

Terminated employee receiving Invoice/Credit Delivery Summary email (AlarmBiller)

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When terminating employees, it is recommended that you insert a non-valid email in the email section of the employee profile. In Case 93614, the terminated employee had the same email as the company info email and this caused the employee to receive the Invoice/Credit Delivery Summary email even though they were no longer with the company. Below are instructions on the recommended way of terminating an employee

1) Click on the Setup tab up top and then click on Users.

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2) Click on the User in blue

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3) Update the email and phone number to something invalid, checkmark the Inactive checkbox and save

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4) Go into Setup then Employees

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5) Click the pencil icon to the right of the employee in question

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6) Update the email to something invalid, checkmark the Inactive checkbox and then click save

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