhancement	All
ACU-11572	Deliveries	In the Delivery Management module, the packing slip report has been changed to print the right and left eye notes based of the Dispense Contact Lens screen.	Enhancement	All
ACU-11586	Deliveries	Users are now able to search the delivery status for a patient job across the whole delivery management module. They are also able to search the job by patient name, patient ID and supplier purchase order numbers.	Enhancement	All
ACU-11647	Deliveries	In the Delivery Management module, in the Shipping new area, if the user attempted to create the shipment of a replenishment order the bottom grid did not retrieve the order after entering the practice and the supplier.	Enhancement	All
ACU-11685	Deliveries	(Enterprise only) In the Delivery Management module, if a user sends more than one pending shipments to local offices by pressing the Send button under the Shipping - Pending tab, only the first shipment would be sent across correctly.	Bug	All
ACU-11752	Deliveries	In the Delivery Management module the packing slip was not aligned with the perforated line in the paper used for printing.	Bug	All

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
ACU-11841	Deliveries	When sending multiple pending shipments from head office to local offices, only the first shipment would be sent to the local office.	Bug	All
ACU-11890	Deliveries	Delivery Management module has been changed to add the Invoice Number column to the Shipping Pending, Shipping In Transit and Shipping History sections.	Enhancement	All
ACU-11916	Deliveries	In the receiving section of the delivery management screen, a new configuration option is now available to set the delivered quantity as read-only.	Enhancement	All
ACU-11941	Deliveries	In the Receiving / New tab of the Delivery Management module, if two users try to receive items for the same supplier, one of the user would not be able to leave the screen.	Bug	All
ACU-11948	Deliveries	In the Delivery Management Screen the Packing Slip report was displayed after the user created a shipment of a frame to a local practice; and the button Preview and Print Packing Slip appeared incorrectly for a frame order in the Shipping and the Delivery sections.	Bug	All
ACU-11990	Deliveries	When delivery was shipped to the local practice from the head office, within the delivery management module, shipped deliveries would not appear at the local office.	Bug	All
ACU-12083	Deliveries	In the Delivery Management screen in the Receiving Pending section the packing slip displayed the Head Office name instead of the practice where the order was created.	Bug	All
ACU-12086	Deliveries	(Enterprise Only) In the Delivery Management screen in the Receiving Pending section the user completed the delivery and the stock adjustment occurred for the item that belongs to the local practice.	Bug	All
ACU-12102	Deliveries	There were long delays in the Receiving / New tab of the Delivery Management module when a user tries to remove any selected delivery item.	Bug	All
ACU-12109	Deliveries	In the Delivery Management Screen, in the Shipping New section, the user created a shipping with two different frame codes and the system displayed only one frame in the In Transit section.	Bug	All
ACU-12193	Deliveries	In the Delivery Management module, if a user navigated between the Receiving / Pending and Receiving / History tab, the system used to have long delays in loading records.	Enhancement	All
ACU-12275	Deliveries	The application was not allowing two users from two different practices to receive items at the same time in the Delivery Management module.	Bug	All
ACU-12308	Deliveries	Two new buttons called Receive and Delete have been added to the Delivery Discrepancy section in the Delivery Management module for receiving the remaining quantity of an order and to delete an item with discrepancy.	Enhancement	All
ACU-12502	Deliveries	In the Delivery Management module in the Shipping Pending section, the buttons Preview and Print Packing Slip were not visible after the user received a delivery.	Bug	All
ACU-10390	Diary/	The new appointment screen can be optionally	Enhancement	All

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
	Scheduler	configured to include display and entry of one of the four possible configurable patient references (such as the social security number). However, if the SMS messaging facility of the application was disabled, the reference box was actually displayed off the end of the visible area of the screen so the user could not actually see it.		
ACU-11617	Diary/ Scheduler	The Diary module already had an option to have a Show / Hide cancellations button on the toolbar. By default, cancellations were displayed and the button had to be pressed in order to hide them from view. This has now been expanded so that the system can be configured to automatically hide cancellations by default, and the button is pressed in order to re-display them.	Enhancement	All
ACU-11801	Diary/ Scheduler	A centralised view of the Web Bookings screen has now been added to the Enterprise application under the Patient Management menu.	Enhancement	All
ACU-11923	Diary/ Scheduler	Performance improvements have been made to the entry, exit and date changing within the diary module. The changes will be negligible when there is a small number of diaries and really only becomes noticeable when there are many, and/or running in the US, and/or using the diary dates configuration model.	Enhancement	All
ACU-11943	Diary/ Scheduler	The Scheduler module was using the term Diary in the breadcrumb trail when on the multi-scheduler view.	Bug	United States
ACU-11944	Diary/ Scheduler	There were several locations within the application where the word Diary was appearing instead of Scheduler; button hints within the Scheduler module, hints and on-screen labels in the new scheduler creation, scheduler configuration and doctor dashboard screens.	Bug	United States
ACU-11963	Diary/ Scheduler	Depending on the way in which the system was configured, and what that meant for the number of buttons on the toolbar, there were instances where the Diary/Scheduler module had insufficient horizontal space for the Close button to be visible without resizing the application. This occurred, in particular, where the application was configured to include the Show / Hide Cancellations button.	Bug	All
ACU-12053	Diary/ Scheduler	On the appointment details screen, the appointment status combo box was not selecting the correct default value while running the application in French.	Bug	Canada
ACU-12126	Diary/ Scheduler	The web bookings update contact information popup screen has a booking status drop down. The text in that drop down was incorrectly right instead of left aligned.	Bug	All
ACU-12276	Diary/ Scheduler	Depending on the configuration options in use, and most notably depending on whether the use of SMS messaging is enabled or not, the height of the new appointment booking screen may be changed (reduced). In that case, the patient notes box on the bottom right hand side of the screen may have exceeded the overall screen height and disappeared off the bottom of the visible area.	Bug	All

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
ACU-12349	Diary/ Scheduler	In the diary configuration screen, entering a time of 12:00 AM resulted in "invalid argument to encode" and "cannot insert null" errors.	Bug	All
ACU-12350	Diary/ Scheduler	In the diary configuration screen entering in a time of 12:00 AM resulted in "invalid argument to encode" and "cannot insert null" errors.	Bug	Canada
ACU-12404	Diary/ Scheduler	A new cancellation appointment status was added to the configuration screen to be used as a default cancellation status for the web diary application.	Enhancement	All
ACU-12412	Diary/ Scheduler	A new Reset button has been added to the menu in the Diary Configuration screen. This button displays a popup screen where the user can type in the start and end times, number of minutes interval and days of the week for a specific diary and repopulate all the templates to those criteria.	Enhancement	All
ACU-12606	Diary/ Scheduler	The width of the Next Appointment and patient address columns have been widened on the Cancellation List.	Bug	All
ACU-12674	Diary/ Scheduler	There was a minor display issue in the diary configuration screen where (if configured to be used) the clinic dates calendars on the right hand side of the screen were not showing the full two digit week numbers (the right hand side of the week number being chopped off by the calendar).	Bug	All
ACU-8456	Diary/ Scheduler	A medical questionnaire integration has been added to allow the import of medical information and history recorded at the point of booking an appointment or creating a user profile, to help reduce the capture time of this information in the practice during the actual visit.	Enhancement	All
ACU-8462	Diary/ Scheduler	The Web Bookings screen now includes an Unapproved button to rollback a prior web patient approval.	Enhancement	All
ACU-10227	Dispensing	When the business imported two VisionWeb lenses with the same name but different material, it was not possible to select the second lens in the lens drop down in the spectacles dispense screen.	Bug	United States
ACT-1018	EHR	In the Refraction Exam when adding 'Dr. recommendations for dispensing', the recommendations were not printing on the Rx. Lens type, Lens material, Coating, and Tint are now printing on the Rx when printed from the Refraction Exam. Also, the data entry page for Glasses Recommendations has additional lens types.	Enhancement	United States
ACT-1854	EHR	On the Rx Tool, entering a value in the OD Add 2 field will automatically populate that value in the corresponding OS Add 2 field.	Bug	United States
ACT-1889	EHR	When moving the headers on the Contact Lens OD/OS grid, only the OD line will move with the column header leaving the OS line where it was originally and therefore misaligning the grid columns.	Bug	United States
ACT-1941	EHR	(United States only) In the Pre-Test and Eye Health Exams, Dilation data entry page, Refused dilation section, another check box has been added: 'Patient	Enhancement	United States

