Salesforce Release Notes 2023.05.10

Release Date: 5/10/2023

Below are Salesforce release notes grouped by the most-impacted department

Service:

- For the following case types: **Customer Follow-up, Payment to Account, Customer Price/Charges Adjustment** the Reason Code and Root Cause fields were moved onto the intake form (from resolution screen).
- For **Content Damage** cases on local orders, Destination field is no longer a required field.

Commercial:

- On **Customer Follow-up** case form, the DB (Direct Bill) checkbox was added so users can indicate for AR if the customer is a direct bill customer.

Advocacy:

- New fields captured in "change history" to allow for enhanced reporting. New report created utilizing those new fields.
- Automatic routing of **Vehicle Accident** cases was fixed to route to Advocacy not ART.

Corp Ops:

- Updated Long Island's market territory manager.

Logistics:

- TMW Number field will now allow for multiple values to be entered, separated by a comma, which was not allowed before.

Accounts Receivable:

- On the forms **AR Customer Payment, Customer Price/Charges Adjustment, Payment to Account, Customer Requested Credit**, the following field labels were changed:

  Old: Method of Refund – *New:* ***Method of Return****, plus add the value* Void *to the picklist*
  Old: Refund Amount – *New:* ***Amount***