

CFP Software Ltd

CFPwinMan^{sdb}

Standing Order Import

for CFPwinMan version 4.4.1.1 onwards

Last Updated 25th February 2014

Standing Order Import

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Standing Order Import

What is CFPwinMan Standing Order Import?

CFPwinMan now has the ability to import CSV files issued by bank software. These files contain useful information regarding standing order payments. CFPwinMan will then read this file and attempt to marry up confirmed transactions with their relevant outstanding invoices.

Where these links cannot be created, CFPwinMan will provide a tool that gives the user the ability to manually do so. Tenancies, Tenants and Landlords all have the ability to be included in this process.

Technical Information

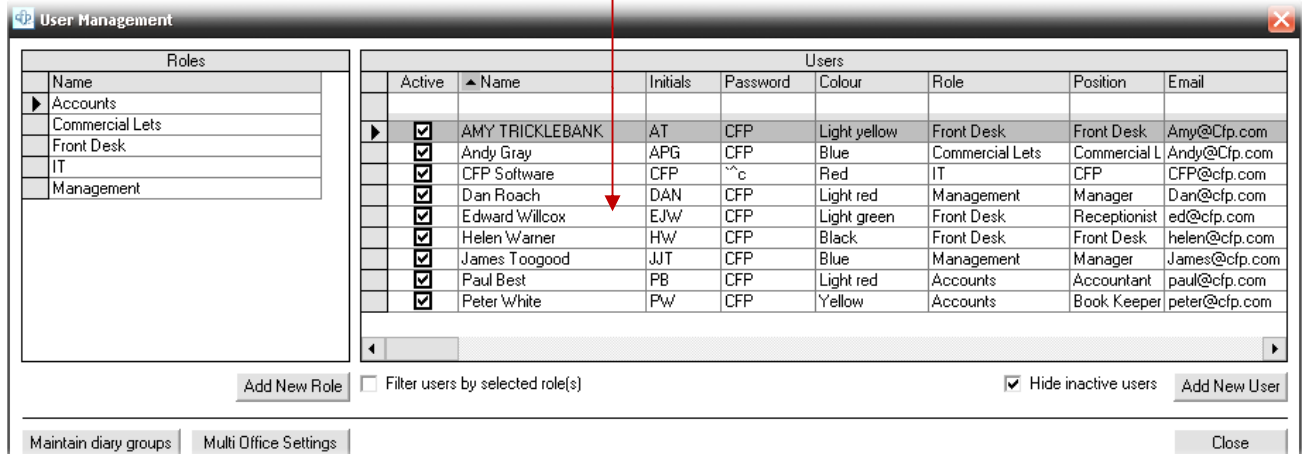
- It is essential that bank software is correctly installed on one or more of the machines and able to create the Import file which CFPwinMan can then import
- You must be running the following versions of CFPwinMan before you can use the standing order import utility: CFPwinMan^{sdb} v4.2.1 and above.

Standing Order Import

Security Settings

A security setting has been introduced in order to include or exclude specific users from being able to carry out standing order import tasks. To access the security settings select **Defaults > User Defaults > Passwords**.

In order to grant or prevent access to a specific user, double click the user from the grid shown on the user management form:



User Management

Roles		Users							
Name		Active	Name	Initials	Password	Colour	Role	Position	Email
Accounts		<input checked="" type="checkbox"/>	AMY TRICKLEBANK	AT	CFP	Light yellow	Front Desk	Front Desk	Amy@Cfp.com
Commercial Lets		<input checked="" type="checkbox"/>	Andy Gray	APG	CFP	Blue	Commercial Lets	Commercial L	Andy@Cfp.com
Front Desk		<input checked="" type="checkbox"/>	CFP Software	CFP	~c	Red	IT	CFP	CFP@cfp.com
IT		<input checked="" type="checkbox"/>	Dan Roach	DAN	CFP	Light red	Management	Manager	Dan@cfp.com
Management		<input checked="" type="checkbox"/>	Edward Willcox	EJW	CFP	Light green	Front Desk	Receptionist	ed@cfp.com
		<input checked="" type="checkbox"/>	Helen Warner	HW	CFP	Black	Front Desk	Front Desk	helen@cfp.com
		<input checked="" type="checkbox"/>	James Toogood	JJT	CFP	Blue	Management	Manager	James@cfp.com
		<input checked="" type="checkbox"/>	Paul Best	PB	CFP	Light red	Accounts	Accountant	paul@cfp.com
		<input checked="" type="checkbox"/>	Peter White	PW	CFP	Yellow	Accounts	Book Keeper	peter@cfp.com

Buttons: Add New Role, Filter users by selected role(s), Hide inactive users, Add New User, Maintain diary groups, Multi Office Settings, Close