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
		was educated on importance of a dilated fundus exam'.		
		In the Eye Health Exam Dilation data entry page, 'Dilation reversed with' section, 'dapiprazole hcl' has been replaced with a Text entry box.		
		In the Plan and Management, Plan (Order Sets), Contact Lens data entry page, the Instructions Notes section has two new check boxes: 'Defers to daily replacement lenses after educating on health benefits' 'Do not swim, shower or sleep in contact lenses'		
		The text for check box 'patient advised of risk of permanent blindness if improperly used' has been replaced with 'Patient is educated on loss of sight risk with over wearing contact lenses'.		
ACT-2016	EHR	The Graphics Editor images were positioned vertically on the exams when displaying multiple images resulting in additional scrolling for the user.	Bug	United States
ACT-2046	EHR	In the Refraction Exam, when transferring from certain Rx controls, if the data being transferred had less data then the control being transferred to, the extra data was not being overwritten by the new Rx.	Bug	United States
ACT-2108	EHR	Printing the exam would not include OS data for Contact Lenses.	Bug	United States
ACT-2113	EHR	When transferring Auto-Refracton data From the Pre-Test Exam form to the Refraction Exam form the PD's from the instrument are now being transferred to the PD's on the refraction exam form.	Bug	United States
ACT-2125	EHR	In several exam screens, some controls from a previous update had 'NA' appended to the text causing confusion for the users.	Bug	United States
ACT-2127	EHR	Duplicating Contact Lenses didn't work if the software was attempting to duplicate a single row.	Bug	United States
ACT-2132	EHR	An error would occur when removing files from the image upload of the Orders & Results grid.	Bug	United States
ACT-2134	EHR	The Pre-Test Exam was not showing the Manual Keratometry control.	Bug	United States
ACT-2218	EHR	Users were able to change grid data that was associated to a locked exam.	Bug	United States
ACT-2224	EHR	On the Refraction Exam, when transferring the Subjective Rx to the Final Rx, the Subjective text entry displays in the Rx History grid, Rx Comment column. When additions or changes were made to the Final Rx text entry they were not displaying in the Rx History grid, Rx Comment column. You must "Transfer to Optical" to view the Final Rx text entry in the Rx History grid, Rx Comment column.	Bug	United States
ACT-2225	EHR	In the Refraction Exam, when transferring the Subjective to Final Rx or transferring the Final Rx to the Optical, the current date was not populating to the Rx History grid	Bug	United States

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
		Transfer to Optical column.		
ACT-2234	EHR	Exam Clinical Decision Interventions now include the blue info button for educational material.	Enhancement	United States
ACT-2240	EHR	In the Contact Lens grid, adding a permanent choice list item in the OD row would only be available in the OD row and not the OS row also.	Bug	United States
ACT-2241	EHR	When in any of the Exam forms, using the move column arrows on the grids, if there were more than one page of items, the arrows did not work for additional pages.	Bug	United States
ACT-2247	EHR	On the Contact Lens Exam, when adding parameters to the Contact Lens Evaluation Grid the supplier was not showing in the Parameter column in the grid.	Bug	United States
ACT-2256	EHR	Amendments were not always displaying when they have been entered.	Bug	United States
ACT-2262	EHR	The C-CDA format has been updated to meet the 2015 Meaningful Use requirements. The main change was to divide the Care Plan into Assessment, Plan, Goals, and Health Concerns.	Enhancement	United States
ACT-2264	EHR	On the Pre-Test Exam and the Eye Health Exam, when text was entered for the Tonometry IOPs it was not being displayed on the Eye Health Exam IOP History Graph. If values and text entries are entered into the Pre-Test Exam IOPs and the Eye Health Exam IOPs, the Eye Health Exam values and text entries will be displayed on the IOP History Graph.	Bug	United States
ACT-2267	EHR	In the Pre-Test Exam under the Visual Acuity Action List, the colon was removed from the text of Allen acuity chart - distance. In the Plan and Management screen Specialty Diagnostic tests, the External ocular photography data entry page, 'Text entry' was misspelled.	Bug	All
ACT-2268	EHR	In the Pre-Test Exam Color Vision HRR test, the plates and the slider controls have been reduced to six.	Bug	United States
ACT-2269	EHR	On the printed spectacle Rx there was a space between the prism diopters and the prism base.	Bug	United States
ACT-2270	EHR	In the Refraction Exam Low Vision Grid, the Working Distance column shows a slider for the inches and centimeters, when using the slider the field was populated with 'NaN' and not the correct number.	Bug	United States
		.		
ACT-2272	EHR	In the History Exam Review of Systems data entry page, in the 4th column the Respiratory Text Entry box was showing as a checkbox and not a text entry field. Also in the first column the 'none' text color was blue and not consistent with the other text.	Bug	United States
ACT-2273	EHR	In the Pre-Test Exam Visual Acuities, the data displayed on the exam was not in the same order as the data entry pages.	Bug	United States
ACT-2276	EHR	In the Eye Health Exam Slit Lamp Action List, AC/Iris, the Spaeth grading system was shown within the Von Herrick grading system in the data entry page window.	Enhancement	United States

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
		The Spaeth grading system is a different grading system and is now in a separate section with it's associated options.		
ACT-2281	EHR	On the Selected Coding Level in the exams, when the 'Risk' was set to 'Moderate' the text 'Diagnosis & Management' was too long and would split into two lines.	Bug	United States
ACT-2284	EHR	In the Rx Tool data entry page for Specialty prescriptions, when the OU pupil distance is entered, the OU PD is divided by 2 and the quotient is populated into the OD PD and OS PD. If there is a .5 remainder then that amount is added to the OD PD. When the OD PD or OS PD are entered or changed both values are added together and the sum is populated into the OU PD.	Enhancement	All
ACT-2285	EHR	When accessing Patient Documents the application would freeze when switching between patient documents quickly.	Bug	United States
ACT-2286	EHR	When using the Rx Tool in the exams, the length of the drop-down boxes has been adjusted to the amount of text displayed in the drop-down box.	Enhancement	United States
ACT-2289	EHR	In the User Pages for the Pre-Test Exam the Screen VF data entry page has been added. In the User pages for the Refraction Exam, Manual Keratometry and Exam Keratometry data entry pages have been added. They can be turned on or off from the EHR, Configuration Users pages setup. If they are turned on they will show on every Pre-Test Exam and Refraction Exam. The Refraction Exam Manual Keratometry and Exam Keratometry are located at the bottom of the Pre-Test section in the User Pages.	Bug	United States
ACT-2290	EHR	Some legacy data conditions would cause unexpected data to display in the Eye Health Exam grids.	Bug	United States
ACT-2300	EHR	When signing the Review of History and Chart Signature in the Plan and Management screen, the signature is now copied from the Signature field in Acuitas Staff Maintenance. Adding 'OD' to the staff Signature will display the 'OD' in the signatures on the Review of History and Chart Signature.	Bug	United States
ACT-2305	EHR	When trying to access the Exam forms some users may experienced an Error "Cache error:<INVALID OREF>zCheckIntervention+98^EHR.CDS.Intervention.1"	Bug	United States
ACT-2306	EHR	The Problem List was not sorting correctly.	Bug	United States
ACT-2308	EHR	In the Refraction Exam, when transferring the Last Written prescription to the current exam the Last Written prescription had the cylinder signs showing above the cylinder.	Bug	United States
ACT-2310	EHR	In the Patient Documents module, there was no indication of which documents were printed or sent to the patient portal. We have updated the patient documents to include icons before each document; if no process has been done there is a default document icon in front of the file. When the document has been printed, an icon of a printer replaces the document icon. if the document	Bug	United States

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		has been printed and sent to the portal, the printer icon is first then the portal icon. If the document has only been sent to the portal then the first icon is the document and the second icon is the portal icon.		
ACT-2313	EHR	In the Contact Lens Exam, CL Fitting / Evaluation Grid, Kerataconus was missing from the Type section in the data entry page. The section was also reordered alphabetically.	Bug	United States
ACT-2314	EHR	In the Plan and Management screen when signing the patient chart, users at times would receive a message stating 'Cannot save signature'.	Bug	United States
ACT-2315	EHR	The pupil distance (PD) control in both the Pre-Test and Refraction Exams was not distinguishing between the Distance PD and the Near PD.	Bug	United States
ACT-2332	EHR	On the Pre-Test Exam, adjustments have been made to the HRR and Ishihara Color Vision data entry pages. The OU column has been removed for both the HRR and Ishihara Color Vision tests. A Text Entry box and the 'all tested plates correct' checkbox have been added to the OD and OS columns of the HRR Color Vision test.	Enhancement	All
ACT-2341	EHR	The Problem List was duplicating entries instead of changing the Updated Date column.	Bug	United States
ACT-2344	EHR	In the Pre-Test Exam under Stereopsis Testing the Dot-Lea Symbols data entry page was not functioning properly.	Bug	United States
ACT-2346	EHR	Enabled 'Text or Voice Entry' and 'Medications' in the History Exam tree.	Bug	All
ACT-2347	EHR	(VSP Integration only) When pulling eligibility using the VSP Integration, the expiry date was not always extracted correctly or at all. The expiry date will now default to the current date + 30 days.	Bug	United States
ACT-2349	EHR	The prism data was not transferring from the Pre-Test Exam to the Refraction Exam with the Current primary spectacle Rx.	Bug	United States
ACT-2359	EHR	On the History Exam, PFSH, Family History data entry page 'Retinal disease' was spelled incorrectly.	Bug	United States
ACT-2360	EHR	The Procedure Code History grid would allow users to select the same ICD-10 codes multiple times.	Bug	United States
ACT-2362	EHR	When using the Rx Tool, the drop-down boxes were not closing once the option was selected.	Bug	United States
ACT-2369	EHR	When users were setting patients access to the patient portal and a default provider was not selected, when selecting the Save Account button the error that showed had no meaning to the users. The error message now displays "Please select a default provider" and the label turns red as the other invalid fields.	Bug	United States
ACT-2380	EHR	In the Refraction Exam, a new hyperlink button has been added to the Refraction Exam Action List. The new link is called 'Show Additional Rx Hyperlink'. When pressed, if there is a Final Rx on the page, the 'Additional Rx Action List' will appear in the last column. If there is no	Enhancement	United States

