

SERVICE BULLETIN for ALL USERS

Bulletin Number: SB-2025-07-17-01

Date Issued: July 17, 2025

Subject: Added Author Column to Client Unit Report

OVERVIEW

- To support unit reconciliation and client management, a new column (Author) was added to the Client Units report. This field displays the person who entered a unit of service.
 - Please note: “VIVÉ Migration” will be listed as the Author/Created By for all entries before 5/29/2025.
-

ISSUE DESCRIPTION

- **Function Affected:** Client Unit Report.
 - **Issue:** Availability of additional information on client units.
 - **Symptoms:** Users unable to easily reconcile units of service entered by staff.
-

IMPACT

- Users can easily identify staff who provided services to clients but are not the assigned worker.
 - This will assist with unit reconciliation for the monthly invoice.
-

WORKAROUND

- While Author is available, filtering and sorting is not functioning correctly. Therefore, use the export feature and filter/sort the report from Excel.
-

RESOLUTION PLAN

- **Status:** Partially fixed.
 - Once sort and filter are fixed, a new bulletin will go out.
-

CONTACT INFORMATION

- If you have questions, experience additional issues, or have suggestions, please submit a ticket via the Ticketing Module (Top Menu of VIVÉ / Program Tools / Ticketing Module).
 - Visit the Knowledge Base: <https://vivesupport.cityofnewyork.us> for further guidance.
-

ATTACHMENTS

- Not applicable for this bulletin.

