CFP Software Ltd

CFPwinMan sdb

Version 4.6.5.5

Any changes since the initial release of version 4.6 will be available at the foot of this document.

Contents

Introduction

CFPwinMan Version 4.6.5.2 onwards now offers:

- Fee Improvements: The ability to add an unlimited number of additional fees against a Landlord or Property.
- Fee Improvements: The ability to specify an end date against a Landlord or Property Additional Fees.
- Fee Improvements: The ability to set up a fee schedule for Lettings or Management Fees.
- The ability to split Contractor expenses.
- The ability to customise the commission wording as shown on the Contractor payment remittance.
- The ability to link contractor invoices to tenancy expenses on the Deposit Refund screen.
- The ability to link a Landlord Invoice to a property.
- Invoices that are credit noted between statements displayed on Landlord Statements.
- Improvements to the separate invoice on Landlord Statements.
- The ability to export most reports to Excel.
- A new Projected Fees report which calculates a list of projected fees for the coming year.
- New Security options around Reporting functionality.
- Users are now prompted to remove the Property Available Date at Tenancy creation.
- Brochures and Photolists are now printed or displayed via Adobe Reader.
- An email brochure button available on the Property Screen.
- The addition of merge codes in the Word Processor and Custom Report Generator to merge in the Enquiry Source from Landlord and Tenant.
- The addition of merge codes in the Word Processor that will display various combinations of information relating to all Tenants in a Tenancy.
- The addition of a merge code in the Word Processor to merge in the Property Manager.
- Users are now able to merge an email or letter to Landlords and Tenants based on Property Status.
- The Key Set Type shown on the Worksheets Organiser report.
- Bank Reconciliation Screen has been increased in size.
- History Log Default Visible Period.
- A new Autobanking format for Yorkshire Business Online.
- The ability to turn on or off match as you type filtering on winMan Locate screens.
- Properties and Applicants can now be filtered by branch from within Match and Mail.
- New messages added to indicate dimensions of Full Width Headers and Footers in Match and Mail.
- Unlock button in User Defaults now only clears locks for users not logged in.
- Service Charge users the ability to email or print a budget report and instalment plan at the point of producing invoices.

- Service Charge users are now able to alter expense types and schedules for expenses that have been paid to contractors.
- Service Charge users the ability to invoice in arrears for service charges without having to charge in arrears for the whole schedule.
- Service Charge users the ability to run reports to list money owed by tenants and owed to contractors as of set dates.
- Multi Office configurations using Alternate Branches can now use the Branch, Department & Fee Earner reporting.
- Multi Office Stationery: Tenancy Statements, Contractor Statements and VAT Reports can now have branch specific stationery settings.
- Multi Office Stationery: The Word Processor can be configured to merge company information and apply headers and footers relating to the branch of a record rather than the user's main branch.
- Multi Office Stationery: A warning is shown if Invoice Settings are different to Word Processor settings.
- DocuSign: New Signature and Date merge code layouts are available and amended layouts.
- DocuSign: There is the ability to add Checkboxes to documents.
- DocuSign: There is the ability to add Notes fields to documents.
- DocuSign: The ability has been added to specify the period before a reminder is sent to the recipient if they have not signed a document. There is also the facility to specify how frequently afterwards other reminders are sent.

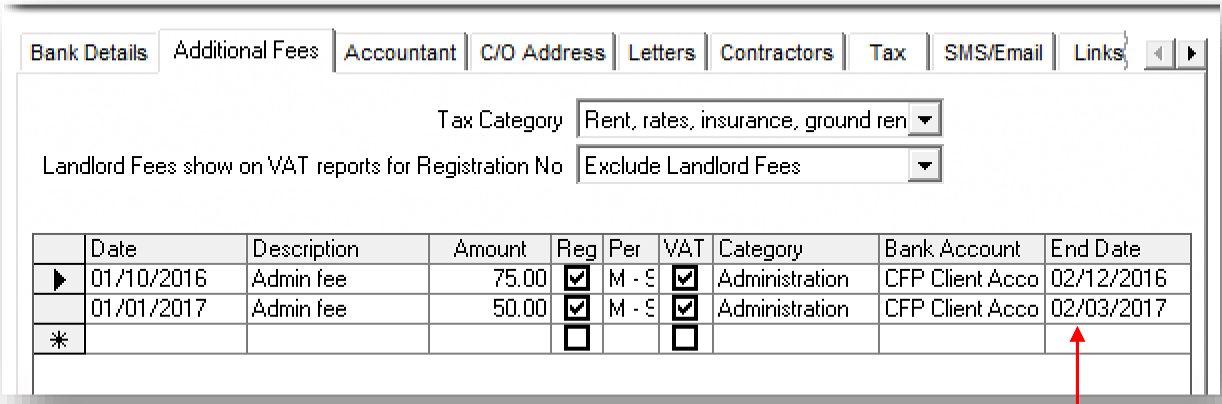
CFPwinMan Version 4.6.5.5 onwards now offers:

- Knowledge Centre
- MyPropertyFile

Improvements in CFPwinMan version 4.6.5.2

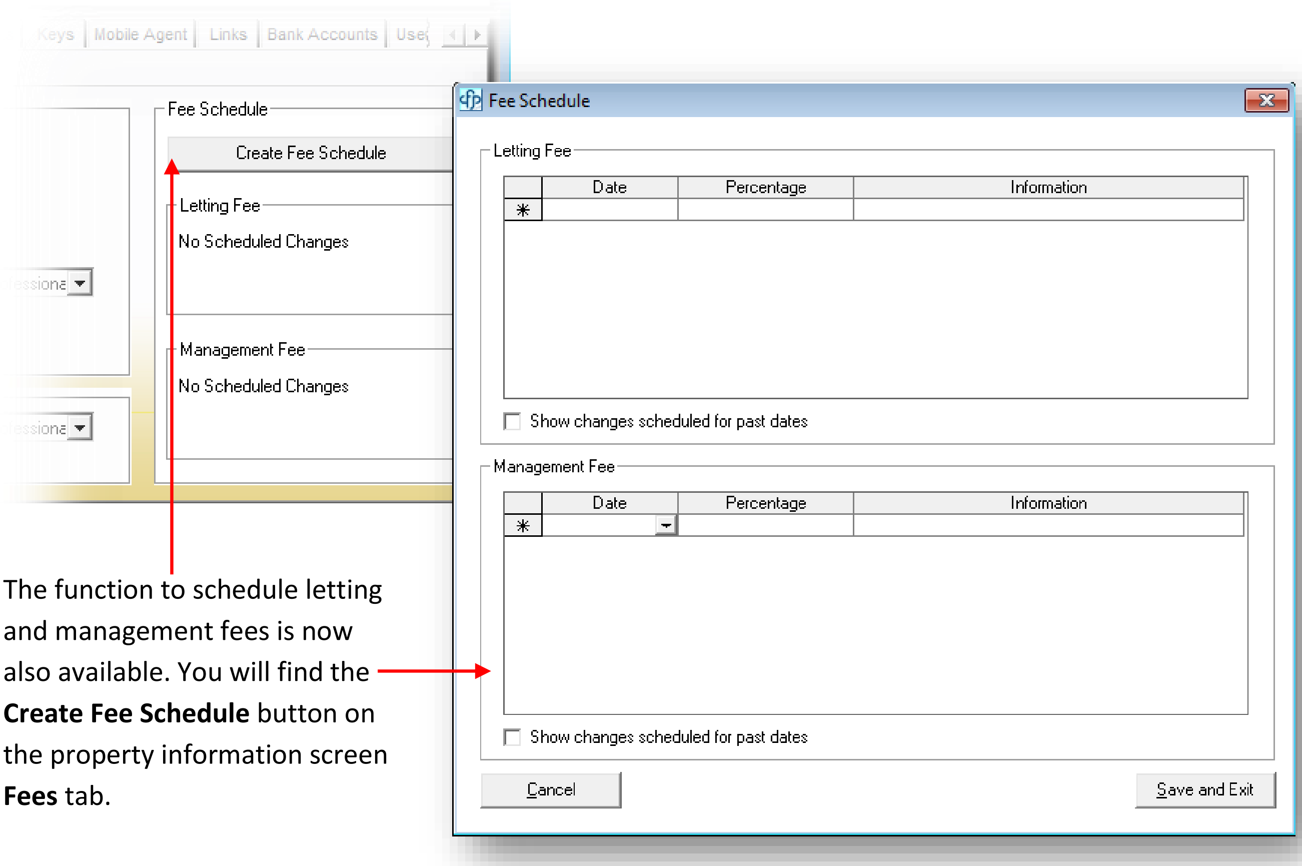
Fees Improvements

Users will find significant enhancements to the fees functionality. The first thing you will notice is **Additional Fees** on both landlord and property screens are now listed in grid format. This allows an unlimited amount of fees to be raised at any one time.



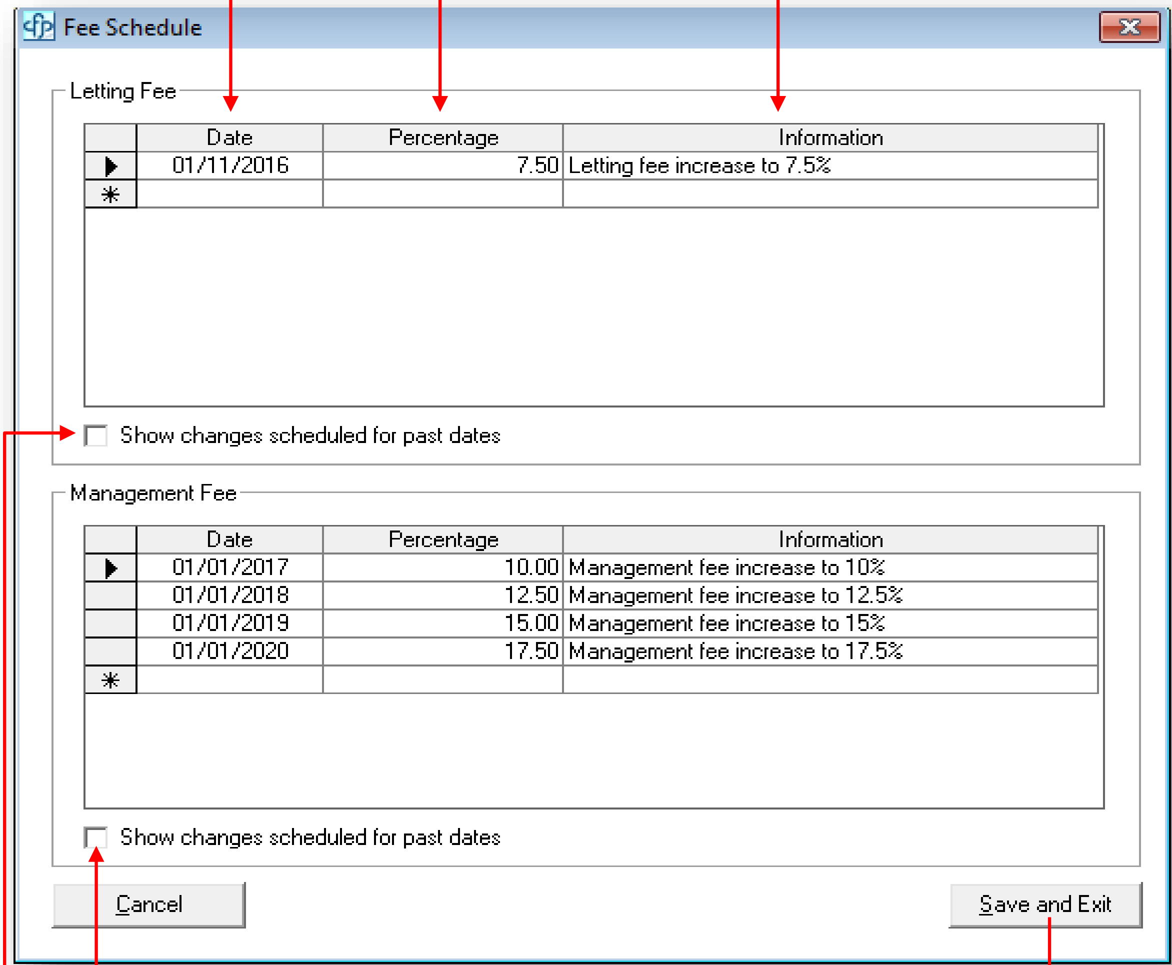
Users will also notice the addition of an **End Date** for fees.

This means you can effectively set up a schedule of fees. In the example above, the Admin fee is charged for three months at £75 then a further three at £50. When the End Date is reached the fee will no longer be charged and a history log entry is created to record the fact.

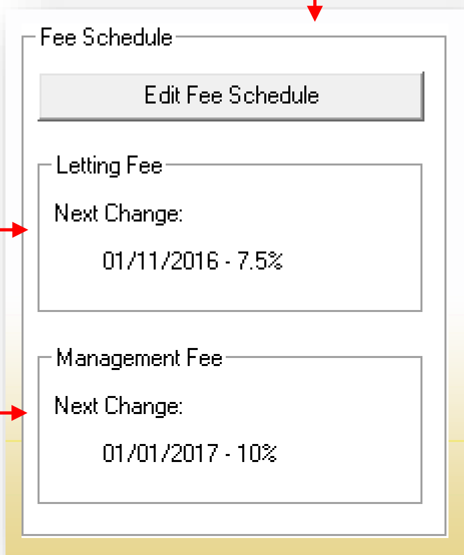


The function to schedule letting and management fees is now also available. You will find the **Create Fee Schedule** button on the property information screen **Fees** tab.

To create a schedule, fill out the **Date** and **Percentage** columns. You can also add some text in **Information** which will be stored for your reference.



To see changes that have already been applied, tick **Show changes scheduled for past dates**.



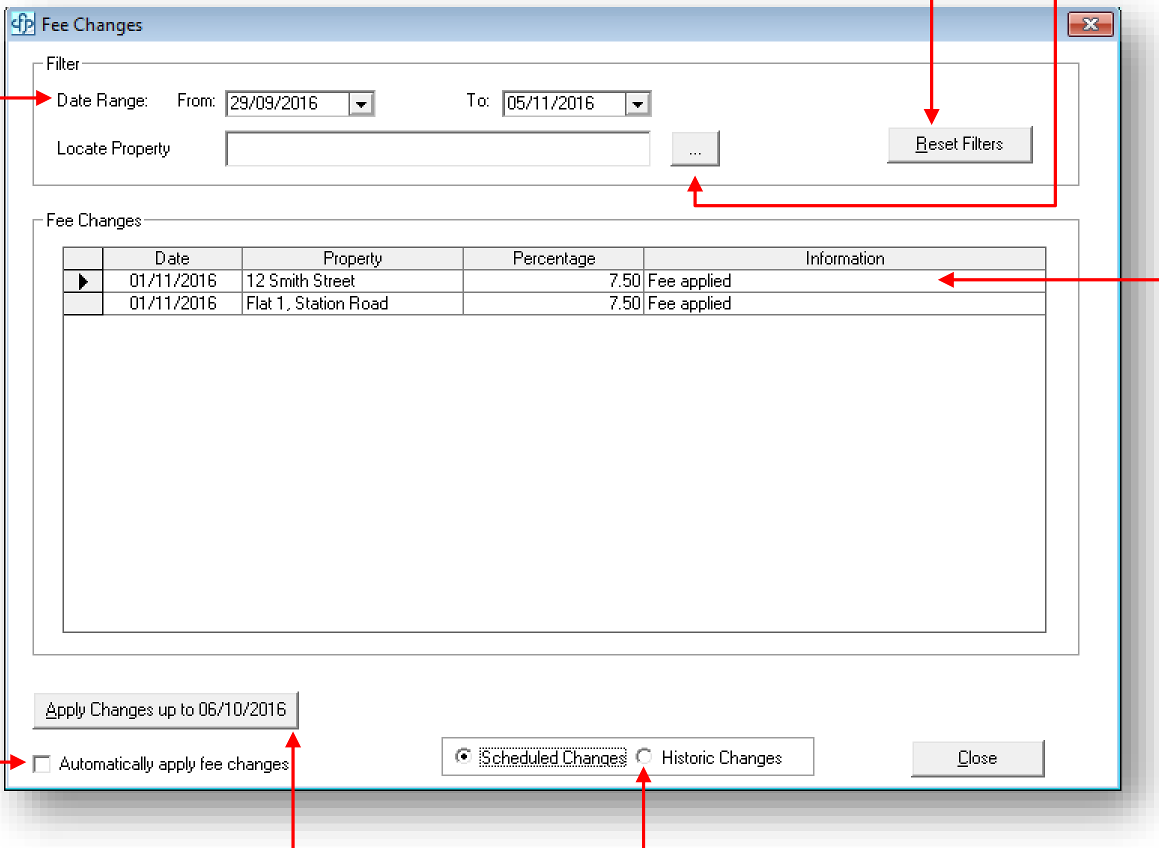
When you apply a schedule, the property information screen will update to advise you of the **Next Change**.

Once your fee schedules are set up they need to be applied. Go to **Apply Fee Changes** in the **Miscellaneous** menu. The **Fee Changes** form is displayed.

A **Date Range** is set automatically upon entering Fee Changes. To alter it select your dates in the **From** and **To** dropdowns.

By default, all fee changes due are listed. To see changes due for one property only, click the **Locate Property** button.

To stop seeing only one property and remove any date changes, click **Reset Filters**.



Click **Historic Changes** to see previously applied changes.

Click **Apply Changes up to..** to apply the change to any fees listed under **Fee Changes** prior to and including todays date.

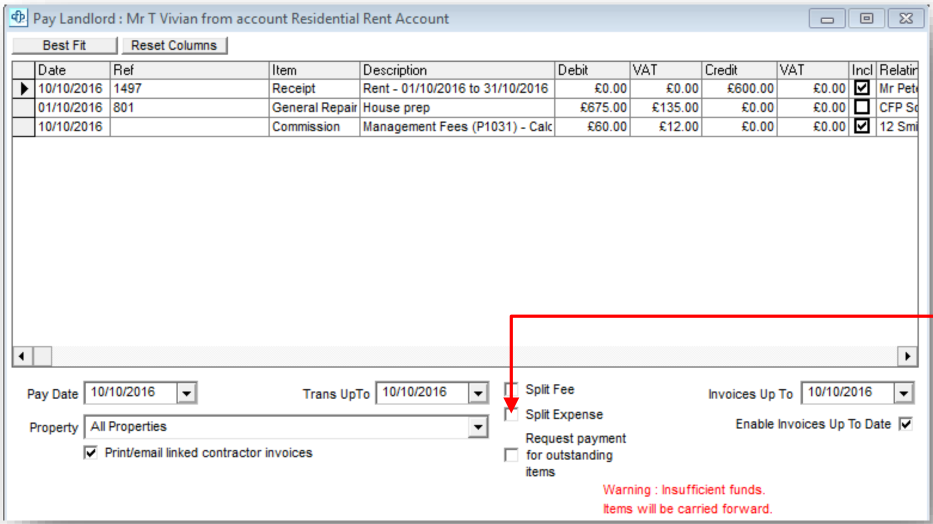
Click here to **Automatically apply fee changes**. This will apply any changes automatically to any that are scheduled, once per day.

Note: No further interaction is required and so caution should be used with this option.

There are new security settings to restrict access to these functions in the **Admin** category under **Menu Misc. Apply Fee Schedules** and **Property Fee Schedules**.

Split Contractor Expenses

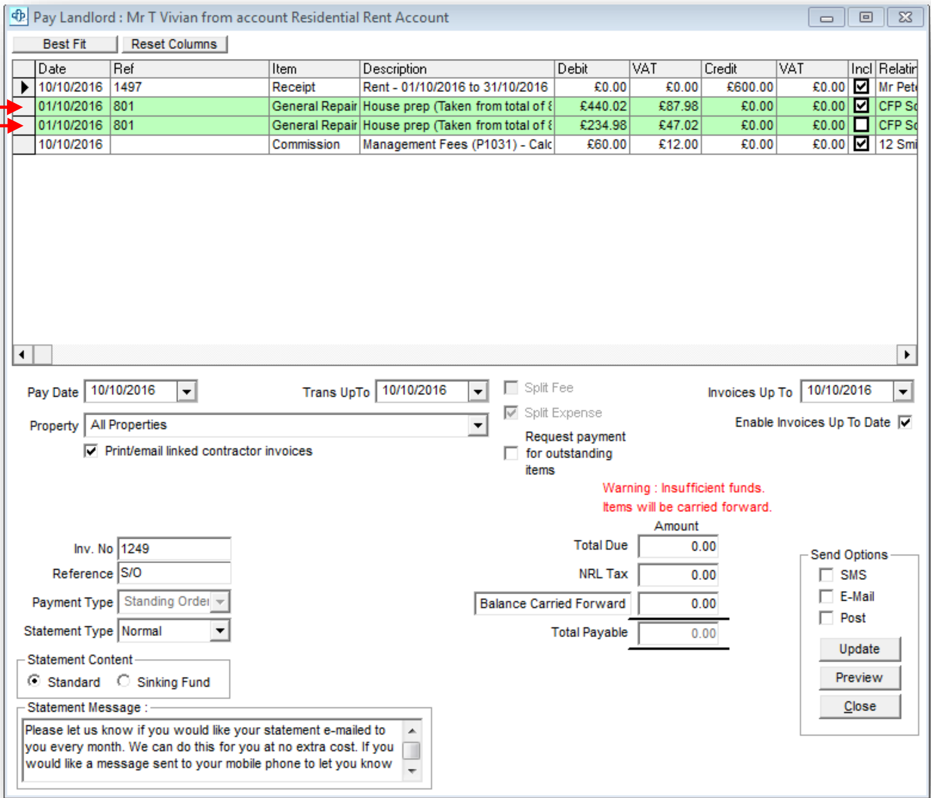
Users are now able to split contractor expenses.



When the pre-requisite items exist on a landlord payment screen, the **Split Expense** tick box is enabled.

When an outstanding expense is greater than the credit funds available then **Split Expense** becomes available. You can pay a negative statement if desired, by selecting the expense in the normal way. The above expense is ready to be split.

When **Split Expense** is selected the expense will be split into two parts with the portion that brings the statement balance to zero (**Part payment**) automatically selected, the **Remainder** being left for the next statement.



Re: 12 Smith Street

INCOME

Mr Peter Harris (600.00M)

Rent - 01/10/2016 to 31/10/2016

	600.00	0.00	600.00
TOTAL INCOME	600.00	0.00	**600.00**

EXPENDITURE

Management Fees (P1031) - Calc. at 10%			
	60.00	12.00	72.00
01/10/2016 CFP Software Ltd House prep (Taken from total of 810.00)			
	440.02	87.98	528.00
TOTAL EXPENDITURE	500.02	99.98	**600.00**
NET AMOUNT DUE			**0.00**

The **Remainder** will be carried forward.

Information On Fees and Expenses Carried Forward

Date	Description	Net	VAT	Gross
01/10/2016	CFP Software Ltd House prep (Taken from total of 810.00)	234.98	47.02	282.00
		234.98	47.02	282.00

The contractor payment screen will then handle both parts of the expense differently. The part payment is listed in **Cash** so you can pay it out without overdrawing your landlord.

Pay contractor - CFP Software Ltd

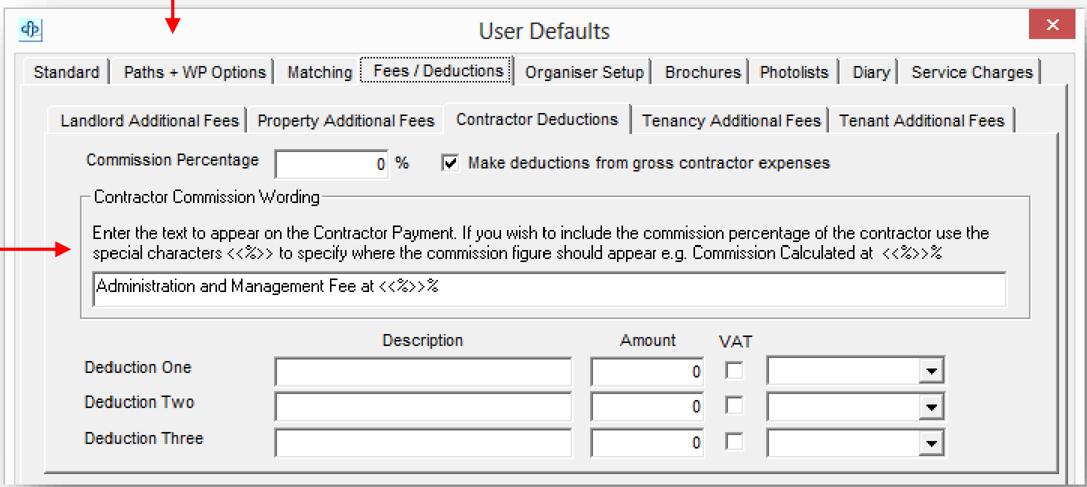
Pay	Code	Contractor	Account Known As	Cash - Pay Cont	Cash - Pay Later	Ledger - Pay Cont	Ledger - Pay Later	Include Ledger	Deductions
☐	C1017	CFP Software Ltd	Residential Rent Account	£528.00	£0.00	£282.00	£0.00	☐	0.00

The remainder stays in **Ledger**.

Custom Commission Wording on Contractor Remittance

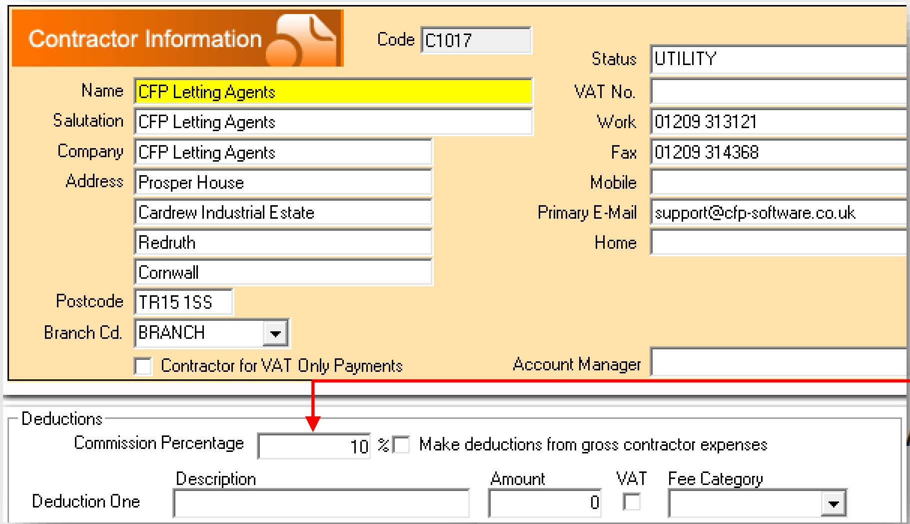
Users are now able to change the text that is displayed on contractor remittance when commission is taken.

Go to **Contractor Deductions** under **Fees / Deductions** in **User Defaults**.

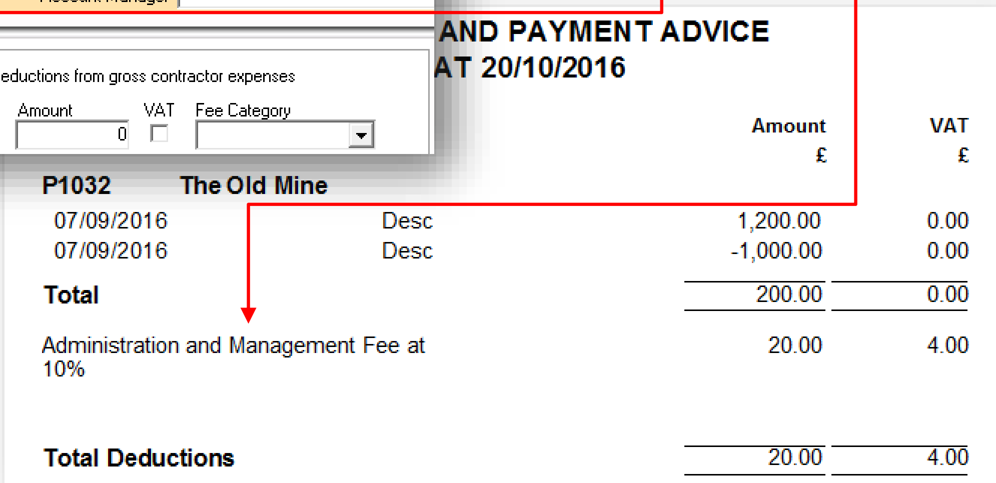


You will notice **Contractor Commission Wording**.

This is editable up to 200 characters, and displays "**Commission Calculated at X%**" by default.



Use of the percentage sign in double chevrons - **<<%>>** - will place the **Commission Percentage** from the contractor information screen in the text.

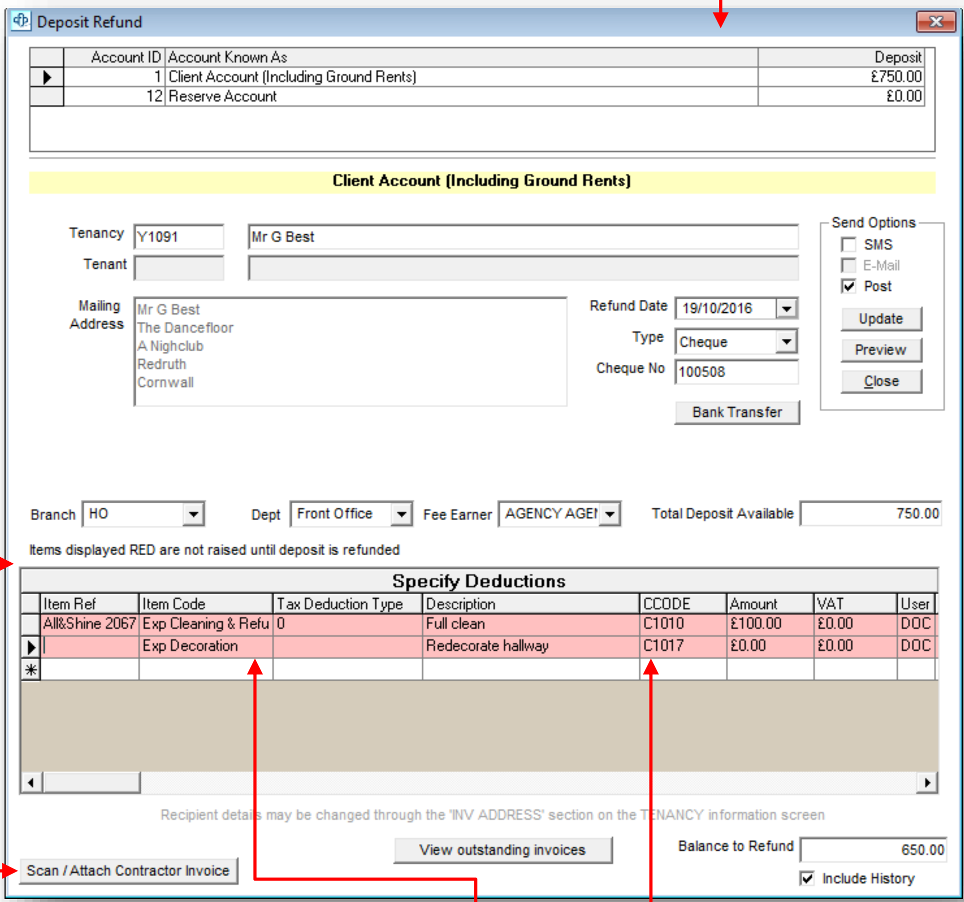


Linking an Invoice to a Deposit Refund

Users are now able to link contractor invoices to tenancy expenses on the **Deposit Refund** screen.

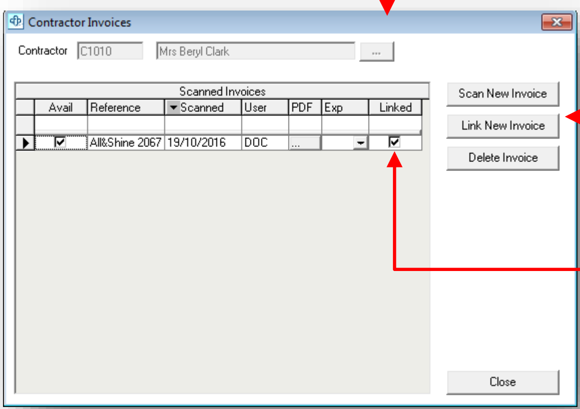
First select the item you wish to link under **Specify Deductions**. Existing expenses posted as **Add to Deposit Refund** will be listed.

Click here to **Scan / Attach Contractor Invoice**.



To create a new deduction you must specify an expense **Item Code** and **Contractor**. Expenses are designated by an item code beginning **Exp** – for example "**Exp Decoration**" in the screenshot above.

Contractor Invoices dialog for scanning and linking invoices.



From here you can **Scan New Invoice** or **Link New Invoice** as normal. This functionality is covered in previous update notes.

To link the invoice select **Linked**.

The invoice will be printed with the deposit refund note and attached to email correspondence.

Linking a Landlord Invoice to a Property

Users are now able to link a landlord invoice to one of their properties.

to add a new invoice item - go to the last row

	Date	Item	Property	Tax Category	Description	Amount	VAT	Per	User	S/O	D	ID
▶	12/10/2016	Agency Fees		Legal, management		£0.00	£0.00	S - Si	CFP	☐	12	4071
*			Flat 1, Station Road 52 Festive Road The Cambourne							☐		

There is now a **Property** column on the **Landlord Invoice** grid. When selected, the **Property Code** and **Address** will be placed on the invoice.