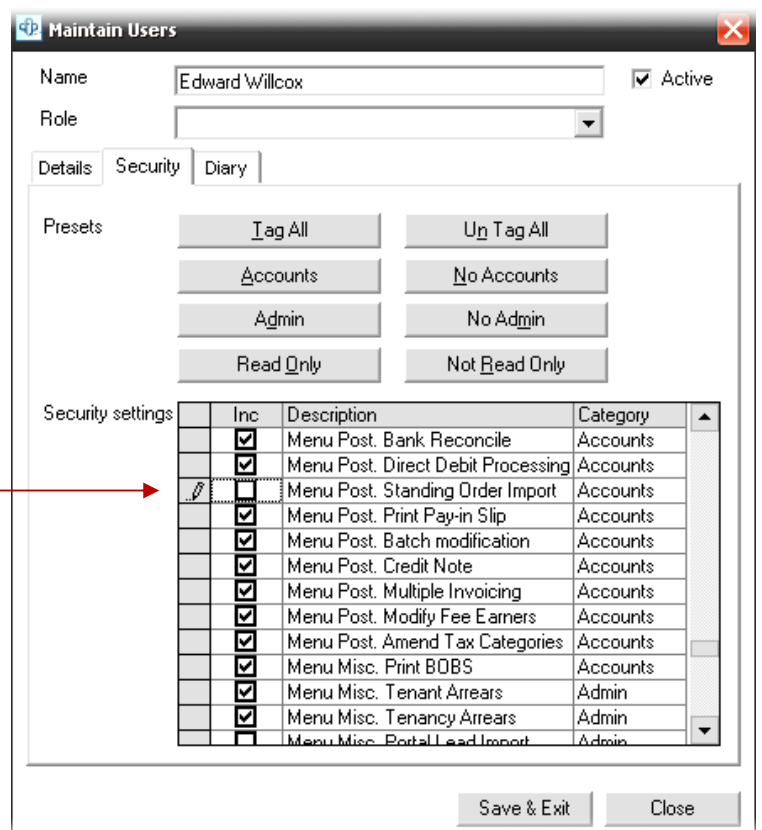
The security tab must then be selected.

The user can then locate the **'Menu Post. Standing Order Import'** option from the list of security settings.

This section controls whether the user can have access to the 'Standing order import utility' accessed from the postings menu. Simply tick it to grant access or deselect it to prevent access.

The setting will be deselected for all users by default.

Once the selection has been made, select the **'Save & exit'** button to make the changes permanent for the specified user.



Maintain Users

Name: Edward Willcox Active

Role: [Dropdown]

Details | **Security** | Diary

Presets:

- Tag All, Un Tag All
- Accounts, No Accounts
- Admin, No Admin
- Read Only, Not Read Only

Security settings:

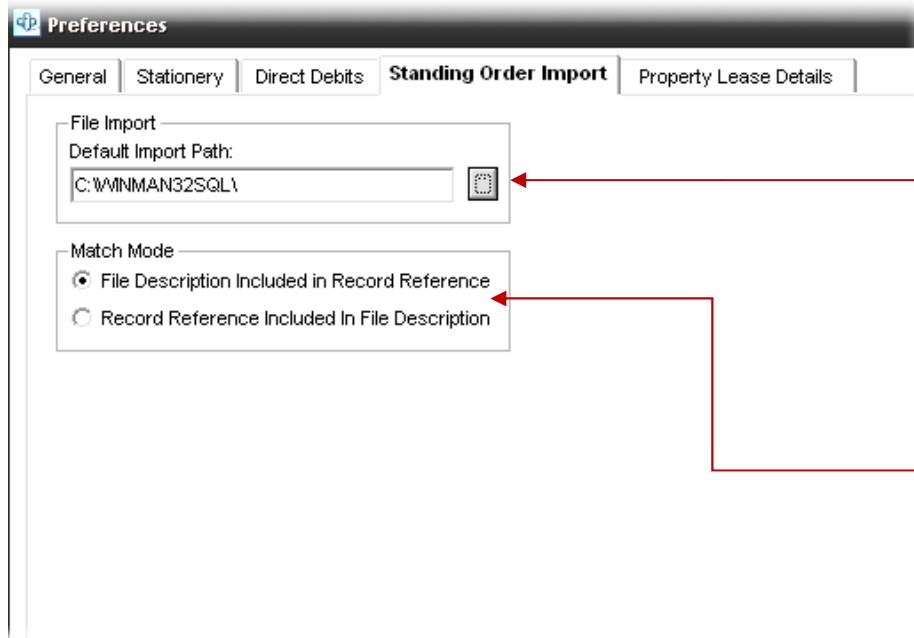
	Inc	Description	Category
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Menu Post. Bank Reconcile	Accounts
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Menu Post. Direct Debit Processing	Accounts
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Menu Post. Standing Order Import	Accounts
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Menu Post. Print Pay-in Slip	Accounts
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Menu Post. Batch modification	Accounts
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Menu Post. Credit Note	Accounts
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Menu Post. Multiple Invoicing	Accounts
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Menu Post. Modify Fee Earners	Accounts
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Menu Post. Amend Tax Categories	Accounts
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Menu Misc. Print BOBS	Accounts
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Menu Misc. Tenant Arrears	Admin
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Menu Misc. Tenancy Arrears	Admin
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Menu Misc. Portal Lead Import	Admin

Buttons: Save & Exit, Close

Standing Order Import

User Defaults

The first step to setting up standing order is to configure the user default settings. These can be accessed via **User Defaults / Preferences / Standing Order Import**.



