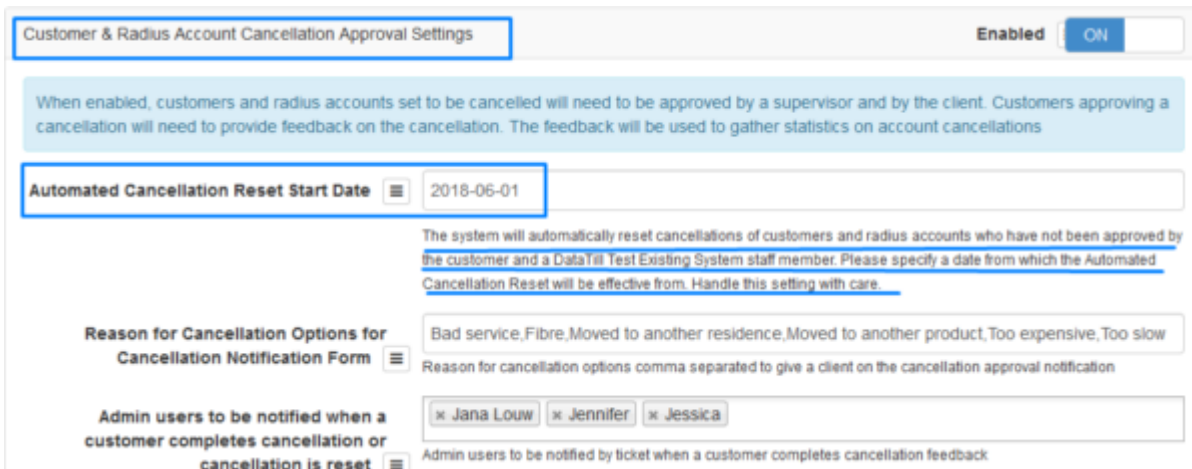


Due to the recent introduction of the Cancellation module, a bug was picked up on the cron job. This bug did not take into account existing data from the old Expiry module. Thus, previously expired customers were being reset when their database variables did not meet the new Cancellation module requirements.

This bug has now been fixed and a migration has been run to include a new default setting under the Billing Setup. This setting is date enabled to specify from which date should customers be reset (that were previously marked for cancellation but never approved for cancellation) to active.

To check this setting, users can navigate to Billing > Billing Setup > Billing Setup again > under the Customer & Radius Account Cancellation Approval Settings menu > Automated Cancellation Reset Start Date - enter date here.



Customer & Radius Account Cancellation Approval Settings Enabled ON

When enabled, customers and radius accounts set to be cancelled will need to be approved by a supervisor and by the client. Customers approving a cancellation will need to provide feedback on the cancellation. The feedback will be used to gather statistics on account cancellations

Automated Cancellation Reset Start Date

The system will automatically reset cancellations of customers and radius accounts who have not been approved by the customer and a DataTill Test Existing System staff member. Please specify a date from which the Automated Cancellation Reset will be effective from. Handle this setting with care.

Reason for Cancellation Options for Cancellation Notification Form

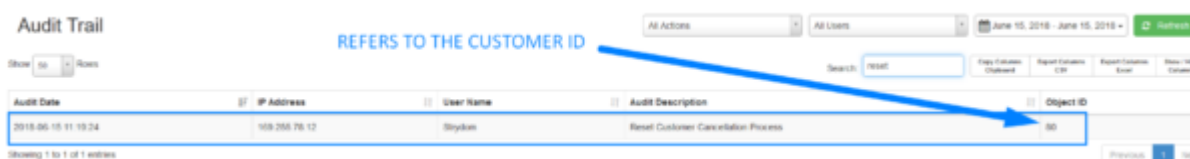
Reason for cancellation options comma separated to give a client on the cancellation approval notification

Admin users to be notified when a customer completes cancellation or cancellation is reset

Admin users to be notified by ticket when a customer completes cancellation feedback

Once the cron job has run - any customers that were marked for cancellation but not approved PRIOR to the date applied in the setting above, will NOT be reset as active. They will remain in the expired state as is.

For any customers that have been marked for cancellation AFTER the date applied in the setting above, but were not approved for cancellation WILL be reset to active. This can be seen under the audit trail (Tools > Audit Trail).



Audit Trail

REFERS TO THE CUSTOMER ID

Audit Date	IP Address	User Name	Audit Description	Object ID
2018-06-15 11:19:24	103.255.76.12	Styken	Reset Customer Cancellation Process	80

Showing 1 to 1 of 1 entries