Invoice

Re: Flat 1, Station Road North Ealing London	Net	VAT	Gross
Re: Property P1002 - Flat 1, Station Road			
12-10-2016 Fees	50.00	10.00	60.00
Total Amount	50.00	10.00	**60.00**

On the landlord statement, invoices linked to a property are grouped with other transactions for that property.

	Net £	VAT £	Gross £
INCOME			
Flat 1, Station Road			
Misc	50.00	0.00	50.00
Mr M Daruvalla			
Rent - 01/10/2016 to 31/10/2016	600.00	0.00	600.00
52 Festive Road			
Misc	50.00	0.00	50.00
Mr Benn			
Rent - 01/10/2016 to 31/10/2016.	650.00	0.00	650.00
TOTAL INCOME	1350.00	0.00	**1350.00**

On the fee report the items will be listed under their respective **Branch**.

Fees analysis report by Branch. 13/09/2016 - 13/10/2016

East Anglia

Date	Invoice	Type	Code	Name	Property	Description	Net	VAT	Gross
13/10/2016	INV1991	PROP	P1003	The Estate Of Adam Adams	52 Festive Road,Billingford	Fees (inv. INV1991)	50.00	10.00	60.00
13/10/2016	INV1992	PROP	P1003	The Estate Of Adam Adams	52 Festive Road,Billingford	Management Fees (P1003) - Calc. at 12%	78.00	15.60	93.60
						Total For East Anglia	128.00	25.60	153.60

London

Date	Invoice	Type	Code	Name	Property	Description	Net	VAT	Gross
13/10/2016	INV1992	PROP	P1002	The Estate Of Adam Adams	Flat 1, Station Road,North Ealing	Management Fees (P1002) - Calc. at 7.5%	45.00	9.00	54.00
13/10/2016	INV1990	PROP	P1002	The Estate Of Adam Adams	Flat 1, Station Road,North Ealing	Fees (inv. INV1990)	50.00	10.00	60.00
						Total For London	95.00	19.00	114.00

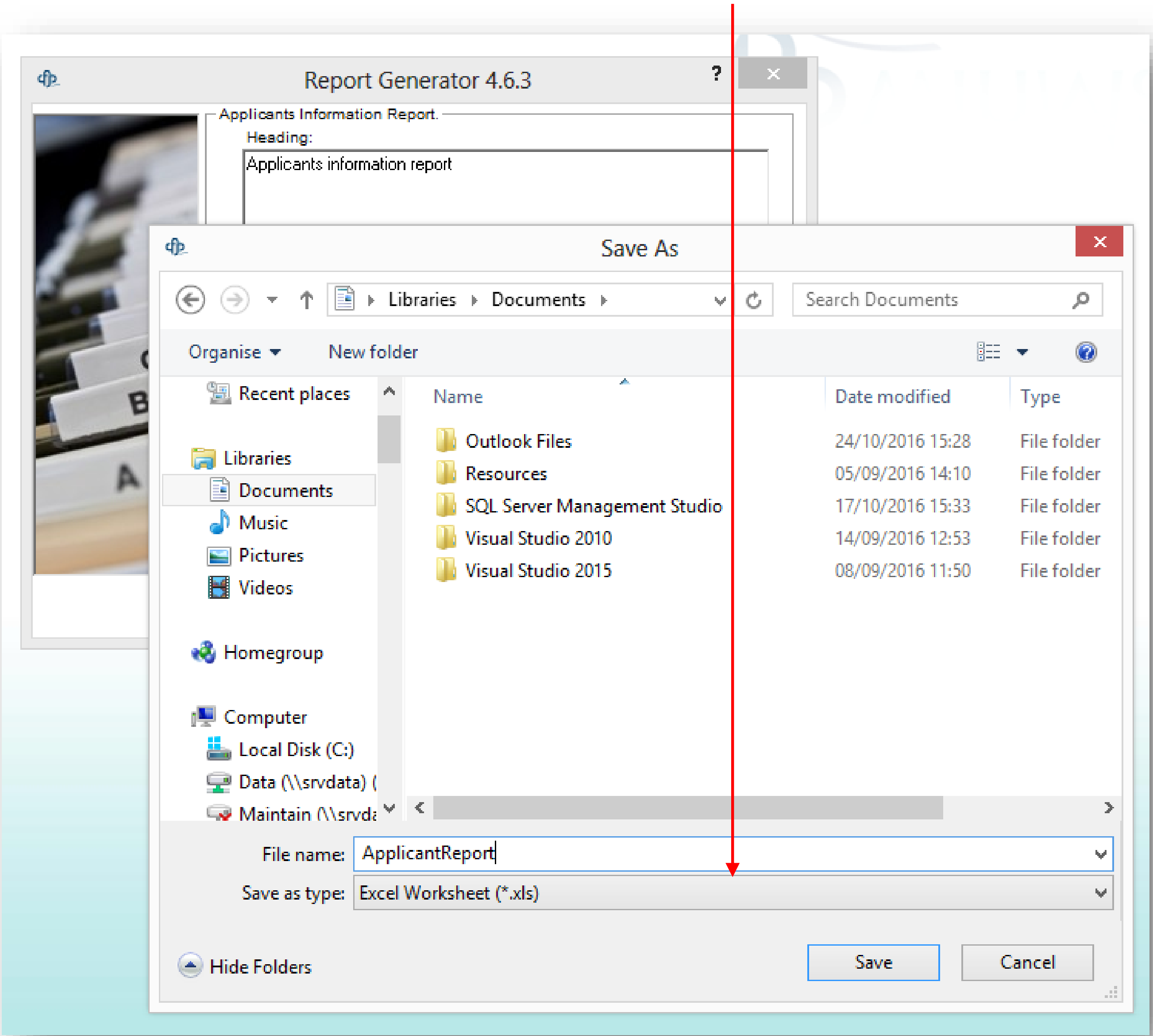
Ability to Export Reports to Excel

All the main reports that CFPwinMan generates can now be exported as **.XLS** files that can be opened in **Microsoft Excel**. This allows the user to apply additional analysis and formatting of the results.

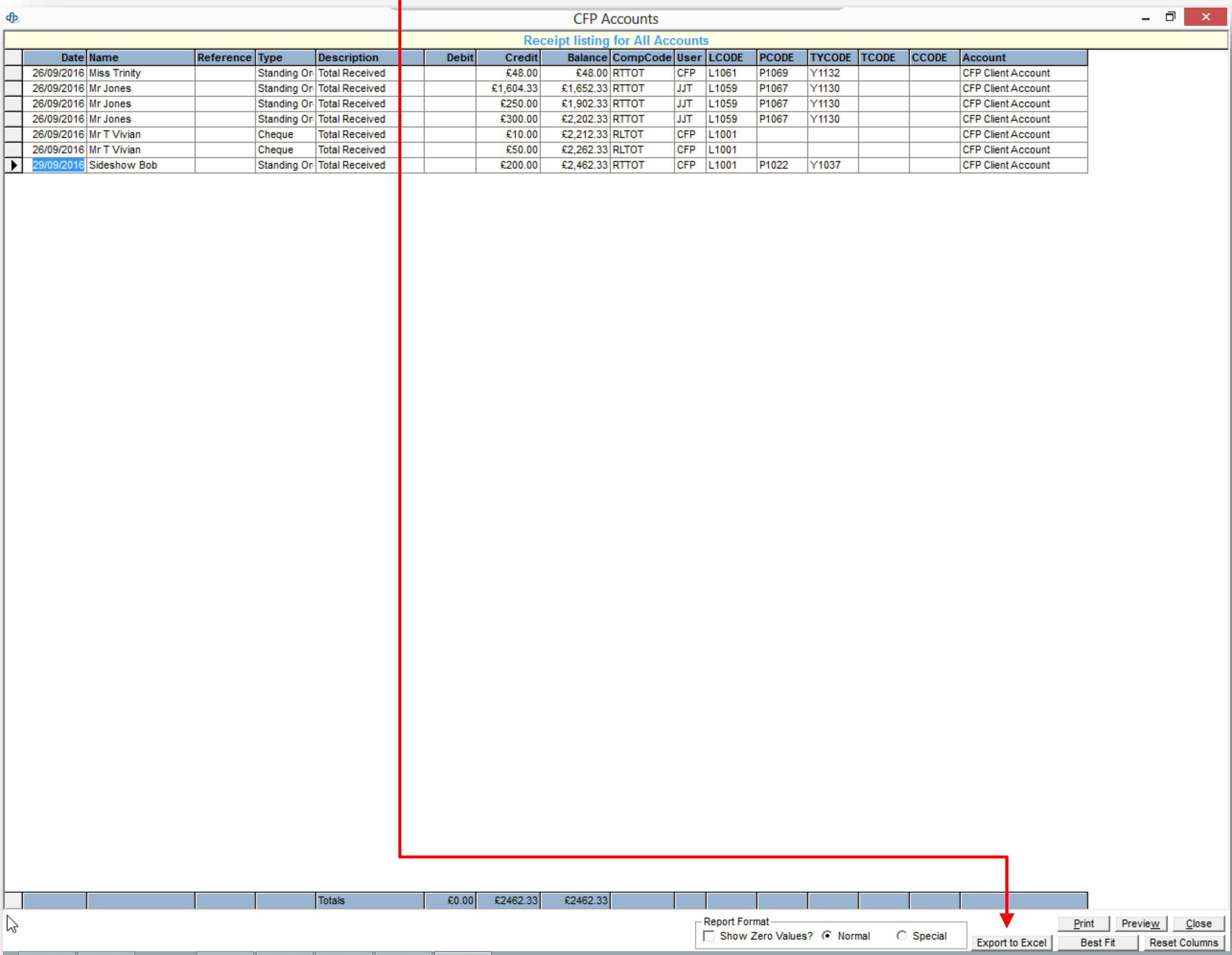
The reports that included are:

Reporting > **General** > All Reports

Choose **Export** at the last stage of the Wizard then select **Excel Worksheet (*.xls)** in the **Save as type** box.



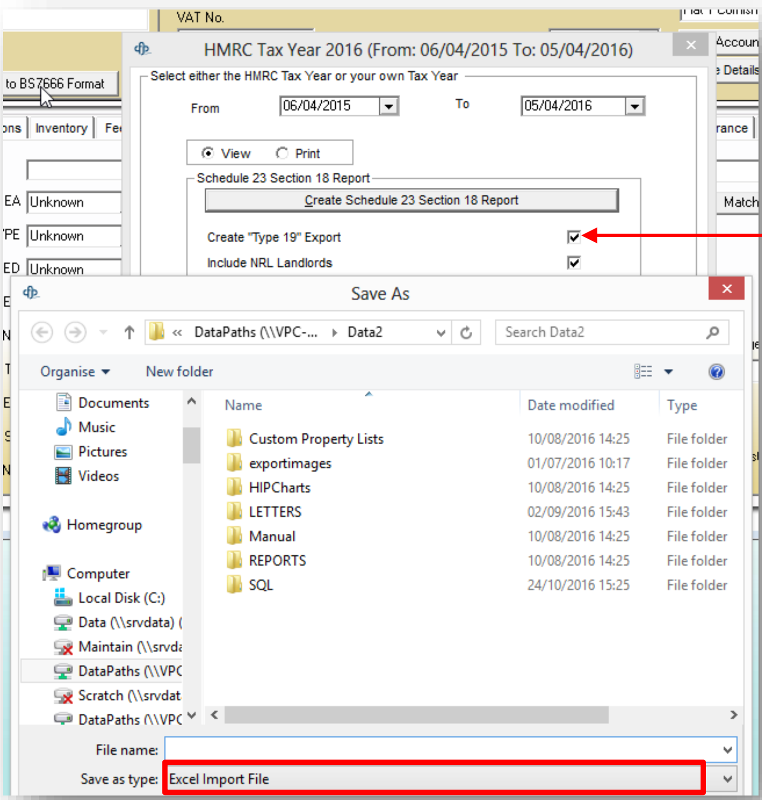
Reporting > **Accounts** > All Reports**.**


CFP Accounts

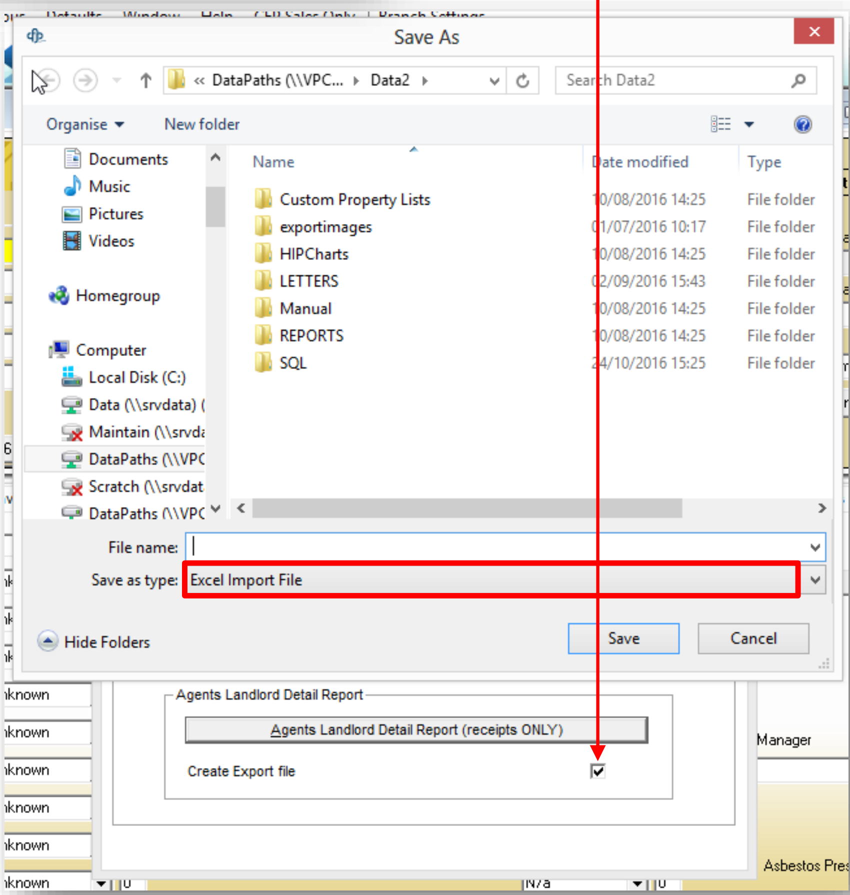
Receipt listing for All Accounts

Date	Name	Reference	Type	Description	Debit	Credit	Balance	CompCode	User	LCODE	PCODE	TYCODE	TCODE	CCODE	Account
26/09/2016	Miss Trinity		Standing Or	Total Received		£48.00	£48.00	RTTOT	CFP	L1061	P1069	Y1132			CFP Client Account
26/09/2016	Mr Jones		Standing Or	Total Received		£1,604.33	£1,652.33	RTTOT	JJT	L1059	P1067	Y1130			CFP Client Account
26/09/2016	Mr Jones		Standing Or	Total Received		£250.00	£1,902.33	RTTOT	JJT	L1059	P1067	Y1130			CFP Client Account
26/09/2016	Mr Jones		Standing Or	Total Received		£300.00	£2,202.33	RTTOT	JJT	L1059	P1067	Y1130			CFP Client Account
26/09/2016	Mr T Vivian		Cheque	Total Received		£10.00	£2,212.33	RLTOT	CFP	L1001					CFP Client Account
26/09/2016	Mr T Vivian		Cheque	Total Received		£50.00	£2,262.33	RLTOT	CFP	L1001					CFP Client Account
29/09/2016	Sideshow Bob		Standing Or	Total Received		£200.00	£2,462.33	RTTOT	CFP	L1001	P1022	Y1037			CFP Client Account
				Totals	£0.00	£2462.33	£2462.33								

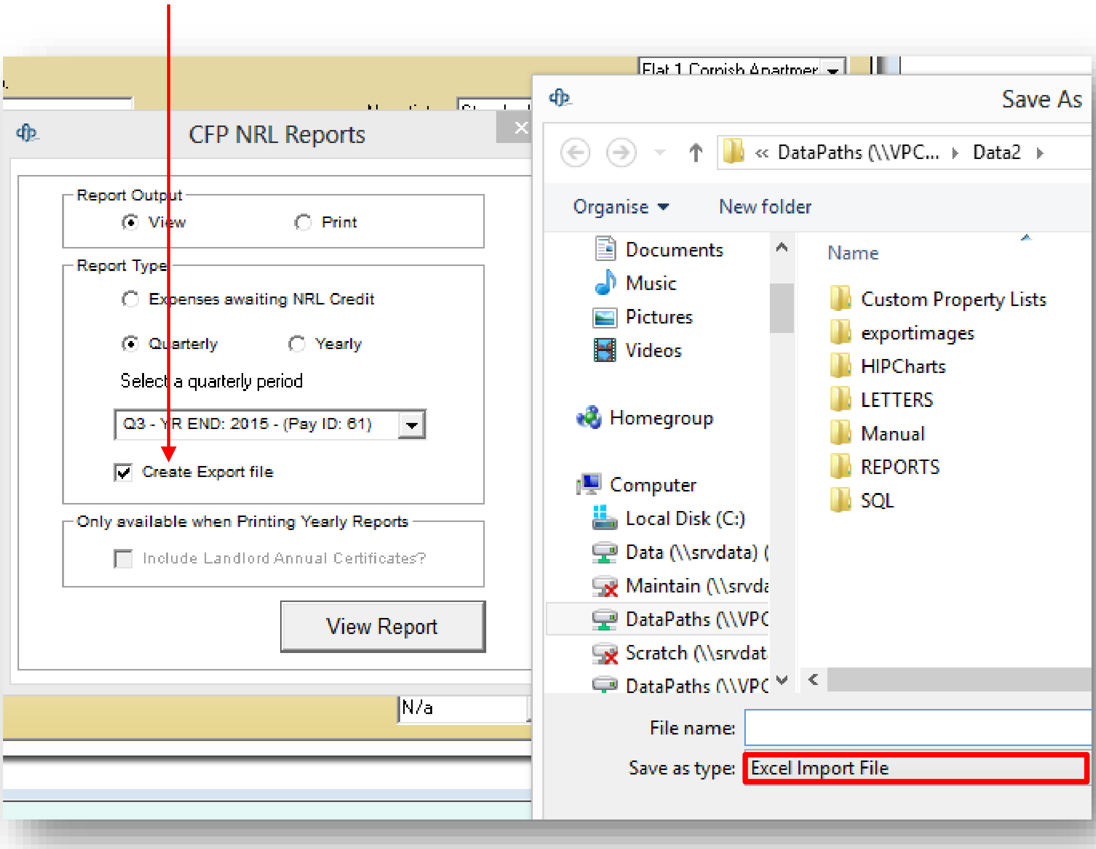
Reporting > Taxes/NRL > Tax Reports



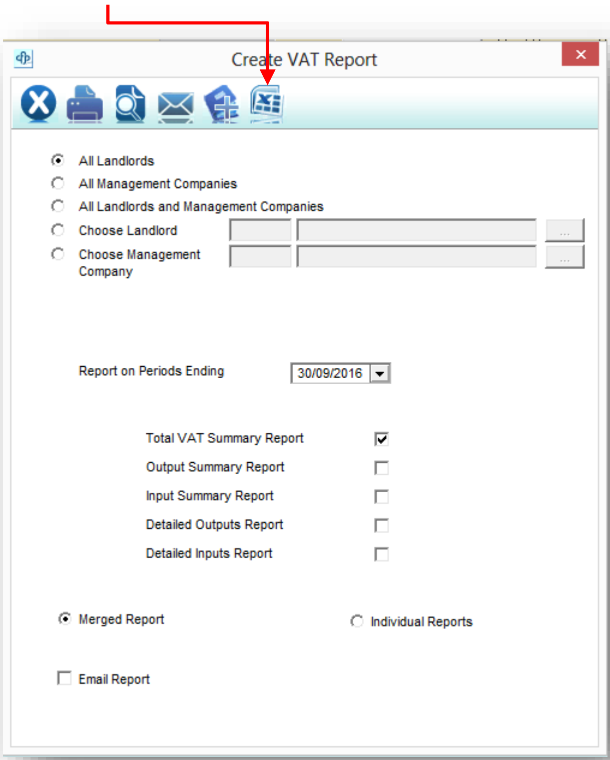
Choose the **Export** option then the button to create the report. **Excel Import File** will be available as the **Save as type**.



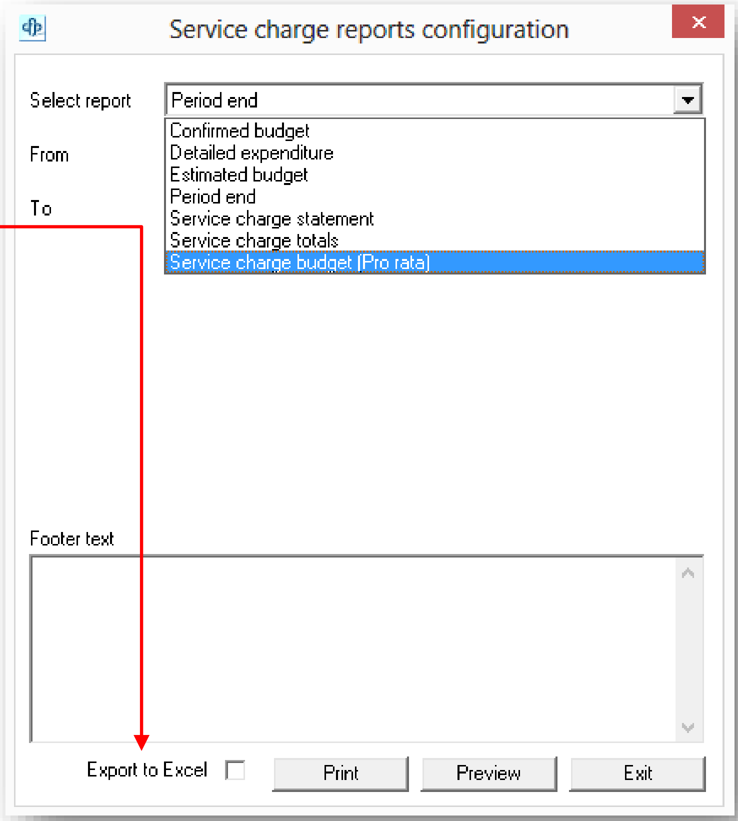
Reporting > **Taxes/NRL** > **NRL Reports**



Reporting > **Taxes/NRL** > **VAT Reports**



For **Service Charge Module Users** the following additional reports are available for export to Excel:-



Service Charge Reports > **Confirmed Budget Report**

Service Charge Reports > **Detailed Expenditure Report**

Service Charge Reports > **Estimated Budget report**

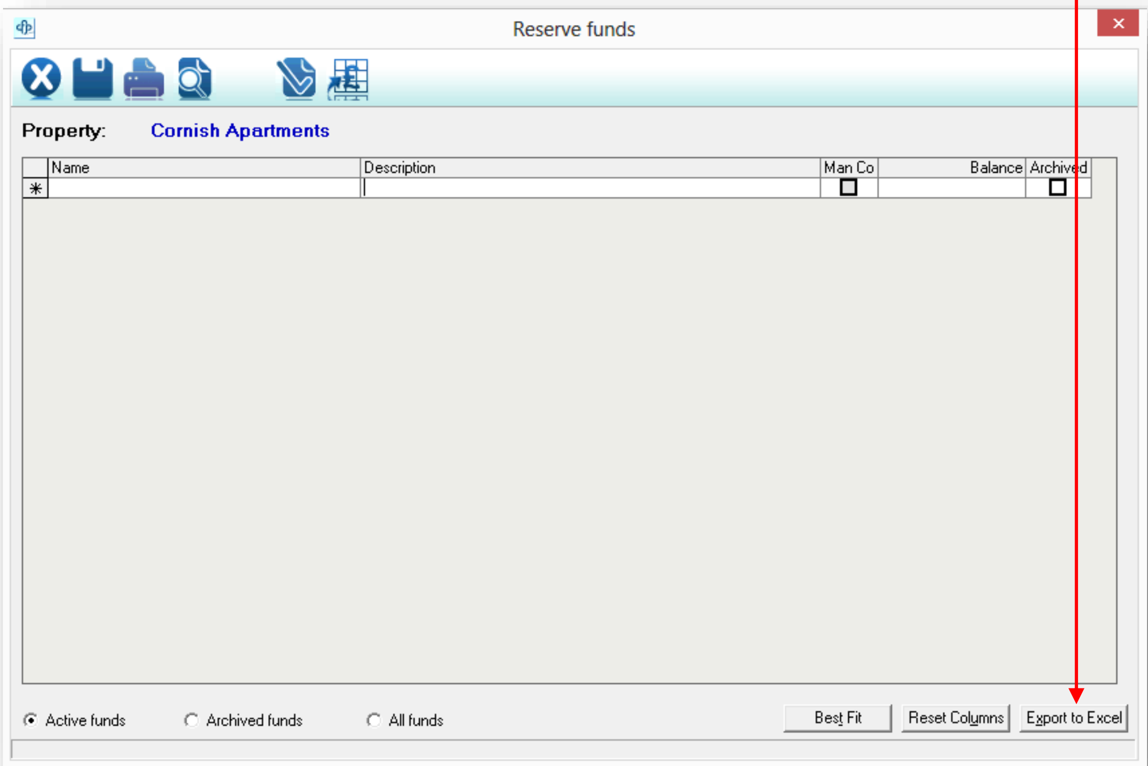
Service Charge Reports > **Period End**

Service Charge Reports > **Service Charge Statement**

Service Charge Reports > **Service Charge Totals**

Service Charge Reports > **Service Charge Budget (Pro Rata)**

Manage Reserve Funds > **Reserve Fund Account Listing**

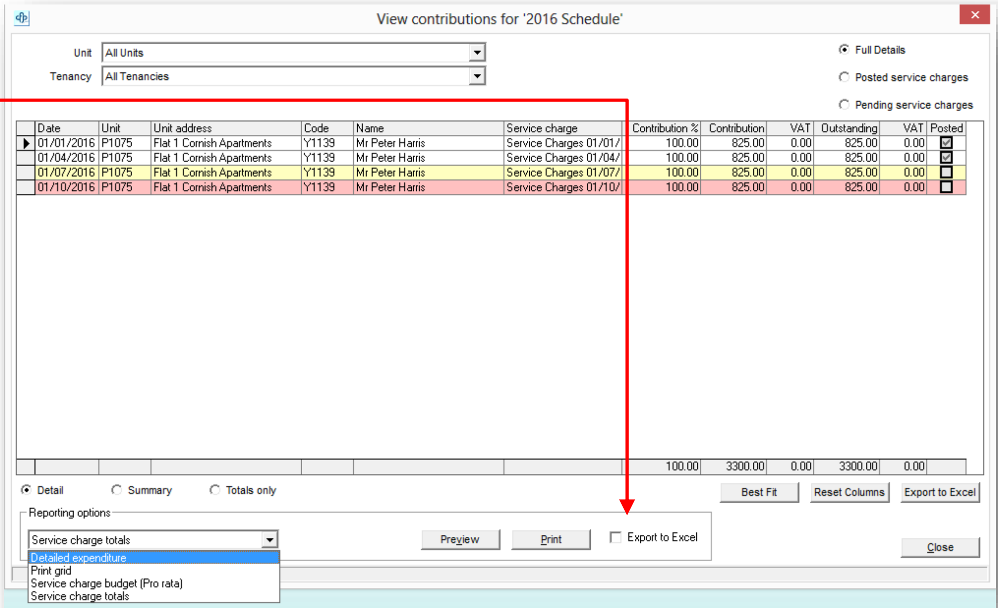


View Contributions > Detailed Expenditure

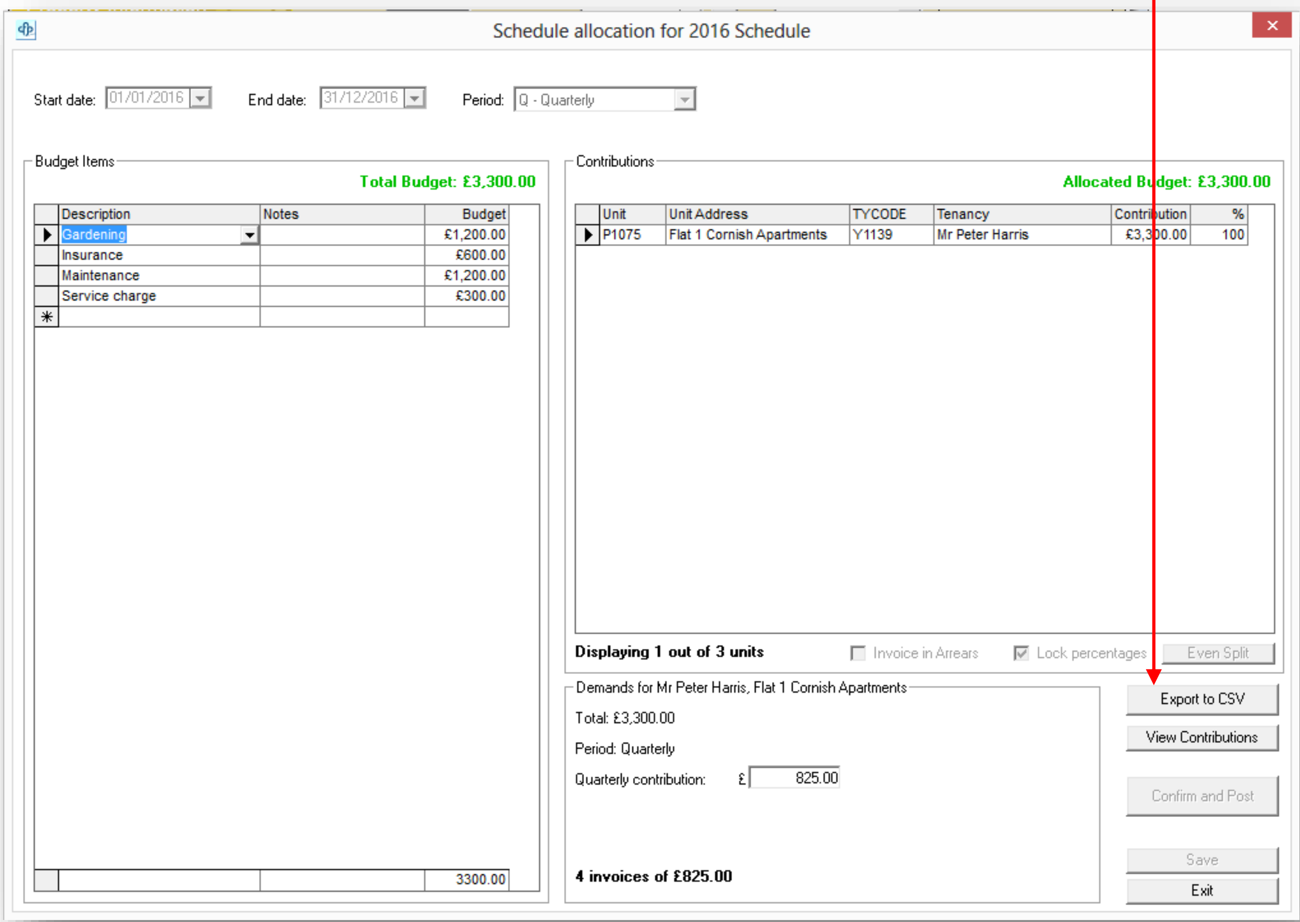
View Contributions > Print Grid

View Contributions > Service Charge Totals

View Contributions > Service Charge Budget (Pro Rata)



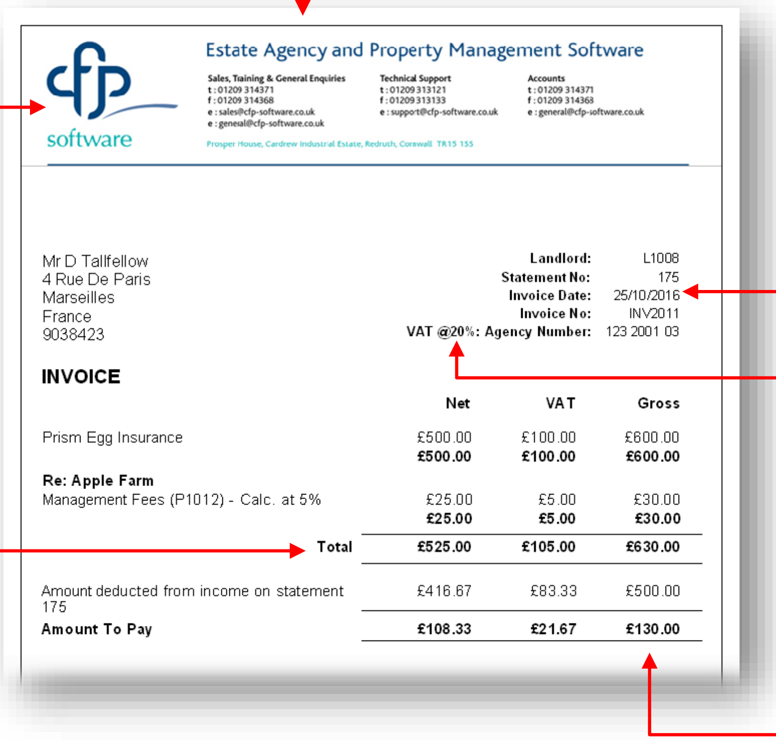
Schedule Allocation



Separate Invoice Improvements

Users will notice improvements to the **Separate Invoice** functionality on landlord statements.