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
		Final Rx the message 'Please add a Final Rx to transfer' will be displayed.		
		The word 'Specialty' where applicable has been changed to 'Additional'.		
ACT-2382	EHR	In the Pre-Test exam, the instrument Ziess Visulens500 was not populating with the correct data from the instrument.	Bug	United States
ACT-2386	EHR	In the History Exam, sometimes users may have noticed "adopted with no known family" will show up in PFSH under Family History when the checkbox was not checked.	Bug	United States
ACT-2405	EHR	On the Refraction Exam Dr. recommendations for dispensing, updates have been made to the data entry page to reflect consistency throughout the application. Spelling errors have been addressed, additions have been made to selected categories and Glasses has been changed to Spectacles.	Bug	United States
ACT-530	EHR	When printing the EHR Exam Summary, grid data was displaying in reverse order.	Bug	United States
ACT-735	EHR	(Certification only) Filtering by email address while viewing the direct message inbox is now supported.	Enhancement	All
ACT-954	EHR	After 10 minutes of idle time, the examination pages would sometimes start experiencing random errors.	Bug	United States
ACU-10881	EHR	When sending fees from EHR to the New Invoice screen, the application was not applying taxes on fees that are not tax exempt.	Bug	United States
ACU-11649	EHR	Users using EHR forms were having trouble getting the data from the instruments. Modified the instruments to get data from the instrument correctly.	Enhancement	United States
ACU-11870	EHR	A new menu option has been added to access the API audit log entry. The option can be found In EHR, Meaningful Use, API Transaction Search.	Enhancement	United States
ACU-12562	EHR	On transferring from EHR to Retail, the application should auto-create an invoice and place the recorded procedures already in the invoice to be charged to the patient. There were some instances where this was not happening - specifically to do with where the procedure names were greater than 30 characters.	Bug	All
ACU-10759	Examinations	A link to Reichert 7 / 7CR tonometer was added to Eye Pressure screen.	Enhancement	All
ACU-11395	Examinations	A number of performance improvements have been to the copy from previous exam function in the combined exams screen.	Enhancement	All
ACU-11638	Examinations	In previous versions of the application, if the user pressed carriage return on the Muscle Balance test method grid, on the Subjective refraction screen, they were brought to the next control. At some point, that functionality changed such the user could no longer use the carriage return key to navigate through the Muscle Balance fields.	Bug	All
ACU-12304	Examinations	The layout of the driving license report has been updated	Enhancement	Ireland

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
		to the latest template.		
ACU-12640	Examinations	In the combined exam screens, all the 'Get Data' buttons were not consistently being disabled in read only mode.	Bug	All
ACU-7298	Examinations	A new configuration option has been added to allow the Combined Exams screen checklists to only contain P (Problem) and N (Normal) and for the third option, I (Information), to be removed.	Enhancement	All
ACU-11770	Help	In the Help tab on the home screen, the "Webinars", "Add-on-Modules", and "User Community" labels in the drop down menu were missing their Spanish Translation. This was occurring in Enterprise and Non-Enterprise.	Bug	Mexico
ACU-9277	Help	When accessing Online Support via the Help menu there have been reports of a navigation error when accessing the Online Support web page. In some cases the default message erroneously indicated the system was shutting down.	Bug	All
ACU-12134	Imaging	A new link to iDS uEye range of cameras for anterior segment imaging was added.	Enhancement	All
ACU-7092	Imaging	If there were errors on saving an image due to database storage space, often the thumbnail was being saved while the full image was not, which then subsequently led to an unexpected error message being displayed if the user clicked on the thumbnail to see the full image. This error message has now been changed to a controlled message which states "Image has failed to save. Please contact Ocuco support.	Enhancement	All
ACU-12330	Interfaces	(Enterprise Only) The ability to add a new interface notification type based on the set list of interface notification is now available.	Enhancement	All
ACU-11907	Labels	When printing ad-hoc labels from the Scheduler, where an ad-hoc label template included medical or vision patient insurance plan bookmarks, these were merged using the currently selected patient rather than the patient associated to the appointment.	Bug	United States
ACU-12091	Labels	When printing recall labels using the "Label 2 5/8 x 1in" paper size, the printed labels do not fit the labels.	Bug	All
ACU-11668	Letters	A new configuration option has been added to the system to disable or enable the Family Letters functionality.	Enhancement	All
ACU-11851	Letters	When merging a referral template letter (applies to all letter type merges, but is more pronounced in referrals), there was a lot of screen flicker as the merge operation was executed, as it performed the various searches and replacement of bookmarks within the letter content.	Bug	All
ACU-11852	Letters	When merging checklist examination results into a referral letter template, the font used was defaulting to MS Sans Serif size 10 instead of using whatever the font was that was set on the bookmark being merged.	Bug	All
ACU-11853	Letters	The referral letters merge of checklist exam results was invalidly using an untested piece of functionality which output the results in a table rather than textual format. The function has now been reverted to its original mode	Bug	All

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
		of operation.		
ACU-11854	Letters	When merging a referral letter containing a bookmark for a checklist exam results, the resultant table of results was being placed at the top of the merged document rather than in the location where the bookmark was positioned.	Bug	All
ACU-11855	Letters	When merging a referral letter containing a checklist exam results bookmark, the resultant table sometimes output the results as one column or two, depending on whether only one eye was populated, or if both right and left had the same value. This was incorrect as the output should be the standard right and left eye columns irrespective of whether anything has been populated or the values are the same, so that the results are all aligned correctly and not intermingling right, left and both eye results if being read top down.	Bug	All
ACU-10968	Localisation	Language localisation for French has been added to the Recall Analysis module and its related screens and reports.	Enhancement	Canada
ACU-10982	Localisation	On many of the grids in the system, the user has the ability to apply filters by selecting from the top down box on the grid's header cells. There were several locations within the filtering functions which displays text, for on-screen labels, open and save file dialogs, etc. and these have now been localised for French.	Enhancement	Canada
ACU-11203	Localisation	In the query module, when running a query with the "Anniversaire" parameter, it would result in the following error "ORA-00933: LA COMMANDE SQL NE SE TERMINE PAS CORRECTEMENT".	Bug	Canada
ACU-11434	Localisation	French translations have been added to the captions of the patient summary report.	Bug	United States Canada
ACU-11536	Localisation	The Cheque Management module has been localised for North America, replacing all instances of "Cheque" with "Check" (button captions and hints, breadcrumb trail, etc.) and "Collected" as the grid column has been replaced by "Delivered".	Enhancement	United States Canada
ACU-11582	Localisation	Various terminology and translations have been applied to the combined exams screen.	Enhancement	All
ACU-11590	Localisation	The various date picker and calendar controls used throughout the application have been localised to display the month and day names / initials based on the selected application language.	Enhancement	All
ACU-11602	Localisation	In the benefit tracking module, the claim status drop down box in the payment processing status has been translated for use in French language countries.	Bug	All
ACU-11603	Localisation	French translations have been added to the captions of the buttons 'Exam Results Report' and 'Full Exam Report' in the combined exams screen.	Enhancement	Canada
ACU-11608	Localisation	A number of translation changes have been made to the calendar controls used throughout the application. These controls now display the month name / day name initials	Enhancement	All

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
		based on the client PCs language settings.		
ACU-11609	Localisation	The "Ent" and "Sort" labels within the Combined Exams screen have been changed to "Int" and "Ext", respectively.	Bug	All
ACU-11612	Localisation	The "Montures et Verres" label within the dispense fulfilment screen has been changed to "Verres et Montures" when the application is running in the French language.	Bug	All
ACU-11630	Localisation	The Tax Exempt button in the till screen had been spelled incorrectly while running the application in French.	Bug	Canada
ACU-11632	Localisation	In the handover screen, the CL Prescription button's drop down menu used to display 'editer' rather than 'Imprimer' while running the application in French.	Bug	Canada
ACU-11633	Localisation	In the product lookup screen when searching frames, the column heading 'temple' had not been translated from English to French.	Bug	Canada
ACU-11642	Localisation	The 'no change' radio button which represents the outcome in the handover screen had not been translated when running the application in French.	Bug	Canada
ACU-11645	Localisation	In multiple screens across the application there was an incorrect translation of the term 'PIN' when running in French.	Bug	All
ACU-11648	Localisation	In the combined exam screen under medication section, the button to print had the text 'editer' displayed when running the application in French. This was an incorrect translation and would lead the user to believe that the button would allow them to edit rather than to print.	Bug	All
ACU-11652	Localisation	The French translation for the Benefit Overage tender type has been changed from "Excédent Avantages" to "Avantage" because the previous translation was too large to be stored in the database and caused the application to create new tender type records every time a claim/benefit adjustment of a higher amount was made.	Bug	All
ACU-11674	Localisation	When running on a dual language system, a language translation maintenance screen is available to view and maintain reference data in both languages. When on the appointment statuses, a practice name column has been added to the display to cater for the user knowing to which practice the statuses relate.	Enhancement	All
ACU-11692	Localisation	In the patient search drop down menu there was an incorrect translation on the 'Previous Patients' button when running the application in French.	Bug	All
ACU-11694	Localisation	In the orders module, there was an incorrect translation of 'Preview listing report' in the report button menu when running the application in French.	Bug	All
ACU-11695	Localisation	The 'Quotation Status' label and screen captions were incorrectly translated in the Update Quotation screen while running the application in French. Also the Quotation button in the dispense review screen was not displaying all of its text and the screen it invokes which allows users to choose a type of quotation contained	Bug	Canada