Default Import Path

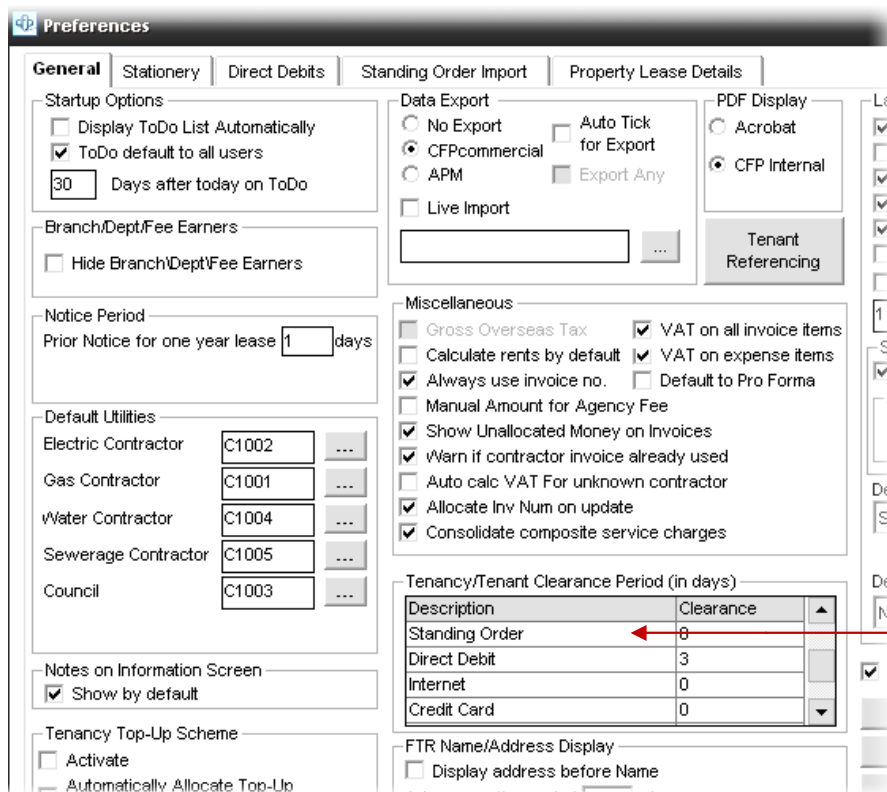
This is where the user specifies a default location for obtaining the CSV file provided by the bank software.

NOTE: A different Import location can be chosen at the time of the import.

Match Mode

This section relates to the strategy of how the system interprets Import files that the bank supply.

We strongly recommend that all users who are setting up standing order for the first time ensure the **Record Reference included in File Description** is checked for the **Match Mode** setting.



Clearance Period

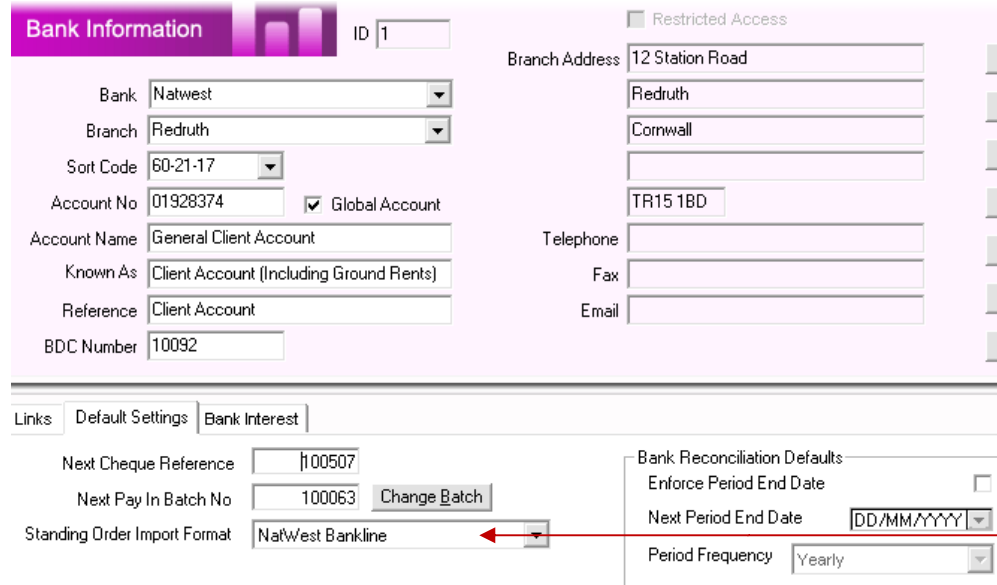
The tenancy/tenant standing order clearance period can be altered in **User Defaults / Preferences**.

As with any payment method used with CFPwinMan, the **'Clearance Days'** value represents the amount of days given after the receipt date before enabling receipted monies to be paid to the relevant landlord.

Standing Order Import

Choosing a standing order format

The user is able to specify a different standing order format for each bank that exists in the system. When the standing orders are processed, CFPwinMan will need to be instructed which bank is to be used in order for it to establish which format is in use.



The **Default Settings** tab on the **Bank Information** form contains a **Standing Order Import Format** drop down box.