Your custom **Invoice Header** is included.



Estate Agency and Property Management Software

Sales, Training & General Enquiries
t : 01209 314371
f : 01209 314368
e : sales@cfp-software.co.uk
e : general@cfp-software.co.uk

Technical Support
t : 01209 313121
f : 01209 313133
e : support@cfp-software.co.uk

Accounts
t : 01209 314371
f : 01209 314368
e : general@cfp-software.co.uk

Prosper House, Cardrew Industrial Estate, Redruth, Cornwall TR15 1SS

Mr D Tallfellow
4 Rue De Paris
Marseilles
France
9038423

Landlord: L1008
Statement No: 175
Invoice Date: 25/10/2016
Invoice No: INV2011
VAT @20%: Agency Number: 123 2001 03

INVOICE

	Net	VAT	Gross
Prism Egg Insurance	£500.00	£100.00	£600.00
	£500.00	**£100.00**	**£600.00**
Re: Apple Farm			
Management Fees (P1012) - Calc. at 5%	£25.00	£5.00	£30.00
	£25.00	**£5.00**	**£30.00**
Total	**£525.00**	**£105.00**	**£630.00**
Amount deducted from income on statement 175	£416.67	£83.33	£500.00
Amount To Pay	**£108.33**	**£21.67**	**£130.00**

Invoice Date.

Your **VAT** rate.

Total of all invoice items.

In this example a fee has been split. The remaining carried forward amount is listed as **Amount To Pay**.

You can activate this feature in **User Defaults** under **Preferences**.

Credit Noted Invoices on Landlord Statements

Users will now find invoices that are credit noted between statements are displayed.

STATEMENT OF ACCOUNT AND PAYMENT ADVICE
AS AT 04/10/2016

Re: 14 Cave Road	Invoice Number	Arrears B/fwd	Inv This Period	Rec'd	Arrears C/fwd	Held in Other A/c's
INCOME						
Mr J Ahmed						
Rent - 10/03/2015 to 09/04/2015.	1	0.00	725.00	725.00	0.00	0.00
Rent - 10/04/2015 to 09/05/2015.	Aug-20	0.00	725.00	0.00	725.00	0.00
Rent - 10/05/2015 to 09/06/2015.	Aug-32	0.00	725.00	0.00	725.00	0.00
Arrears	Aug-32	0.00	500.00	0.00	500.00	0.00
TOTAL INCOME		0.00	2,675.00	**725.00**	1,950.00	0.00
EXPENDITURE						
Management Fees (P1013) - Calc. at 12.5%				108.75		
TOTAL EXPENDITURE				**108.75**		
NET AMOUNT DUE					**616.25**	

In this example rent invoices have been carried forward.

After the statement was produced invoice **"Rent 10/04/2015 to 09/05/2015"** was credit noted.

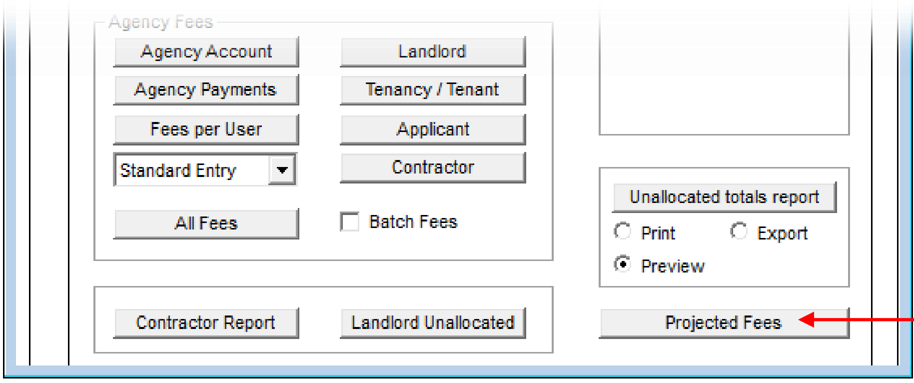
STATEMENT OF ACCOUNT AND PAYMENT ADVICE
AS AT 19/10/2016

Re: 14 Cave Road	Invoice Number	Arrears B/fwd	Inv This Period	Rec'd	Arrears C/fwd	Held in Other A/c's
INCOME						
Mr J Ahmed						
Rent - 10/05/2015 to 09/06/2015.	Aug-32	725.00	0.00	725.00	0.00	0.00
Arrears	Aug-32	500.00	0.00	0.00	500.00	0.00
Rent - 10/04/2015 to 09/05/2015. (Credit Note)	C002	-725.00	0.00	0.00	0.00	0.00
TOTAL INCOME		500.00	0.00	**725.00**	500.00	0.00
EXPENDITURE						
Management Fees (P1013) - Calc. at 12.5%				108.75		
TOTAL EXPENDITURE				**108.75**		
NET AMOUNT DUE					**616.25**	

This invoice is now displayed on the following statement with **(Credit Note)** after the description.

Projected Fees Report

Users now have the ability to report on **Projected Fees**.



The button is found on the **Account Reporting** screen.

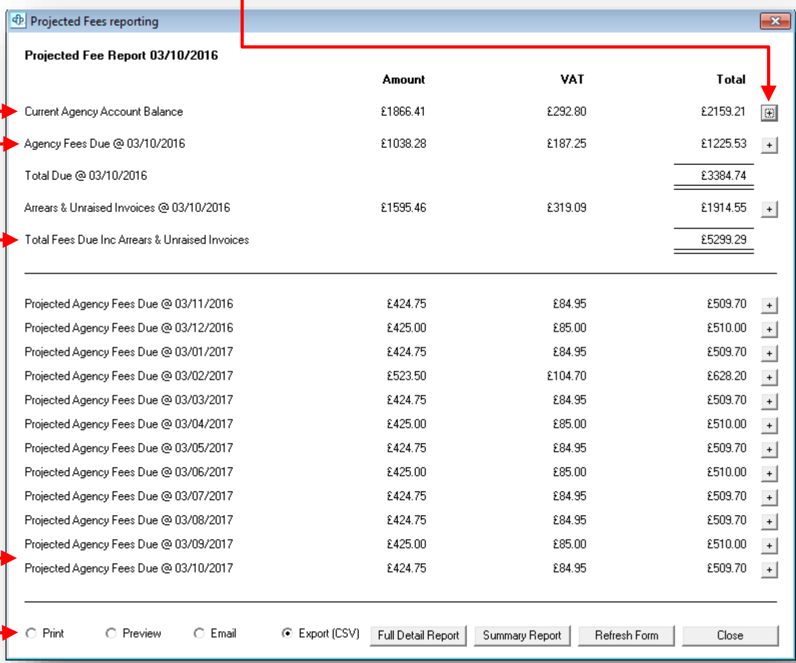
The report is split into sections. Click the plus symbols to see more information.

Current Agency Account Balance displays fees already taken and waiting to be paid.

Agency Fees Due are raised fees that are not yet taken.

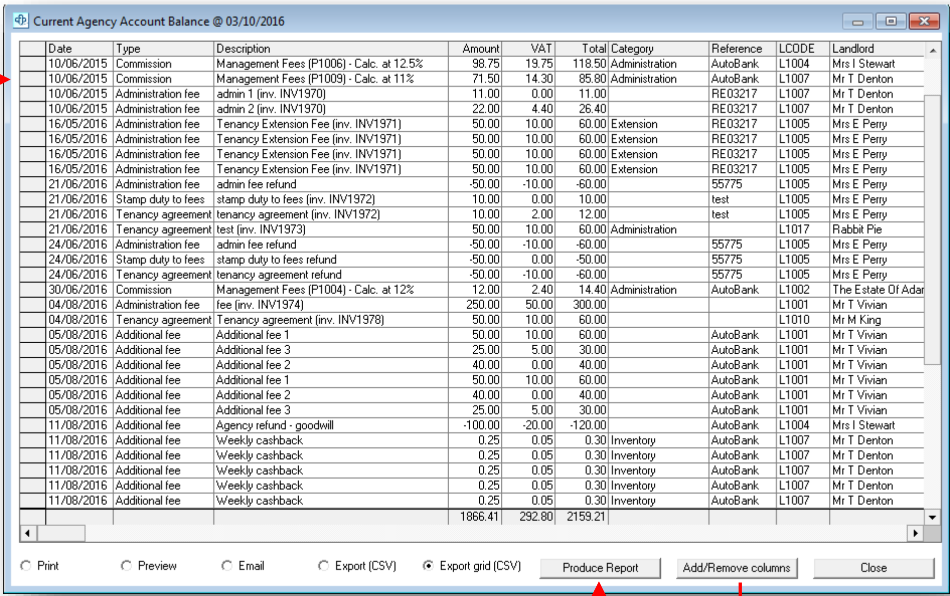
Arrears & Unraised Invoices are fee invoices that have already been raised, or ones with a date up to today that have not been posted.

Projected Fees for the coming year.



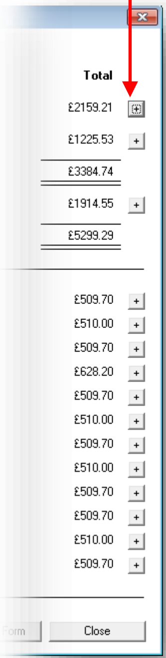
You can choose the output method. **Print** sends the report to your printer. **Preview** displays the report on screen. **Email** creates a new email message with the report attached as a PDF. **Export (CSV)** creates a comma separated values file for further manipulation in your spreadsheet program, for example Microsoft Excel.

Each section opens in a new window.

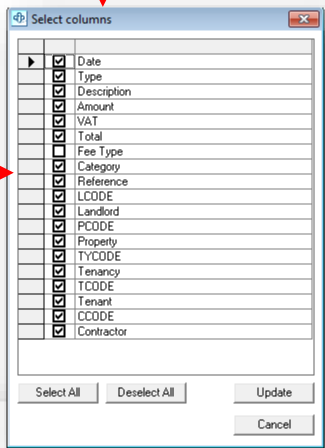

Current Agency Account Balance @ 03/10/2016

Date	Type	Description	Amount	VAT	Total	Category	Reference	LCODE	Landlord
10/06/2015	Commission	Management Fees (P1006) - Calc. at 12.5%	98.75	19.75	118.50	Administration	AutoBank	L1004	Mrs I Stewart
10/06/2015	Commission	Management Fees (P1009) - Calc. at 11%	71.50	14.30	85.80	Administration	AutoBank	L1007	Mr T Denton
10/06/2015	Administration fee	admin 1 (inv. INV1970)	11.00	0.00	11.00		RE03217	L1007	Mr T Denton
10/06/2015	Administration fee	admin 2 (inv. INV1970)	22.00	4.40	26.40		RE03217	L1007	Mr T Denton
16/05/2016	Administration fee	Tenancy Extension Fee (inv. INV1971)	50.00	10.00	60.00	Extension	RE03217	L1005	Mrs E Perry
16/05/2016	Administration fee	Tenancy Extension Fee (inv. INV1971)	50.00	10.00	60.00	Extension	RE03217	L1005	Mrs E Perry
16/05/2016	Administration fee	Tenancy Extension Fee (inv. INV1971)	50.00	10.00	60.00	Extension	RE03217	L1005	Mrs E Perry
16/05/2016	Administration fee	Tenancy Extension Fee (inv. INV1971)	50.00	10.00	60.00	Extension	RE03217	L1005	Mrs E Perry
21/06/2016	Administration fee	admin fee refund	-50.00	-10.00	-60.00		55775	L1005	Mrs E Perry
21/06/2016	Stamp duty to fees	stamp duty to fees (inv. INV1972)	10.00	0.00	10.00		test	L1005	Mrs E Perry
21/06/2016	Tenancy agreement	tenancy agreement (inv. INV1972)	10.00	2.00	12.00		test	L1005	Mrs E Perry
21/06/2016	Tenancy agreement	test (inv. INV1973)	50.00	10.00	60.00	Administration		L1017	Rabbit Pie
24/06/2016	Administration fee	admin fee refund	-50.00	-10.00	-60.00		55775	L1005	Mrs E Perry
24/06/2016	Stamp duty to fees	stamp duty to fees refund	-50.00	0.00	-50.00		55775	L1005	Mrs E Perry
24/06/2016	Tenancy agreement	tenancy agreement refund	-50.00	-10.00	-60.00		55775	L1005	Mrs E Perry
30/06/2016	Commission	Management Fees (P1004) - Calc. at 12%	12.00	2.40	14.40	Administration	AutoBank	L1002	The Estate Of Adar
04/08/2016	Administration fee	fee (inv. INV1974)	250.00	50.00	300.00			L1001	Mr T Vivian
04/08/2016	Tenancy agreement	Tenancy agreement (inv. INV1978)	50.00	10.00	60.00			L1010	Mr M King
05/08/2016	Additional fee	Additional fee 1	50.00	10.00	60.00		AutoBank	L1001	Mr T Vivian
05/08/2016	Additional fee	Additional fee 3	25.00	5.00	30.00		AutoBank	L1001	Mr T Vivian
05/08/2016	Additional fee	Additional fee 2	40.00	0.00	40.00		AutoBank	L1001	Mr T Vivian
05/08/2016	Additional fee	Additional fee 1	50.00	10.00	60.00		AutoBank	L1001	Mr T Vivian
05/08/2016	Additional fee	Additional fee 2	40.00	0.00	40.00		AutoBank	L1001	Mr T Vivian
05/08/2016	Additional fee	Additional fee 3	25.00	5.00	30.00		AutoBank	L1001	Mr T Vivian
11/08/2016	Additional fee	Agency refund - goodwill	-100.00	-20.00	-120.00		AutoBank	L1004	Mrs I Stewart
11/08/2016	Additional fee	Weekly cashback	0.25	0.05	0.30	Inventory	AutoBank	L1007	Mr T Denton
11/08/2016	Additional fee	Weekly cashback	0.25	0.05	0.30	Inventory	AutoBank	L1007	Mr T Denton
11/08/2016	Additional fee	Weekly cashback	0.25	0.05	0.30	Inventory	AutoBank	L1007	Mr T Denton
11/08/2016	Additional fee	Weekly cashback	0.25	0.05	0.30	Inventory	AutoBank	L1007	Mr T Denton
11/08/2016	Additional fee	Weekly cashback	0.25	0.05	0.30	Inventory	AutoBank	L1007	Mr T Denton
			1866.41	292.80	2159.21				

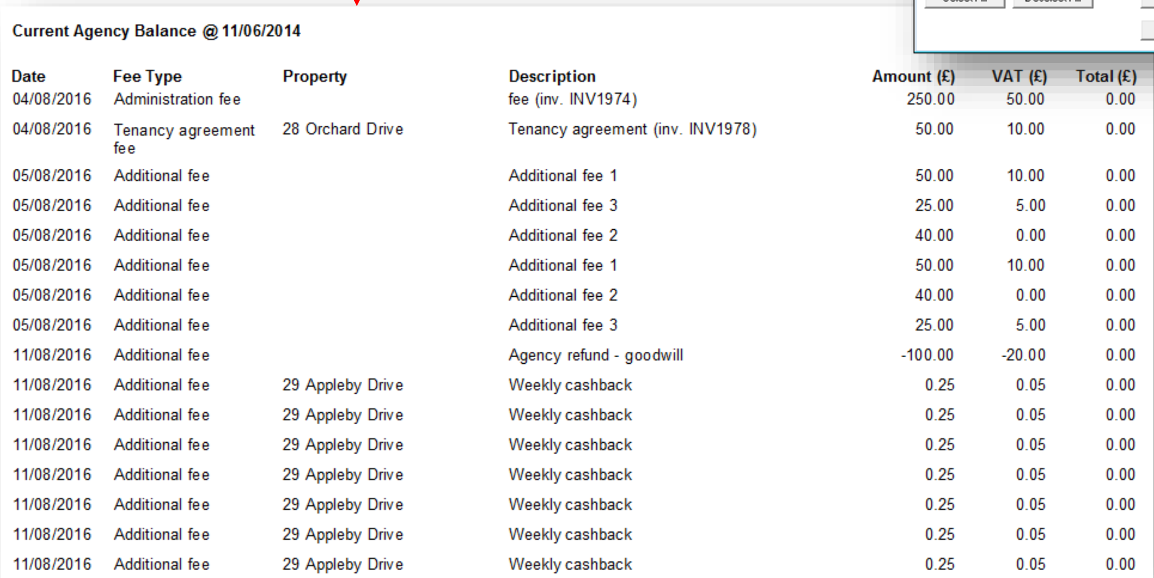
Print Preview Email Export (CSV) Export grid (CSV) Produce Report Add/Remove columns Close



Produce Report in the chosen format.



Add/Remove columns allows you to select the information displayed.

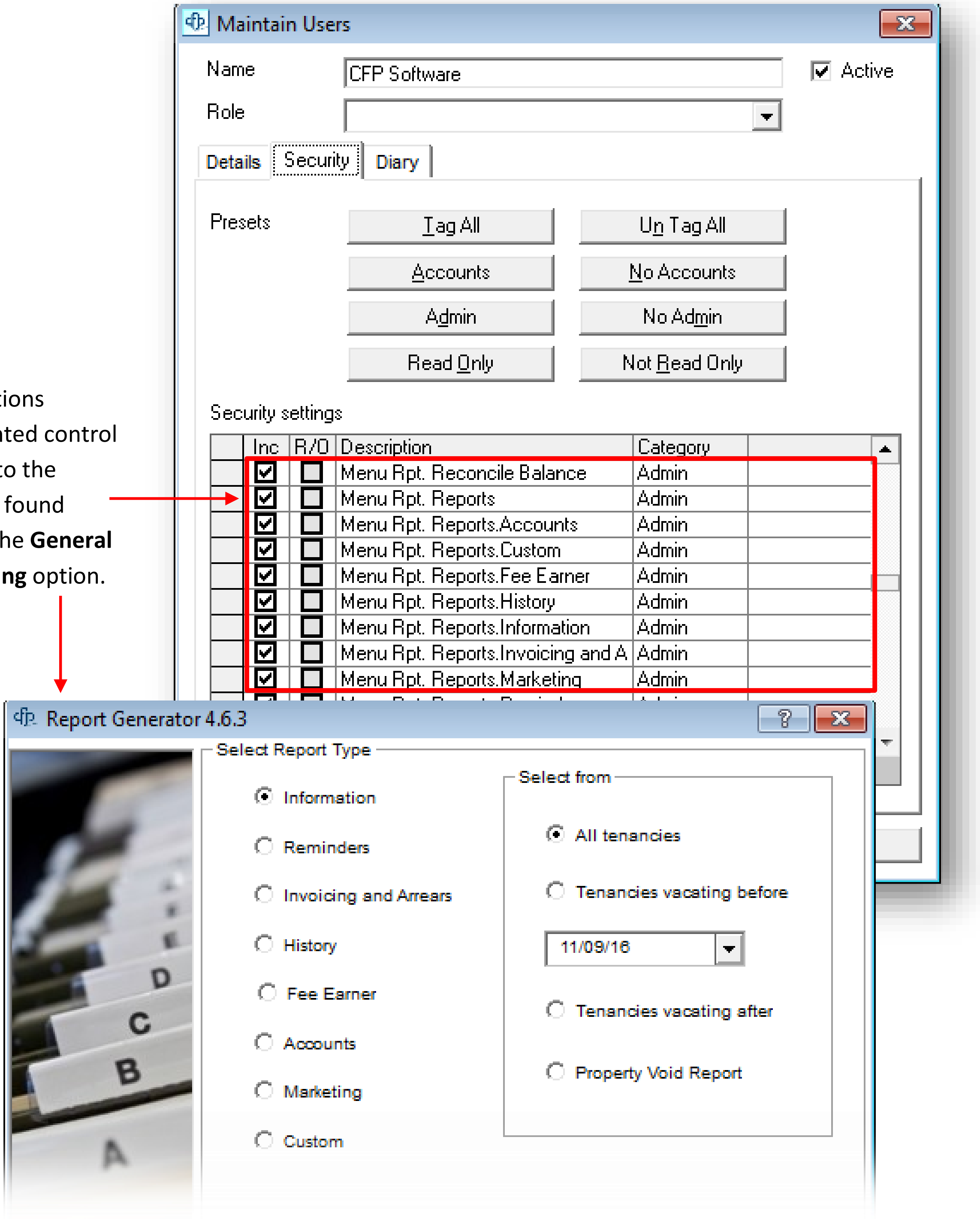

Current Agency Balance @ 11/06/2014

Date	Fee Type	Property	Description	Amount (£)	VAT (£)	Total (£)
04/08/2016	Administration fee		fee (inv. INV1974)	250.00	50.00	0.00
04/08/2016	Tenancy agreement fee	28 Orchard Drive	Tenancy agreement (inv. INV1978)	50.00	10.00	0.00
05/08/2016	Additional fee		Additional fee 1	50.00	10.00	0.00
05/08/2016	Additional fee		Additional fee 3	25.00	5.00	0.00
05/08/2016	Additional fee		Additional fee 2	40.00	0.00	0.00
05/08/2016	Additional fee		Additional fee 1	50.00	10.00	0.00
05/08/2016	Additional fee		Additional fee 2	40.00	0.00	0.00
05/08/2016	Additional fee		Additional fee 3	25.00	5.00	0.00
11/08/2016	Additional fee		Agency refund - goodwill	-100.00	-20.00	0.00
11/08/2016	Additional fee	29 Appleby Drive	Weekly cashback	0.25	0.05	0.00
11/08/2016	Additional fee	29 Appleby Drive	Weekly cashback	0.25	0.05	0.00
11/08/2016	Additional fee	29 Appleby Drive	Weekly cashback	0.25	0.05	0.00
11/08/2016	Additional fee	29 Appleby Drive	Weekly cashback	0.25	0.05	0.00
11/08/2016	Additional fee	29 Appleby Drive	Weekly cashback	0.25	0.05	0.00
11/08/2016	Additional fee	29 Appleby Drive	Weekly cashback	0.25	0.05	0.00
11/08/2016	Additional fee	29 Appleby Drive	Weekly cashback	0.25	0.05	0.00

Security Options for Reporting Functionality

New **Security** options have been added to CFPwinMan to control access to specific reports. These can be accessed via the **Passwords** option under **User Defaults**.

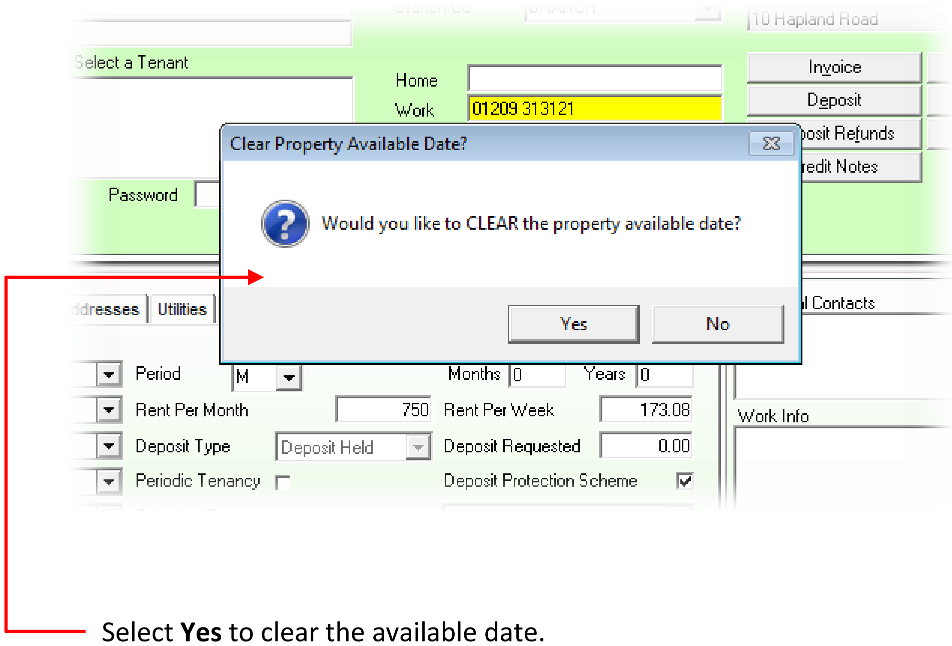
The options highlighted control access to the reports found under the **General Reporting** option.



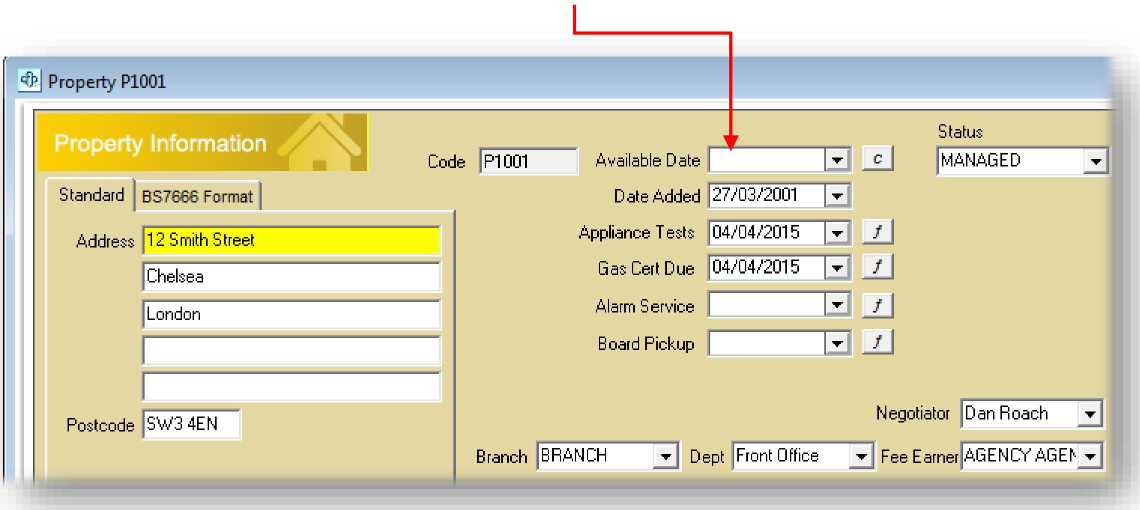
There are also new options under **Account Reporting** for: **Income by Transaction Type**, **Income Per Leaseholder**, **Landlord Unallocated** and **Unallocated totals report**.

Remove Property Available Date at Tenancy Creation

Users are now prompted to remove the **Property Available Date** when creating a new tenancy record. This was previously done automatically.

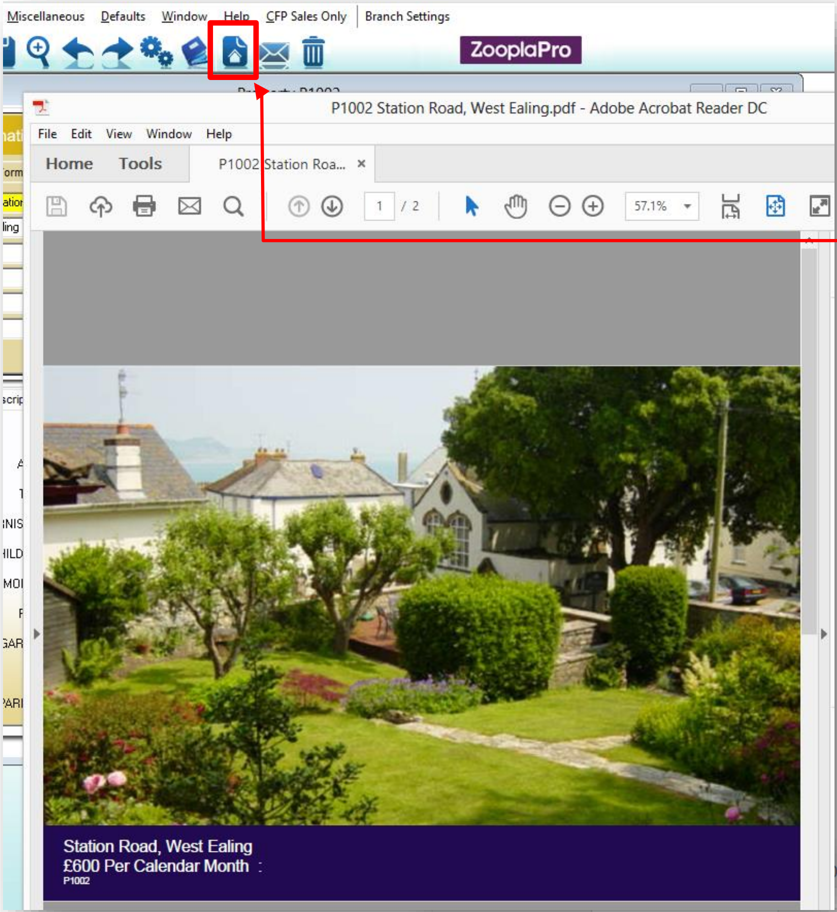


Select **Yes** to clear the available date.



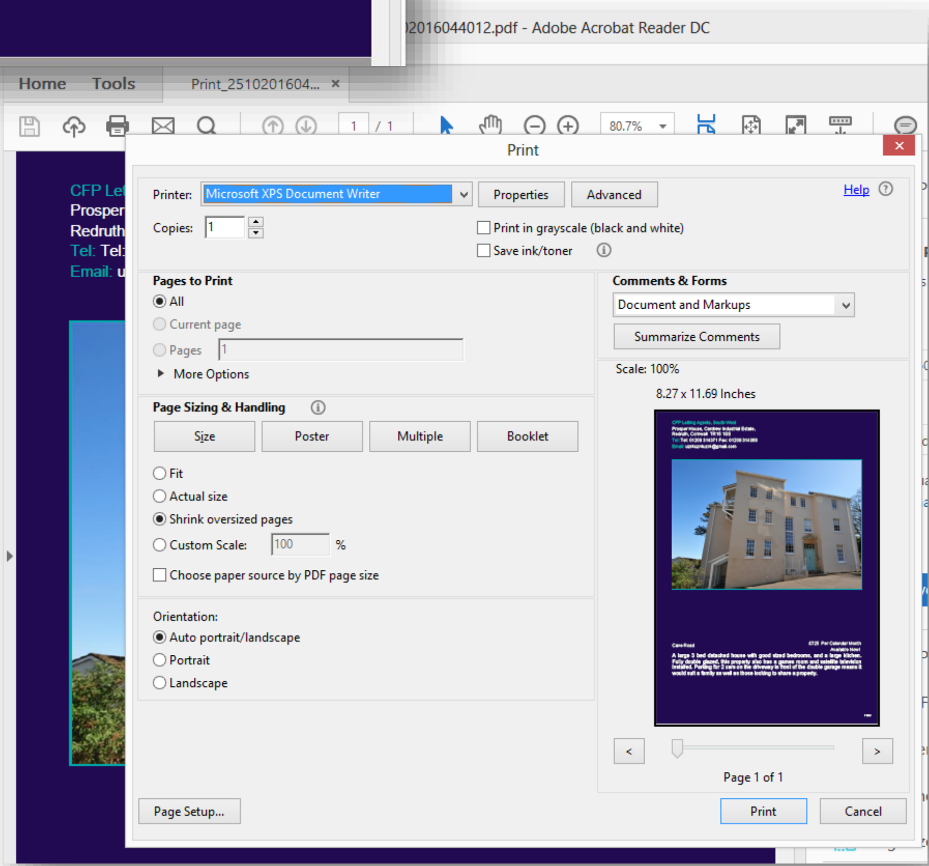
This will affect whether your properties are advertised on portals, as well as brochures and property lists.

Brochure and Photolists Display and Printing



Adobe Reader is now launched when viewing a brochure using the **View Brochure** button on the **Property Screen Toolbar**

When **Send to Screen** or **Send to Printer** is set in Match and Mail, **Adobe Reader** will open the selected output.

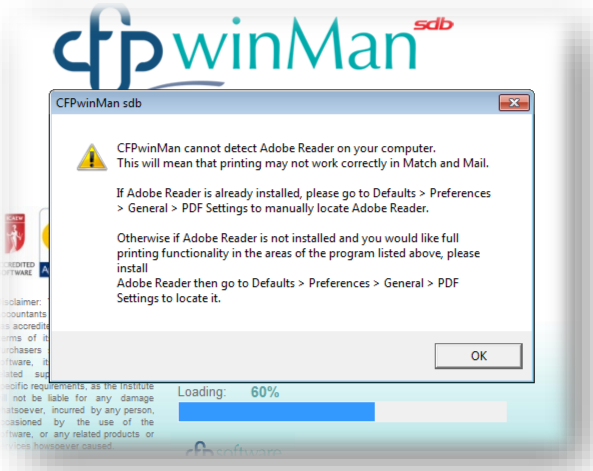


If **Send to Printer** is set the Print Dialog box will show automatically which will provide a significant level of control over the format of the printed documents. Clicking **Print** will then send the document to the Printer.

Once you have sent the item to the printer or cancelled the print, you will need to close the Adobe Reader window.

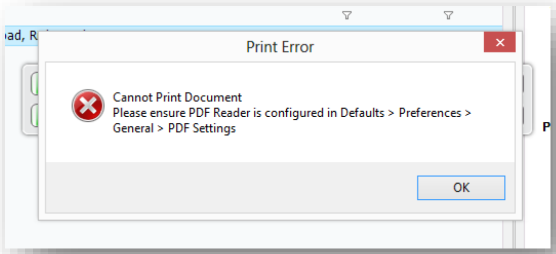
In order for Brochure and Photolist printing and viewing to work you will need to ensure that **Adobe Reader** is installed.

