

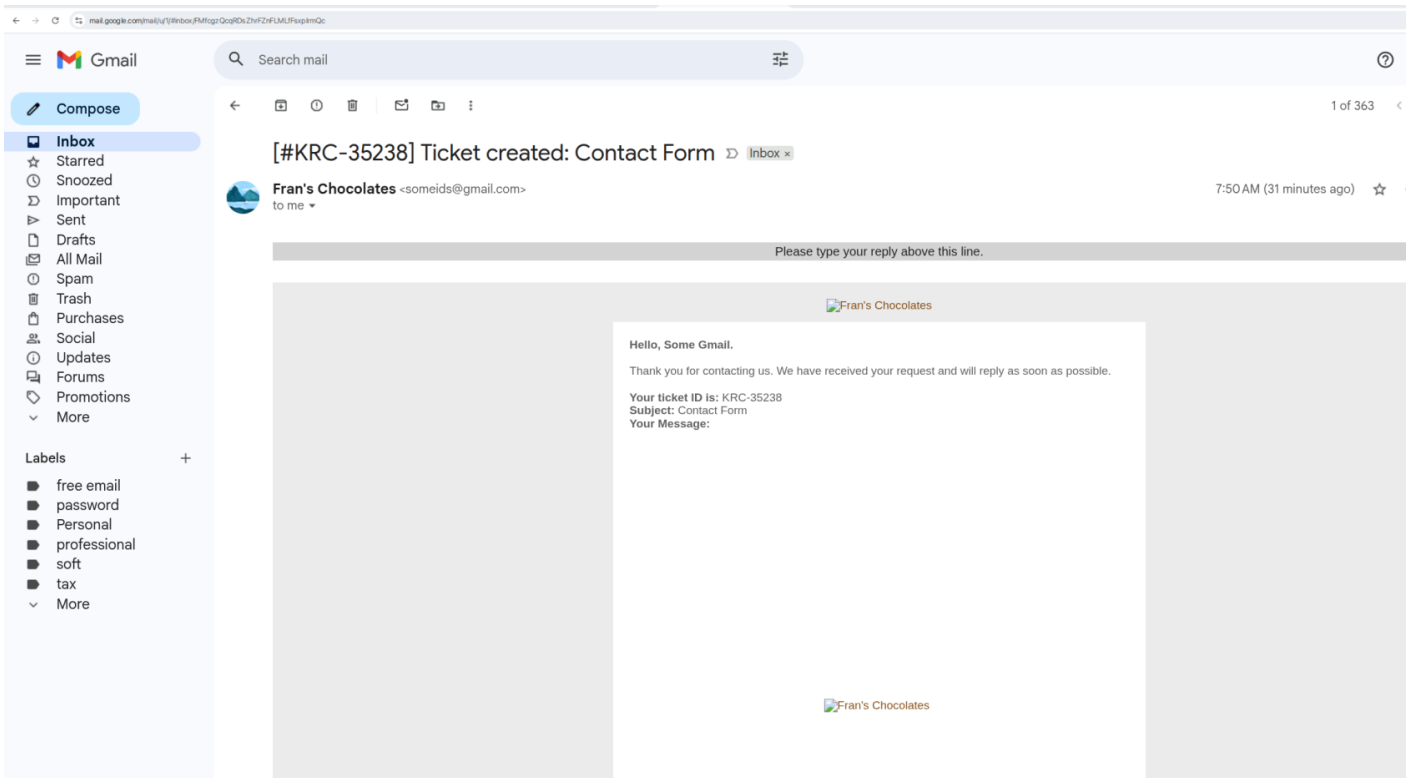
Dev Notes

10/25:

a/ Bug when due date is set back to null.

This bug happens when customer replies to the HD ticket.

When a ticket is created, customer received an acknowledgement email like this



When customer replies to that email; Gateway pulls that email and convert it to a reply to the ticket. During that process; due-date is somehow reset to null.

Revision #1

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