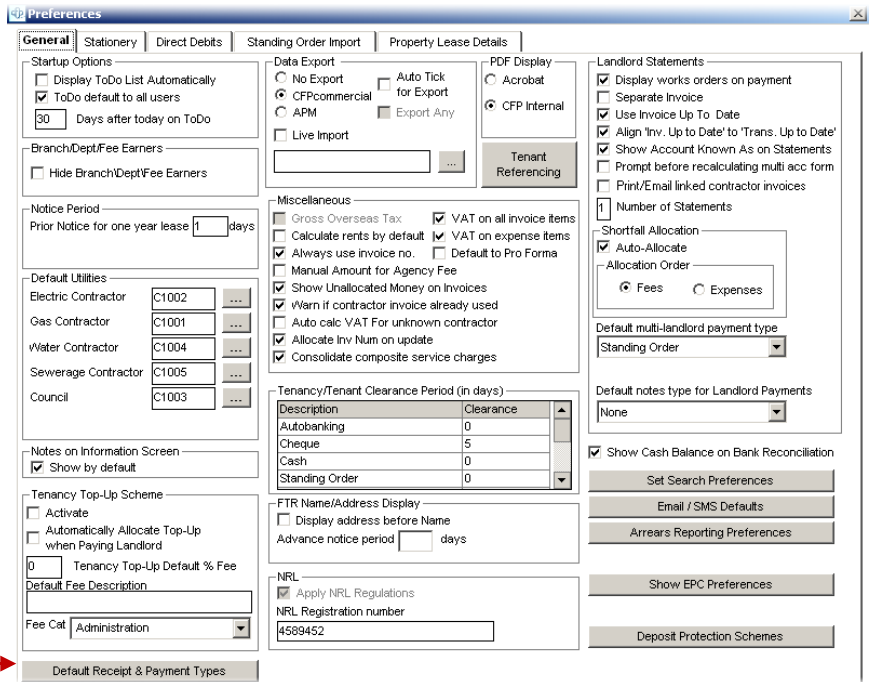
It is here that the relevant format must be chosen for the specified bank.

Standing Order Import

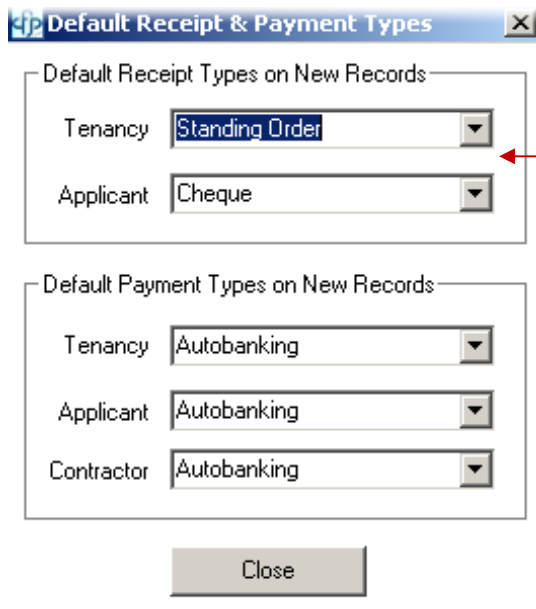
Preferred Receipt Types

When a new tenancy or applicant is created in CFPwinMan there is now an ability to specify a **Default Receipt Type** for them.

In **User Defaults > Preferences** under the **General** tab the user will find a box button labelled **Default Receipt & Payment Types**



The screenshot shows the 'Preferences' window with the 'General' tab selected. At the bottom of the window, there is a button labeled 'Default Receipt & Payment Types'.



The dialog box 'Default Receipt & Payment Types' contains two sections:

- Default Receipt Types on New Records:**
 - Tenancy: Standing Order
 - Applicant: Cheque
- Default Payment Types on New Records:**
 - Tenancy: Autobanking
 - Applicant: Autobanking
 - Contractor: Autobanking

A 'Close' button is located at the bottom right.

Selecting the above button presents the user with a form which enables the pre-existing **Default Receipt Types** for **New** records to be configured.

The user can then select **Standing order** as a payment type for either Tenancies or Applicants (Tenants) should this be required.

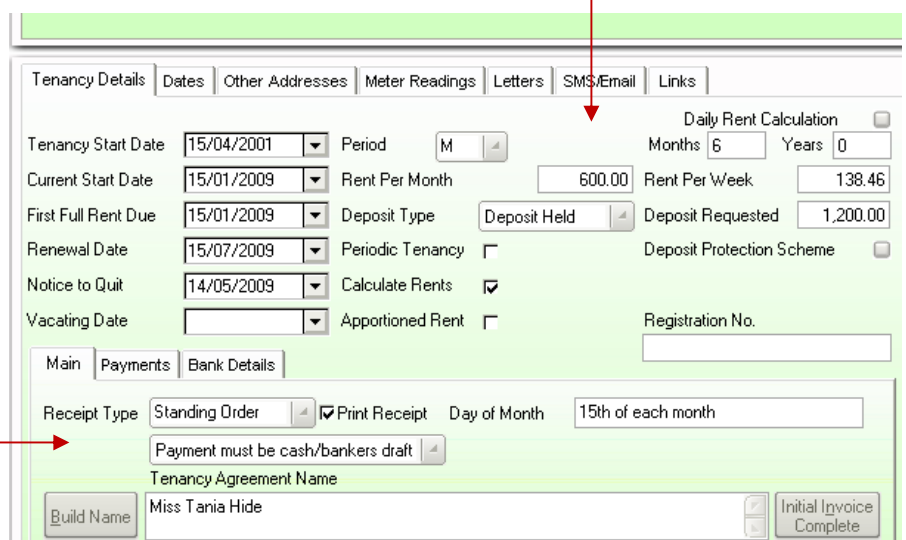
*Note: This only affects **New** records added into CFPwinMan. Pre-existing tenancies and tenants will not be affected by any changes made on this form.*

The ability to change **Existing** records can be carried out on both the Tenancy, Landlord and Applicant/Tenant screens.

