

		• Not Finding Claims	using on Staging.The claims for those charges should be in the data imported from sentinel, but the system did not find the claims corresponding to the charge/ There is some type of disconnect. Please investigate and fix.	15 Dec (2014)	17 Dec (2014)	Precy M.		100%	Started 16 Dec (2014)	3 hrs	None	None
		• Chargeability Dispositions	The chargeability dispositions from the import are not connected correctly - when a non-chargeable is used on a claim, it did not generate a flag on the charges showing them as being on a non-chargeable claim.	15 Dec (2014)	17 Dec (2014)	Precy M.		100%	Started 16 Dec (2014)	30 mins	None	None
		• Alphabetization	The org units that are imported from Sentinel need to be alphabetized in the pulldowns on the claim screen and on the Org Unit Screen. It is really difficult to work with them when they are not sorted alphabetically.	15 Dec (2014)	17 Dec (2014)	Precy M.		90%	Started	3 hrs	None	None
		Charges/Credits Report	This report is like the regular charge report, but only showing those charges and credits that were imported from a document or csv file (with a total at the bottom to compare to the imported document).	15 Dec (2014)	17 Dec (2014)	Precy M.	medium	90%	Started	4 hrs	None	None
		Company Logos on Letters	Please provide a level of effort quote in regards to putting Organization logos onto Letters.	15 Dec (2014)	15 Dec (2014)	Precy M.		60%	Started	None	None	None
		Third Contact Connection	Please provide a level of effort to add a third contact connection on the org unit screen for now and then add a pop up to show the contact info for that contact.	15 Dec (2014)	17 Dec (2014)	Precy M.			Not Started	6 hrs	None	None
		Request for Information	Please see sample request ltr from sentinel.rtf in Files for the parameters to the Request for Information letter. It works the same as a protest letter, except that it uses the verbiage from this letter and should still be a WYSIWYG with snippets possible. It also should pull the Organization unit info (the client's information) as shown on the letter. This should go on the main Claims screen somewhere (as a button). Should read "Create Request for Information Letter" or something to that effect.	15 Dec (2014)	17 Dec (2014)	Precy M.		90%	Started	5 hrs	None	None
		Pushing Builds	Last week, a user's login information was overwritten during the push to staging and live. Please be sensitive to not have this happen again.	15 Dec (2014)	17 Dec (2014)	Precy M.		90%	Started	None	None	None
		Login Issues	Something is going on with the user access on the Matrix database. Yesterday, the Client went in and reset all of the passwords for each user to Matrix365. All were tested and worked. Now, when the Client tries them and none of them work this morning. The Client can't get the system to let me update them again and login with them. It's becoming very frustrating for them - now Matrix can't get into the database to test things and the Client gets to look bad to them again because it won't work. This has to be figured out and corrected. We CANNOT keep overwriting user data. Period.	16 Dec (2014)	16 Dec (2014)	Precy M.	high	90%	Started	None	None	None

<div>Documents not Downloading</div>	This is probably a pathing issues as well. Please work with Josh to get this fixed on DEV, STAGING and PROD immediately.	16 Dec (2014)	16 Dec (2014)	Precy M.	high	90%	Started	30 mins	None	None
								69 hrs	None	None