FM Testing Checklist

Each time a new release or service pack is readied for deployment, Tyler Technologies thoroughly tests all parts of the software; however, due to the configurability of the applications and each customer's unique deployment environment, we strongly recommend that you test the processes and features noted on this checklist each time you apply a hardware or software update. Although testing may require a large time investment, it is small compared to the potential costs of correcting preventable problems in a production environment.

This checklist is designed to help your organization verify that all of the application's features are working correctly before the update is rolled out in your production environment. We have tested all core parts of the application, but the ancillary functionality that is often customized (e.g., calculations, forms, imports and exports) or uniquely configured to your environment (e.g., cash registers, slip printers, check signers, eSuite services) should be tested locally to verify accuracy and compliance.

For testing that involves license keys and user security, it is important to test the software with your unique security configuration before applying an update to your production environment. In all cases, unless specifically referenced for an item in the release notes, Tyler tests the software with a license key that has access to all applications, modules and user profiles.

**Core Processes**

Some processes are highly dependent on your environment to function correctly or are a critical part of your daily operation. If applicable, these items should be tested and validated.

* Faxing purchase orders
* Email purchase orders
* Other email functionality
  + Payment confirmation
  + Bid broadcasts
* Bar code printers
* Slip receipt printers
  + Print receipts
  + Validate forms
  + Slip Receipt Printers - Validate checks
* Integrated credit card swipe devices
* GIS integration

**Forms**

Tyler tests only the standard version of any form. Regardless of whether you are using a custom version of a form, please verify that all of the applicable forms on this list produce the expected output. In all cases, testing should include generating the output and printing the form to verify that signatures, MICR coding, bar coding, OCR coding, etc., all appear as expected.

* AP check
* AP EFT stub
* Inventory issue ticket
* MB Refund Check
* MB Delinquent Notice Form
* MB Invoice Form
* MB Invoice Reprint Form
* MB Customer Statement
* Purchase Order
* Changed Purchase Order
* Revenue Collections Receipt
* Revenue Collections Auditor Certificate
* Request for Payment
* Requisition
* SA Form Letters
* SA Billing Invoices
* SA Late Notices
* SA Customer Statements
* Work Order
* 1099s

**Imports and Exports**

Tyler tests only the import and export functions using the standard file definition for the process. We recommend that you validate that all the applicable imports and exports on this list produce the expected results, whether or not you are using a custom version of the import or export. Exported information should be consumed by whatever external process uses that data. Imported information should be reviewed at a high level to verify completeness and accuracy.

* AP Invoice Import
* AP Purchasing Card Import
* Budget Import
* Journal Import
* MB Invoice Import
* Payment Import
* Project Journal Import
* Receipt Import
* Bank Account Payment Reconciliation Import
* Bank Account Journal Import
* Revenue Collection Legacy Interface Import
* Revenue Collection Lockbox Import
* Third-Party Receivables Import
* Vendor 1099 Import
* ACH (Payment Processing) Export
* Journal Export
* Positive Pay Export
* Third-Party Receivable Export
* 1099 Transmittal File Export (applies to year-end updates only)

**Integration with Other Tyler Products**

If applicable, integration points between new world ERP software and other Tyler products should be tested. These may include the following:

* Tyler Cashiering
* Tyler Content Management/Forms
* Tyler Transparency
* Tyler CAFR Statement Builder
* Tyler EnerGov (Revenue Collections only)

**Services**

Services are installed to support interoperability between new world ERP, the eSuite applications and other third-party applications. Because they are installed separately from the core application and typically on a different server, special attention must be paid to ensure the service is installed correctly and all of the components that use a service are working optimally.

* Test the Annual Budget Processing Excel Add-In
* Test the Contract Milestone Notifications
* Test the Scheduled Accounts Payable Invoice Import
* Test the Scheduled Journal Import
* Test the Scheduled Revenue Collections Receipt Import
* Test the 3rd Party Receivable (Real Time) Revenue Collection Interface
* UM IVR Payment Service
* UM Recurring Credit Card Payment Service

**Licensing Configurations**

Some common licensing configurations may apply to your situation. Review this list and act on any item that applies.

* If not licensed to Human Resources, verify employee information in
  + Assets (responsible and assigned-to employee)
  + Contracts (responsible employee)
  + Purchase Orders and Requisitions (requested-for employee)
  + Projects (responsible employee)
  + Grants (responsible employee)
  + Inventory (issued-to employee)
  + Work Orders (laborers)

**Custom**

Tyler tests only the standard interfaces, processes and reports that are supplied with the software. It is important that you review your list of custom items and test each one, regardless of who initially developed it.

* Test any custom interfaces, processes or reports
* If you are using the Third-Party Document Imaging Interface functionality in any of the following areas, test to make sure documents are still accessible:
  + Accounts Payable Invoices
  + Asset Management
  + Bid Management
  + Contract Accounting
  + Grant Accounting
  + Journals
  + Miscellaneous Billing Invoices
  + Payments (checks)
  + Project Accounting
  + Purchase Orders
  + Receipt of Goods
  + Requisitions
  + Revenue Collection Receipt Batches
  + Work Orders