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
		instances of the term 'devis' which needed to be changed to 'soumission' .		
ACU-11696	Localisation	In the Worklists drop down menu (which can be found in the navigation bar) the word 'Soumission' was missing an 's' at the end of it when running in French.	Bug	All
ACU-11699	Localisation	The 'Delivery Option' column heading in the dispense fulfilment screen had not been translated while running the application in French. Neither had its drop down box options 'Delivered' and 'To be delivered'.	Bug	All
ACU-11703	Localisation	In the Order Route screen , the screen caption 'Order Route' had no translation while running the application in French.	Bug	Canada
ACU-11706	Localisation	In the spectacles dispense screen the label 'Special BC' had been translated to 'Hte. Spécif' while running the application in French. This has been changed to 'Spec. C.B.'	Bug	Canada
ACU-11726	Localisation	The order report was printing in two pages rather than one while running the application in French.	Bug	Canada
ACU-11736	Localisation	In many of the drop down boxes throughout the system the user is permitted to self-maintain the content list. Double clicking on the box invokes the maintenance screen. Within that screen is a Delete button to remove an item from the list (subject to the deletion being permitted). The confirmation message "Are you sure" was not obeying the configured application language and always being shown in English.	Bug	Canada
ACU-11756	Localisation	Some translation changes have been applied to prescription terminology, specifically the French translation for "Near" within the spectacles dispense and combined exams screens.	Bug	Canada
ACU-11773	Localisation	The Orders module had incorrect Spanish translations. The affected labels were: "Prescription", "Left", "Right", "Compensated Rx" and "Scan Orders". The "Scan orders" label was obscured from view.	Bug	Mexico
ACU-11778	Localisation	The dispense report had many misalignments while running the application in French.	Bug	Canada
ACU-11780	Localisation	The make model, colour and notes tags used in the frame notes field for own frame spectacles have been translated for French.	Bug	Canada
ACU-11781	Localisation	The exam name in the recalls due grid was not displaying the correct language translation text.	Bug	Canada
ACU-11789	Localisation	The translations of the in and out prism values have been changed from Entrant and Sortant to Interne and Externe, when running the application in French.	Enhancement	Canada
ACU-11811	Localisation	Several French language localisation changes have been applied across the application: - The Preview button in the combined exams medication exam panel - The caption on the dispense order fulfilment screen - Stock in transit and stock age reports labels - The Close button in the stock order edit screen	Enhancement	United States

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
		<ul style="list-style-type: none"> - The label called "Front" in the frame repair screen - The combined exams right click Convergence menu item - The Citation label in the quotation report - The Balance label displayed in a prescription sphere selection popup screen - Practice website and web booking addresses - bookmarks in the letter template editor - Some labels in the prescription reports - The Balance label used in the account statement report - Some labels in the reports module 		Canada
ACU-12036	Localisation	A few translations on the main menu were missing from Spanish version.	Bug	Spain Mexico
ACU-12047	Localisation	There were some inconsistencies in French labels and terminology used between the combined exams medication panel and the report that it produces.	Bug	Canada
ACU-12297	Localisation	(French Only) Adjustments have been made to the quick code and search text fields throughout the application in order to support accented characters.	Bug	France Canada
ACU-9944	Logix	Cut, Copy, Paste functions and Enter button are fixed in the Embedded Web Browser that runs Logix Eco web application.	Bug	All
ACU-12406	Mail	In the internal mail module, if a user replies to a mail originated from a different practice, the application would not be able to automatically populate the staff name in the recipient field.	Bug	All
ACU-7950	Mail	In the internal Mail module, which is used for sending messages between staff members, it is now possible to sort the messages by clicking on the column header. Clicking on the column header for a second time reverses the sort order. It is now possible to rearrange the column order by dragging the column header.	Enhancement	All
ACU-8571	Mail	In the internal mail module, an "all practices" option has been added to the practice drop down menu, so that users can choose to view staff members from all practices at once. Once a recipient is selected, the application now also displays the correct practice name along with the recipient's name.	Bug	All
ACU-12130	Maintenance	In the Professionals Maintenance screen, inactive professionals would show up even when user has unchecked the "Show Inactive" checkbox.	Bug	All
ACU-12223	Maintenance	Changed the Interface Notifications Maintenance screen to limit the text of the boxes Recipients for Success and Failures to maximum of 2000 characters.	Bug	All
ACU-12033	Medical Rx	In the conclusion module, for the Medical Rx screen additional validation was added to mitigate against an "Update" error appearing when entering a patients prescription details.	Bug	All
ACU-8883	Medical Rx	The maximum permitted value for a drug prescription's dosage value has been increased from 3 to 5 significant digits before the decimal place.	Enhancement	All

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ACU-11766	Menu	In the Product tab on the home screen, the "Product Management" and "Ordering" labels in the drop down menu were missing their Spanish Translation. This was occurring in Enterprise and Non-Enterprise.	Bug	Mexico
ACU-11558	Miscellaneous	There were intermittent instances (particularly on Windows 10 PCs) where the the application displayed most screen entry boxes (patient name and address, pin numbers, etc.) as a thin horizontal line rather than as an actual box, meaning the user could neither see the contents or change it. The only resolution to which was to restart the application.	Bug	All
ACU-11913	Miscellaneous	When configured to populate the staff hours using the Clock In and Clock Out function, the staff hours display screen shows a grid of all the staff and their total hours per day. To see the in and out times which constitute those hours, the user double clicks on a grid cell. To avoid the need to do the double click, a new cell hint has been added so that if the user hovers the mouse over a cell which has hours populated, the start and end time(s) will be displayed as the mouse hint.	Enhancement	All
ACU-12408	Miscellaneous	When a user navigates from one screen to another in the application, the application would always validate that the user can leave the current screen. In case there is a validation error, the application would abort the process and display an error or warning message. This process was not applied to Logout function, and users could log out even when they receive an error or warning message.	Bug	All
ACU-12528	Miscellaneous	The user can now press the ESC (Escape) key in order to cancel out of the PIN number entry popup screen.	Enhancement	All
ACU-12529	Miscellaneous	There are a set of inbuilt function keys which allow for shortcuts for the main modules; patient search, diary, orders, etc. However, these function keys were not working if the user was in the patient payments screen (the small till screen mode), or that was the last screen the user was in prior to entering a back office module (like benefit tracking).	Bug	All
ACU-12532	Miscellaneous	The application has a set of function keys for invoking options off the main menu. One of these is the F2 key to open the patient search. There was a possibility that some users may have encountered an "Access violation" error message if they pressed the F2 key while in the benefit tracking module having just closed out of any popup screen that the benefit tracking module may have opened, like the claim adjustment screen for example. This really only occurred if the user repeatedly pressed the F2 key while the adjustment screen was closing (while it was carrying out its own validation and save processing).	Bug	All
ACU-12878	Miscellaneous	There were intermittent access violations during the startup of the application.	Bug	All
ACU-7089	Miscellaneous	(Enterprise customers only) In the head office, if a user tries to log out the application would try to validate the changes on the page that the user is currently on.	Bug	All

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		However, if the validation failed the user would still be able to log out.		
ACU-12468	Miscellenaous	There are some instances where the main application is temporarily disabled while the application is carrying out some processing, like running a report, or saving a benefit claim adjustment, etc. In those instances, the user was invalidly still allowed to press the main module function keys (F2 for Search, F3 for Diary, and so on) which may have led to "access violation" errors due to the function key executing the module before the running processing had been completed.	Bug	All
ACU-11559	Offline	When using a domiciliary care laptop in an 'always offline' mode, the user has to perform periodic synchronisation with the central database. As part of that synchronisation process, an automatic update process is included which applies any changes necessary to the database (typically in preparation for and preceding an application version upgrade). If any database changes were applied during the resync process, the application now forces that the user must quit and login in again so as to recognise those changes made.	Enhancement	All
ACU-10020	Ordering	On the Patient Orders screen, the order Print and Preview Order buttons were not enabled for exchanged jobs.	Bug	All
ACU-11650	Ordering	When a user tried to the access Order / Rejection tab in the Delivery Management module, an error message "170001: CDSLaborOrders: Field 'EMAIL_ADDRESS2' not found" occurred, and no orders would be displayed on the screen.	Bug	All
ACU-11712	Ordering	Innovations Lens validation in the Dispense Spectacles screen has been changed to include leading zeros for the account number.	Enhancement	All
ACU-11757	Ordering	The system can be configured to allow users to collect a patient job in the patient orders screen. If a user collects a spectacles job from this screen, and then immediately goes to dispense review screen, carries out a return, exchange or remake, and subsequently cancels it, the record for the spectacles job that was just collected would be incorrectly deleted.	Bug	All
ACU-11808	Ordering	In the Orders module the Scan Orders box did not considered a barcode with more than 13 digits and therefore did not retrieve the patient order for the searched barcode.	Enhancement	All
ACU-11823	Ordering	In the Orders module, users were not able to view the staff member that created and delivered the order by pressing the Order Route button.	Bug	All
ACU-11859	Ordering	Under certain conditions, exchanges were invalidly creating replenishment orders when the frame was returned and re-sold within the exchange transaction. This would only occur when the user entered zero when asked the restock amount as well as selecting 'Lens Only' and "Frame to Follow" in the dispense fulfillment	Enhancement	All