When launching CFPwinMan 4.6.5.2 for the first time, the system will try to automatically detect whether Adobe Reader is installed.



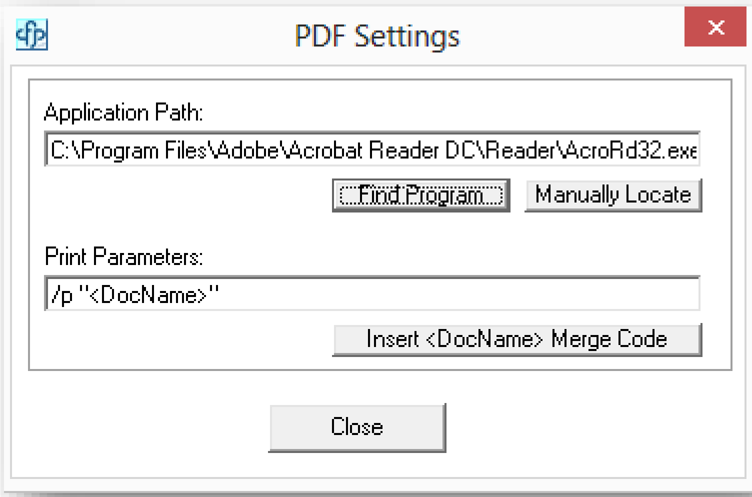
If it is not installed or the system cannot detect the installation automatically an error message will show at login and also whenever you try and use functionality that requires Adobe PDF Reader.

To manually set or alter the location that CFPwinMan uses when trying to launch Adobe Reader, go to **Defaults** > **User Defaults** > **Preferences** > **General** > **PDF Settings**.

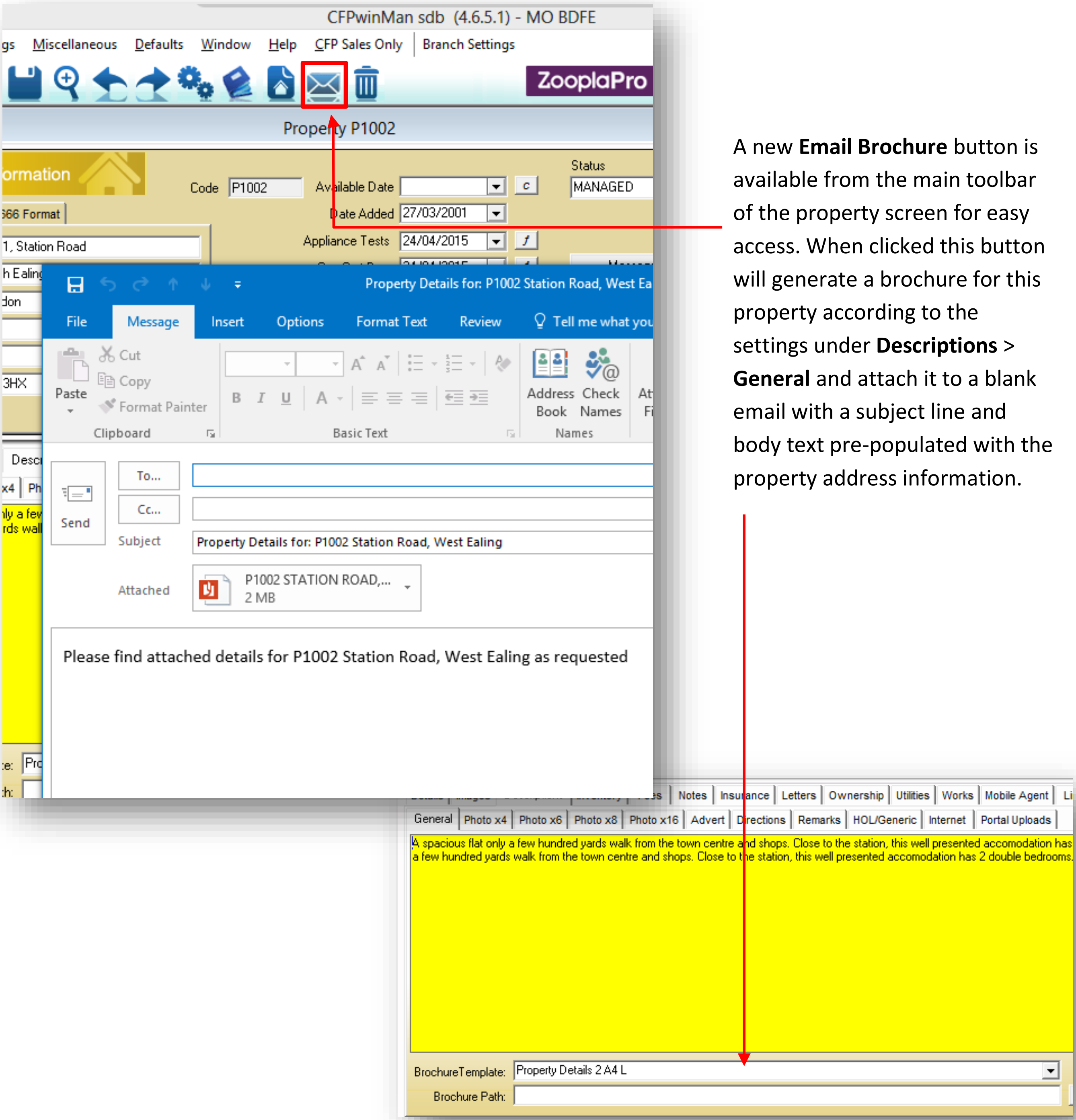


Pressing **Find Program** will attempt to automatically locate the installation. If this is unsuccessful you can choose **Manually Locate** to navigate and select the **Adobe Reader Executable**. If you have any problems with this, please speak to your IT Support.

Do not adjust the Print Parameters section unless advised by CFP Support.



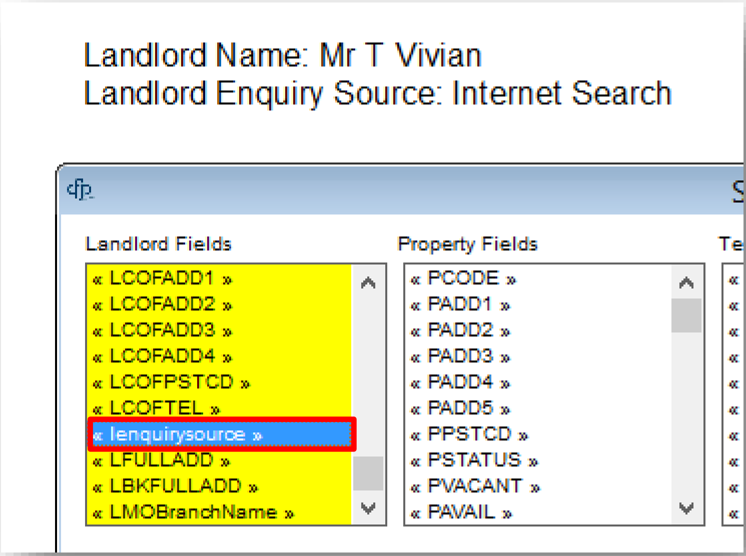
Email Brochure Button

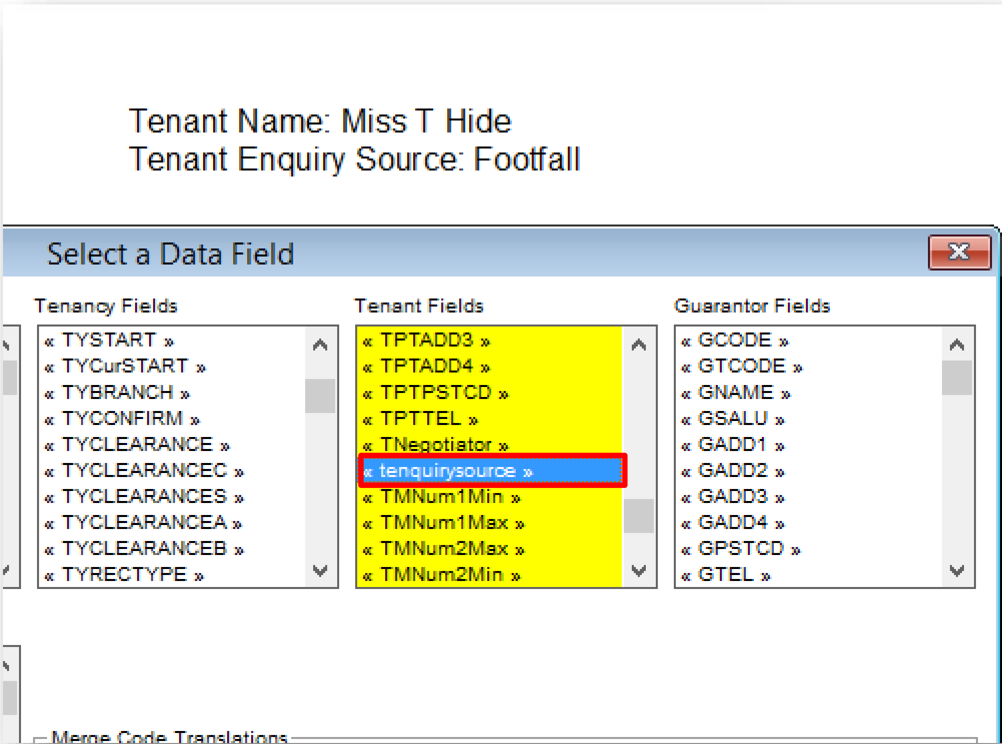


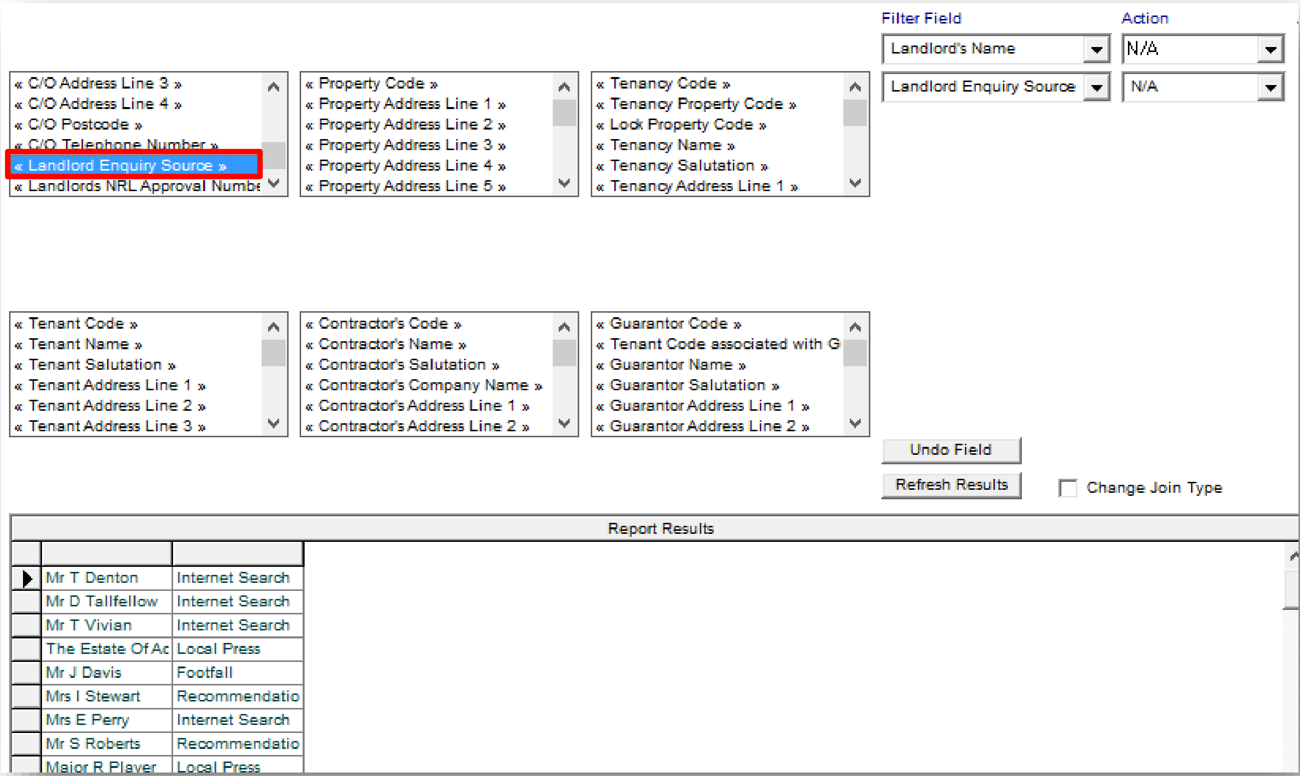
A new **Email Brochure** button is available from the main toolbar of the property screen for easy access. When clicked this button will generate a brochure for this property according to the settings under **Descriptions** > **General** and attach it to a blank email with a subject line and body text pre-populated with the property address information.

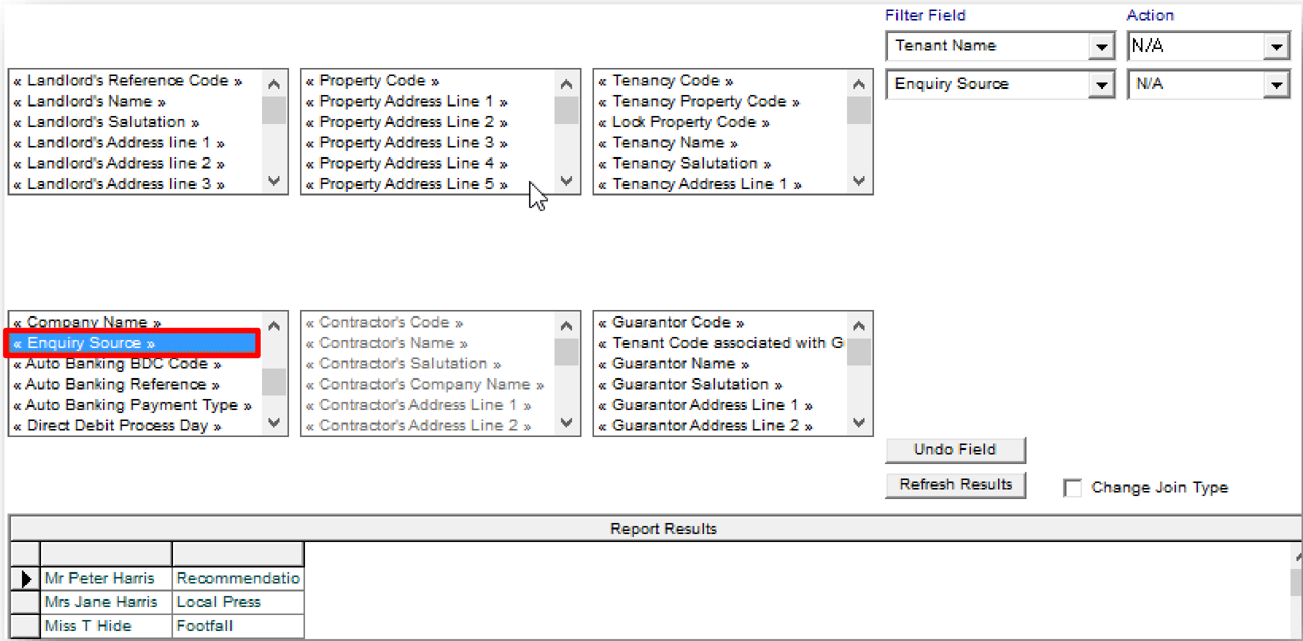
Merge Fields for Enquiry Source

The **Landlord Enquiry Source** and **Applicant/Tenant Enquiry Source** are now available as merge fields in the **Word Processor** and the **Custom Report Generator** (available under **Reporting** > **General** > **Custom**).



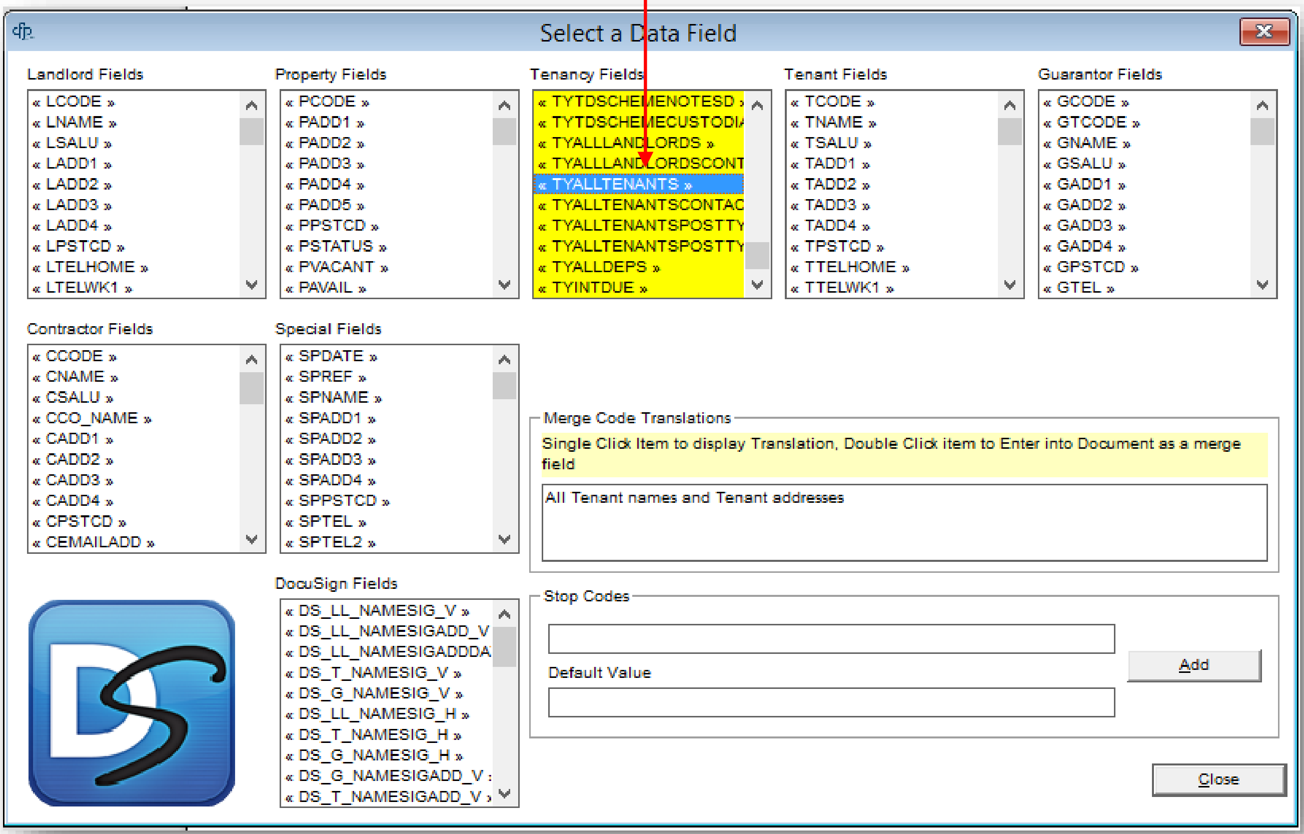



Filter Field
Action
Landlord's Name
N/A
Landlord Enquiry Source
N/A
« C/O Address Line 3 »
« C/O Address Line 4 »
« C/O Postcode »
« C/O Telephone Number »
« Landlord Enquiry Source »
« Landlords NRL Approval Numbe
« Property Code »
« Property Address Line 1 »
« Property Address Line 2 »
« Property Address Line 3 »
« Property Address Line 4 »
« Property Address Line 5 »
« Tenancy Code »
« Tenancy Property Code »
« Lock Property Code »
« Tenancy Name »
« Tenancy Salutation »
« Tenancy Address Line 1 »
« Tenant Code »
« Tenant Name »
« Tenant Salutation »
« Tenant Address Line 1 »
« Tenant Address Line 2 »
« Tenant Address Line 3 »
« Contractor's Code »
« Contractor's Name »
« Contractor's Salutation »
« Contractor's Company Name »
« Contractor's Address Line 1 »
« Contractor's Address Line 2 »
« Guarantor Code »
« Tenant Code associated with G
« Guarantor Name »
« Guarantor Salutation »
« Guarantor Address Line 1 »
« Guarantor Address Line 2 »
Undo Field
Refresh Results
Change Join Type
Report Results
Mr T Denton
Internet Search
Mr D Tallfellow
Internet Search
Mr T Vivian
Internet Search
The Estate Of Ac
Local Press
Mr J Davis
Footfall
Mrs I Stewart
Recommendatio
Mrs E Perry
Internet Search
Mr S Roberts
Recommendatio
Major R Player
Local Press


Filter Field
Action
Tenant Name
N/A
Enquiry Source
N/A
« Landlord's Reference Code »
« Landlord's Name »
« Landlord's Salutation »
« Landlord's Address line 1 »
« Landlord's Address line 2 »
« Landlord's Address line 3 »
« Property Code »
« Property Address Line 1 »
« Property Address Line 2 »
« Property Address Line 3 »
« Property Address Line 4 »
« Property Address Line 5 »
« Tenancy Code »
« Tenancy Property Code »
« Lock Property Code »
« Tenancy Name »
« Tenancy Salutation »
« Tenancy Address Line 1 »
« Company Name »
« Enquiry Source »
« Auto Banking BDC Code »
« Auto Banking Reference »
« Auto Banking Payment Type »
« Direct Debit Process Day »
« Contractor's Code »
« Contractor's Name »
« Contractor's Salutation »
« Contractor's Company Name »
« Contractor's Address Line 1 »
« Contractor's Address Line 2 »
« Guarantor Code »
« Tenant Code associated with G
« Guarantor Name »
« Guarantor Salutation »
« Guarantor Address Line 1 »
« Guarantor Address Line 2 »
Undo Field
Refresh Results
Change Join Type
Report Results
Mr Peter Harris
Recommendatio
Mrs Jane Harris
Local Press
Miss T Hide
Footfall

All Tenant Merge Codes

Four new merge codes have been created which can be used to report on the contact details of all tenants belonging to a tenancy. The merge codes can be found in the tenancy section of the merge code form.



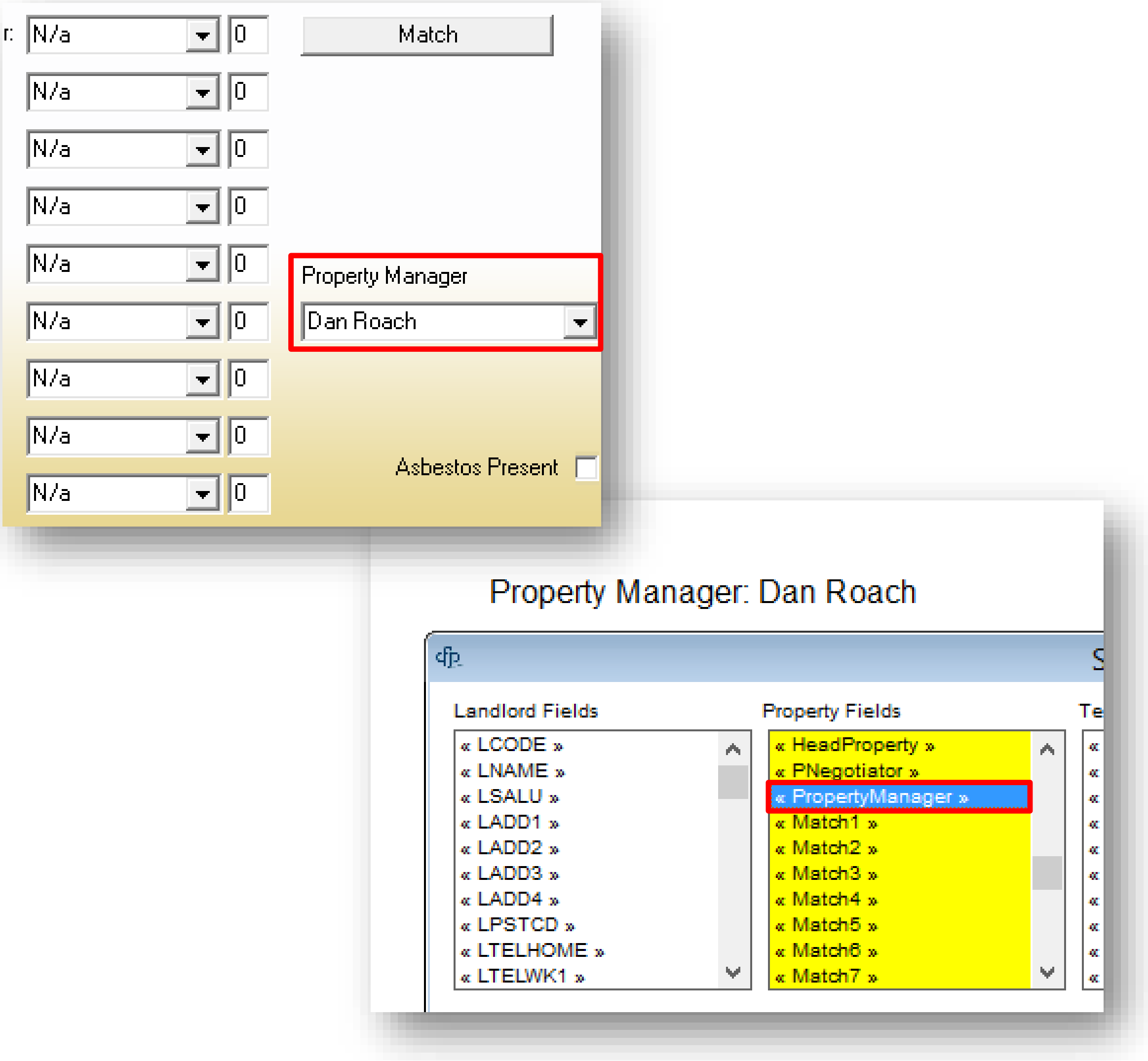
The four available merge codes together with the information they display are outlined below.

Merge Code	Merge Code Details
TYALLTENANTS	All Tenant Names and Tenant Addresses.
TYALLTENANTSCONTACT	All Tenant Names and Tenant Addresses, Email, Mobile, Fax.
TYALLTENANTSPOSTTY	All Tenant Names and Post Tenancy address (if specified), otherwise Forwarding Address.
TYALLTENANTSPOSTTYCONTACT	All Tenant Names and Post Tenancy address (if specified), otherwise Forwarding Address, Email, Mobile and Fax.

All tenants belonging to the tenancy will be included in any document merges that take place containing the above merge codes. Each part of the address and the details of each contact method will be displayed on a new line.

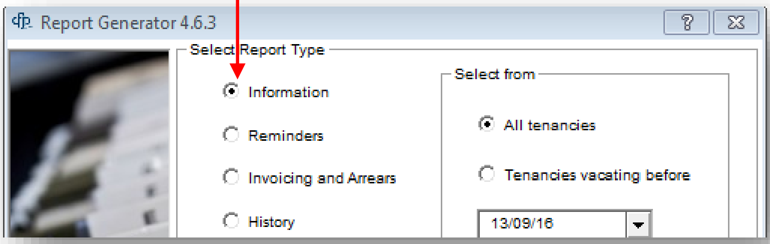
Merge Field for Property Manager

The **Property Manager** field on the Property Screen is now available as merge fields in the **Word Processor**.

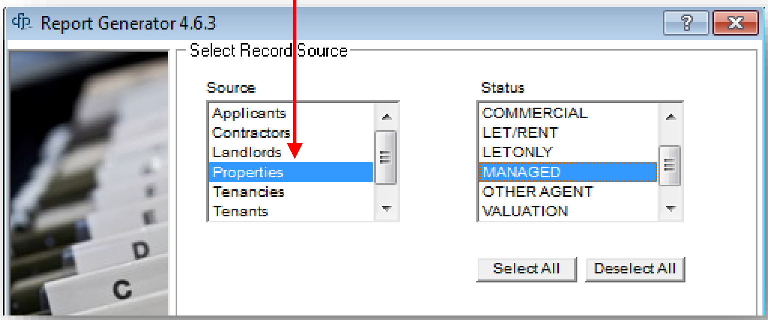


Mail Merge on Property Status

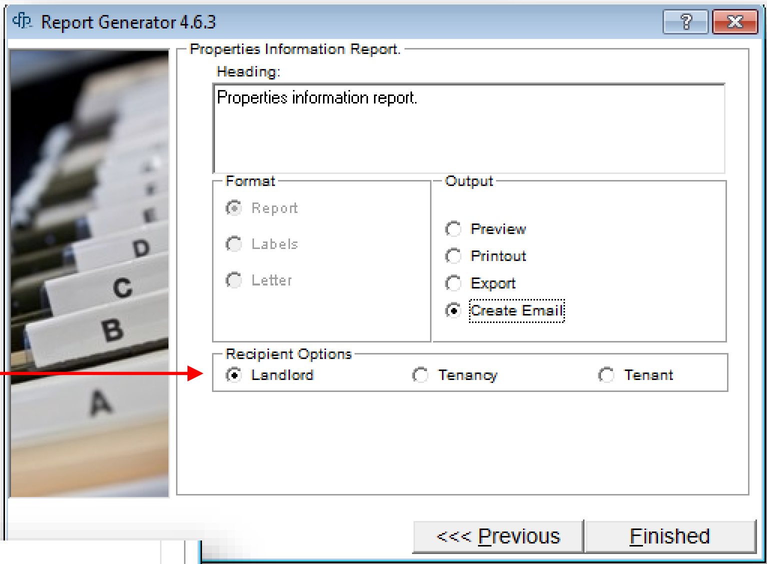
Users are now able to merge an email or letter to **Landlords** and **Tenants** based on **Property Status**. Select **Information** under **General** on the **Reporting** menu.

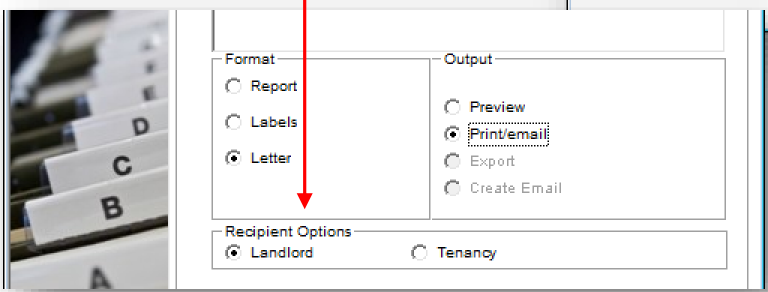


Under **Source** select **Properties**. Then select your desired **Status**(es), for example **Managed**.



Different **Recipient Options** are available depending on the **Format** and **Output** selections. Choose **Report** and **Create Email** for **Landlord**, **Tenancy** and **Tenants**. **Letter** and **Print/email** applies **Landlord** and **Tenancy** recipients.

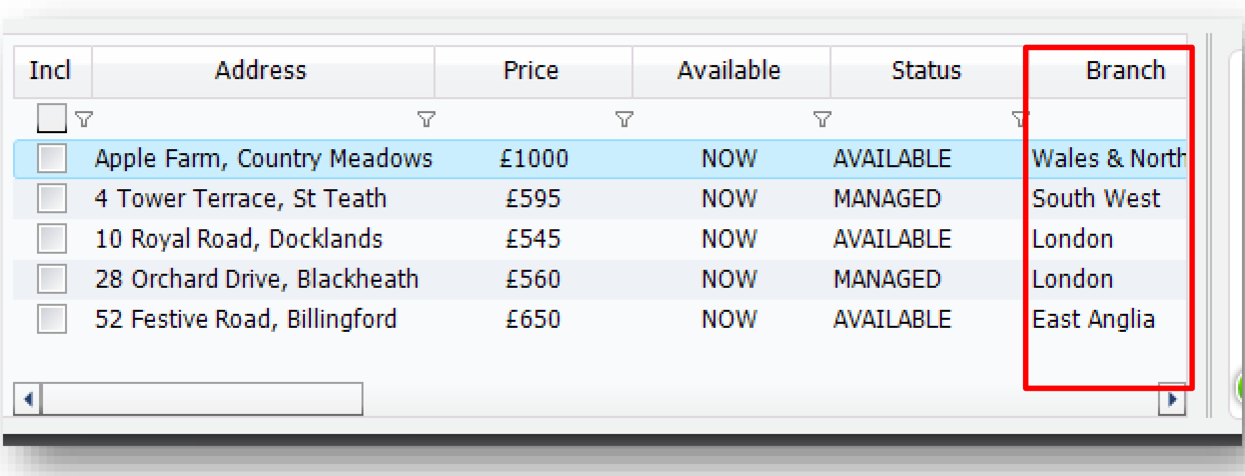




Choose **Reminders** then **Properties** under **Select Record Source** and **Letter** under **Format** for **Landlord** and **Tenancy Recipient Options**.

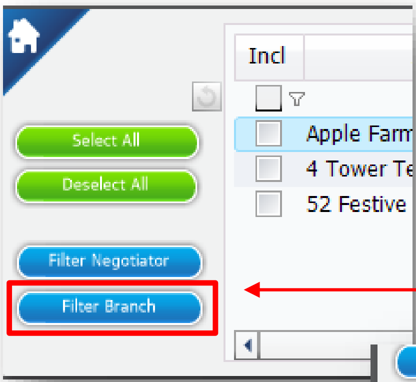
Filter by Branch in Match and Mail

A new **Branch** column has been added to the Property and Applicant grids in Match and Mail. By default, it will appear to the right of the Status column.