For tenancies the **Tenancy Details** tab contains a box labelled **Receipt Type**, this can be used to specify **Standing order** as the preferred receipt type.

If **Standing order** is chosen then any **new** invoices created will be automatically ticked for standing order.

The tenant form contains a similar dropdown box.



The screenshot shows the 'Tenancy Details' form. The 'Receipt Type' dropdown menu is set to 'Standing Order' and is highlighted with a red arrow. Other fields include 'Tenancy Start Date', 'Current Start Date', 'First Full Rent Due', 'Renewal Date', 'Notice to Quit', 'Vacating Date', 'Period', 'Rent Per Month', 'Deposit Type', 'Deposit Requested', 'Calculate Rents', and 'Apportioned Rent'.

Standing Order Import

Raising Standing Order Invoices

For tenancies, tenants and landlords there is only one step required to ensure that an invoice can be receipted using the standing order import method. The invoice itself needs to be flagged, indicating that standing order is its expected or preferred receipt type. The box labelled **S/O** is used for this purpose.

Tenancy Invoice

Landlord: L1006 Mrs I Stewart
 Property: P1032 29 Isis Road
 Tenancy: Y1091 Lord Melbury

Shared Invoice

Invoice Date: 14/09/2012 Trans Up To: 14/09/2012 Reference: 412 Invoice Number: (tba)

Invoice Remark: Payment must be by cleared funds prior to occupation.
 Pro Forma Remark: Payment must be by cleared funds prior to occupation.

Send Options:
 E-Mail
 Post
 Update
 Preview Invoice
 Preview Pro forma
 Close

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

	Date	Item	Description	Amount	VAT	Per	User	Pro Forma	Calc	S/O	
	14/09/2012	Rent	Rent - 15/01/2009 to 14/02/2009	£780.00	£0.00	M - S	CFP	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	14
▶	14/09/2012	Deposit Held	Deposit Held Monies	£900.00	£0.00	S - Si	CFP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	14
*								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Show:
 All Invoice Items (£1680.00) Service charge items (£0.00) Non service charge items (£1680.00) Consolidate Service Charge Items

Reset Columns

NOTE: This option will **Not** be available for selection until the user has specified that the relevant client has **Standing Order** set as his default **Receipt Type**. The section entitled **Preferred Receipt Types** provides guidance on how to set this up.

Once an invoice has been selected as standing order, it can be raised in the normal way, by selecting **Update** on the invoice form.

If an invoice does **not** have **S/O** ticked when updated, it can still be receipted manually using the standing order receipt type, but it will not be included for consideration when the import routine is carried out.

If an invoice **is** flagged in this way, it will still be available to receipt manually - using other receipt methods.

Standing Order Import

S/O Ref (Standing Order Reference)

Before a standing order agreement becomes established with the bank, a unique reference will need to be created in order to associate imported transactions with the Tenancy, Tenant or Landlord. Without this reference the system will be unable to automatically associate transactions with their intended clients.

When a batch of standing order transactions takes place at the bank, the agency then creates the import file from their bank software containing a list of the processed transactions. Each standing order transaction contained within the file will contain a standing order reference. The system uses this reference to identify which (tenancy or tenant) invoice the money should be associated with.

Choosing a unique reference

We strongly recommend **tenant codes** are used as references within CFPwinMan, these references should remain unique to the tenant and so no duplicate references should occur. Using the name of a tenant or a property code (so MrTSmith or P1003) is not advisable, as more than one tenant with the same name or PCode could exist in the system.

A number of banks are adopting a new method when it comes to these references, which means that the references supplied in the import file could contain additional text alongside the standing order reference. It is worth agencies adopting a strategy that can cope with this change, even if their bank has yet to implement this new **(Variable Reference)** method.

Wildcard Method

The ability to use wildcards has been implemented into CFPwinMan in order to address **Variable References**. We strongly recommend that users adopt this strategy, when setting up new standing orders.

For example: A tenancy S/O Reference of **T1001** is created between the agency and tenant. Because the bank has switched over to using variable reference id's, the first transaction imported relating to this tenancy is **T1001 22082012**.

If the system comes across a transaction description on the import file that doesn't match the reference that is stored for the tenancy (as outlined above), no automatic association will take place.

To rectify: When the reference is entered, a wildcard character can be added, this wildcard is the **%** symbol. So the standing order reference can be stored on the above tenancy as **%T1001%**.

With the wildcard above in place, the system will be able to make an automatic association between the transaction and the tenant, as long as the transaction contains the text **T1001** - either before, in the middle or at the end of the description.

Note: User Defaults / Preferences / Standing Order Import / Match Mode must be set to Record Reference Included in File Description in order for the wildcard system to be effective.
See User defaults section of this user guide for help with this setting.