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
		screen.		
ACU-11901	Ordering	When completing the dispense fulfilment details for a spectacles order, the system can now be configured to force users to select a frame status for a lens only and treatment only order.	Enhancement	All
ACU-11930	Ordering	When an invoice is cancelled and re-dispensed, the system would incorrectly display the cancelled order in the job/order search dialog in the orders module.	Bug	All
ACU-11964	Ordering	In the Patient Orders module the user was in the On Order section and moved back to pending status an electronic orders that was sent to an Innovations lab.	Enhancement	All
ACU-12045	Ordering	The date shown on the work order report was showing the quotation date when dispensing a quotation instead of showing the dispense date.	Bug	Italy
ACU-12199	Ordering	When a user dispenses a frame or a pair of sunglasses, the application now automatically determines whether the item should be defaulted to be ordered from the supplier using the same logic as that when the user dispenses a pair of spectacles or Rx sunglasses.	Enhancement	All
ACU-12286	Ordering	For electronic ordering to ABB Concise, hard lenses/RGPs used to be transmitted as one line in the order submission so the contact lens notes were validated to have a maximum total of 140 characters. Since hard lenses/RGPs are now separated on two separate lines in the order transmission, right and left lens notes can each now have a maximum of 140 characters. For this change, the contact lens notes validations in contact lens trials and prescription screens were removed.	Enhancement	All
ACU-12386	Ordering	(Enterprise only) In the orders module, when the user moved back a spectacle or a frame only order (from On Order to Pending status), the application displayed a "Operation not supported at Local Office, frame restocking must be done at the Head Office" message and this prevented the user from moving the order. This message is only appropriate when the application is configured for centralised lab services.	Bug	All
ACU-12424	Ordering	When creating a frame-only remake order, the application was defaulting the order type to be lens only rather than frame only.	Bug	All
ACU-12668	Ordering	Within the Orders module, the delivered orders grid Completed column was displaying both date and time, and should only have been the date.	Bug	All
ACU-12696	Ordering	When the Change button was clicked within the Orders module, a "CDSLlabInvoice: Field calcShipStoreName not found" error occurred.	Bug	All
ACU-4983	Ordering	In the Patient Orders module the orders report was changed to add the notes for accessory orders.	Enhancement	All
ACU-5341	Ordering	The quantity on hand in the Order Fulfilment screen now displays the current available stock quantity of the dispensed item.	Bug	All

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
ACU-6711	Ordering	The barcode / item code entry box in the stock orders screen did not actually add the matching product to the ordered products grid.	Bug	All
ACU-7965	Ordering	The application can now be configured to allow the user to change/select the supplier of contact lens orders in the fulfilment screen on the Send to Till button.	Enhancement	All
ACU-8592	Ordering	(Enterprise only) The order fulfilment screen's ability to select to ship an order to another store has now been enabled for all countries.	Bug	All
ACU-8816	Ordering	The replenishment order items in the Replenishment Orders screen in the Stock Orders module were not consolidated and therefore it was displayed two identical items for different or same quantities.	Bug	All
ACU-9539	Ordering	The Contact Lens Order form could not display the full contact lens name if it contains more than 40 characters.	Bug	All
ACU-8304	PASM	The user cannot now cancel a sale or void a payment on the sale that is associated with a credit sale. The user needs to go to the patient mandate, cancel the credit sale and then the dispense will be reopened for further tender options.	Enhancement	All
ACU-9587	PASM	In the PASM module, the eraser button in the contact lens screen was incorrectly disabled when a contact lens is selected. The users were not able to clear the selection and choose a different contact lens.	Bug	All
ACU-10755	Patient	On the patient summary screen, the Suspect Address check box text has been reworded to Invalid Address.	Enhancement	United States Canada
ACU-11048	Patient	The patient summary display screen has been modified to include icons to denote the different types of events occurring on a patient's record.	Enhancement	All
ACU-11169	Patient	The Advanced Patient search screen results grid contained a column for the address Building name, however, it was always blank.	Bug	All
ACU-11463	Patient	When the correspondence address was changed to use patient Alternative or Family address, the application would not correctly merge Building, Country and Flat number bookmarks within the email template when sent from the patient record by double-clicking the email address field.	Bug	All
ACU-11557	Patient	A new configuration option has been added to the system to allow a patient gender not to be identified by either male or female. Instead, a third gender option "Unknown" is added. Furthermore, users can look for patients with unknown gender in the Query module.	Enhancement	All
ACU-11567	Patient	In the Patients module under 'Warranty Cards' there is a table containing the Warranty/Loyalty Cards information. This table contained two columns with the name 'Warranty Expiry', one of these columns has been renamed 'Loyalty Expiry'.	Bug	All
ACU-11700	Patient	Visits and their associated information were disappearing from the visits grid when a patient had an appointment	Bug	All

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
		with a motivation that had a duplicated deleted motivation.		
ACU-12002	Patient	A new configuration option has been added to the system to optionally allow certain types of users (administrators, managers or normal users) to change a patient's ID number. This is only used rarely and typically where the numbers are to be used to sync with another system.	Enhancement	All
ACU-12028	Patient	The grid in the patient summary screen had not been translated and was fully in English while running the application in French.	Bug	All
ACU-12211	Patient	In the Patient, Family Members screen, a hint has been added for the Patient Guardian Name field to remind users of the format for typing a patient name when the guardian does not exist as a patient.	Enhancement	All
ACU-12259	Patient	Privacy reports for marketing and medical data have been modified in order to reflect the status of marketing flags A/B and Allow Storage flag set on the patient record and automatically tick the related flags in the reports.	Enhancement	Italy
ACU-12444	Patient	The Summary button on the patient summary screen was causing the application to freeze when the application was anything else other than English.	Bug	All
ACU-12527	Patient	There was a minor cosmetic issue on the main patient screen where the Deceased check box label was slightly out of left side alignment and slightly vertically separated from the rest of the labels/boxes above it.	Bug	All
ACU-12572	Patient	Patient mandatory field validation was executed while switching between family members that had no mandatory fields populated. The validation should be executed only on the patient summary screen.	Bug	All
ACU-12580	Patient	When on the patient screens, there is a "Family" button at the top right which expands a section to show the family members of the currently selected patient, and allows the user to switch between them. When that section is expanded, everything else which is on the screen moves down and is in a scroll box.	Bug	All
		The patient Correspondence area has a set of three sub-tabs for showing Contact Preferences, Family & Guardian and Communication history information. While the family section was expanded, changing between these views by clicking on the tab automatically scrolled the box down such that the set of tabs were no longer visible and the user would have had to manually scroll up to be able to see the tabs again.		
ACU-12667	Patient	The patient's account balance is displayed on the summary panel at the top of the patient screens. There is a hyperlink available on that account balance to show the patient's Account Summary screen. However, the hyperlink was only being displayed/working when the user hovered the mouse over the decimal part of the balance rather than the entire length of the balance text.	Bug	All
ACU-12701	Patient	There was a minor alignment issue in the patient Recall	Bug	All

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
		& Marketing screen, where the vertical height of the recall section exceeded that of the marketing.		
ACU-8589	Patient	A new function has been added to the Patient Merge screen that allows the user to choose the level of details to be saved in the patient record. This has been introduced in order to resolve the issues of data loss, inaccurate data in the patient record or data not being taken into consideration during the merge process.	Enhancement	All
ACU-9226	Patient	The patient Correspondence screen has a set of sub-tabs; Contact Preferences, Family and Guardian and Communication History. The breadcrumb trail text at the top of the screen always showed the same text; Patient > Correspondence, regardless of which one of these areas the user had selected. That has been changed so that the breadcrumb trail now more accurately describes the tab/screen the user is on.	Enhancement	All
ACU-9272	Patient	An information message is displayed to the user on selection of a patient with the suspect address flag turned on. The wording of this message has been changed to use the expression 'invalid address' as opposed to 'suspect address'.	Enhancement	United States Canada
ACU-8760	Price Updates	On the Active tab of the Price Updates module, deactivating a price update invalidly removed the Distribute button from the toolbar.	Bug	All
ACU-12204	Promotions	When applying a promotion on products that have been already discounted, it has been found that the calculation of the remaining items value available for the promotion may fail when the quantity of the items being analyzed is higher than 1.	Bug	All
ACU-12222	Promotions	When deleting a promotion applied in the till screen, it has been found that the application was also deleting the promotion allocation records of other promotions previously applied in dispense screen. While this may not have an immediately visible effect on the sale values (because the main promotion record of the promotion applied in dispense screen is not deleted in the sale lines) and may have no visible effect on fiscal receipts and invoices (because the reduction values are not removed from the sales lines where they are applied) the wrong deletion of the promotion allocation records may create discrepancies and missing data errors in other areas, for example in head office interfaces with other 3rd party systems.	Bug	All
ACU-12395	Promotions	In the till screen, when adding items to a sale coming from a dispense and applying a promotion on the newly added items, there were cases where the application was trying to involve in the promotion the items coming from the dispense even if the products were already discounted by the same promotion if applied previously in the dispense screen. This would have resulted in a wrong calculation of the promotion discount value and create unbalanced sales.	Bug	All
ACU-12621	Promotions	(Enterprise only) When running the practice application	Bug	All