For **Property** records this branch will be the **Branch** in the **Branch, Department and Fee Earner** section of the Property record and for **Applicant** Records this will be the **Branch** field next to the **Tenant Code**.

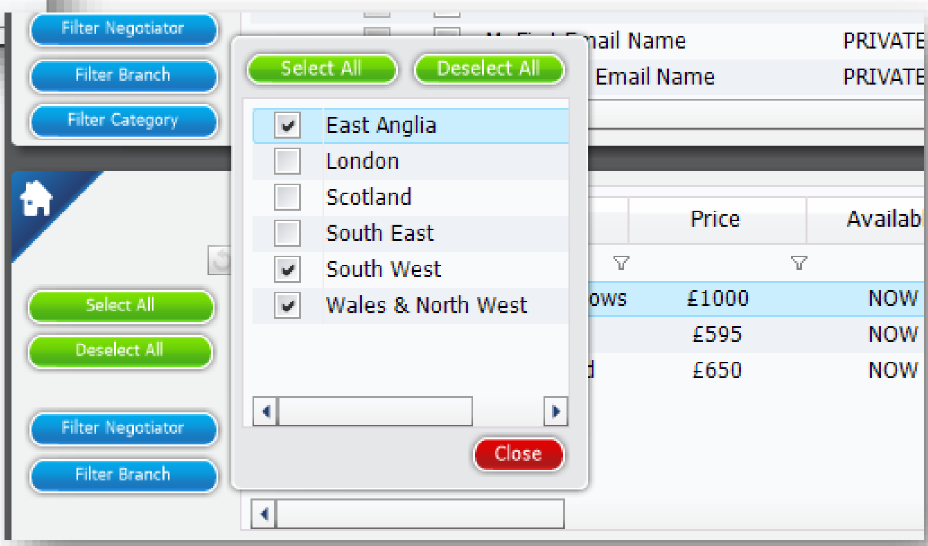
The only exception to this will be customers using **Multi Office** functionality with **Alternate Branches**. In this instance the branch shown will be the one set in the **Multi Office** tab of the **Property** and **Applicants** screen.



In addition, new filters have been added to Match and Mail to allow the user to Filter Properties and/or Applicants by Branch.

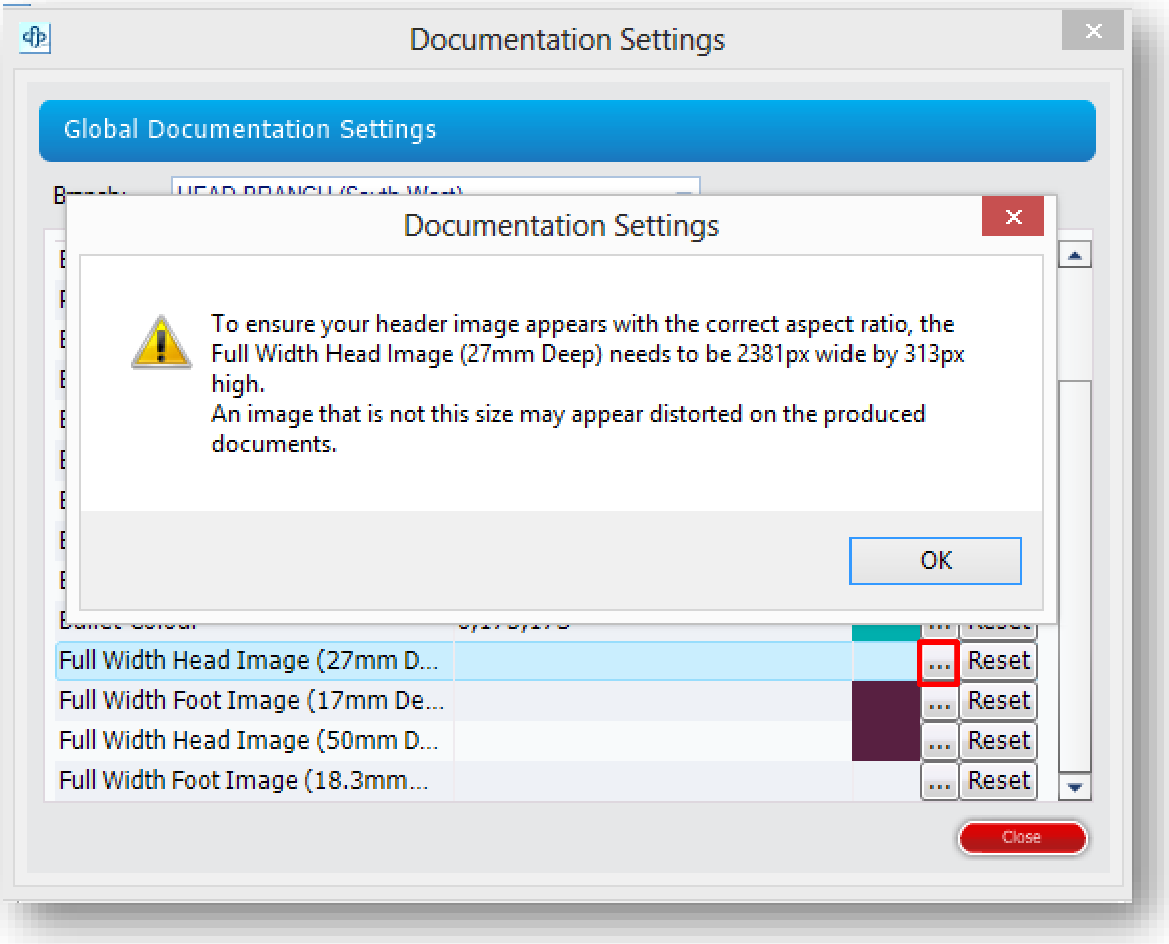
The **Filter Branch** buttons are available on both the Global Filter Criteria Tab and **Property/Applicant specific Tab**.

Clicking the **Filter Branch** button will show a popup window where the user can include/exclude specific branches in the results. **Select All** and **Deselect All** buttons are provided to quickly tick or untick all items. When the user clicks close to dismiss the popup the appropriate grid will be refreshed to show only the Properties/Applicants that belong to a selected branch.



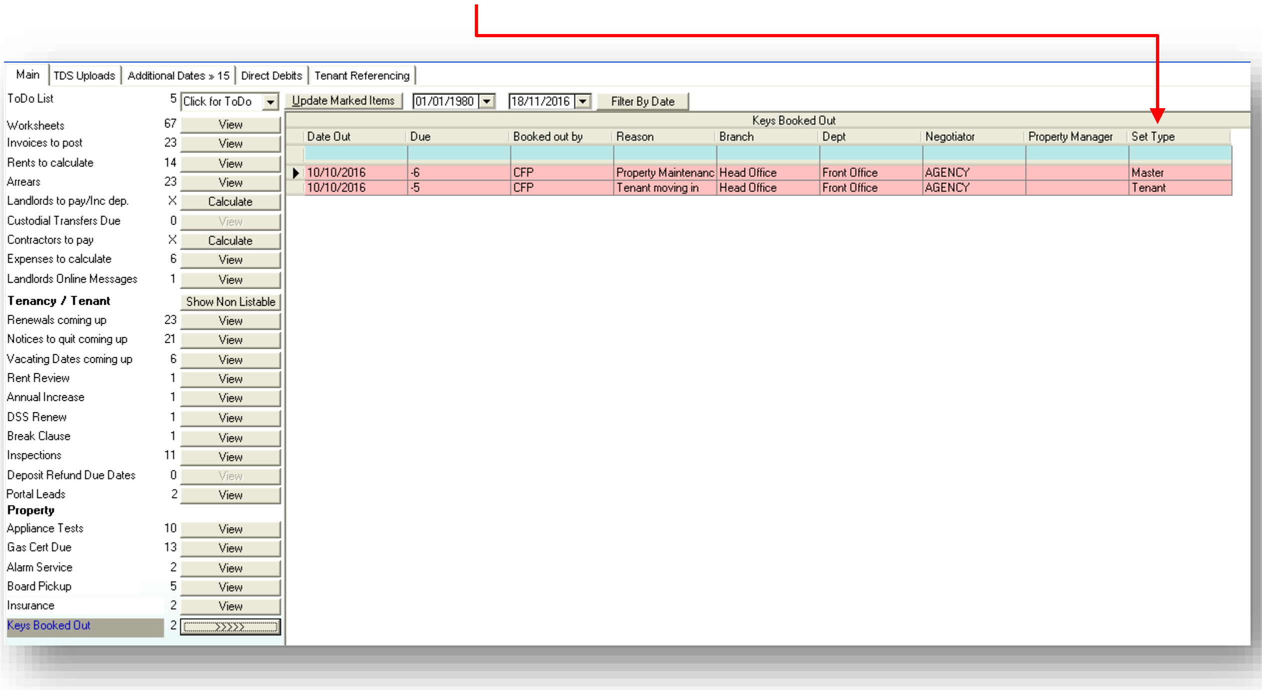
Message to show Dimensions for Full Page Headers and Footers in Match and Mail

Users have the ability to assign full page headers and footers to Templates in Match and Mail via the settings in **Defaults** > **User Defaults** > **Brochures** > **Document Settings** and **Defaults** > **User Defaults** > **Photolists** > **Document Settings.** These images need to be of a specific size in order to display correctly on the produced output. To assist with this CFPwinMan will now show a message when locating the image file for one of the full width headers or footers indicating the required size.



Set Type on Keys Booked Out

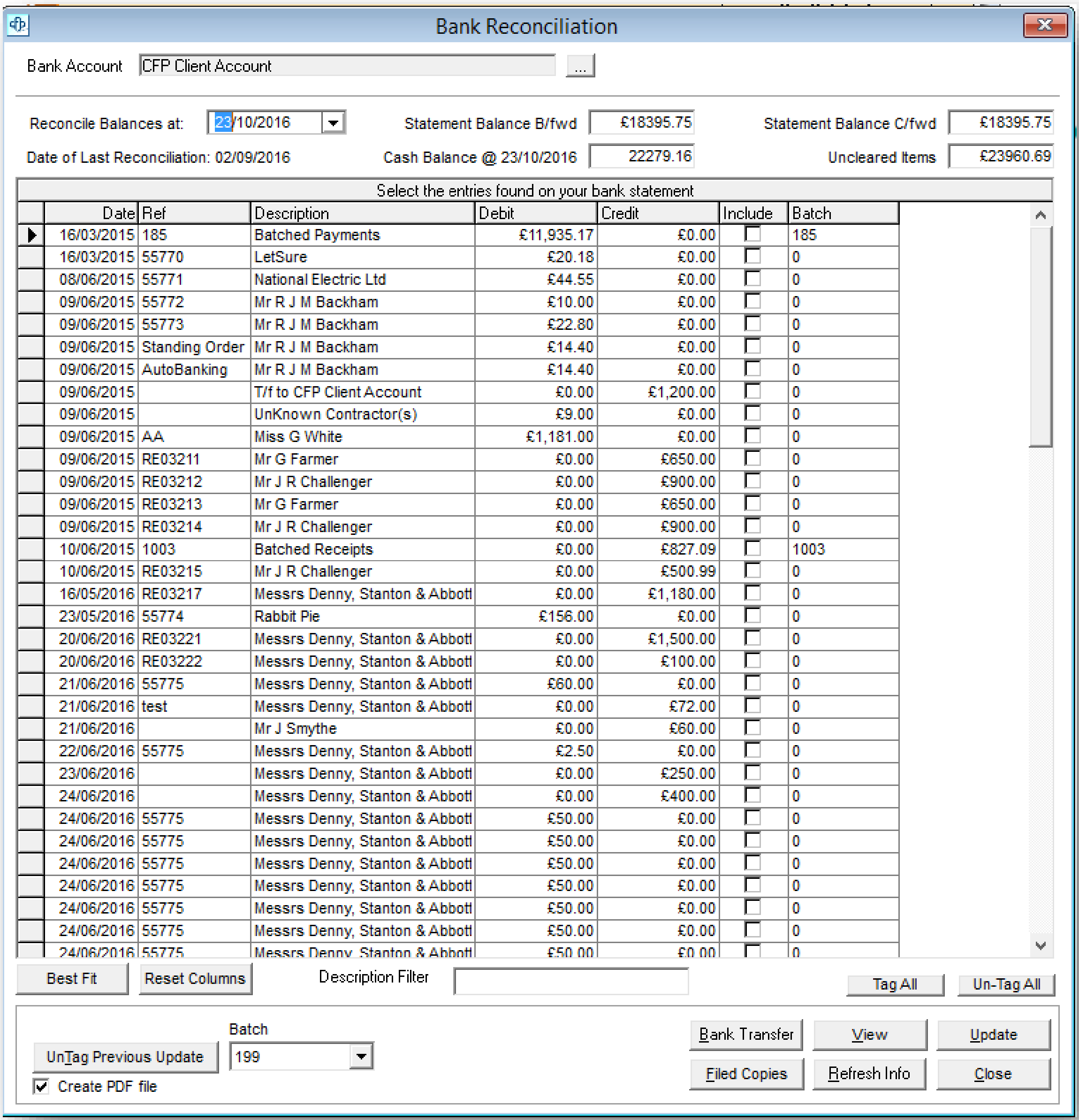
Users will notice the addition of **Set Type** column on the **Organiser** under **Keys Booked Out**.



Set types can be configured under **Keys** in **User Defaults.**

Increased size of Bank Reconciliation Screen

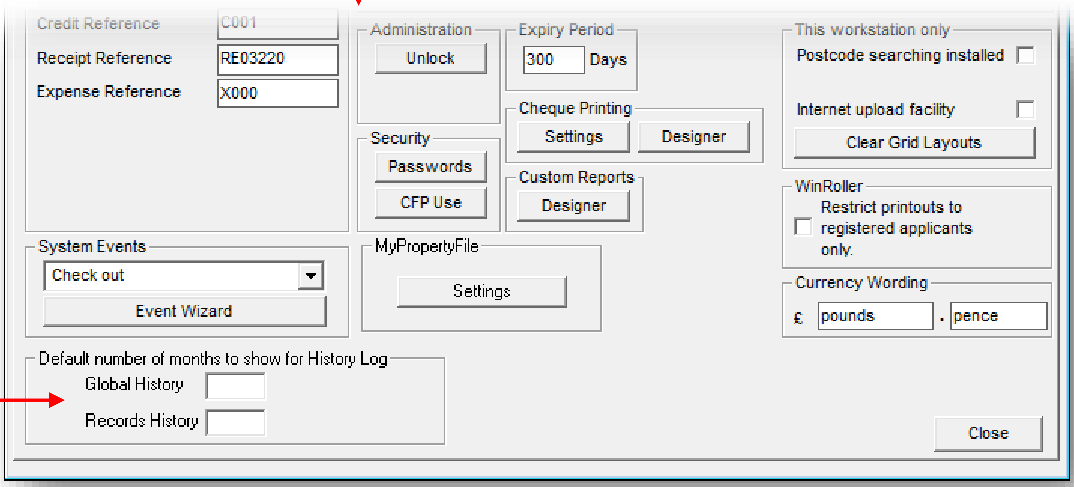
The size of the Bank Reconciliation Screen has been increased to make it easier to use.



Date	Ref	Description	Debit	Credit	Include	Batch
16/03/2015	185	Batched Payments	£11,935.17	£0.00		185
16/03/2015	55770	LetSure	£20.18	£0.00		0
08/06/2015	55771	National Electric Ltd	£44.55	£0.00		0
09/06/2015	55772	Mr R J M Backham	£10.00	£0.00		0
09/06/2015	55773	Mr R J M Backham	£22.80	£0.00		0
09/06/2015	Standing Order	Mr R J M Backham	£14.40	£0.00		0
09/06/2015	AutoBanking	Mr R J M Backham	£14.40	£0.00		0
09/06/2015		T/f to CFP Client Account	£0.00	£1,200.00		0
09/06/2015		UnKnown Contractor(s)	£9.00	£0.00		0
09/06/2015	AA	Miss G White	£1,181.00	£0.00		0
09/06/2015	RE03211	Mr G Farmer	£0.00	£650.00		0
09/06/2015	RE03212	Mr J R Challenger	£0.00	£900.00		0
09/06/2015	RE03213	Mr G Farmer	£0.00	£650.00		0
09/06/2015	RE03214	Mr J R Challenger	£0.00	£900.00		0
10/06/2015	1003	Batched Receipts	£0.00	£827.09		1003
10/06/2015	RE03215	Mr J R Challenger	£0.00	£500.99		0
16/05/2016	RE03217	Messrs Denny, Stanton & Abbott	£0.00	£1,180.00		0
23/05/2016	55774	Rabbit Pie	£156.00	£0.00		0
20/06/2016	RE03221	Messrs Denny, Stanton & Abbott	£0.00	£1,500.00		0
20/06/2016	RE03222	Messrs Denny, Stanton & Abbott	£0.00	£100.00		0
21/06/2016	55775	Messrs Denny, Stanton & Abbott	£60.00	£0.00		0
21/06/2016	test	Messrs Denny, Stanton & Abbott	£0.00	£72.00		0
21/06/2016		Mr J Smythe	£0.00	£60.00		0
22/06/2016	55775	Messrs Denny, Stanton & Abbott	£2.50	£0.00		0
23/06/2016		Messrs Denny, Stanton & Abbott	£0.00	£250.00		0
24/06/2016		Messrs Denny, Stanton & Abbott	£0.00	£400.00		0
24/06/2016	55775	Messrs Denny, Stanton & Abbott	£50.00	£0.00		0
24/06/2016	55775	Messrs Denny, Stanton & Abbott	£50.00	£0.00		0
24/06/2016	55775	Messrs Denny, Stanton & Abbott	£50.00	£0.00		0
24/06/2016	55775	Messrs Denny, Stanton & Abbott	£50.00	£0.00		0
24/06/2016	55775	Messrs Denny, Stanton & Abbott	£50.00	£0.00		0
24/06/2016	55775	Messrs Denny, Stanton & Abbott	£50.00	£0.00		0
24/06/2016	55775	Messrs Denny, Stanton & Abbott	£50.00	£0.00		0

History Log Default Visible Period

Options have been added to **User Defaults** to control the period when accessing **History Log** items.



Global History is the setting for access via History Log in the Reporting menu.

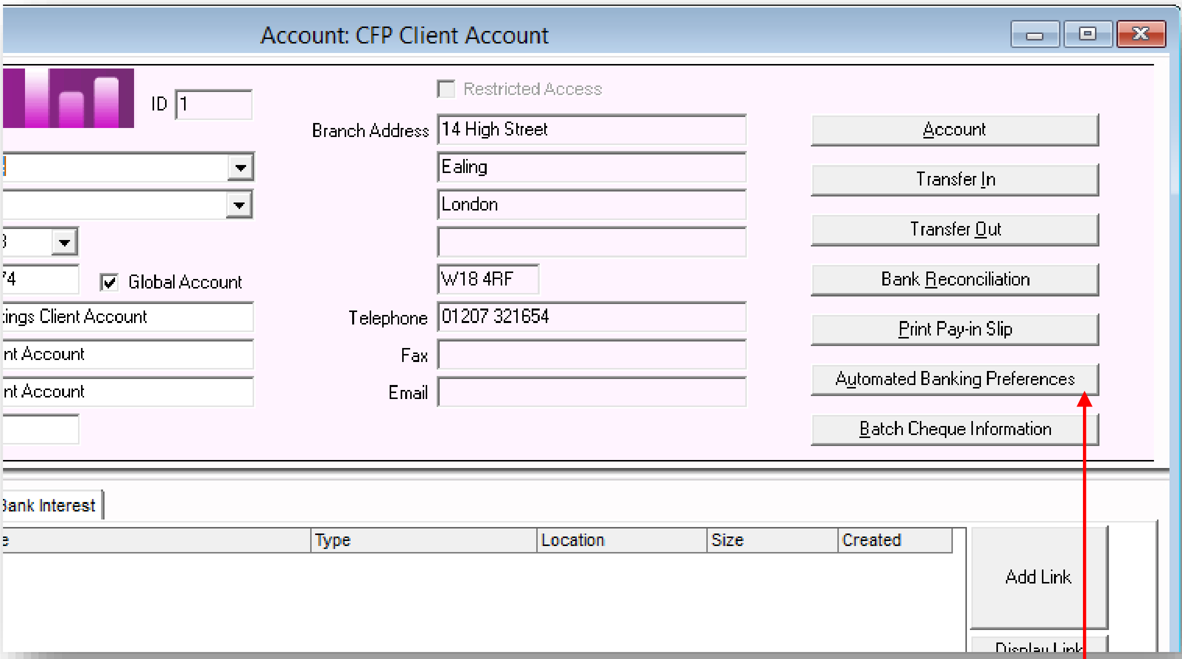
Records History is the setting for clicking the history log icon on any information screen.

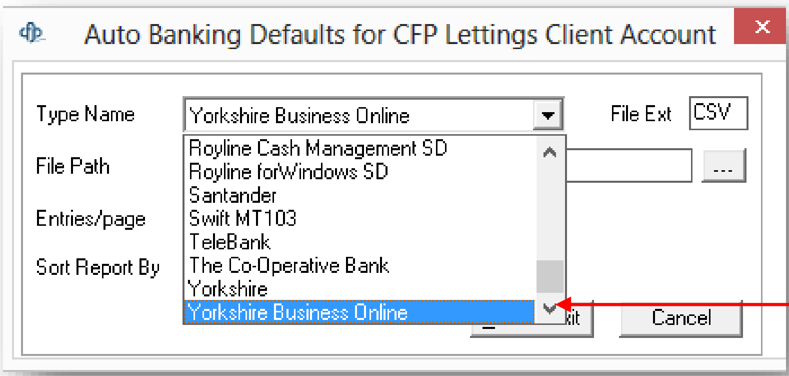
These options restrict the period for which items are displayed. Use of these will provide speed improvements for all users of the history log and stop timeouts on very large databases.

New Auto Banking format for Yorkshire Business Online

A new Auto Banking format for Yorkshire Bank has now been included within CFPwinMan. This format is called **Yorkshire Business Online**.
This new format is in addition to the existing formats available and can be used if advised by Yorkshire Bank or CFP.

The relevant bank form must first be selected.



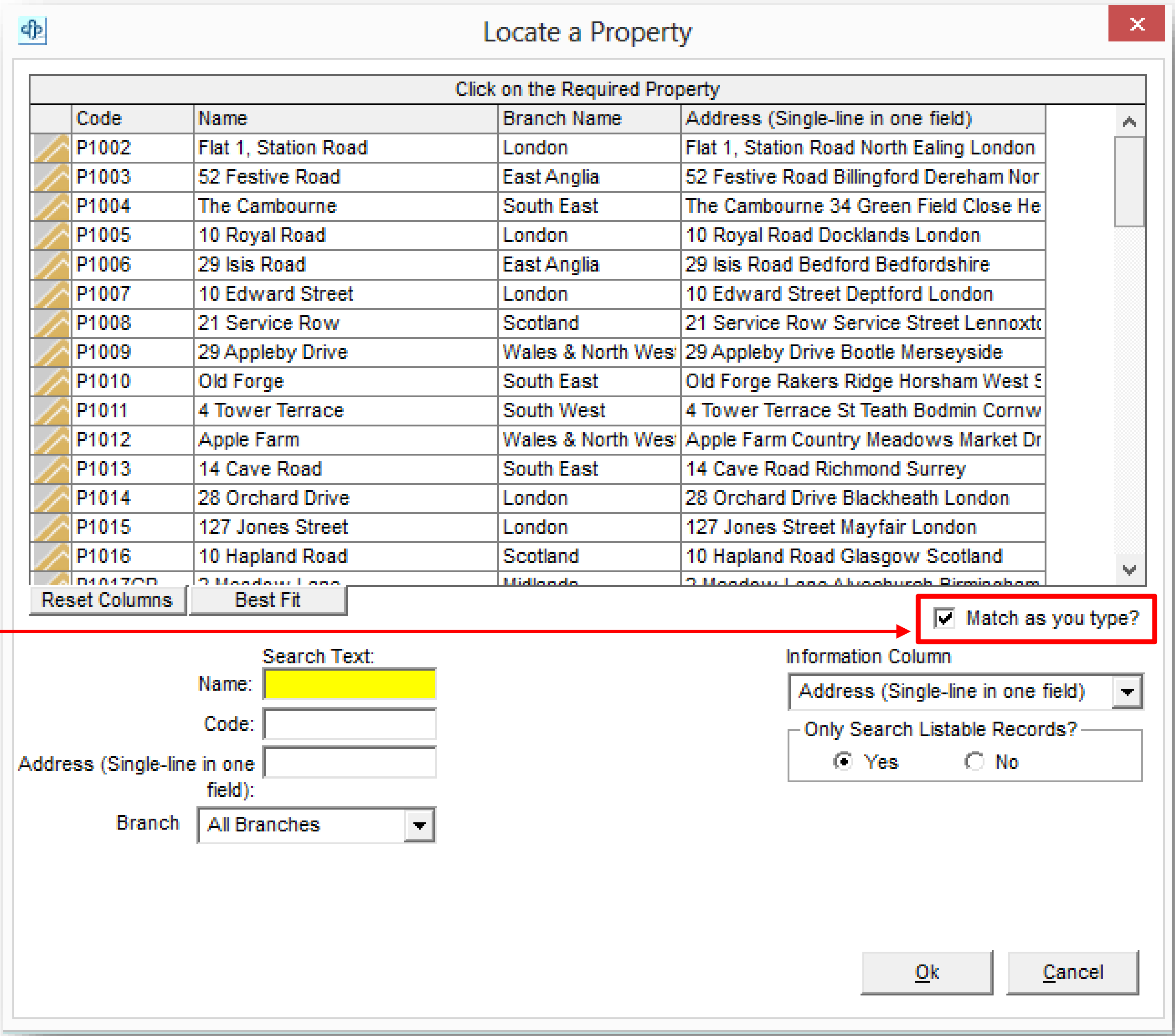


The **Automated Banking Preferences** button is then selected to specify the format.

Switching On and Off Match as you Type

Prior to CFPwinMan 4.6.5.2 the **Locate** screens in filtered the list of results as the user typed into any of the Search Text boxes such as Name and Code.

If there are a large number of available records to show, filtering each time a key is pressed on the keyboard can make the Locate screen slow to use.



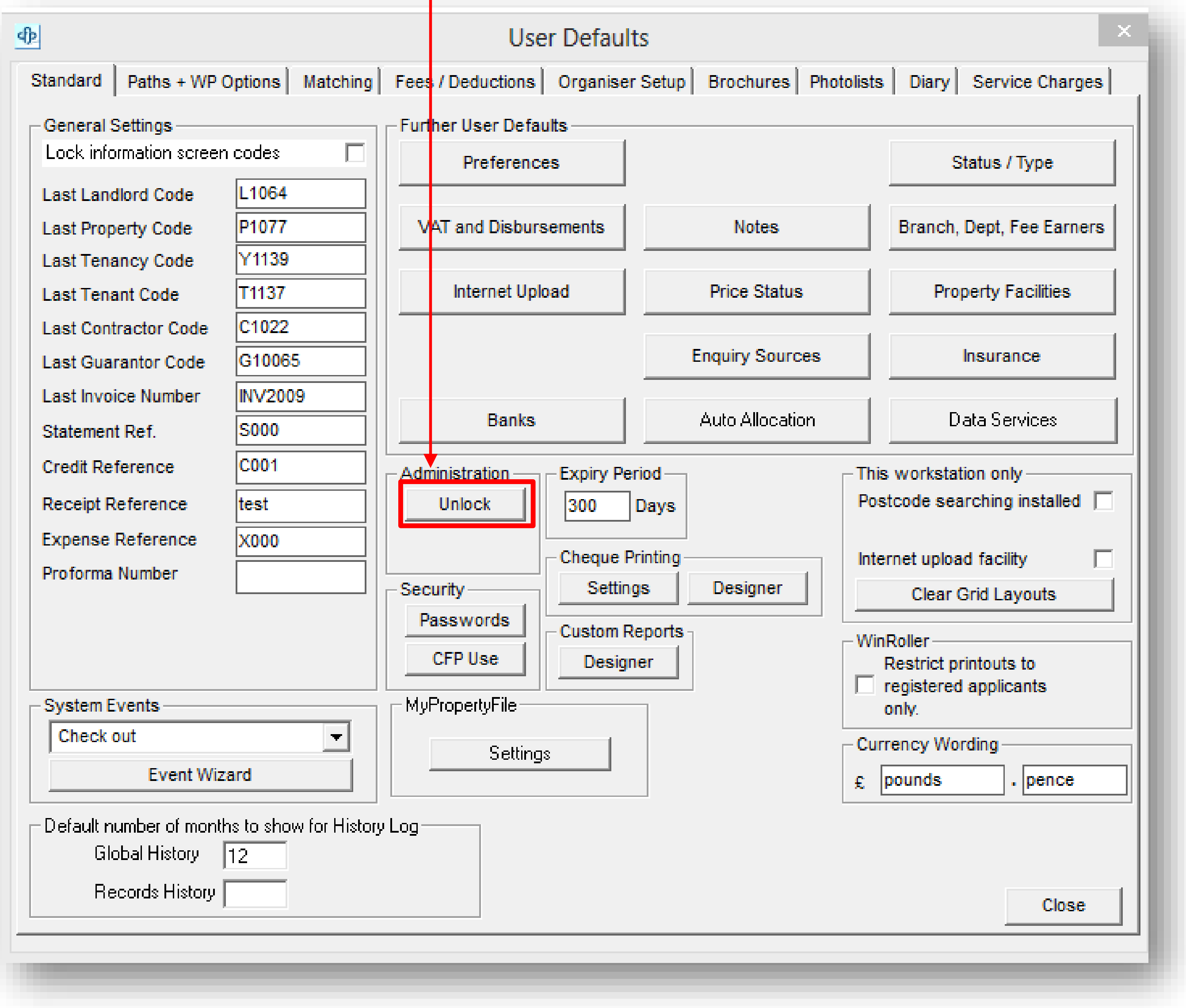
A new setting marked **Match as you type?** Is available on all the main locate screens. This setting is ticked by default which means that the list will be filtered automatically each time a key is pressed. If this setting is unticked the user can enter the search criteria and then press the **Return Key** on the keyboard after which the list will be filtered accordingly.

To clear the search criteria, the user should remove the text from the appropriate text box then press the **Return Key** on the keyboard again to remove that criteria from the filtering.

The **Match as you type?** setting will retain its last state for each user so if (for instance) this has been unticked it will remain unticked in every Locate screen for that user.

Unlock Process Removes Locks against Users not Logged In

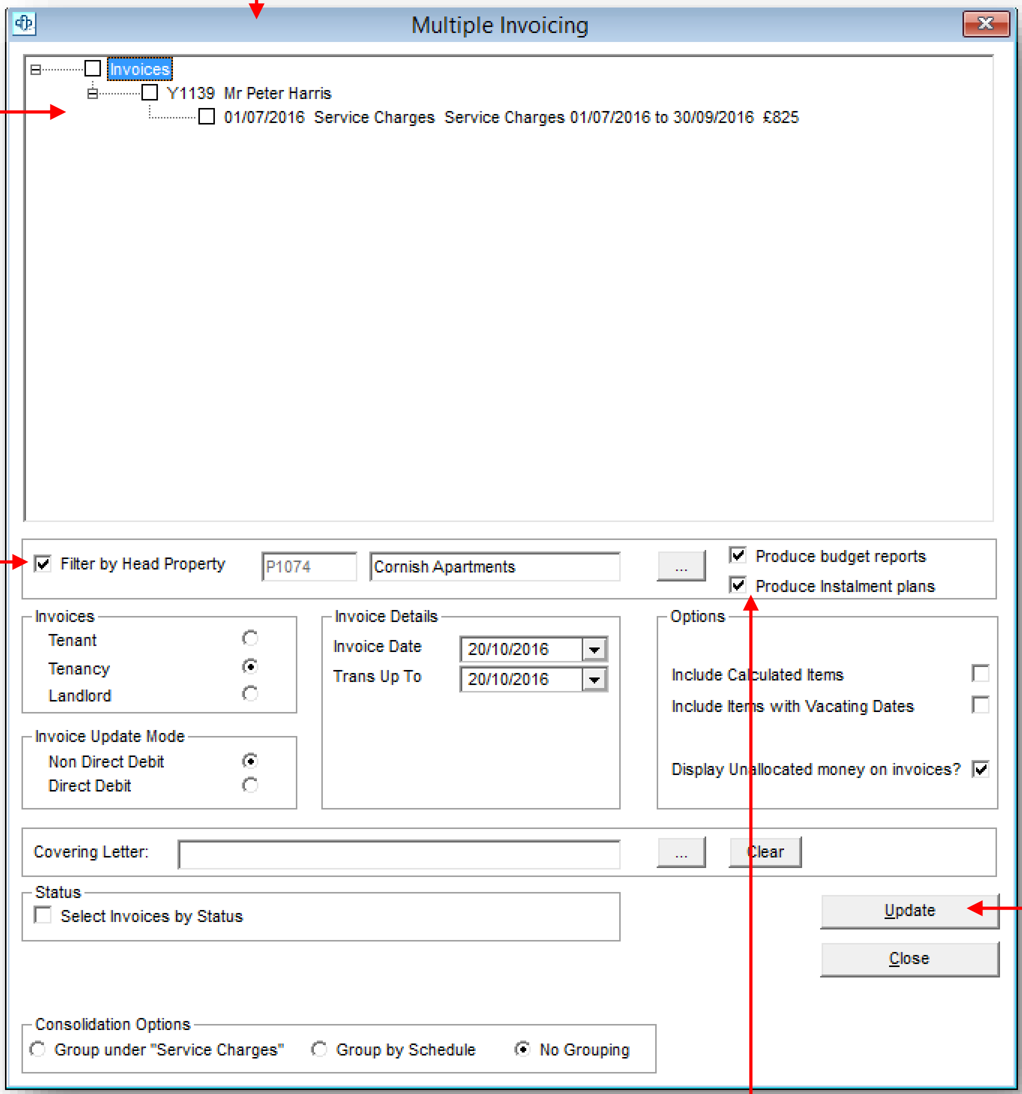
The **Unlock** button available in Defaults > User Defaults will now only remove locks against users that are not currently logged in to CFPwinMan.



