TELUS Health



Kroll Version 10 Service Pack 35

Hotfix Release Notes

10.35.2.30

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Kroll Version 10.35.2.30 Hotfix Release Notes (29/9/2026)

This document is a compilation of changes and enhancements in Kroll version 10.35.2.30 (29/9/2026) release. The purpose is to keep users informed of changes to the software and to help users implement and adapt to those changes.

Accounts Receivable

[KRL-26253] AR Summary/Detail Report crashes for large Accounts Receivable histories

Bug

When the AR Summary/Detail Report (**Utilities** > **AR** > **AR Summary/Detail Report**) was generated with the selection set to **All** for a pharmacy with a large Accounts Receivable (AR) history, Kroll displayed the error

> "The query processor ran out of internal resources and could not produce a query plan"

The report failed to generate on both **Preview** and **Save CSV**.

Resolution

This issue has been resolved. The AR Summary/Detail Report query has been optimized so it completes successfully regardless of AR account or invoice/payment volume.

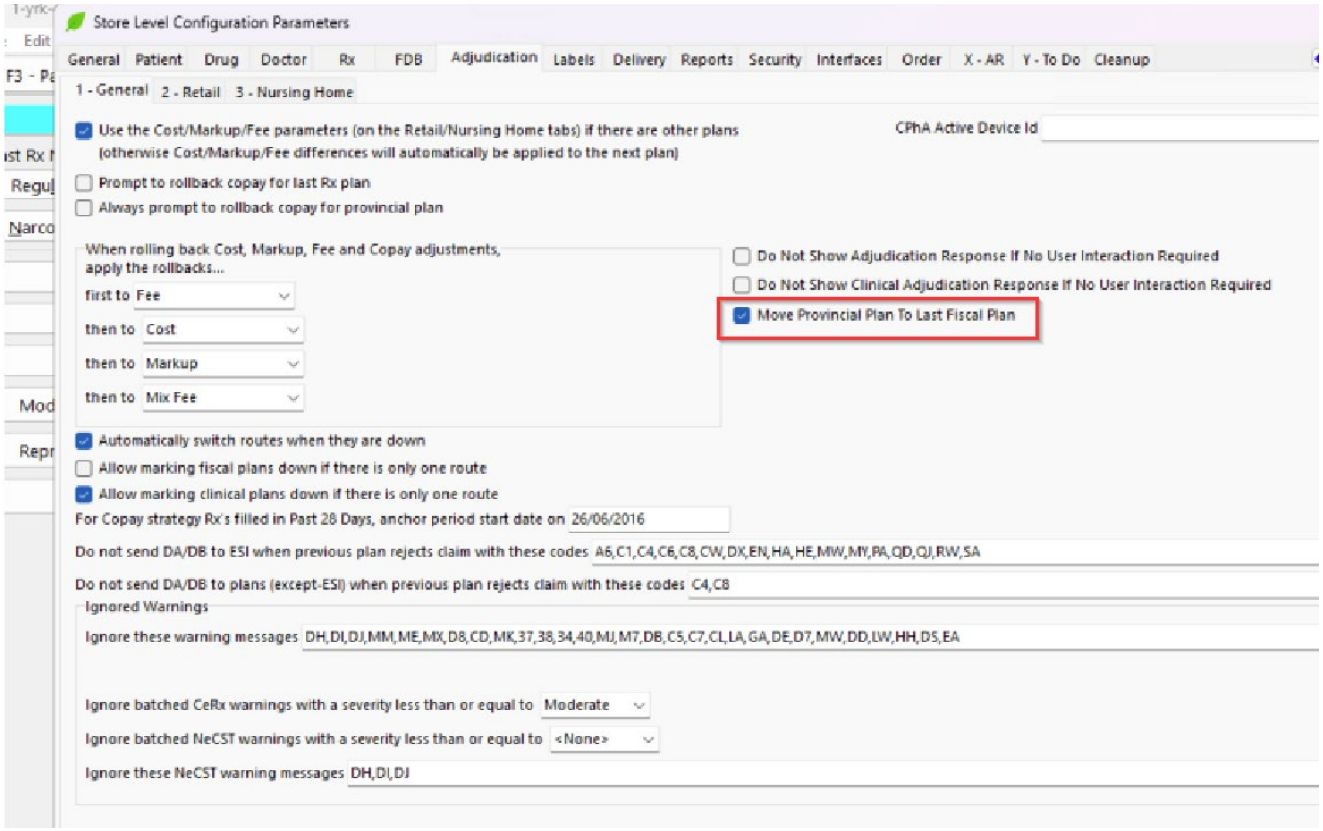
Alberta

[KRL-26309] Regulatory | AB Bill 11 changes effective October 1, 2026

Improvement

Bill 11, which comes into effect October 1, 2026, requires that the Provincial Plans (Group ID = 66 or 1) become payer of last resort.

When a store's Province is set to Alberta, a new option, **Move Provincial Plan to Last Fiscal Plan**, has been added to the Store Configuration's **Adjudication** tab. For Alberta stores, it is automatically turned on when the update is applied on or after October 1, 2026.



When **Move Provincial Plan to Last Fiscal Plan** is ***Checked***, as of October 1, 2026, Kroll will automatically move the impacted Alberta Provincial Blue Cross Plan to the last fiscal payer position on new prescriptions, interactive refills, and batch refills processed on and after October 1, 2026. Users can manually reposition plans on the Rx record, however Kroll will reposition them on the next refill.

When **Move Provincial Plan to Last Fiscal Plan** is ***Unchecked***, no changes will take effect.