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
		(i.e. not enterprise head office) a disabled "Goals" button was visible and disabled in the promotions maintenance search screen.		
ACU-12690	Query	Within the Query module when the Last Recall parameter was selected, an error 'CDSQueryonServer: Cannot perform this operation on a closed dataset' was occurring.	Bug	All
ACU-11983	Recall	When the application was configured to use the Recall Exam Due date and not the Recall Printed date within the Recalls module then the Recalls module grid results did not match the Dashboard Recall grid results.	Bug	All
ACU-12564	Recall	On pressing the Update button in the Recall module results screen, the application checks to see if the results list is 'current', i.e. the results of a recall run just performed, or whether the results are 'old' where a previous run was automatically saved when the module was last closed and then re-loaded when the module was opened again. However, if the results were indeed current, then no confirmation was displayed (which is correct). After which the user would get a confirmation message that they wish to update the results (which is correct). But then (incorrect) the message about confirming the results being out of date was displayed even after it was determined to not be required initially.	Bug	All
ACU-12625	Recall	Within the recall module, an incorrect email was sent out to the patient when the different letter was previewed before the recall email was sent to the patient.	Bug	All
ACU-12626	Recall	Within the recall module, an error 'Template has been formatted incorrectly' occurred when an SMS was sent prior the recall email was sent to the patient.	Bug	All
ACU-6206	Recall	A new (optional) confirmation message was added to alert the user when they are changing the Recall method to 'None' within the patient summary screen.	Enhancement	All
ACU-1336	Recalls	The recalls type history grid was displaying the recall history of the last selected recall type. If we do a multi-select the history grid will no longer be displayed as it was always showing only the last selected recall type history, which was a misleading information as multiple recall types are selected.	Bug	United States
ACU-10218	Referrals	There were instances where some users may have experienced a performance delay on entry to the referral out letters screen.	Bug	All
ACU-11380	Referrals	Within the Referrals worklist, a 'List Index out of bound' error was occurring on cancelling a referral when only the 'To' field was populated.	Bug	All
ACU-12207	Referrals	An incorrect referral letter content was displayed when Referral letter was viewed within the Diary module when right-clicking on the patient appointment and selecting 'Create Referral' menu option.	Bug	All
ACU-10078	Refraction	In the Refraction screen, for the "Subjective", "Rx Given", "Lens Meter", and "Retinoscopy" tabs, there was an issue with the "Cylinder" drop down. When the user tried	Bug	All

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
		to clear the text box by pressing the clear button, the data in the text box would be inverted to either a positive or negative value instead of being cleared. The user would need to press the clear button a second time to clear the text box.		
ACU-10251	Refraction	The refraction report indicator 'Suitable for contact lenses' that has been renamed to 'Suitable for contact lens assessment' as per its name on the Handover screen.	Enhancement	All
ACU-10754	Refraction	A link to Medop LM-900 lensmeter was added to the Refraction screen	Enhancement	All
ACU-11475	Refraction	The "To Lens Meter" button is located in the "Lens Meter" section of the Refraction module. Is it used to copy previous prescription information to the "Lens Meter" screen. This is not supported for legacy data from Focus 1.0 that has been converted for Acuitas 2.0. The user is informed of this by a Pop-Up Message.	Enhancement	All
ACU-11723	Refraction	The message 'field L_VER_MM not found' was occurring when users clicked on the get data button in the auto refractor prescription page to get data from the TopcoTRK1p.	Bug	All
ACU-11796	Refraction	Aided Visual Acuity values have been added to the Final Rx prescription screen and report since this is a legal requirement in Quebec.	Enhancement	Canada
ACU-12034	Refraction	Certain prescriptions with Add or Axial Angle values acquired from various refraction equipment may have caused an "invalid floating point number" error when running against a French language configured operating system.	Bug	Canada
ACU-12185	Refraction	Configuration options exist to allow the business to set which of the refraction screens are read-only, however, all of the screens were set if even one of the options were turned on.	Bug	All
ACU-12256	Refraction	The patient prescription was not showing on the Show Rx's screen due to expiry date check. The expiry date check has been removed and an expiry date column was added to the grid. If the prescription is expired then it will be greyed out.	Bug	All
ACU-12263	Refraction	The user was not able to import previous dispense information to the Lens Meter prescription page. 'To Lens Meter' button have been added to the Spectacle Dispense preview screen that is accessed from the Lens Meter page by clicking 'Previous' button. Once this button has been pressed, the window displaying the dispense information will close and the application would revert back to the Lens Meter page, with the available fields from the dispense populated from the chosen dispense but this was not happening for older prescriptions.	Bug	All
ACU-8850	Refraction	In the refraction screen, the 'Copy Previous' button was always active. This has been changed to only being active where there is a previous record to copy from.	Enhancement	All

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
ACU-10124	Reporting	A new Revenue Cycle report has been added for the purposes of providing a sales report net of insurance discount/write off and displaying the breakdown of sales and payments made both as insurance and related to the patient. It also includes a display of adjustments made to sales after the fact, either insurance adjustments (pre or post submission) and till debt write offs.	Enhancement	United States
ACU-10245	Reporting	Electronic payments were incorrectly included in the cash book report when the option to include them was not ticked.	Bug	All
ACU-10973	Reporting	In the Sales Reconciliations report, when a payment was voided it resulted in discrepancies, a single Gross Sale with a discount would show up as two Gross Sales and discounts, with incorrect values for their totals.	Bug	All
ACU-11183	Reporting	Grouping by Examiner and Benefit Type options have been added to the Benefit Tracking report.	Enhancement	All
ACU-11235	Reporting	In the Appointments by Scheduler report, the label diary was not localised properly for U.S.	Bug	United States
ACU-11487	Reporting	If a user went to the full screen till while already in the reports module, without having first pressed the Close button, and then straight back to the reports screen after closing the till, the menu on the left hand side was not resizing properly.	Bug	All
ACU-11502	Reporting	The 'Lens Type Sales' report prints the sales values of the products sold in the reporting period both the gross value and the discount. There is also a "Net of discount" column on the report. This net column was incorrectly totalled, however, as the tax was not being accounted for correctly resulting in an inflated value for the true net sales.	Bug	United States Canada
ACU-11534	Reporting	The weekday sequence and graph sales numbers were not showing correctly when the financial year configuration option was turned on.	Bug	All
ACU-11535	Reporting	When the application was configured to allow the processing of tax exempt sales at the till the application was not recalculating total sale value correctly if a sale with a discount was processed as tax exempt. This led to Paid Patient Sales Breakdown report showing incorrect payment allocations on individual items.	Bug	All
ACU-11550	Reporting	The Items By Type report was not including late dispense edit transactions.	Bug	All
ACU-11563	Reporting	The Actuarial Report displayed incorrectly the dispense group reference among the detail bands.	Bug	All
ACU-11576	Reporting	A series of reports have been changed to put the negative part of the transaction against the original dispenser when there is a dispense return or exchange.	Enhancement	All
ACU-11578	Reporting	The application become unresponsive when using the mouse wheel to scroll through the end-of-day report preview screen.	Bug	All
ACU-11628	Reporting	When the Items report was grouped by 'Makes/Models'	Bug	All

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
		or 'Range' and a certain Item Type would be selected, the report would retrieve duplicate records.		
ACU-11709	Reporting	The Item Movement Report did not order correctly the stock adjustments by dates.	Bug	All
ACU-11740	Reporting	The appointment notes report did not show the patient's full name if the patient had a long name.	Bug	All
ACU-11833	Reporting	The 'Items' report prints the sales values of the products sold in the reporting period both the gross value and the discount. There is also a "Net of discount" column on the report. This net column was incorrectly totalled, however, as the tax was not being accounted for correctly resulting in an inflated value for the true net sales.	Bug	United States Canada
ACU-11835	Reporting	The totals for the payments and claims values shown on the bottom of the Insurance Payments report were incorrect, double counting the amount paid/claimed.	Bug	United States
ACU-11836	Reporting	There were some minor vertical alignment issues with the output of the Insurance Payments report.	Bug	United States
ACU-11837	Reporting	A new report column for Carrier Refund has been added to the Insurance Payments report.	Enhancement	United States
ACU-11839	Reporting	The totals columns on the Insurance Payments report have been increased in width to allow for showing the full value when printing the report for a large date range. The decimals were being chopped off when the total was in the millions of dollars.	Bug	United States
ACU-11864	Reporting	The Promotion Discount Dispenser Report did not show any information a promotion added to the sale covered the full amount.	Bug	All
ACU-11906	Reporting	The Promotion Discount Dispenser report tripled the amounts for the Total Sales and Total OTC when user returned the dispense.	Bug	All
ACU-11908	Reporting	The remittance advice breakdown report has been redesigned. The three main changes are: (1) The output columns on the report now matches those of the remittance advice posting screen (2) A filters drop down has been added as an option on the reports screen so the user can print the invoices which match various criteria about what was posted (positive and negative payments, lab charges, missing claims, carrier refunds, etc) (3) A "Report Version" option has been added to let the user choose if they wish to see the report summarised by payment, or broken down by invoice, or (the lowest level of detail) broken down by the individual claim lines in each of the invoices.	Enhancement	United States
ACU-11919	Reporting	Late dispense editing balancing returns are now excluded from the Exchange, Return, and Remakes report.	Bug	All
ACU-11935	Reporting	The Insurance Payments report has been re-designed. Firstly, the default report is now printing the remittance payments made along with the reference, notes, posting and payment dates, who posted the payment, etc. It is a re-representation of the contents of the remittance advice	Enhancement	United States