Standing Order Import

Bracketing Method using the { symbol - to be used alongside wildcard

The wildcard method will address the variable reference id issue. In addition to this method we strongly recommend the use of **Bracketed** standing order references using the bracing symbols { and }. This prevents the chance of duplicate and incorrect matches from occurring within CFPwinMan.

For example: A tenant S/O Reference of **T1001** is created by the agency. This is stored on the tenant information form (with wildcards) as **%T1001%**. The transactions are imported from the bank, including the above tenant transaction containing a description of **T1001 sb2100**, but also another transaction exists in the import file that is intended for a separate tenant, containing a description of **T10012 sb2102**.

When the import takes place the system will look at the description field for each transaction in the import file. With the wildcards in use, when the system encounters the descriptions **T10012 sb2012** and **T1001 sb2100** these both match the criteria specified against the **T1001** tenant. This is because the text **T1001** exists within both of these descriptions. Only the later of these transactions is intended to be matched to the tenant, but the system is unaware of this fact, therefore both transactions would become linked.

Even more of a concern is that if the import file did not contain the **T1001 sb2100** reference, then the other **T10012 sb2012** transaction could become linked to the **T1001** tenant. Clearly this is also an incorrect match.

To rectify: When setting up references it is advisable to encompass the suggested reference with some form of bracketing. This prevents the system from incorrectly matching and also discovering duplicate matches:

So in the above example the tenancy reference becomes **%{T1001}%**, this would only match with the intended transaction that contains **T1001 sb2100** as its description, **T10012 sb2012** would not be matched.

Suggested Standing order Reference

So taking into account the **Wildcard** and **Bracketing** methods alongside the requirement for **Unique** references, we suggest the standing order references are entered as follows.

- Tenant Mr Smith (t1001) - Standing order reference = **%{T1001}%**
- Tenant Mr White (t10012) - Standing order reference = **%{T10012}%**

Agreeing a reference with the Client

When it comes to supplying the tenant with a merged document outlining the proposed tenant code as a standing order reference, it is important that the wildcards do not appear in the suggested reference.

In light of this fact a typical standing order mandate letter template, should look something like this:

Notice the inclusion of braces, but absence of wildcards (%)

NOTE: Square Brackets should not be used for this purpose, we only recommend the use of braces like this { }.

To The Manager : _____ Bank

A - Customer's Details

Account Name : _____ Account Number : _____

Tel No - Work <<TYTELWK1>> Tel No - Home <<TYTEHOME>>

Please set up the following Standing Order and debit my/our account accordingly:

B - Person/Organisation you wish to pay

Name of Person/Organisation <<SPNAME>>

Bank and Branch Name: National Westminster Bank

Account Number : 86754551 Sort Code : 60 - 17 - 11

Reference to be quoted (if any) <<TCODE>>

C - About the payment

Amount Details

Amount of normal payment : £<<TYRENT>>

Amount of normal payment in words : <<TYRENTWORDS>>

When Paid

Day or Date of payments <<TYRENTDAY>>

(e.g. Friday, 1st, 30th May)

Frequency <<TYPERWORDS>>

(e.g. weekly, monthly, yearly)

Standing Order Import

Click To Select a Tenant

T1041 Lord Melbury

Home _____
Work _____
Fax _____
Mobile 07945 837546
Primary E-Mail _____

No. of Occupants 1 Password _____

Tenancy Details | Dates | Other Addresses | Utilities | Letters | SMS/Email | Links

Tenancy Start Date 17/09/2011 Period M Months 12
Current Start Date 17/09/2011 Rent Per Month 700.00 Rent Per Week _____
First Full Rent Due 17/09/2012 Deposit Type Deposit Held Deposit Requested _____
Renewal Date 17/09/2012 Periodic Tenancy Deposit Protection 9 _____
Notice to Quit 16/07/2012 Calculate Rents
Vacating Date _____ Apportioned Rent

Main | Payments | Bank Details

Sort Code 99-99-99 [Get Tenant Bank Details ...](#)
Account No 8888888
Account Name Lord Melbury
Reference 1231
BDC Number 213 S/O Ref **%{T1041}%**

Once an agreement takes place with the client and agency, the standing order reference can then be entered on the relevant information form.

Wildcards and Braces **SHOULD** be included here.

The **Tenancy information** form has a **Bank Details** tab, the user can enter the standing order reference for the specified tenancy in the provided **S/O Ref** box (shown here)

Requirements | References | Receipts/Demands | Letters | SMS/Email | Links | Other Addresses

Bank Details | Employer/Accountant | Character Ref. | Agent/Landlord | Next of Kin

Bank Name _____
Contact _____
Address _____
Postcode _____
Telephone _____

Payment Type Cheque Cheque Payee: _____
Sort Code _____ Agreed Rent: 0 BDC Number: _____
Account No. _____ Agreed Deposit: 0 Reference: _____
Account Name: _____ S/O Ref: _____

Contractors | Tax | SMS/Email | Links

Statement Remark Type Paid direct into your accou
Invoice Remark Type Payment must be cash/bar
Payment Day (1-31) 0
Statement No 85

Overseas
Registered with Landlords OnLine
Current Balance
Upload Statements
Earnings Basis
Enquiry Source Recommendation

Address _____
Postcode _____
Payment Type Autobanking
Statement Type Normal
Sort Code 23-78-88
Account No. 58243871
Act. Name Mr S Roberts
Reference CFP Lettings
BDC Number 33074 Retention £ 0
S/O Ref _____

The tenant information form also has a **Bank Details** tab located under the **References** Tab.