Service Charge: Produce Budget Report and Instalment Plan when Invoicing

Users are now able to email or print a budget report and instalment plan when producing invoices.

Go to **Multiple Invoicing** under **Postings**.



Select **Filter by Head Property** and select your desired property.

Select **Produce budget reports** and **Produce Instalment plans** as required.

Select the invoice(s) you wish to post and **Update**.

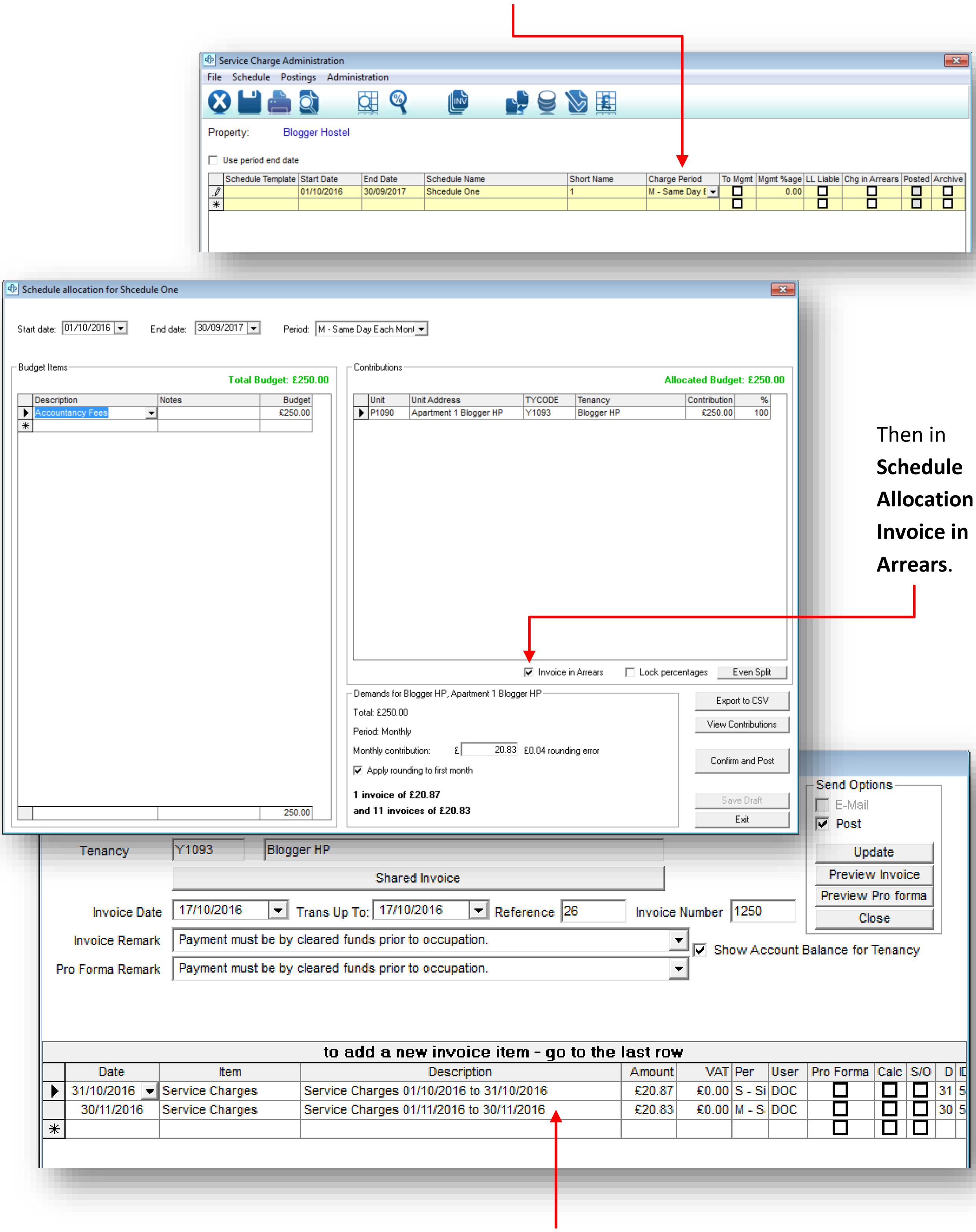
Budget report and instalment plans will be produced for any invoices linked to them. The start and end date of the report is based upon the earliest start date and latest end date of all schedules linked to updated invoices.

These will be emailed and/or printed depending on preferred output choice and **History Log** entries will be created as normal.

Service Charge: Invoicing in Arrears

Users are now able to invoice in arrears for service charges without having to charge in arrears for the whole schedule.

Under **Service Charge Administration** set the **Charge Period** to any periodic.

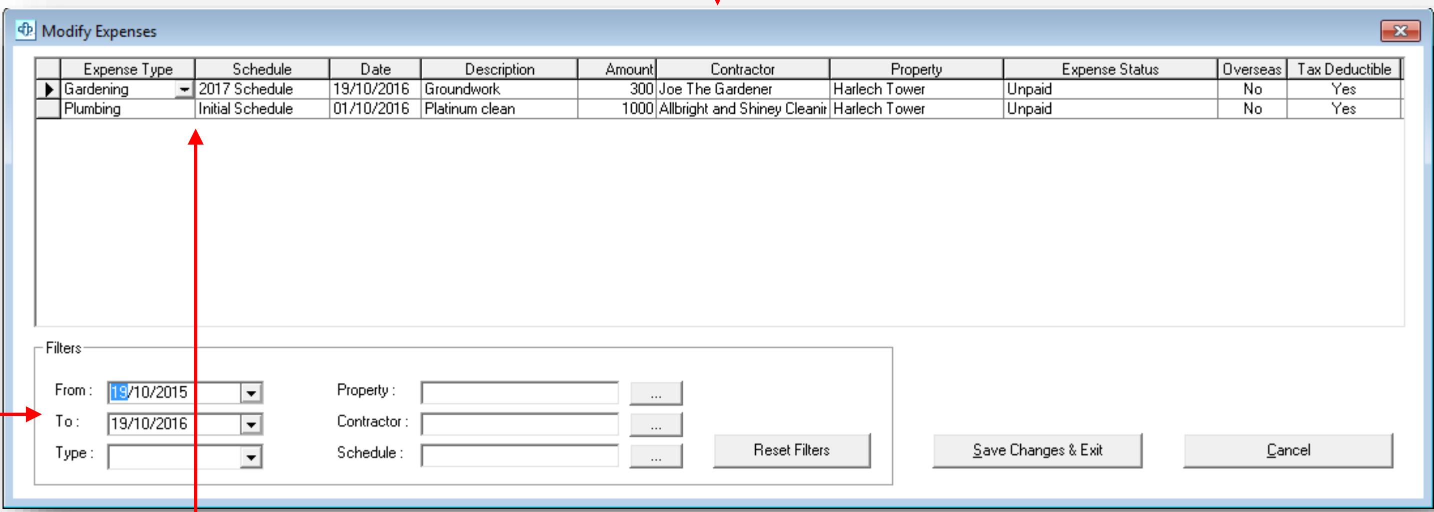


Then in **Schedule Allocation** tick **Invoice in Arrears**.

Once the schedule is posted you will then find that your invoices are raised with a due **Date** at the end of each period, and the **Description** relating to the period prior to this.

Service Charge: Edit Schedule and Type of Expenses Paid to Contractors

Users are now able to alter expense types and schedules for expenses that have been paid to contractors. These can be edited on the pay contractor screen, however previously once updated on the remittance no further changes could be made. You can now edit these via the **Modify Expenses** form found under **Postings**.



From here you can reallocate the **Expense Type** and **Schedule** of any fee attached to a schedule irrespective of its **Expense Status**.

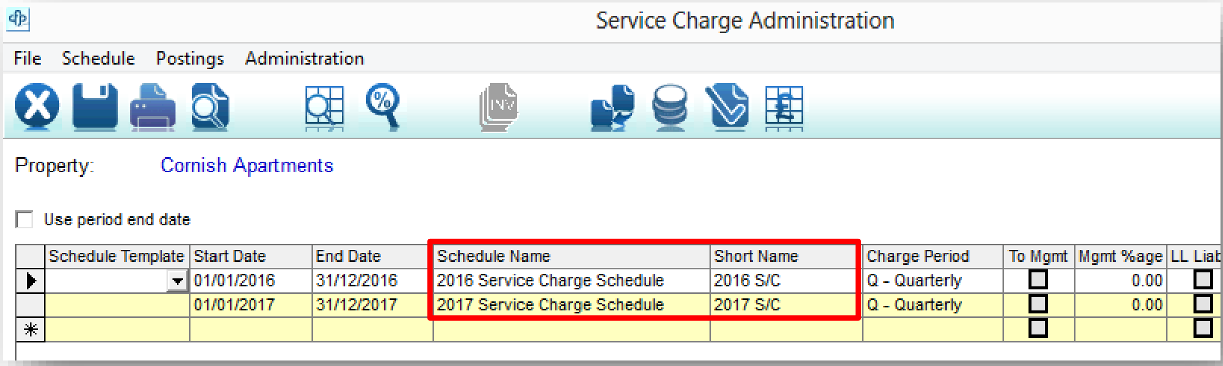
When you change schedule the expense type dropdown is cleared. You can then select any available type.

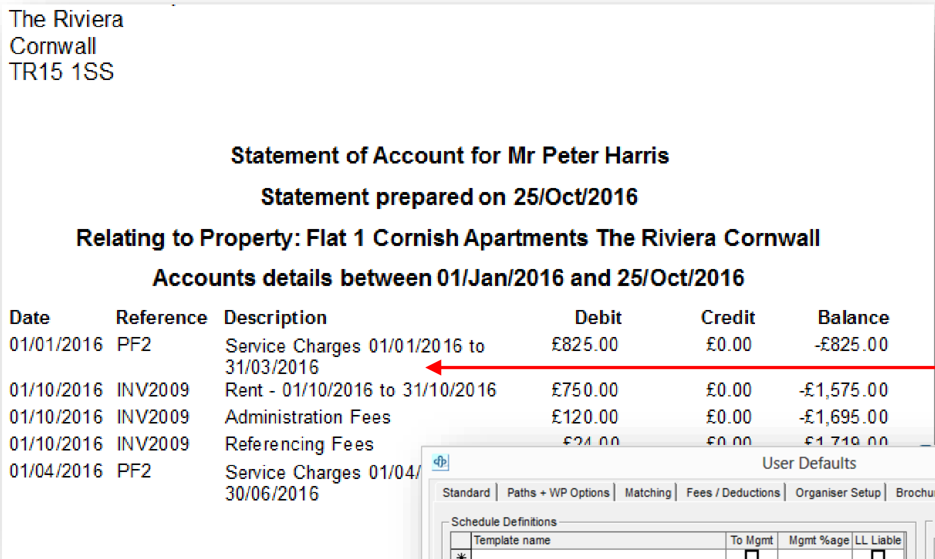
- Only the types of expense allocated to the selected schedule are available.
- Only **Posted** schedules or those marked as **Chg in Arrears** are available.
- If an expense is **Tax Deductible** you cannot assign it to a type that is not, and vice-versa.

Various **Filters** are available to you. By default all expenses from the previous year are displayed.

Service Charge: Default to Alter Display of Schedule Name for Tenancy Service Charge Invoices

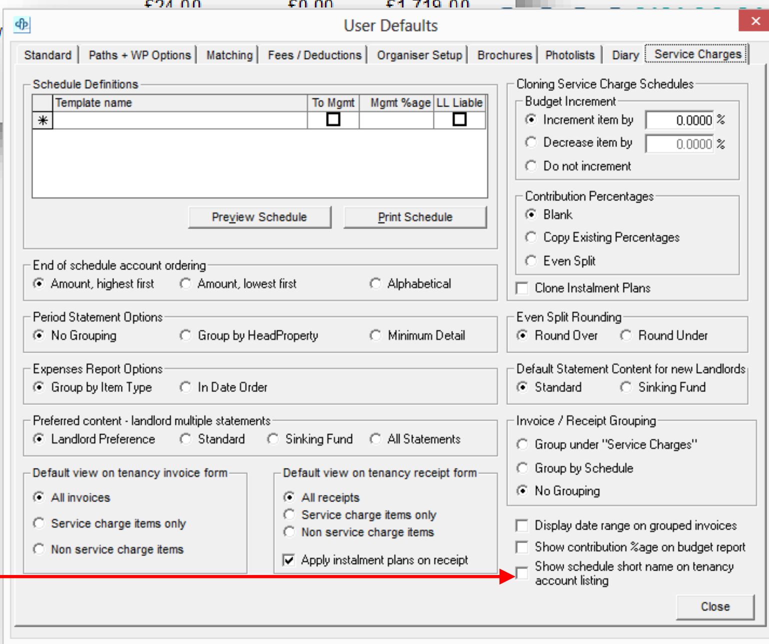
Users can now customise the description that is shown for Service Charge invoices when displayed on the **Tenancy Statement**.

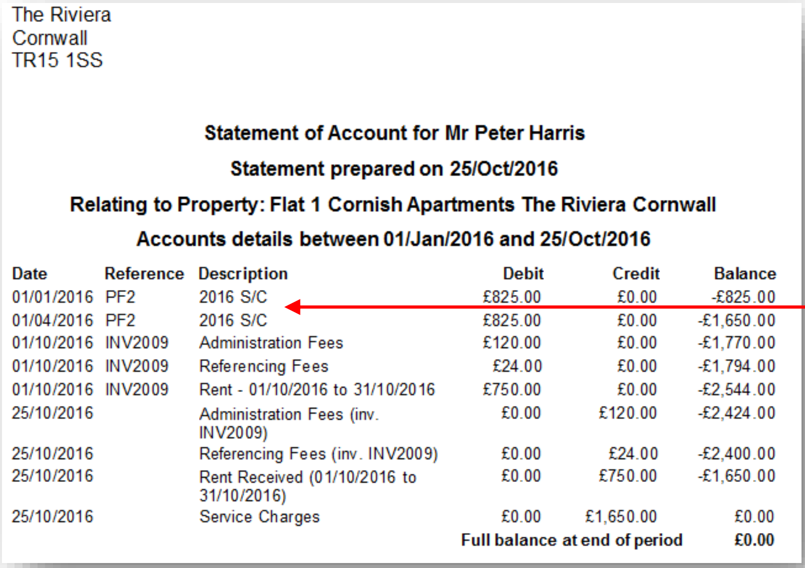




By default the **Invoice Description** will be shown against each item on the Statement.

In **Defaults** > **User Defaults** > **Service Charges**, there is a new setting: **Show schedule short name on tenancy account listing**.





The Riviera
Cornwall
TR15 1SS

Statement of Account for Mr Peter Harris

Statement prepared on 25/Oct/2016

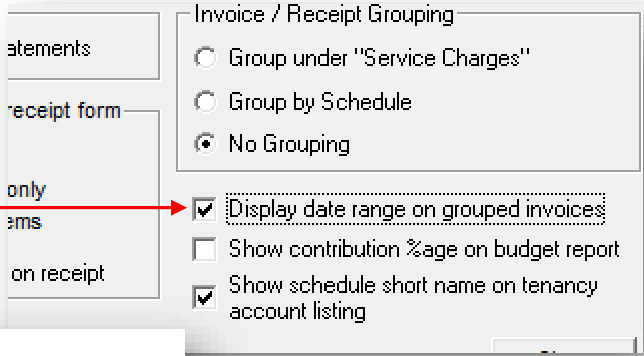
Relating to Property: Flat 1 Cornish Apartments The Riviera Cornwall

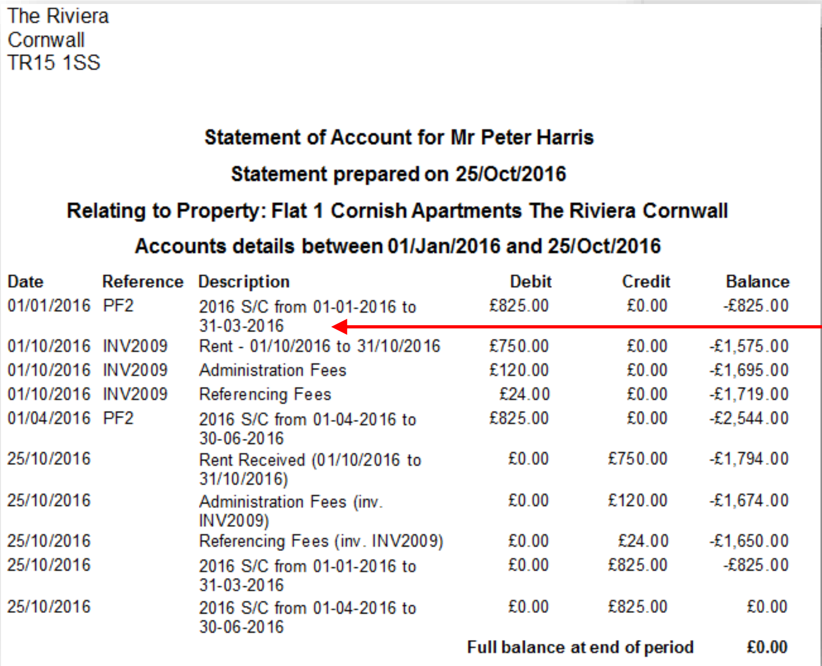
Accounts details between 01/Jan/2016 and 25/Oct/2016

Date	Reference	Description	Debit	Credit	Balance
01/01/2016	PF2	2016 S/C	£825.00	£0.00	-£825.00
01/04/2016	PF2	2016 S/C	£825.00	£0.00	-£1,650.00
01/10/2016	INV2009	Administration Fees	£120.00	£0.00	-£1,770.00
01/10/2016	INV2009	Referencing Fees	£24.00	£0.00	-£1,794.00
01/10/2016	INV2009	Rent - 01/10/2016 to 31/10/2016	£750.00	£0.00	-£2,544.00
25/10/2016		Administration Fees (inv. INV2009)	£0.00	£120.00	-£2,424.00
25/10/2016		Referencing Fees (inv. INV2009)	£0.00	£24.00	-£2,400.00
25/10/2016		Rent Received (01/10/2016 to 31/10/2016)	£0.00	£750.00	-£1,650.00
25/10/2016		Service Charges	£0.00	£1,650.00	£0.00
			Full balance at end of period		**£0.00**

When this is ticked the **Schedule Short Name** will be shown on the Tenancy Statement.

To include dates against the Invoice entries on the statement you will need to ensure that **Display date range on grouped invoices** is ticked**.** The date will then show in addition to the Schedule Short Name.





The Riviera
Cornwall
TR15 1SS

Statement of Account for Mr Peter Harris

Statement prepared on 25/Oct/2016

Relating to Property: Flat 1 Cornish Apartments The Riviera Cornwall

Accounts details between 01/Jan/2016 and 25/Oct/2016

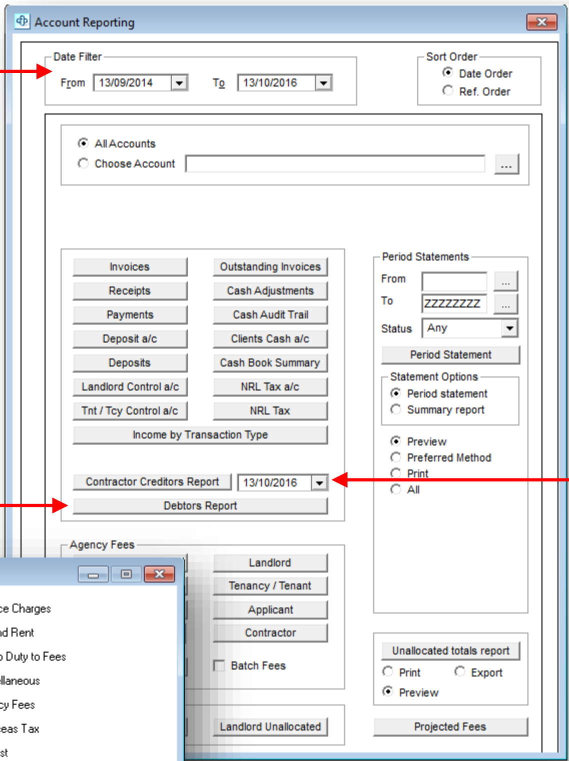
Date	Reference	Description	Debit	Credit	Balance
01/01/2016	PF2	2016 S/C from 01-01-2016 to 31-03-2016	£825.00	£0.00	-£825.00
01/10/2016	INV2009	Rent - 01/10/2016 to 31/10/2016	£750.00	£0.00	-£1,575.00
01/10/2016	INV2009	Administration Fees	£120.00	£0.00	-£1,695.00
01/10/2016	INV2009	Referencing Fees	£24.00	£0.00	-£1,719.00
01/04/2016	PF2	2016 S/C from 01-04-2016 to 30-06-2016	£825.00	£0.00	-£2,544.00
25/10/2016		Rent Received (01/10/2016 to 31/10/2016)	£0.00	£750.00	-£1,794.00
25/10/2016		Administration Fees (inv. INV2009)	£0.00	£120.00	-£1,674.00
25/10/2016		Referencing Fees (inv. INV2009)	£0.00	£24.00	-£1,650.00
25/10/2016		2016 S/C from 01-01-2016 to 31-03-2016	£0.00	£825.00	-£825.00
25/10/2016		2016 S/C from 01-04-2016 to 30-06-2016	£0.00	£825.00	£0.00
			Full balance at end of period		**£0.00**

Note: that the date range shown will be the date of the Invoice, not the date of the schedule.

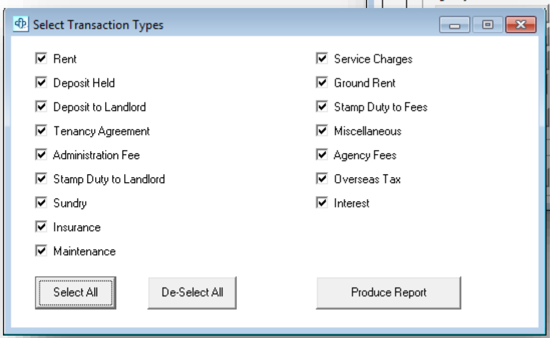
Service Charge: Reports on Monies owed by Tenants and owed to Contractors (Debtors and Creditors Report)

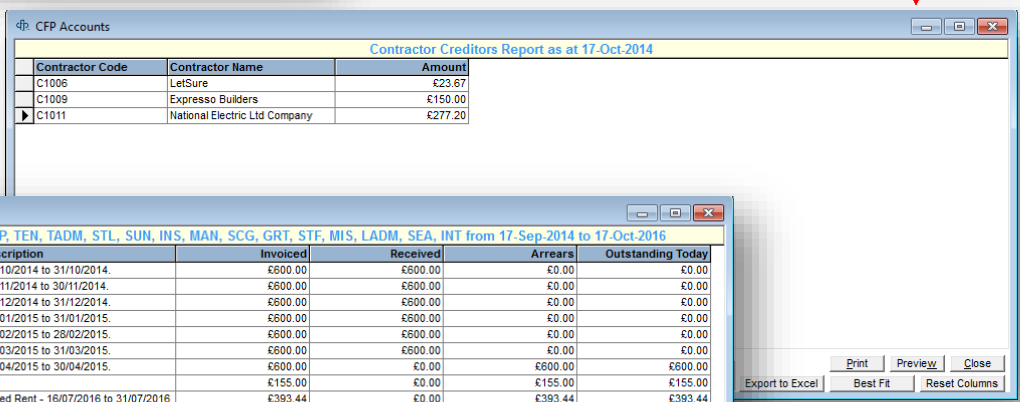
Service Charge users are now able to run reports to list money owed by tenants and owed to contractors as of set dates. Both reports can be found on the **Account Reporting** screen.

The **From** and **To** dates are used for the **Debtors Report**. You are prompted to select a Landlord, then **Select Transaction Types**.



The **Contractor Creditors Report** uses its own date picker.

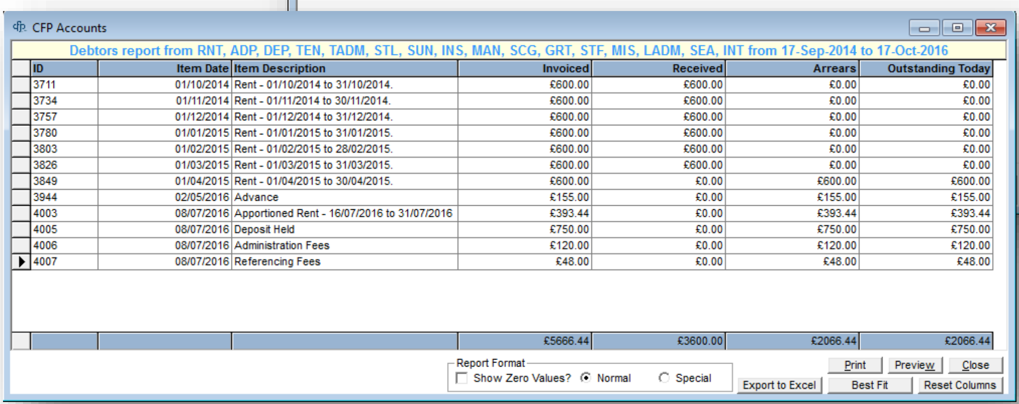




CFP Accounts

Contractor Creditors Report as at 17-Oct-2014

Contractor Code	Contractor Name	Amount
C1006	LetSure	£23.67
C1009	Expresso Builders	£150.00
C1011	National Electric Ltd Company	£277.20



CFP Accounts

Debtors report from RNT, ADP, DEP, TEN, TADM, STL, SUN, INS, MAN, SCG, GRT, STF, MIS, LADM, SEA, INT from 17-Sep-2014 to 17-Oct-2016

ID	Item Date	Item Description	Invoiced	Received	Arrears	Outstanding Today
3711	01/10/2014	Rent - 01/10/2014 to 31/10/2014.	£600.00	£600.00	£0.00	£0.00
3734	01/11/2014	Rent - 01/11/2014 to 30/11/2014.	£600.00	£600.00	£0.00	£0.00
3757	01/12/2014	Rent - 01/12/2014 to 31/12/2014.	£600.00	£600.00	£0.00	£0.00
3780	01/01/2015	Rent - 01/01/2015 to 31/01/2015.	£600.00	£600.00	£0.00	£0.00
3803	01/02/2015	Rent - 01/02/2015 to 28/02/2015.	£600.00	£600.00	£0.00	£0.00
3826	01/03/2015	Rent - 01/03/2015 to 31/03/2015.	£600.00	£600.00	£0.00	£0.00
3849	01/04/2015	Rent - 01/04/2015 to 30/04/2015.	£600.00	£0.00	£600.00	£600.00
3944	02/05/2016	Advance	£155.00	£0.00	£155.00	£155.00
4003	08/07/2016	Apportioned Rent - 16/07/2016 to 31/07/2016	£393.44	£0.00	£393.44	£393.44
4005	08/07/2016	Deposit Held	£750.00	£0.00	£750.00	£750.00
4006	08/07/2016	Administration Fees	£120.00	£0.00	£120.00	£120.00
4007	08/07/2016	Referencing Fees	£48.00	£0.00	£48.00	£48.00
			£5666.44	£3600.00	£2066.44	£2066.44

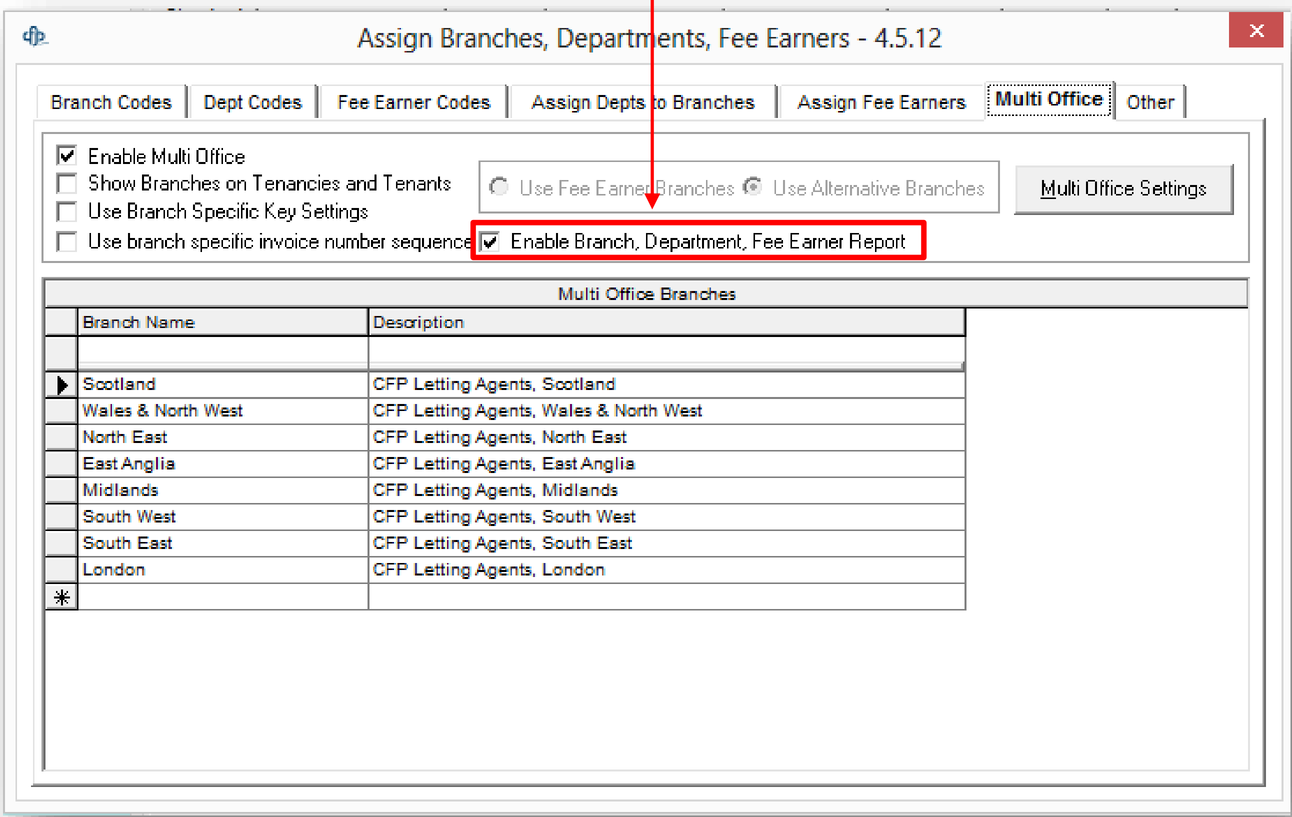
You can then **Print** and **Preview** the report or **Export to Excel** as normal.

Enabling Branch, Department & Fee Earner Reporting for MO Alternate Branch Users

This is only relevant to customers who have Multi Office functionality enabled against their database and are using Alternative Branches.

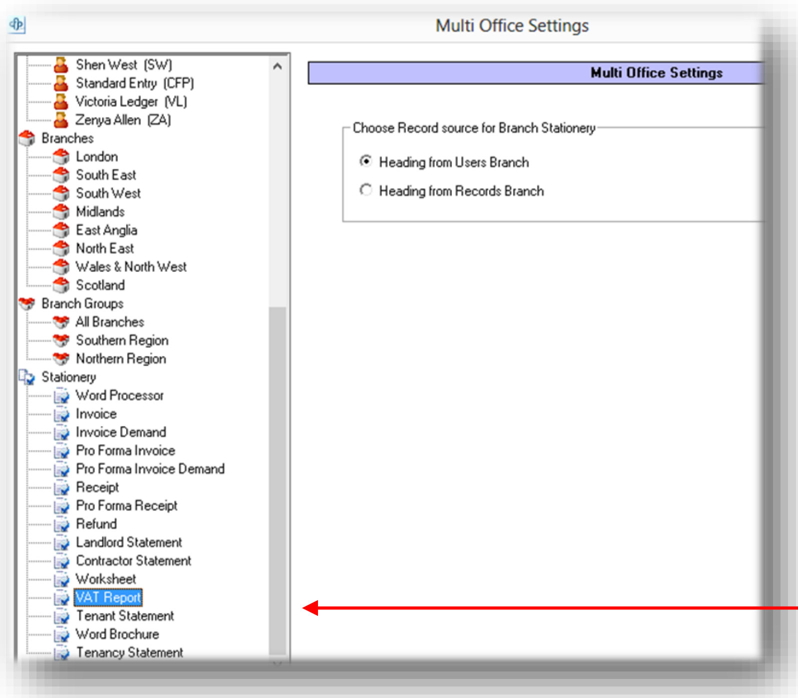
Prior to this version customers using MO with Alternate Branches could only use **Reporting** > **General** > **Fee Earner** to generate a report and this would simply list fees by Multi Office Branch. There was no way to produce a Fee Earner Report which used the Branch, Department, Fee Earner Information on Landlord and Property. Access to **Postings** > **Fee Earner Trans** was also disabled for MO Alternate Branch Customers.

