

HOTFIX DEPLOYMENT SUMMARY – GRAINGER PLC

Affected Applications	Salesforce			
Production Deployment Date	10 th November 2025			
Production deployments in previous period	Item			Completed
	RBAC – SFDC-1011: Lettings CRUD - Let lettings update Unit Passing and Current Rents RBAC – SFDC-1014: Allow Lettings Managers to update payment stage on payment			27 th October 2025
Upcoming Deployments	Item	UAT Deployment	UAT Approver	Status
	BAU Sprint 17 – SFDC-980: Prevent Ops from moving back from Audit	3 rd Nov 2025	Jessica Howe	Production Approved
	BAU Sprint 17 – SFDC-642: Lead - Closed Lost Other Reason Mandatory	3 rd Nov 2025	Elisabeta Mihalache	Production Approved
	BAU Sprint 17 – SFDC-1005: User unable to edit completed EoTs for Sept ERV	3 rd Nov 2025	Jessica Howe	Production Approved
	BAU Sprint 17 – SFDC-1008: Short Let Checkbox	3 rd Nov 2025	Jessica Howe	Production Approved
	BAU Sprint 17 – SFDC-946: Concession Field on Tenancy Review Ops	3 rd Nov 2025	Helen Douglas-Teggart	Pending Approval
	BAU Sprint 17 – SFDC-1003: General User Permission Set Group	3 rd Nov 2025	Elisabeta Mihalache	Pending Approval
	BAU Sprint 17 – SFDC-1021: Allow Lettings Manager to update Payment Type	3 rd Nov 2025	Jack Howe	Pending Approval
	BAU Sprint 17 – SFDC-1010: Agent Instruction - Recalculate agent fee based on term	3 rd Nov 2025	Elisabeta Mihalache	Production Approved
	BAU Sprint 17 – SFDC-979: Review and Update Unit Status based on Opportunity Status	6 th Oct 2025	Elisabeta Mihalache	Production Approved

BSS Support – BSS-146: Investigate why Tenancy Review Opps were created	22 nd Oct 2025	Helen Douglas-Teggart	Pending Approval
BSS Support – BSS-156: EOT checks failing on auto batch creation	22 nd Oct 2025	Helen Douglas-Teggart	Pending Approval
BSS Support – BSS-158: Review the difference in spelling for value 'Parking license Oxford' on Agreement Type field on Offer and Tenancy objects	6 th Nov 2025	Helen Douglas-Teggart	Pending Approval
BSS Support – BSS-161: Update TPT permissions to allow 'Activate Contracts'	6 th Nov 2025	Jessica Howe	Pending Approval
BSS Support – BSS-118: Rightmove Listing Validation Rule	6 th Nov 2025	Elisabeta Mihalache	Production Approved
BAU – Agent Instructions – SFDC-987: Ensure agent instruction is populated on an agent lead	6 th Oct 2025	Elisabeta Mihalache	Production Approved
BAU – Agent Instructions – SFDC-960: Create Agent Instruction User PS	10 th Sept 2025	Elisabeta Mihalache	Production Approved
BAU – Agent Instructions – SFDC-880: New Agent Instruction Object	11 th Aug 2025	Elisabeta Mihalache	Production Approved
BAU – Agent Instructions – SFDC-882: Button to Create Agent Instruction	11 th Aug 2025	Elisabeta Mihalache	Production Approved
BAU – Agent Instructions – SFDC-925: Agent Instruction Not Updating on Opportunity Stage Progression	11 th Aug 2025	Elisabeta Mihalache	Production Approved
BAU – Agent Instructions – SFDC-883: New Instruction Email	11 th Aug 2025	Elisabeta Mihalache	Production Approved
BAU – Agent Instructions – SFDC-904: De-instruction email	11 th Aug 2025	Elisabeta Mihalache	Production Approved
BAU – Agent Instructions – SFDC-886: Agent Instruction Related Lists	11 th Aug 2025	Elisabeta Mihalache	Production Approved
BAU – Agent Instructions – SFDC-887: Agent Lead Specifics	11 th Aug 2025	Elisabeta Mihalache	Production Approved

	BAU – Agent Instructions – SFDC-888: Agent info on Resi Opp	11 th Aug 2025	Elisabeta Mihalache	Production Approved
	BAU – Agent Instructions – SFDC-889: Agent info on Resi Offer	11 th Aug 2025	Elisabeta Mihalache	Production Approved
	BAU – Agent Instructions – SFDC-890: Agent Names and Contacts on Comm Opp	11 th Aug 2025	Elisabeta Mihalache	Production Approved
	BAU – Agent Instructions – SFDC-891: Agent Fee Info on Comm Opp	11 th Aug 2025	Elisabeta Mihalache	Production Approved
	BAU – Agent Instructions – SFDC-892: Agent Fee Info on Comm Offer	11 th Aug 2025	Elisabeta Mihalache	Production Approved
	BAU – Agent Instructions – SFDC-896: COM - Joint Agent Instruction	11 th Aug 2025	Elisabeta Mihalache	Production Approved
	BAU – Agent Instructions – SFDC-918: Add IC Approved Agent Instruction Status	11 th Aug 2025	Elisabeta Mihalache	Production Approved
	BAU – Agent Instructions – SFDC-919: Pending Move In status for Resi Ops	11 th Aug 2025	Elisabeta Mihalache	Production Approved
	BAU – Agent Instructions – SFDC-926: Individually De-Instruct an Agent	11 th Aug 2025	Elisabeta Mihalache	Production Approved
	BAU – Agent Instructions – SFDC-927: Automatically De-Instruct Resi Instructions	11 th Aug 2025	Elisabeta Mihalache	Production Approved
	BAU – Agent Instructions – SFDC-935: Update Related Agent Instructions	11 th Aug 2025	Elisabeta Mihalache	Production Approved
	General / Risks / Issues			