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
		<p>module Completed view. Secondly, a new parameter "Report By" has been added to allow the user to choose whether to print the report by payment (listing all individual payments) or totalled by period of either a single day, or month or year.</p> <p>Note that the Remittance Advice Breakdown report is now the report to be used to get a breakdown of the individual claims which were paid by a remittance posting.</p>		
ACU-12039	Reporting	Three reports have been added to the Reports module: The Post Office Box Shipping Address Report to list the orders that contain PO Box in the shipping address; The GP Contact Lens Order to list the hard contact lenses orders and The Contact Lens Orders by Supplier to list the contact lenses orders grouped by supplier.	Enhancement	All
ACU-12061	Reporting	The Exchange, Refunds and Remakes report was grouping sales inconsistently and did not provide any detail to the user.	Bug	All
ACU-12247	Reporting	Due to new a application configuration option to facilitate an order supplier change within the Dispense Fulfilment screen, changes have been made to the 'Items', 'Item by Type' and 'Lens by Type' reports to ensure supplier filter and grouping is working with the order supplier and not item supplier.	Bug	All
ACU-12285	Reporting	A new Net Payment column has been added to the Remittance Advice Breakdown report, which is the sum of the claims paid less any lab charges made.	Bug	United States
ACU-12289	Reporting	A new report called Post Office Box Shipping Address Report has been added to the Reports module. The report displays the contact lens orders that contain PO Box in the shipping address.	Enhancement	All
ACU-12305	Reporting	The Statistics button on the Reports module has now been disabled.	Bug	All
ACU-12340	Reporting	A new report Benefit Tracking by Plan has been added to the application. This report allows users to filter, group and display insurance claims by insurance plans.	Enhancement	United States
ACU-12410	Reporting	(Non-U.S. customers only) The Insurance Accounts Receivable is a report designed for United States customers only. It has now been switched off for other countries.	Bug	All
ACU-12670	Reporting	The Contact Lens Exams report from the Clinical Exams section of the Reports module was giving the following error: "170001: CDSExamSummary: Field 'AND' not found"	Bug	All
ACU-12671	Reporting	The date year field within 'Staff Exams by Date', 'Activity by Date', 'Activity by Week', 'Staff activity by Date', 'Staff activity by Week', 'Weekly Exam Activity', and Staff Exams activity by Week' reports were incorrectly displayed.	Bug	All
ACU-12682	Reporting	The "Item Movement Report" contained invalid characters in its header and was missing the "Cost/Avg Cost" labels.	Bug	All
ACU-12683	Reporting	(Enterprise only) When the Contact Lens Exams report was previewed an error 'An operation cannot be	Bug	All

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
		performed on the closed dataset' was occurring.		
ACU-12684	Reporting	The "Paid Patient Sales Breakdown Report" in the Reports section of the Back Office module was displaying the term "VAT" instead of "Tax".	Bug	United States Canada
ACU-420	Reporting	The "Patients Without Recall Dates" report was including patients flagged as inactive.	Bug	All
ACU-473	Reporting	A raw data report export has been added to the application to allow the customers to access and use report data for accounting, stock management, and to feed data into external systems.	Enhancement	All
ACU-5538	Reporting	Write Offs would only display on the Cash Book Report if the user Selected Write Offs as the Tender Type. The user can now mark a tick box that will include Write Offs with the other Tender Types in the Cash Book Report.	Bug	All
ACU-8940	Reporting	When a return dispense was processed and allocated to the patient account it was not appearing on the VAT Audit report but the original payment was, this lead to inflated report figures.	Bug	All
ACU-9948	Reporting	(Enterprise only) In the KPIs section of the Data Analysis module, the KPI Practice Selection was hidden from view.	Bug	England N. Ireland Scotland Wales
ACU-10416	Retail	The application can be configured to allow users to record lab measurements, such as "Head/Eye Coefficient", on the Spectacle Dispense screen. If the user invoked the editor on "Head/Eye Coefficient" and entered an invalid value a validation message appeared stating that ""The entered value is outside the valid range 0 to 1". This has now be corrected such that the message invoked from the editor includes the correct maximum value of 0.99.	Bug	All
ACU-10813	Retail	The Invoice has been changed to hide the item detailed descriptions and tray number information.	Enhancement	United States
ACU-11093	Retail	When saving a dispense that contained a handover fee and associated benefit as a quotation, some internal values recording the benefits applied were not being cleared so that if that quotation was then subsequently progressed, a further benefit could not be applied, the user receiving a "The benefit amount exceeds the selected dispense amount' message.	Bug	All
ACU-11170	Retail	In the retail review screen, (when configured to do so) the sale number is now displayed as original reference for remakes, returns, and exchanges instead of the dispense reference when the configuration option is turned on. Similarly, the insurance eligibility screen was modified to reflect the sale reference instead of the invoice number.	Enhancement	All
ACU-11407	Retail	A configuration option was added that allows printing of the till clerk or staff name using the first name and initial of the last name on the invoice or receipt.	Enhancement	All
ACU-11526	Retail	When a dispense, within the patient review screen is double-clicked, the dispense VAT Breakdown screen is	Bug	All

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
		opened. The discount Non-VATable and VATable figure within the screen were not populated, which led to inflated total figures for Non-VATable and VATable columns.		
ACU-11538	Retail	In the dispense spectacles screen, if a user tries to select a frame from the drop down menu, the application would occasionally not be able to display the correct item if two or more frames have the same item reference.	Bug	All
ACU-11581	Retail	Users can now hover over the Notes checkbox in the dispensed items grids in the orders module to view the entire notes for the item.	Enhancement	All
ACU-11622	Retail	In the contact lens dispense screen, the right and left lens measurements were not aligned correctly to each other when reviewing a past contact lens dispense.	Enhancement	All
ACU-11860	Retail	A "calcDispenseID" / "calcSaleID" / or "calcInvoiceID" error was encountered if the user double clicked on the new dispense grid on a dispense which was previously saved as a quotation.	Bug	United States Canada
ACU-11873	Retail	The invoice report was only displaying the first 36 characters of an item description.	Bug	Canada
ACU-11931	Retail	Users were not able to dispense some items that were marked as unavailable but dispensable.	Bug	All
ACU-11942	Retail	The application was not allowing users to enter a bar code to quickly locate a tint/coat/extra item when they dispense a pair of spectacles.	Bug	All
ACU-12031	Retail	Where applicable, the Pack Code is now displayed in the spectacles and contact lenses dispense screens and the receipt associated with any sales made which contain pack products.	Enhancement	All
ACU-12081	Retail	The application has validation to ensure the contact lenses notes do not exceed a configurable limit. That validation could be by-passed if the user raised a dispense/invoice directly from the prescription/trial screen.	Bug	All
ACU-12098	Retail	In the quotation report there are configuration options controlling replacement of the lens item description with the supplier name or brand for marketing reasons depending on the original lens supplier. A new rule has been added for a specific lens brand to show the lens brand name instead of the lens item description or supplier name.	Enhancement	Italy
ACU-12099	Retail	If a user chose to send an invoice by email, the send email screen was trying to automatically merge the first email template in the list of templates. This was potentially incorrect when running in a dual-language environment as the templates are typically shared across the enterprise and therefore the user may have seen a foreign language template.	Bug	All
ACU-12101	Retail	The Quebec sales tax amounts are now available for Web Sales and Receipts (WSR).	Bug	Canada
ACU-12125	Retail	On sending to till from the new dispense screen, the	Bug	All

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
		application now checks to see whether or not any contact lenses are in the dispense and whether the content of those has been overwritten by another PC. If so, a confirmation message is displayed to warn the user of this.		
ACU-12197	Retail	When printing an invoice and the patient has a Guarantor, the Guarantor's name and address is printed on the invoice above the patient name.	Enhancement	United States
ACU-12209	Retail	(Non-validated) The filters in the dispense spectacles and dispense prescription sunglasses screen had not been using selected filters when searching for frames and lenses.	Bug	All
ACU-12241	Retail	The Frame A, B and Effective Diameter are now printed on the order report, regardless of whether or not Precal has been selected.	Bug	All
ACU-12246	Retail	(Innovations integrated) When a user clicks on the Validation button on the Dispense Spectacles screen, the application communicates with a web service in the lab to ensure the selected frame, lenses and measurements entered are valid. That process has been updated to ensure that the application will not encounter any issues when multiple concurrent calls are made to the web service.	Enhancement	All
ACU-12353	Retail	When a dispense is returned and the value is sent to the patients account. There are discrepancies within the dispense review screen where as the payment is not appearing. It is also missing from the invoice even though the payment exists.	Bug	All
ACU-12534	Retail	When creating a return/exchange without a prior dispense the user has to indicate the practice where the original ticket was issued and also the original sale ticket number and ticket date. If the user inserted a date in the future, the application blocks the operation displaying the message 20003 whose text was not appropriate in this context. Thus, this message has been replaced by the new message 130720 with a proper text.	Bug	Italy
ACU-12615	Retail	If a dispense is saved as a quotation, and then subsequently Dispensed from the quotations review screen, and then saved as a quotation a second time - it was not displayed in the Quotations Management worklist screen after being saved the second time.	Bug	All
ACU-12651	Retail	Within the New Dispense screen, the columns that show the total amount were not wide enough resulting the the values not being fully visible.	Bug	All
ACU-3959	Retail	The Tax Number printed underneath the practice address on the Invoice report has been removed as it was a duplication of the practice's VAT number that is displayed in the header at the top of the invoice.	Enhancement	Ireland England N. Ireland Scotland Wales France Sweden
ACU-5880	Retail	The lens supplier was not correctly displayed in the	Bug	All