A new option is available under **Defaults** > **User Defaults** > **Branch, Department, Fee Earner** > **Multi Office** marked **Enable Branch, Department, Fee Earner Report**. This option is ticked by default and will keep functionality as per the previous version. Un-ticking this option then closing and re-opening CFPwinMan will change **Reporting** > **General** > **Fee Report** to provide filtering and a report that is based on the Branch, Department and Fee Earner settings at Landlord and Property Level.



MO Stationery: Settings for Tenancy Statements, Contractor Statements and VAT Reports

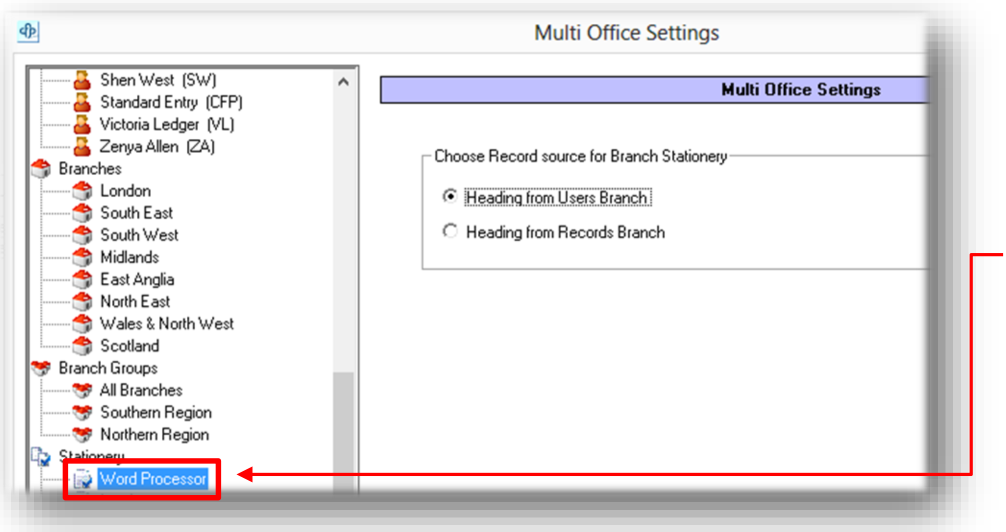
Tenancy Statements, Tenant Statements, **Contractor Statements** and **VAT Reports** now offer Multi Office Branch Stationery functionality via **Defaults** > **User Defaults** > **Branch, Department, Fee Earners** > **Multi Office** > **Multi Office Settings** > **Stationery**.



This makes these consistent with the other Accounts documentation so there is the ability to specify individual **Header and Footer settings** on a per-branch basis and then determine whether the stationery used is based on the **Users Main Branch** or the **Record Branch** to which the document relates.

MO Stationery: Word Processor Merging Information from Record Branch Level

Prior to CFPwinMan sdb 4.6.5.2 the Word Processor would always merge branch information and apply Headers and Footers based on the Users Main Branch. In this version the functionality has been introduced to allow the user to opt to use either the **Users Main Branch** or the **Records Branch** when merging branch/company information on to a letter and when applying Headers and Footers to the output.



In **Defaults** > **User Defaults** > **Branch, Department, Fee Earners** > **Multi Office** > **Multi Office Settings** > **Stationery** > **Word Processor** the Branch Stationery mode can be set.

Heading from Users Branch – This will be as per previous versions of CFPwinMan with the user's main branch details being used in Branch Merge codes and when applying Headers and Footers.

Heading from Records Branch – This will allow the branch of a relevant record merged into a letter to be used when completing Branch Merge codes and when applying Headers and Footers.

As Word Processor Documents can be opened from a variety of different locations the record type used to determine which branches' Stationery is applied will be according to the list below:-

Branches used for Merged Word Processor Documents		
Section	**Type**	**Branch to Use**
Word Processor (File > Open > Merge)		Users Main Branch
Quick Letter Buttons	**Landlord**	Landlord Branch
	Property	Property Branch
	Tenancy	Tenancy Branch (Property)
	Tenant	Tenant Branch (Property)
	Applicant	Applicant Branch

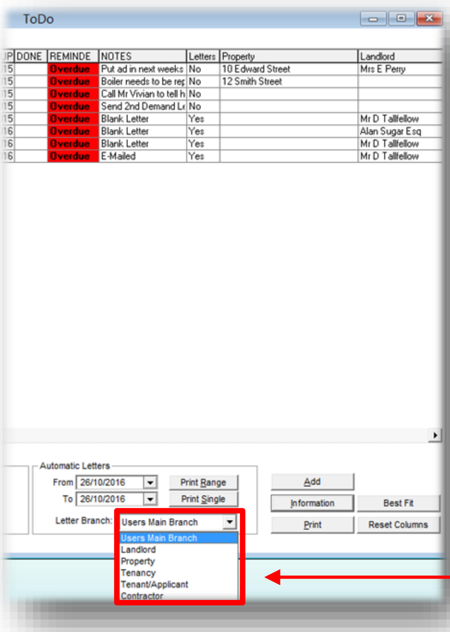
	Guarantor	Guarantor Branch (Property/Applicant)
	Contractor	Contractor Branch
	Bank	Users Main Branch
Direct Debit Tab > Reference Advance Notice	**Tenancy**	Tenancy Branch (Property)
	Tenant	Tenant Branch (Property)
	Applicant	Applicant – Applicant Branch
Tenancy/Tenant Deposit Letter	**Tenancy**	Tenancy Branch (Property)
	Tenant	Tenant Branch (Property)
	Applicant	Applicant – Applicant Branch
Landlord Payment Letter to Accountant		Landlord Branch
ToDo	**Batch Letter Printing**	Users Main Branch
	Single Letter Printing	Users Main Branch
Match and Mail	**Ad Hoc Letter**	Property Branch
	Letter Attached to Mailing	Property Branch
Invoice > Produce Legal Notices	**Tenancy**	Tenancy Branch (Property)
	Tenant	Tenant Branch (Property)
Multiple Invoice > Produce Legal Notices	**Tenancy**	Tenancy Branch (Property)
	Tenant	Tenant Branch (Property)
Property > Inventory		Property Branch
Tenancy/Tenant Arrears Letters	**Tenancy**	Tenancy Branch (Property)
	Tenant	Tenant Branch (Property)
Reporting > General		Users Main Branch

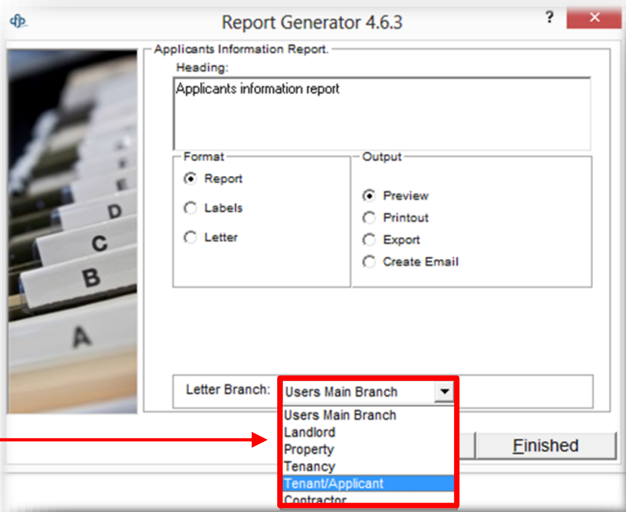
The following table indicates how the Branch Name and Address merge codes will behave: -

If **Heading from Users Branch** these will merge details relating to the User's Main Branch. If **Heading from Records Branch** these will merge details relating to the branch of the designate record.	These will always merge the details for the **Company Head Branch**.
<<SPAME>> <<SPADD1>> <<SPADD2>> <<SPADD3>> <<SPADD4>> <<SPPSTCD>> <<SPTEL>> <<SPTEL2>> <<SPEMAIL>> <<SPEMAIL2>> <<SPFAX>> <<SPWEBADD>>	<<SPHEADNAME>> <<SPHEADADD1>> <<SPHEADADD2>> <<SPHEADADD3>> <<SPHEADADD4>> <<SPHEADPSTCD>> <<SPHEADTEL>> <<SPHEADTEL2>> <<SPHEADEMAIL>> <<SPHEADEMAIL2>> <<SPHEADFAX>> <<SPHEADWEBADD>>

ToDo List and Reporting -> General

The ToDo List and Reporting -> General Screens (as indicated in red in the table above) could be producing documents relevant to any record type (i.e. Landlord, Tenancy, Tenant) so in this case, there is the option provided prior to the Word Processor document being produced that allows the user to customise which Branch is used when applying branch merge codes and Headers/Footers. By default this will be **Users Main Branch** but if for instance thy wanted to apply settings according to the Landlord's branch in each letter then they can choose Landlord.





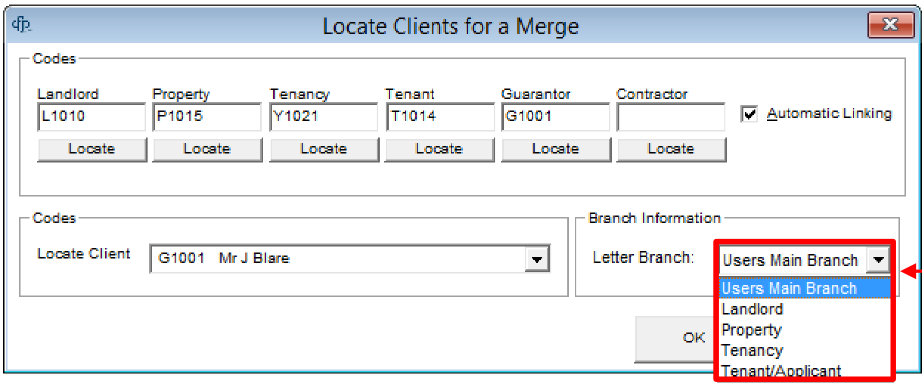
Word Processor

If you have Word Processor set to use the Records Branch, then at the point of merging a Word Processor document where there are several records being merged within, you will have the option to override the **Default Branch Selection**.

In the Word Processor you can also manually override which branch is used as the basis of merging at any time up to the merge taking place by going to MailMerge on the menu and selecting Locate Clients.

The Default Branch will be pre-selected at the point of entry into the Word Processor, so if you enter via the Tenancy Screen, the Letter Branch selected will be the Tenancy.

By selecting from the populated list you can override the document output to use the other Branch details for the Word Processor Header and Footer settings and for any dynamic Branch Detail merge codes within the document.



Letter Branch override. This will merge the document with dynamic branch codes and Header and Footers adjusted to the selection.

Any embedded dynamic Branch merge codes located within Invoice Demand Headers and Footers and Pro Forma Invoice Demand Headers and Footers will also be subject to the override.

Record Branch Name Merge Codes

There are six new merge codes linked to the MO Branch Name of the record: -

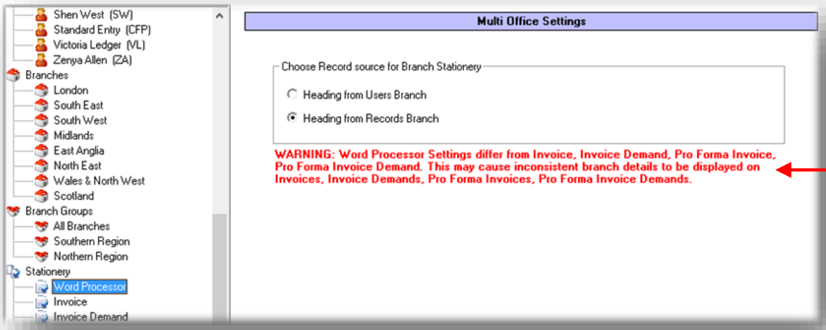
<< LMOBranchName >> - Landlord MO Owner Branch name
<< PMOBranchName >> - Property MO Owner Branch name
<< TYMOBranchName >> - Tenancy MO Owner Branch name
<< TOBranchName >> - Tenant MO Owner Branch name
<< GMOBranchName >> - Guarantor MO Owner Branch name
<< CMOBranchName >> - Contractor MO Owner Branch name

These will merge the records assigned branch name regardless of whether MO Stationery Settings are set to use the Records Branch or Users Main Branch.

MO Stationery: Check for Consistency across Invoice and Word Processor Settings

If **Invoice Demand Headers and Footers** or **Pro Forma Headers and Footers** have been configured against a Tenancy or Tenant CFPwinMan will use the Invoice Stationery settings for the main body of the invoice and the Word Processor Settings for the production of the contained Header and Footer.

If **Invoice** is set to use **MO Stationery Settings from the Records Branch** and the **Word Processor** is set to use the details based on the **Users Branch** then there can end up being a **mismatch** of information on the produced Invoice.



A warning will now show when the **Record Source for MO Branch Stationery** setting differs between the **Word Processor**, **Invoice**, **Invoice Demand**, **Pro Forma Invoice** and **Pro Forma Invoice Demand**.

DocuSign: Merge Code Additions & Changes

Additional Dynamic Tags

The number of dynamic tags has been increased. See **Appendix 1** which shows the layout of each new tag.

<< DS_G_INITS_H >> - Guarantor's Initials - displayed horizontally with a maximum of 6 recipients per line
<< DS_LL_NAMESIGADD_V >> - All Landlord's Names, Addresses & Signature – displayed vertically 1 recipient per line
<< DS_T_NAMESIGADD_V >> - All Tenant's Names, Addresses & Signature – displayed vertically 1 recipient per line
<< DS_LL_NAMESIGADDDATE_V >> - All Landlord's Names, Addresses & Signatures with the Date added at time of signature – displayed vertically 1 recipient per line
<< DS_LL_NAMESIGDATE_H >> - All Landlord's Names & Signatures with the Date added at the time of signature – displayed vertically 2 recipients per line
<< DS_T_NAMESIGDATE_H >> - All Tenant's Names & Signatures with the Date added at the time of signature – displayed vertically 2 recipients per line
<< DS_G_NAMESIGDATE_H >> - All Guarantor's Names & Signatures with the Date added at the time of signature – displayed vertically 2 recipients per line

Adjustments to Existing Dynamic Tags

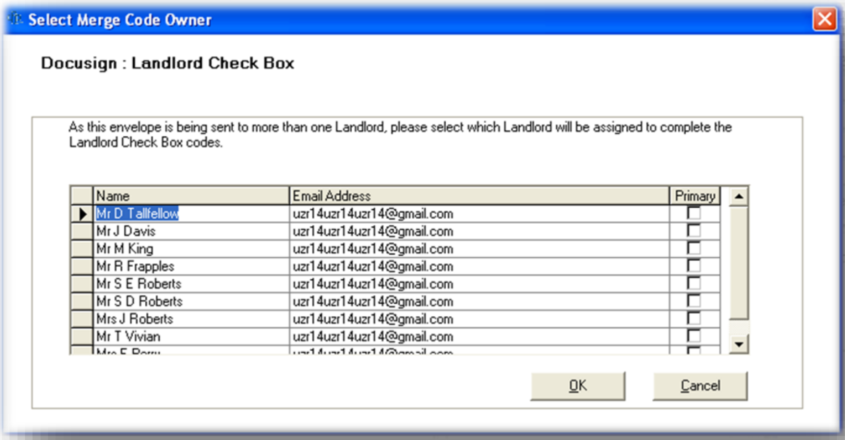
The **<< DS_LL_INITS_H >>** and the **<< DS_T_INITS_H >>** tags have been altered to allow a maximum of 6 sets of initials spaced across a page. The depth required has also been reduced. If there are more than 6 signatures required a new line will be generated. See **Appendix 1** which shows the amended layout of each new tag.

DocuSign: Check Box Field

There are four tags that can be placed to allow for a selected recipient to modify check boxes on a document at the point of signing.

<< DSLCHECKBOX >> - A check box assigned for Landlord modification
<< DSTCHECKBOX >> - A check box assigned for Tenant modification
<< DSGCHECKBOX >> - A check box assigned for Guarantor modification
<< DSCCHECKBOX >> - A check box assigned for Contractor modification

If you insert a **Check Box** tag and the resulting document is to be posted to several signatories of the same type, at the time of posting you will be required to select a **primary signatory**. This primary signatory will have control over allocated checkboxes before signing, allowing the other signatories to sign a fixed document. The routing order will automatically be adjusted to ensure that the primary signatory has first access among other similar signature types.

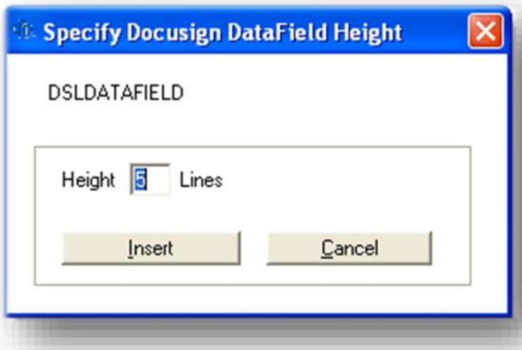


If there is more than one possible signatory for a checkbox, a **primary signatory** is required to be assigned the control of the checkboxes

DocuSign: Notes Field

There are four tags that can be placed to allow for defined note fields that a selected recipient can fill in on a document at the point of signing.

<< DSLDATAFIELD >> - A note field box assigned for Landlord modification
<< DSTDATAFIELD >> - A note field box assigned for Tenant modification
<< DSGDATAFIELD >> - A note field box assigned for Guarantor modification
<< DSCDATAFIELD >> - A note field box assigned for Contractor modification



When placing the tag as you setup the document, you will be asked to specify the **Height** (in number of lines) the Note Field will be. This will then draw a corresponding box.

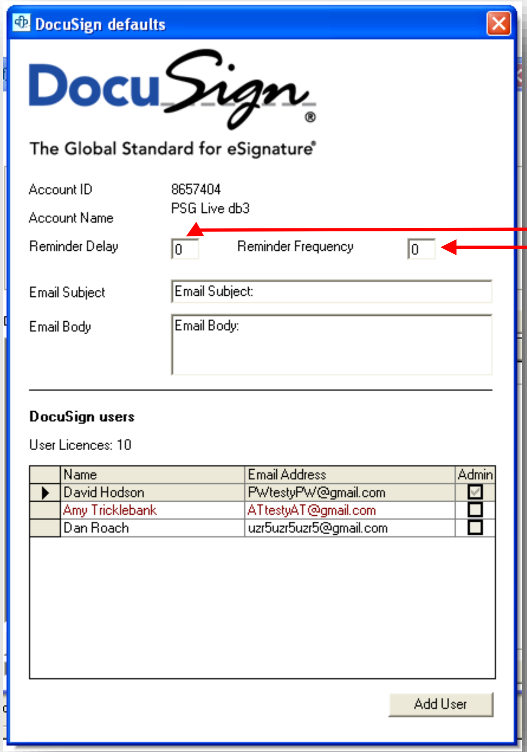
If there are several signatories of the same type, at the time of posting you will be required to select a **primary signatory**. This primary signatory will have control over allocated Notes fields before signing, allowing the other signatories to sign a fixed document.

The **routing order** will automatically be adjusted to ensure that the primary signatory has first access among other similar signature types.

DocuSign: Reminder Settings

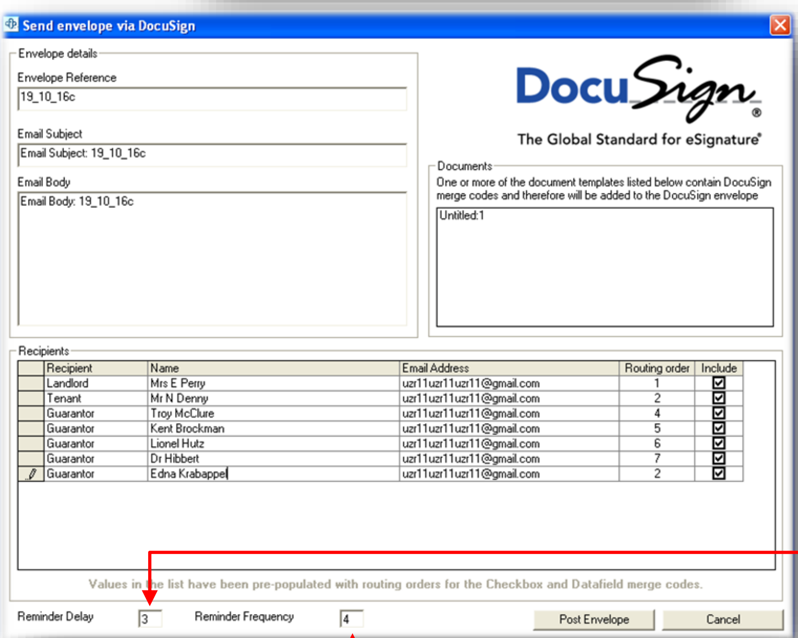
You can now specify the number of days' delay before the first email reminder is posted from DocuSign to recipients and also the frequency of the reminder emails afterwards.

You can set a default set of values within the DocuSign defaults. To do this go to **Defaults** > **User Defaults**, **Data Services**, select your **Data feed ID** then select the **DocuSign** button.



Period in days before the **first reminder** email is sent.

Period in days for **subsequent reminder** emails.



Should you wish to modify these defaults as you send out a DocuSign document, the settings can be overridden within the posting screen.

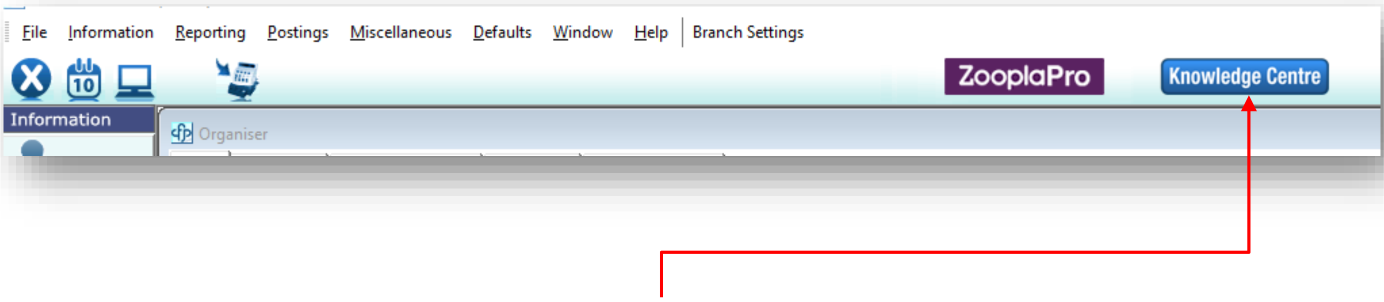
Period in days before the **first reminder** email is sent.

Period in days for **subsequent reminder** emails.

Improvements in CFPwinMan version 4.6.5.5

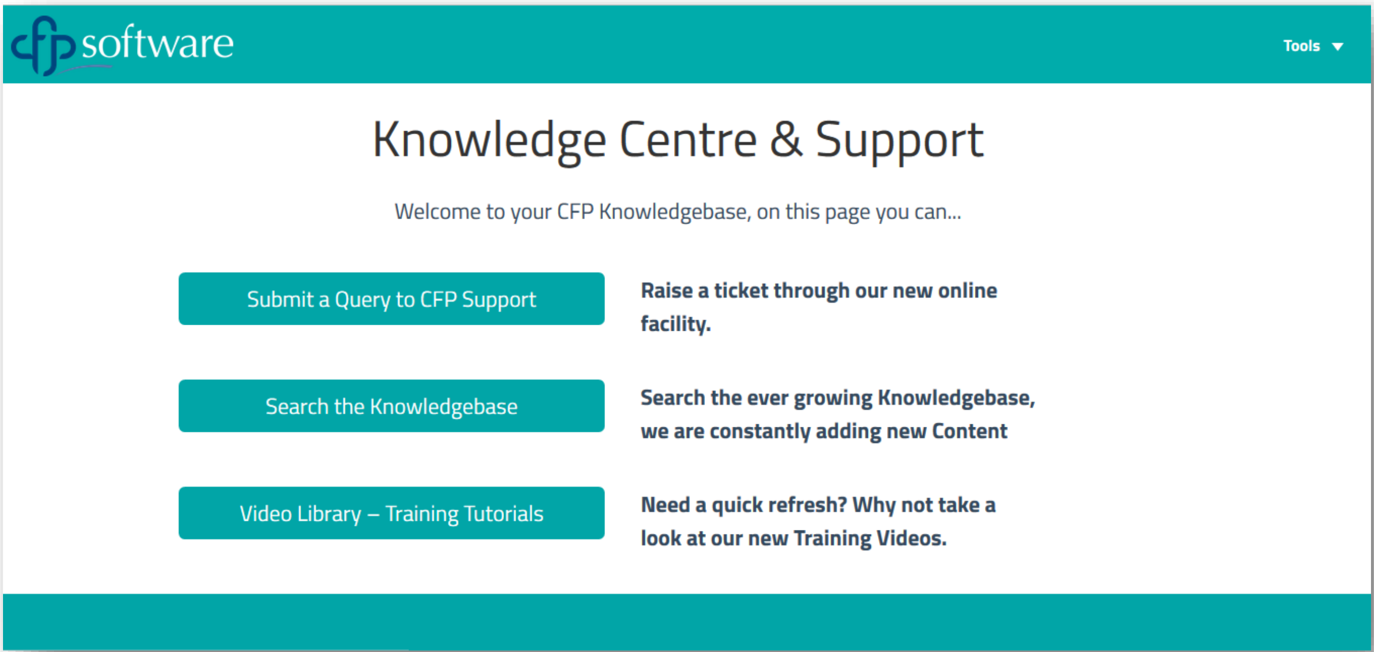
Knowledge Centre

We have introduced a great new facility to CFP Software, a self-serve Knowledge Centre & Support accessible to you in this new release.



Log in to CFPwinMan SDB and click on **Knowledge Centre** in the top right hand of the screen. You are directed straight to the Portal Landing page, seamlessly authenticating you as a valid user by recognising your CFP Log in details and removing the need to enter your credentials on both sites.

Landing Page



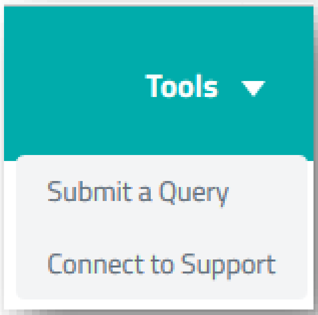
You have 3 quick & easy options:

- **Submit a Query to CFP Support** - complete the online form to submit a query to the Support Desk.
- **Search the Knowledgebase** – You will be offered relevant matches from the Library of FAQ's, Helpsheets, User guides, URL Links and Videos.
- **Video Library** – See all of our Training Tutorials.

Tools

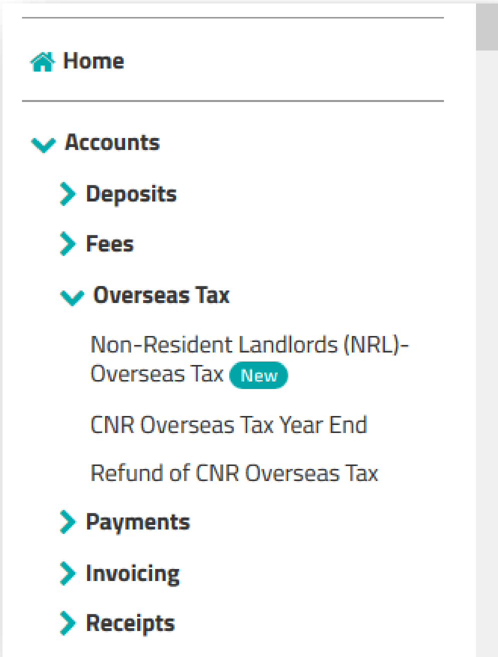
We have a new dropdown menu on the top right hand side of the screen that offer additional options:

- **Submit a Query** – complete the online form to submit a query to the Support Desk.
- **Connect to support** – to download the Teamviewer link for use when our Support Team need remote access to your computer.



Home Page

The **Topic Tree** on the left hand side lists Categories of the Articles.



Pick through the topics listed, using the self-discovery method to navigate around the Articles.

A light blue bubbles indicate a **New Article** has been added to the Knowledgebase

A grey bubble indicates an existing Article has been updated within the last 2 weeks.

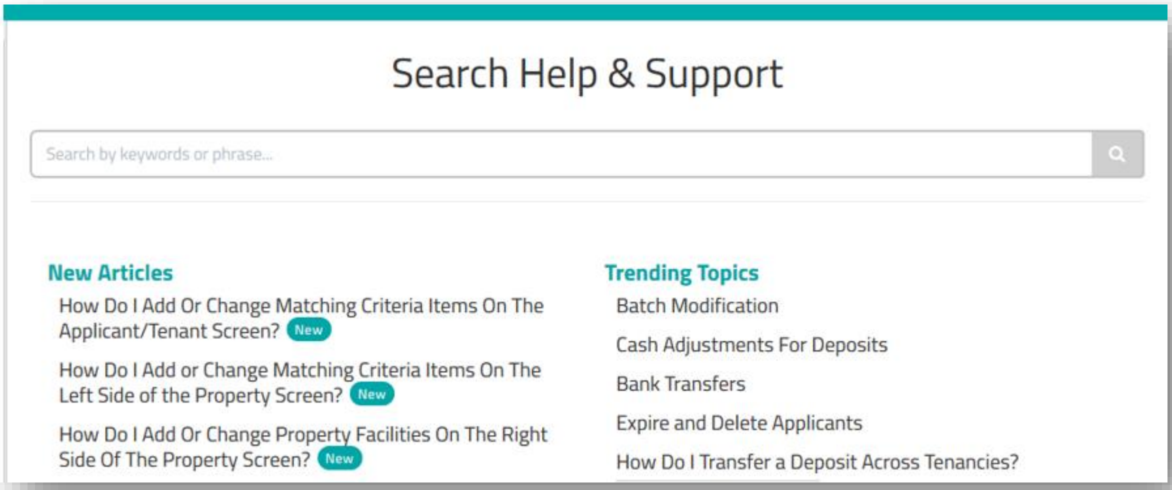
Articles

Trending Topics

Here you will find a list of the last 5 Articles that have been searched by current users. Expand the list to see more and click on any one of the links to be taken into the body of the Article selected.

New Articles

Here you will find a list of the New Articles added to your Knowledgebase, expand the list to see more and click on any one of the links to be taken into the body of the Article selected.



Search Knowledgebase - Results & Articles

You will be offered relevant matches from the Library of FAQ's, Helpsheets, User guides and Videos.

- **Search Bar**
  - A list of Articles in the system will be offered based on relevance.
  - Articles are written with clear text, screenshots and in some instances we have provided videos.
  - You can print the Article, download or email the link containing a PDF version of the Article.
- **Feedback**
  - We have introduced a rating system so you can give each Article the thumbs up or down on each Article.
  - There is additional space for constructive comments that helps us drive content.

- **Related Articles**
  - Any related Articles that may cover the same subject will be listed on the bottom right of the Article page.

Submit a Query to Support

If you are unable to find an Article to resolve your query, you can submit a query to Support, you are presented with an email form to enter the details of your query and add any attachments.

We have pre-populated and hidden the customer information fields where we have authenticated the user based on your name, company name and email address to make this query submission a quick and easy process.

Once submitted the query will go direct to our Support Desk. This quick and convenient facility allows you to log queries outside office hours.

MyPropertyFile

CFPwinMan Version 4.6.5.5 onwards now offers integration with **MyPropertyFile**.

What is MyPropertyFile?

MyPropertyFile is an online and mobile platform designed to keep your Tenants and Landlords informed & updated.

Tenants can:

- View information about their property and tenancy.
- View and Download Documents that the agent has opted to share with the Tenant.
- View their Accounts History and see any outstanding balance.
- See the next Inspection date.
- Report a maintenance job online through a step-by-step system which can be customised by the agent.
- See an overview of Maintenance Jobs against a property.
- View the contact information for the agent.
- Via the mobile app receive push notifications when specific Tenancy events occur.

Landlords can:

- View information about their properties and current tenancies including any certificate reminder dates.
- View and Download Documents that the agent has opted to share with the Landlord.
- View and Download Landlord Statements and see any fees that have been charged.
- See an overview of Maintenance Jobs against a property.
- View the contact information for the agent.