The **S/O Ref** box for tenants and applicants is shown here.

The landlord **S/O Ref** box is located under the **Bank Details** tab. (shown here)

Standing Order Import

Existing Standing Order Invoices

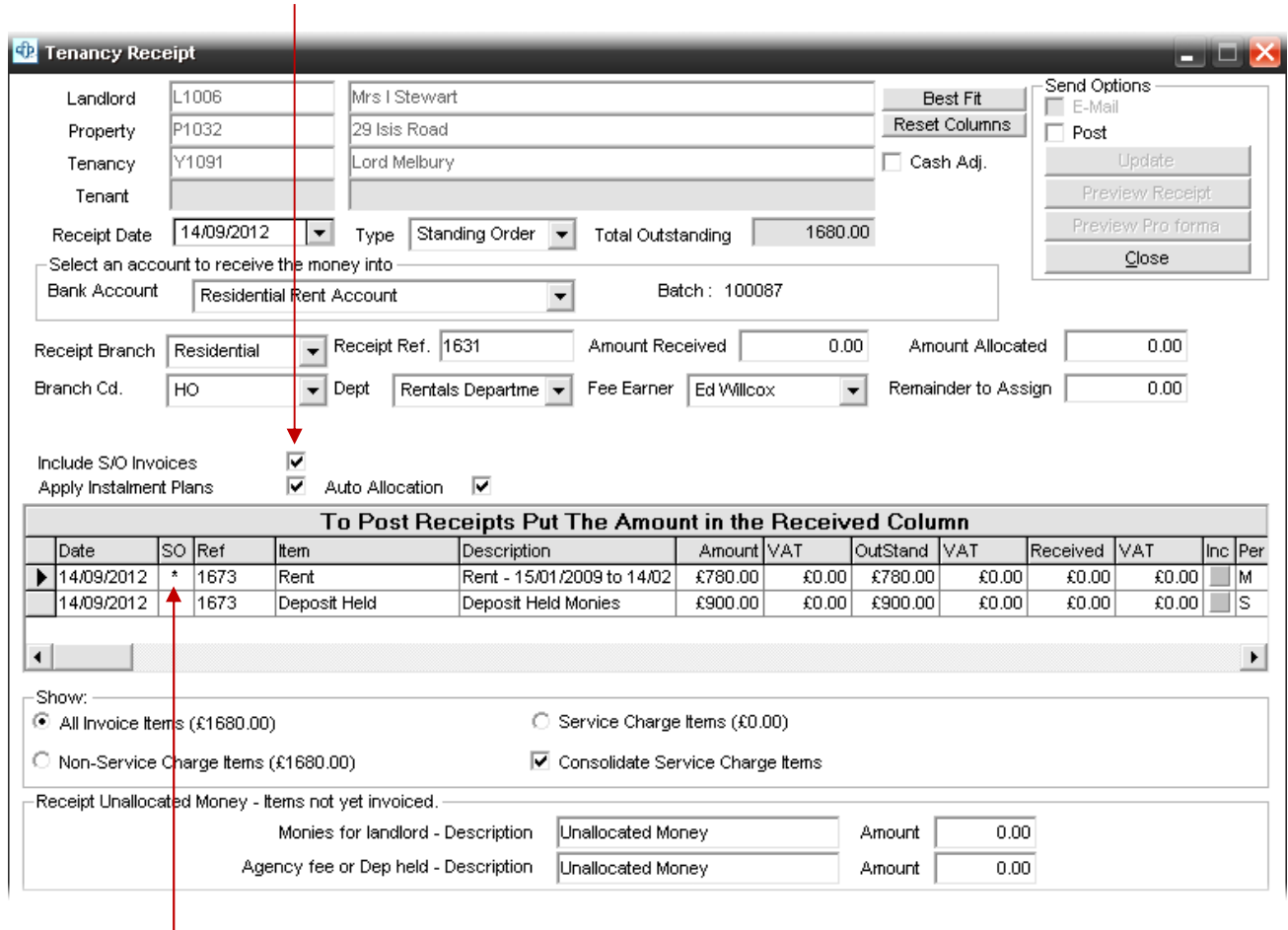
When enabling standing order import for the first time, it may be that some clients already have **Standing Order** as their **preferred receipt type**. If this is the case then all outstanding invoices under these landlords, tenancies and tenants will be flagged for inclusion in the import routine.

In order for CFPwinMan to associate imported transactions with these existing invoices, the **Standing order reference** issued to the bank by the client (when the agreement was initially setup) will need to be entered against the relevant clients information form, together with any required wildcards. The chapter before this section of the user guide entitled **S/O Ref (Standing Order Reference)** will provide guidance on how and where to implement these references (and wildcards).

Receipt screen

Once a standing order invoice has been raised it will become available on the Landlord, Tenancy or Tenant receipt screen. Upon entering the receipt screen the invoice will **not** be shown automatically.

In order to show the invoice the user must select the **Include S/O Invoices** tick box. This will show all outstanding invoices, irrespective of the intended receipt type.