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
		Dispense Spectacles screen when the user selected a cloned or copied lens.		
ACU-6735	Retail	(Non-validated dispensing) Freeform lens measurements were added to the Other Measurements section of the spectacles dispense screen.	Enhancement	All
ACU-6736	Retail	The approxi-shape frame selection function has been added to the spectacles dispense screen for non-validated retail users.	Enhancement	All
ACU-11643	Routing System	When the routing system module was enabled, there were instances where the diary notes boxes on the multi-diary display screen were being hidden behind the routing system display at the bottom of the diary module screen. This typically only happened where there was less than 6 active diaries for the selected date.	Bug	All
ACU-12274	Routing System	A "Field DILATED_TIME not found" error was being encountered if the user changed the routing system status for a patient on the top right hand side of the main screen.	Bug	All
ACU-12283	Routing System	The error "CDSGetAppointment: Dataset not in edit or insert mode" occurred on pressing the Complete button in the routing system or doctor dashboard screens or on creating a new visit for a routing system appointment with a booked status.	Bug	All
ACU-11054	SMS	When editing the SMS appointment template from the configuration screen, the editor would always be on the first record in the drop down and not change to selected entry.	Bug	All
ACU-12232	SMS	When an attempt was made to rename or delete the SMS template within the Template Maintenance screen a reconcile error 'Unable to find a record. No key specified.' was occurring.	Bug	All
ACU-2642	SMS	For enterprises sharing all data between all stores, the SMS management screen shows all the SMS messages for these stores. A new "Practice Name" column was added to display which practice each of the SMS messages is related to, this information is only shown when the user selects "ALL" from the practice drop down.	Enhancement	All
ACU-6828	Security	A new configuration option has been added to the application to allow administrator users to determine which types of users were allowed to do a benefit override.	Enhancement	All
ACU-11142	Stock	When doing a full zonal stock take and checking an individual product type checkbox within the stock take type screen, it was not automatically unchecking the 'All' checkbox.	Bug	All
ACU-11205	Stock	The Stock Take Count report preview was modifying the placement of on-screen controls before every print operations. Selecting the print option more than once without exiting the report caused multiple columns to be moved by an arbitrary amount to the right. The resulting pages would show a number of columns creeping further across the page with each print operation. Closing the	Bug	All

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
		report would reset the positions.		
ACU-11418	Stock	An error message appeared when the user applied a zonal stock take : "An Innovations error has been encountered \$1".	Bug	All
ACU-11552	Stock	The application was occasionally displaying an "insufficient privileges" error when a user was attempting a stock take.	Bug	All
ACU-11972	Stock	(Enterprise only) When logged into a practice that is configured to be part of a 'sharing group' the practice selection in the stock transfer module only listed stores that belong to the sharing group instead of all stores in the estate.	Bug	All
ACU-12418	Stock	Improved error handling has been added to the stock taking process.	Bug	All
ACU-12600	Stock	The Create Order check box in the Batch Ad-Hoc adjustments screen is now only visible when the user has selected to perform an adjustment Out.	Enhancement	All
ACU-5943	Stock	In the Stock Maintenance screen, if a user had selected a number in the 'Delivery' box and left the screen, the figure in the 'On Order' box would have incremented by the amount previously selected in the delivery box. Only the 'QTY on hand' value should be incremented.	Bug	All
ACU-11878	Surveys	Spanish translations have been added to the Survey SMS results and configuration screens in the system. In addition, the main screen menu items now respect the global system setting and are hidden if this module is not switched on.	Bug	Spain Mexico
ACU-12205	Surveys	French translations have been added to the Survey SMS results and configuration screens in the system. In addition, the main screen menu items now respect the global system setting and are hidden if this module is not switched on.	Bug	France Canada
ACU-12206	Surveys	Italian translations have been added to the Survey SMS results and configuration screens in the system. In addition, the main screen menu items now respect the global system setting and are hidden if this module is not switched on.	Bug	Italy
ACU-12583	Surveys	Several issues were found on the Survey screen relating to minor formatting issues.	Bug	All
ACU-10885	Till	Performing cash back on a debit card payment, the system was incorrectly interpreting this as an additional payment being received from the patient rather than money to be returned.	Bug	All
ACU-11496	Till	The application now displays the complete patient address in the till screen.	Enhancement	All
ACU-12522	Till	When printing the fiscal return ticket on a Ditron fiscal printer for a return without prior dispense, if the user has indicated a number of original receipt higher than 9999 the Ditron printer would not accept it returning an error and blocking the ticket printing. In order to prevent this, the original receipt number value has been limited to 4	Enhancement	Italy

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
		digits as the maximum value allowed by the device is 9999.		
ACU-12524	Till	If a sale had a value of 0 (because of discounts or benefits applied covering the entire amount of the sale) and during the printing of the fiscal ticket there was an error on the fiscal print device, when the user tried to reprint the fiscal ticket from the unreceipted sales screen the sale was not visible.	Bug	Italy
ACU-12553	Till	When the application is set up to issue automatic discount coupons, the issue of the coupon has been prevented if the value of the coupon is calculated with a value of zero.	Bug	Italy
ACU-3798	Till	When users were sharing one till shift on two workstations, the other workstation might not have been correctly updated when a cancel receipt procedure was executed at the till.	Bug	All
ACU-5632	Till	The application was displaying a "Please complete the previous shift closing balances first." message when the user was starting the till. This was occurring when the application is configured to process Direct Debits and the user processed some payments within that module before entering the till.	Bug	All
ACU-6899	Till	When the application was configured to have individual till shifts per user, the till roll would have a record for every pin entry during the duration of the till shift. The application has been modified to create a single entry at the time of the creation of the till shift.	Bug	All
ACU-9279	Till	When 'Receipt Email Template' letter templates were accessed prior any action within the application it would display 'The template has been formatted incorrectly' information message when bookmarks are merged.	Bug	All
ACU-10684	Till Shifts	On occasion, with multi-user till shifts enabled, the till shift was reverting to a prior state and the totals were incorrect.	Bug	All
ACU-12591	To Do List	A "CDSToDoList: Dataset not in edit or insert mode" would occur in the editing of a to do list record, if the user went in to the screen in Edit mode, double clicked on the Description memo box, and then immediately pressed the Search button and selected a patient from the search screen.	Bug	All
ACU-10207	Upgrade	A new feature has been added to the application which (a) informs each user individually of a version upgrade on their first use of the application after the upgrade and (b) provides links to two published documents about the version upgrade; a release highlights and a version contents document. Links to these are also included in the Help menu.	Enhancement	All
ACU-10375	Worklists	Some performance improvements have been made to the retrieval of data for the display in the Outstanding Handovers and Walkin Sales worklists	Enhancement	All
ACU-12012	Worklists	The Shape button was visible within Untendered Sales and Outstanding Handover listings. It should only be	Bug	All

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
ACU-12019	Worklists	visible in the Incomplete Dispenses. (Enterprise only) An error was encountered if the user double clicked on the grid displayed in the Untendered sales and Incomplete Handovers worklists, when running the Enterprise application. The double click does the same as the Select button (when available) to actually select the patient of the current grid record and go to their file, but that is a practice application only operation as the Enterprise does not have any patient screens.	Bug	All
ACU-12579	Worklists	The Recent Patient worklist sort order has been changed to sort the list of patients by full name, rather than by ID number.	Enhancement	All
ACU-12581	Worklists	The Created column in the sales history worklist screen grid has been widened so as to show the full sale time.	Enhancement	All
ACU-12586	Worklists	Grid column sorting has been enabled on the Sale Total column in the Incomplete Dispenses worklist screen.	Enhancement	All
ACU-12623	Worklists	Mouse cell hints have been enabled for the grid on the Cancellation List worklist screen so that the full text of the address or next appointment can be seen if the text is larger than the width of the grid column.	Enhancement	All
ACU-6910	Worklists	A "Dataset not in edit or insert mode" error was appearing when the user cancelled a late discount sale from the sales history work list.	Bug	All

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REF	MODULE	DESCRIPTION	TYPE	COUNTRIES
ACU-12996	Benefits	The 837 file generation was not outputting the NPI number when the '(Box 31) Signature' setting from the Insurance preference was set to 'Location'.	Bug	United States
ACU-13041	Benefits	Some changes have been applied to the 837 electronic claim submission file where the Referral segment had the first and last names reversed.	Bug	All
ACU-13055	Catalog	When integrated with external systems, the product database can (optionally) store an external product reference code on each of the product records. This code can be used for a variety of reasons, including not necessarily being a unique product code. A new option has been added to the application to control whether or not this external reference code can be set within the bulk update screen, and the caption to be used for it within the application.	Enhancement	All
ACU-13056	Catalog	In the product search options screen, the "Web Items Only" check box search (if eCommerce integrated) has been changed to a radio group selection to allow searching for only web products, non-web products or both.	Enhancement	All
ACU-13057	Catalog	When integrated with external systems, the product database can (optionally) store an external product reference code on each of the product records. The product search options screen has been extended to allow searching for products by this code, or also where the code is not yet assigned to a product in the catalog.	Enhancement	All
ACU-13106	Dispensing /Retail	In the dispense spectacles screen, when the frame bar code was scanned or manually typed in by the user, the frame details were not automatically populated.	Bug	All