For more information, please visit: www.mypropertyfile.co.uk

CFPwinMan Integration

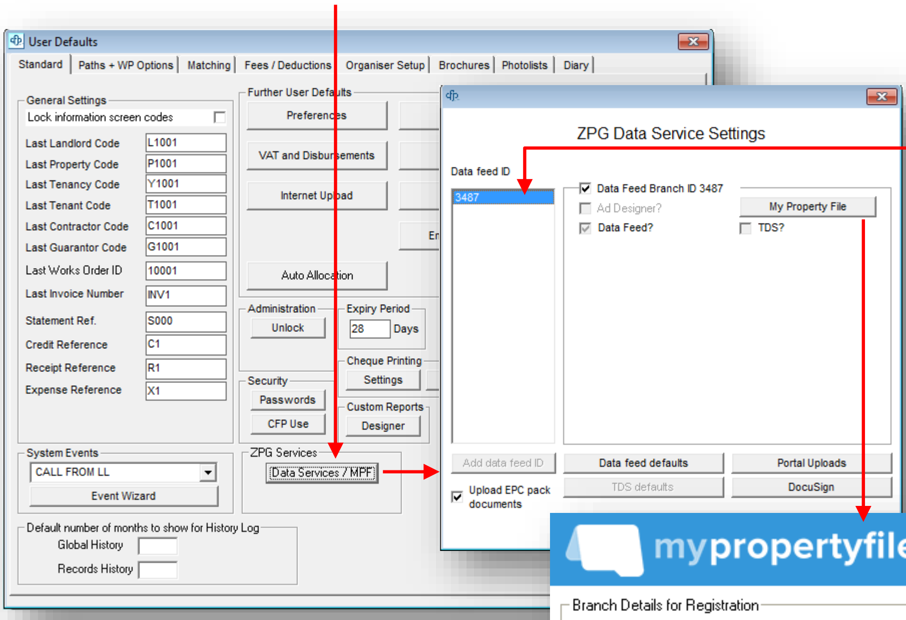
CFPwinMan now integrates closely with MyPropertyFile, allowing agents to:

- Invite Tenants to MyPropertyFile from the Tenancy or Tenant Screens.
- Invite Landlords to MyPropertyFile from the Landlord Screen.
- Seamlessly keep the Property and Tenancy Information visible online consistent with what is in the CFPwinMan database.
- Nominate files on the Tenancy and/or Tenant Links Tabs which can be shared with Tenant(s) and/or Landlords so these files are accessible and can be downloaded from MyPropertyFile.
- Nominate files on the Landlord Links Tabs which can be shared with Landlords so these files are accessible and can be downloaded from MyPropertyFile.
- Send Timeline Notifications to Tenants at certain points in the process of establishing a tenancy and whilst the Tenancy is in progress.
- See a list of Maintenance issues reported via the MyPropertyFile website and have the ability to either accept or reject these jobs. Accepted jobs are automatically created as Works Orders in CFPwinMan.
- Share existing CFPwinMan created Works Orders so they are visible to Tenants and Landlords.
- Resend Invitations to Tenants or Landlords.
- Reset Passwords of Tenants or Landlords.
- Deactivate Tenants or Landlords
- Filter Tenants and Landlord Records and then undertake a bulk Activation or Deactivation on selected Records.
- Customise the branding of the MyPropertyFile microsite.
- Customise the Maintenance Job Reporting Process including specifying a checklist of steps to be undertaken before logging the job, and when an issue should be classed as an emergency.

Activate your account

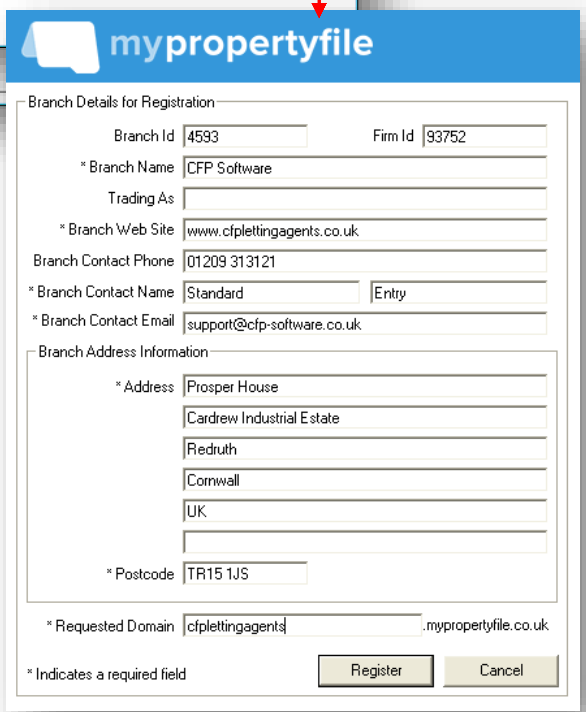
To activate MyPropertyFile you must be running **CFPwinMan 4.6.5.5** or above. You can check your version in the top left corner of your CFPwinMan window.

If you meet the requirement go to **User Defaults,** then **Data Services / MPF** and **MyPropertyFile**.



You need a **Data feed ID** to use MyPropertyFile.

If there isn't one listed here please contact CFP Support for assistance.



Fill in your **Branch Details**.

Choose a **Domain**. We suggest using the first part of your current website domain name.

Click **Register** and the **Dashboard** will be displayed as per **Configure your account** below.

Once registered the **MyPropertyFile** button under **Data Services / MPF** will then access the **Dashboard**.

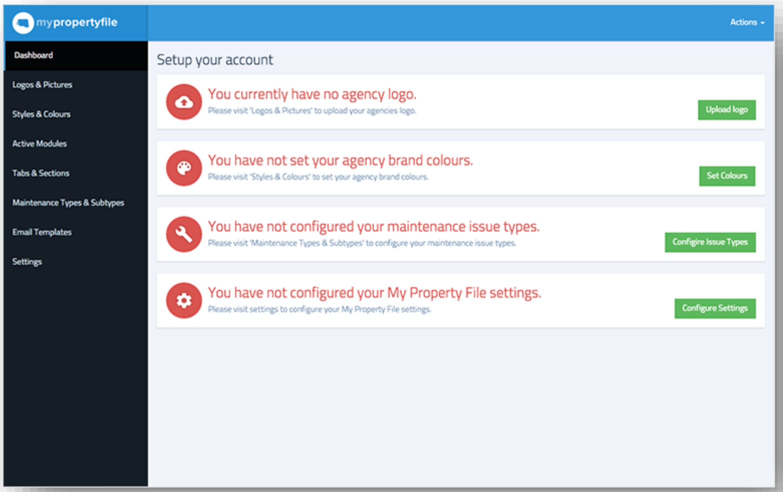
Using your existing domain name provides a consistent experience for your client as they travel between sites, making them feel secure.

Don't include http or www and avoid any symbols other than hyphens (-), as these will not work.

Example: **nothinghillestateagents.mypropertyfile.co.uk**

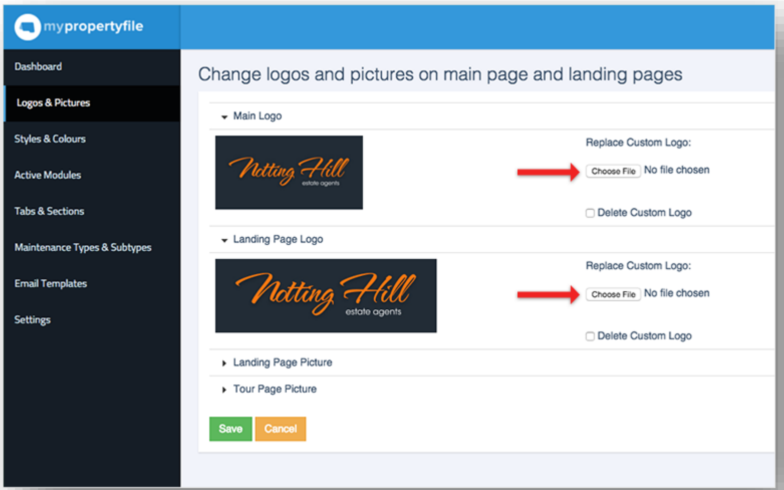
Configure your account

Once your account is activated you will need to configure it to your agency. MyPropertyFile allows you to upload a logo, personalise your brand and customise your default settings, for example your emergency contact details.



Add your Company Logo

On the dashboard screen you will see an option to upload your own logo. When you click this button it will take you to the **Logos & Pictures** page. Here you should upload two logos.



Click **Main Logo** then **Choose File** and select your logo.

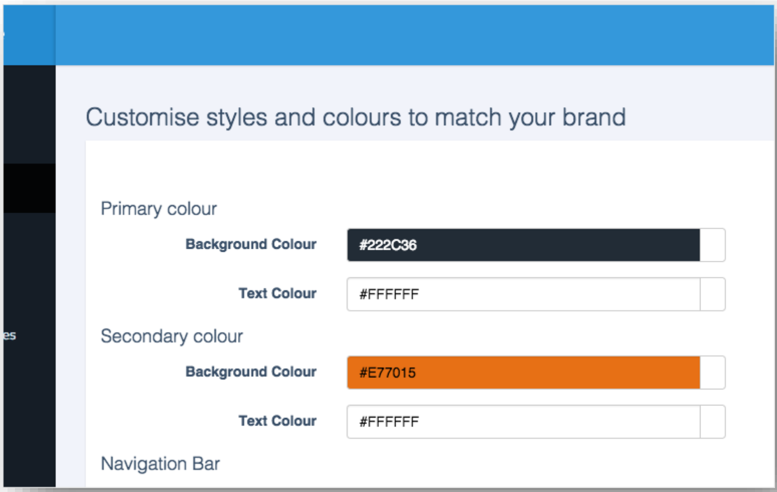
Do the same for **Landing Page Logo**, you can use the same file for both.

When finished click **Save** to complete the upload.

We recommend good quality logos, with a maximum with of 300 pixels and a maximum height of 100 pixels in PNG format.

Style your Site

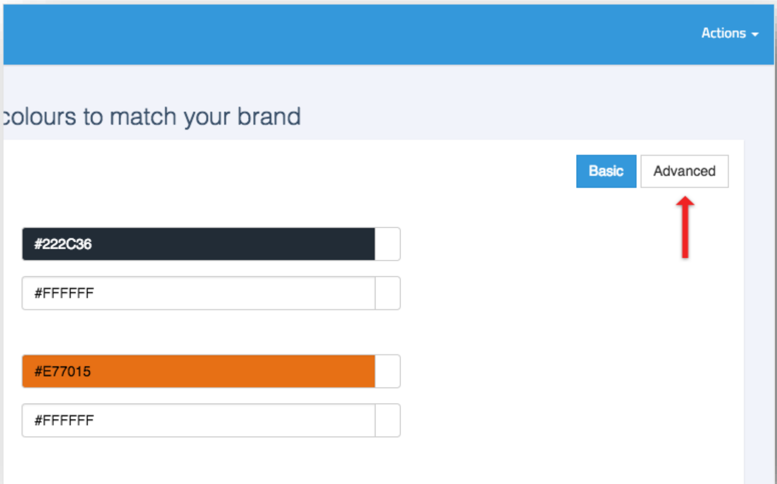
Add your company branding to your microsite found at **mysitename.mypropertyfile.co.uk**.



Choose **Styles & Colours** from the menu. This will take you to the **Styles & Colours** section where you will be able to customise the styles and colours of your microsite to match your agency.

Set **Primary** and **Secondary** colours. Pick a background colour and a text colour for the main header bar under the primary colour section. Also choose the secondary colours which is used for the bars of colour that appear in between sections.

You can switch to advanced mode for more control. Once you have chosen primary and secondary colours if you want to customise your site further click **Advanced** for more options.

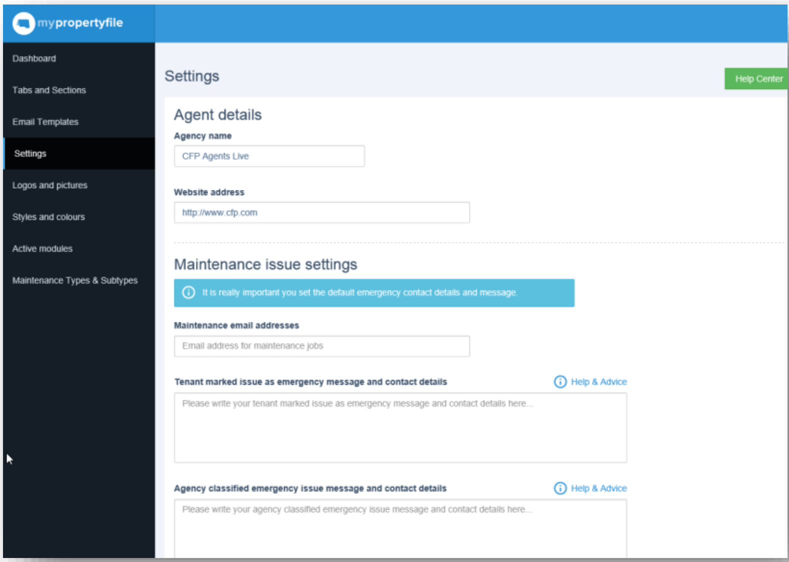


Save and check your changes. You can see the changes once you have clicked save at **mysitename.mypropertyfile.co.uk**. Remember to refresh (**CTRL + F5**) if it looks like the changes have not been applied.

Configure your Default Settings

It is important to set up your default settings for your MyPropertyFile.

Choose **Settings** from the side menu to configure your defaults.



Add your default **Maintenance Email Address**. This is the email address that will be notified when any new maintenance jobs are reported online. If you leave this blank it will be sent to the office email address instead. Note: this currently only supports one email address.

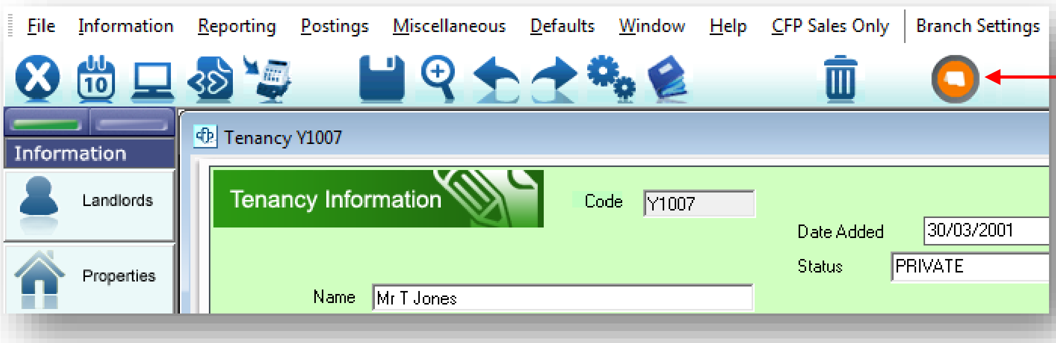
Set your **Tenant marked issue as emergency message and contact details**. This is for the message that appears when a tenant marks an issue reported via MyPropertyFile as an emergency issue.

Set your **Agency classified emergency issue message and contact details**. This is for the message that appears when a tenant reports an issue via MyPropertyFile that the agent considers is an emergency issue.

It is really important that you set the default emergency contact details and messages.

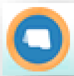
Inviting Clients

Each **Landlord**, **Tenant** and **Tenancy** record now has a MyPropertyFile icon.

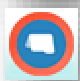


This gives you an instant visual indication of the MyPropertyFile (MPF) state of the client. These are as follows:

 Not invited

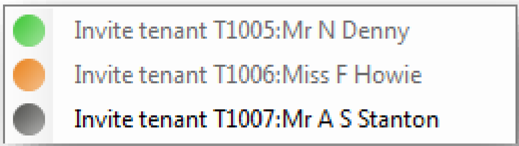
 Invitation being processed / awaiting activation

 MPF activated

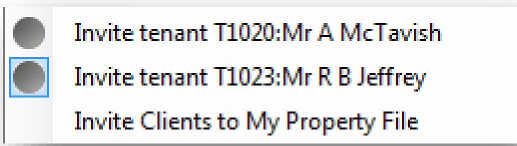
 Invitation issue or cancelled / MPF deactivated

If the tenancy is joint, the tenants may be in different states. Clicking on the icon will display a menu that indicates each.

Active:
Pending:
Inactive:

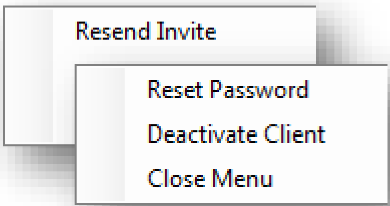


You can invite any/all tenants simultaneously from here. Select those you wish, indicated by a blue square around the icon. Then choose **Invite Clients to MyPropertyFile**.



This initiates the invite process. All records relating to the tenancy are uploaded before the email invitation is sent, which may take a while subject to the amount of data to upload. **Reset Password** and **Deactivate Client** are unavailable during this time. The **Tenant** email address is used for all invitations, if none is present you will not be able to select them.

To **Reset Password** or **Resend Invite** visit the landlord or tenant record. Options are available depending on their status.

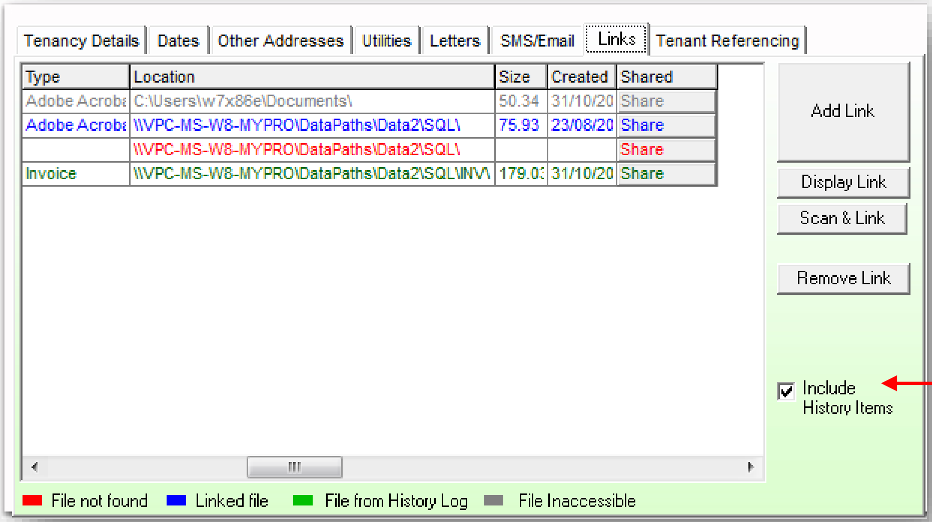


To disable MyPropertyFile access choose **Deactivate Client**.

Choose **Close Menu** to close the popup menu.

Document Sharing

Documents can be shared from any Landlord, Tenant or Tenancy **Links** tab. There is a **Share** button on each line – to see it you may have to scroll right on the links grid depending on the user's layout.



You can also click **Include History Items** to see any stationery linked to accounts entries.

You will notice each file is colour coded:

- **File not found**: A linked or History Log file that has been deleted, moved or renamed.
- **Linked File**: A linked file that is visible to the MyPropertyFile service and available for sharing.
- **File from History Log**: A piece of stationery applicable to an account entry on the record.
- **File Inaccessible:** A file that has been linked from a location not available to the MyPropertyFile service.

Why MyPropertyFile file visibility is important:

If files are linked from shared folders, mapped drives or network locations then these will most likely be visible to all users in the database which will mean that they can (if shared) be uploaded to MyPropertyFile. Files that have been linked from local path's (i.e. C:\ drive) will not be accessible to other CFPwinMan users and therefore not eligible to be uploaded to MyPropertyFile.

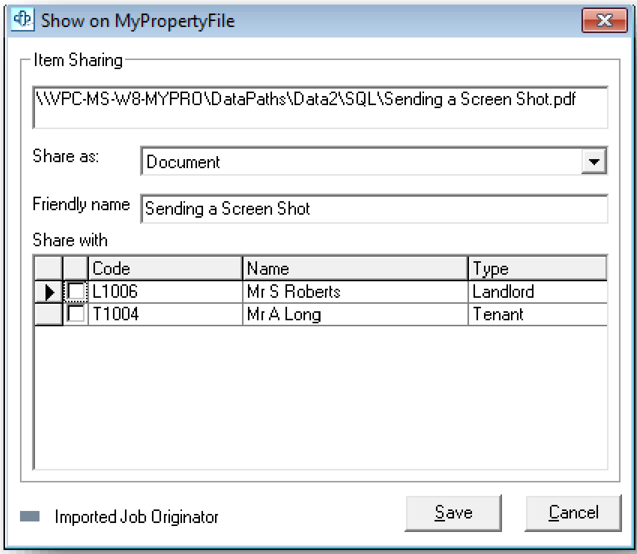
You can share **.DOC**, **.PDF** and **.TXM** files. Non .PDF files are converted to pdf at upload and when double-clicked in the links grid.

Click **Share**.

Select a **Share as** type and change the **Friendly name** if desired.

Select with whom you wish to share the file. Imported Maintenance Jobs reported via MyPropertyFile have **Importing Job Originators** (tenants) that cannot be unselected.

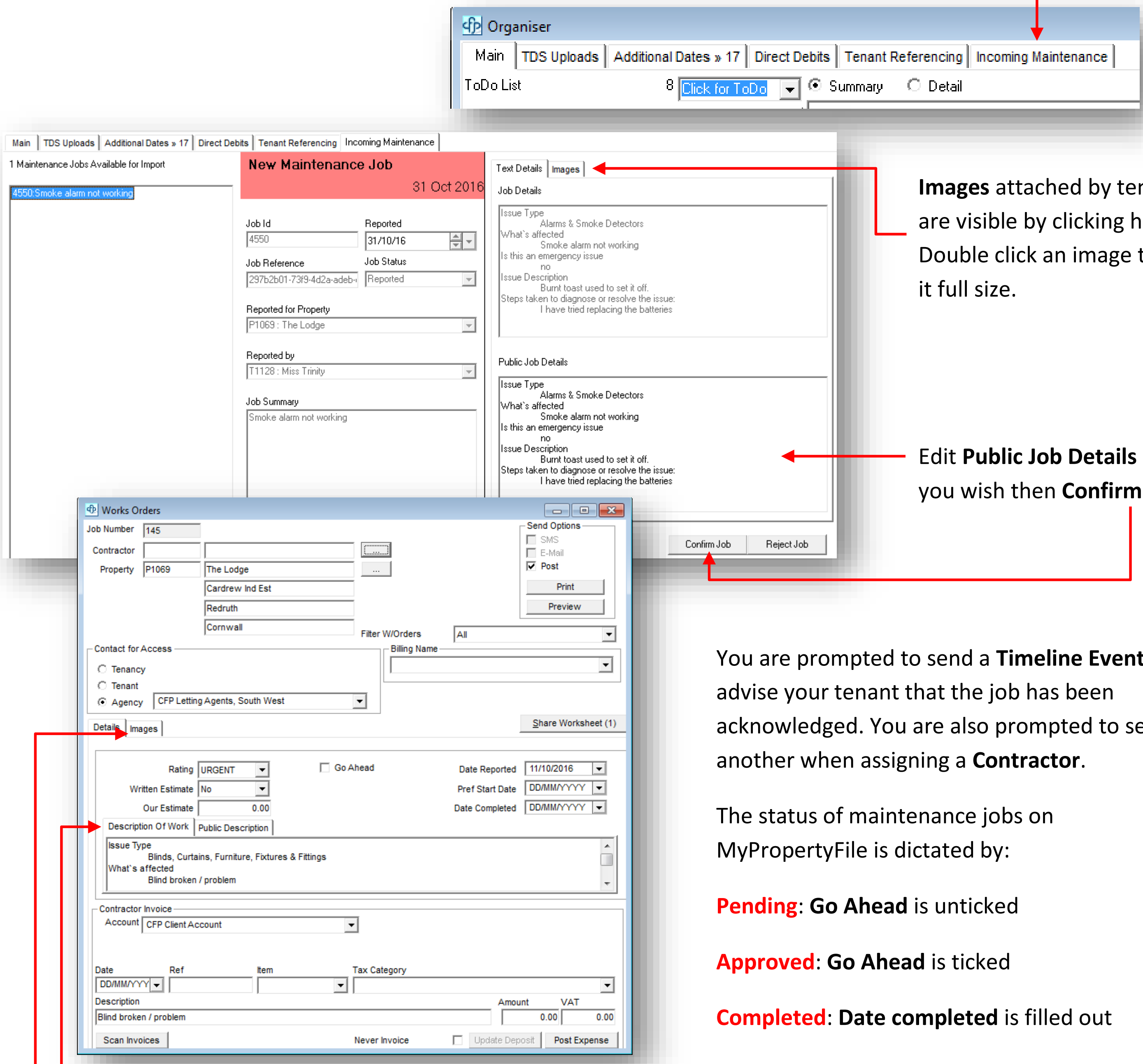
Click **Save**.



The file will be uploaded on the next Datafeed pulse. Please be aware this could be at least 10 minutes depending on your settings.

Maintenance

When maintenance jobs logged on MyPropertyFile are available for import the **Incoming Maintenance** tab is visible on the **Organiser**:



Images attached by tenants are visible by clicking here. Double click an image to see it full size.

Edit **Public Job Details** as you wish then **Confirm Job**.

You are prompted to send a **Timeline Event** to advise your tenant that the job has been acknowledged. You are also prompted to send another when assigning a **Contractor**.

The status of maintenance jobs on MyPropertyFile is dictated by:

Pending: **Go Ahead** is unticked

Approved: **Go Ahead** is ticked

Completed: **Date completed** is filled out

You have 2 descriptions available. **Description Of Work** is listed on the printed works order, sharable between yourself and the contractor. **Public Description** is mirrored on MPF and available to all tenants.

Any imported **Images** are available to view here.

To share a Worksheet created in CFPwinMan the landlord or at least one tenant must be invited to MyPropertyFile. Then click **Share Worksheet** and select with whom you wish to share, as per linked documents.

Batch Activation

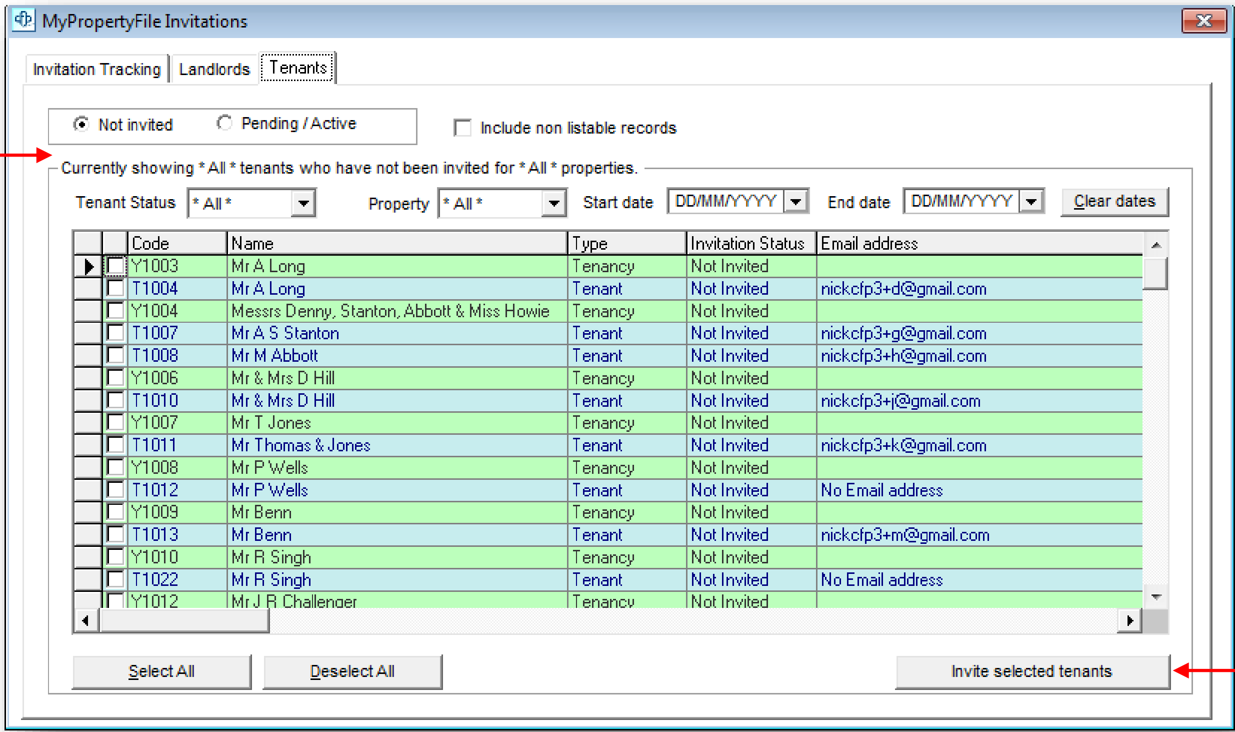
You can manage your MyPropertyFile accounts and invitations through **MyPropertyFile Invitations** on the **Miscellaneous** menu. There are 3 tabs:

- **Invitation Tracking**: Track the status of any or all of your invitations
- **Landlords**: Manage Landlord invitations
- **Tenants**: Manage Tenant invitations

Invitation Tracking lists the MyPropertyFile status of all your clients. These are as follows:

- **Active**: Client has completed the invitation process and has an active MyPropertyFile account.
- **Invited**: Email invite has been sent to client but they have not yet completed it.
- **Deactivated**: You have deactivated the clients MyPropertyFile account and they are no longer active.
- **Failed**: There has been a problem during the invitation process.

Landlords and Tenants tabs allow administration of your clients for MyPropertyFile.



There are various filters available to you for locating records. Select **Not invited** to display clients that have not been invited. You can then select as many records as you wish, as long as an email address is present, and **Invite selected tenants** to send email invitations.

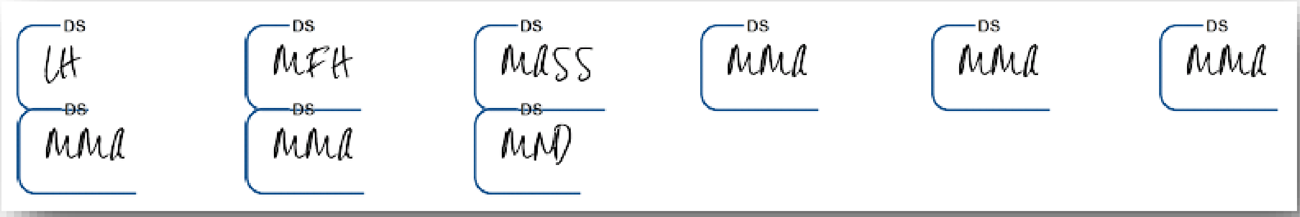
Select **Pending / Active** to display all records previously invited. You can then **Resend selected tenants** or **Deactivate selected tenants**. **Invitation Status**es are as follows:

- **Not Invited**: Invitation process not started
- **Invited**: Invitation process has been initiated
- **Online**: Client data has been uploaded to MyPropertyFile
- **Ready**: MyPropertyFile have acknowledged the account is ready to access

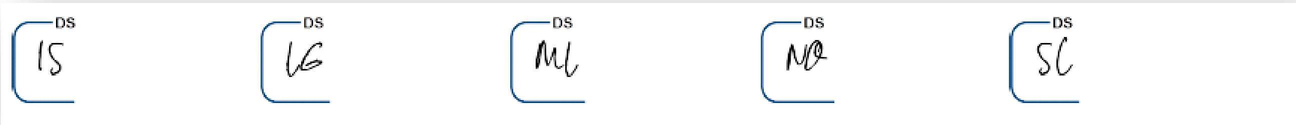
Appendix 1: DocuSign Examples

<< DS_LL_INITS_H >> - Guarantor's Initials - displayed horizontally with a maximum of 6 recipients per line.

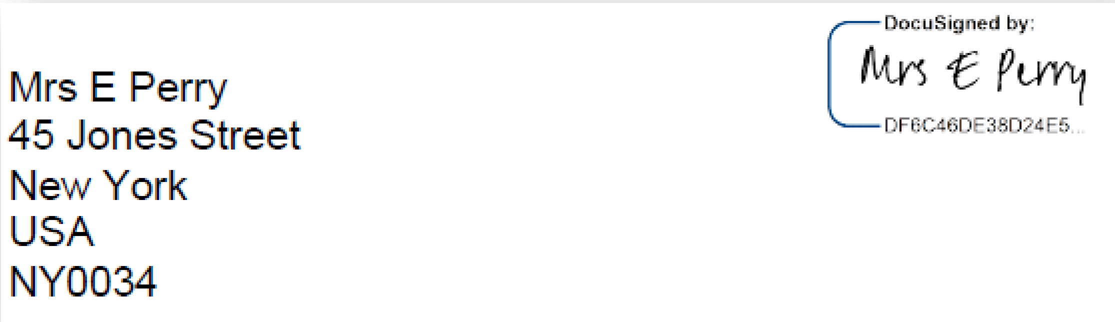
<< DS_T_INITS_H >> - Guarantor's Initials - displayed horizontally with a maximum of 6 recipients per line.



<< DS_G_INITS_H >> - Guarantor's Initials - displayed horizontally with a maximum of 6 recipients per line.



<< DS_LL_NAMESIGADD_V >> - All Landlord's Names, Addresses & Signature – displayed vertically 1 recipient per line.
<< DS_T_NAMESIGADD_V >> - All Tenant's Names, Addresses & Signature – displayed vertically 1 recipient per line.



<< DS_LL_NAMESIGADDDATE_V >> - All Landlord's Names, Addresses & Signatures with the Date added at time of signature – displayed vertically 1 recipient per line.

<< DS_LL_NAMESIGDATE_H >> - All Landlord’s Names & Signatures with the Date added at the time of signature – displayed vertically 2 recipients per line.
<< DS_T_NAMESIGDATE_H >> - All Tenant’s Names & Signatures with the Date added at the time of signature – displayed vertically 2 recipients per line.
<< DS_G_NAMESIGDATE_H >> - All Guarantor’s Names & Signatures with the Date added at the time of signature – displayed vertically 2 recipients per line.