The screenshot shows the 'Tenancy Receipt' window. The 'Include S/O Invoices' checkbox is checked. Below the form is a table titled 'To Post Receipts Put The Amount in the Received Column'.

Date	SO	Ref	Item	Description	Amount	VAT	OutStand	VAT	Received	VAT	Inc	Per
14/09/2012	*	1673	Rent	Rent - 15/01/2009 to 14/02	£780.00	£0.00	£780.00	£0.00	£0.00	£0.00		M
14/09/2012		1673	Deposit Held	Deposit Held Monies	£900.00	£0.00	£900.00	£0.00	£0.00	£0.00		S

Below the table, the 'Show:' section has 'All Invoice Items (£1680.00)' selected. The 'Receipt Unallocated Money - Items not yet invoiced.' section shows two entries for 'Unallocated Money' with an amount of 0.00.

The standing order invoices will then be marked with a "*" symbol as shown above.

These standing order invoices can now be receipted manually if so desired. If left un-receipted they will become included for consideration when the next standing order import routine is run. If a reference is included on the clients information form, the system will attempt to automatically assign any imported transactions to the outstanding invoice.

Standing Order Import

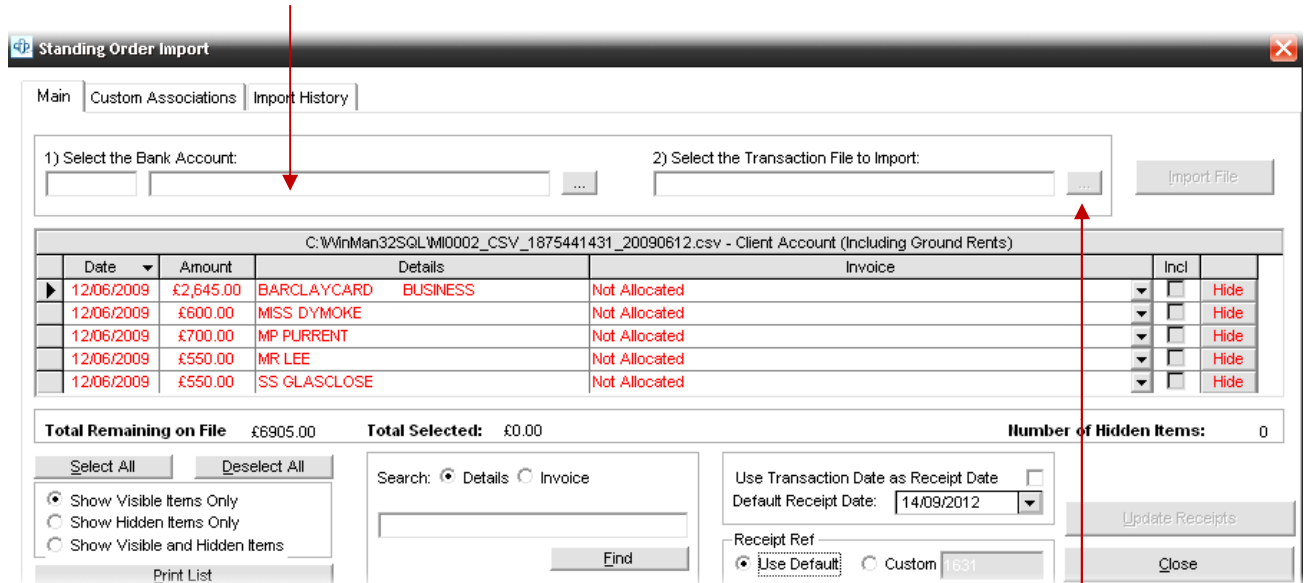
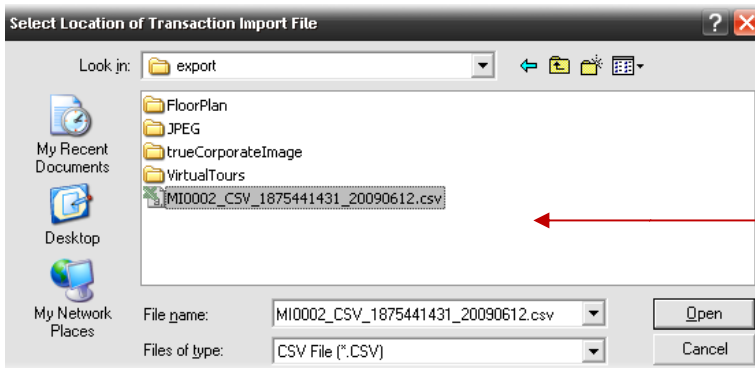
Importing the Standing Orders

Once standing order import invoices have been raised and the bank software has produced a file to be imported, the **Standing Order Import** utility can be loaded to process the import file.

Under the **Postings** menu **Standing Order Import** can be selected to run the utility.

Importing the CSV file

In order for the utility to carry out its job, the CSV file created by the bank software will need to be imported. To carry out this task the user must first choose the **Bank Account** which the standing order payments are intended for.

The browse button located at the top right of the form can then be selected to bring up the locate box. The **Default Import Path** specified earlier in user defaults should be the current location given, however the user can navigate to other folders should the file reside elsewhere. Once the user has located the file the Open button can be selected to load it into the import utility.

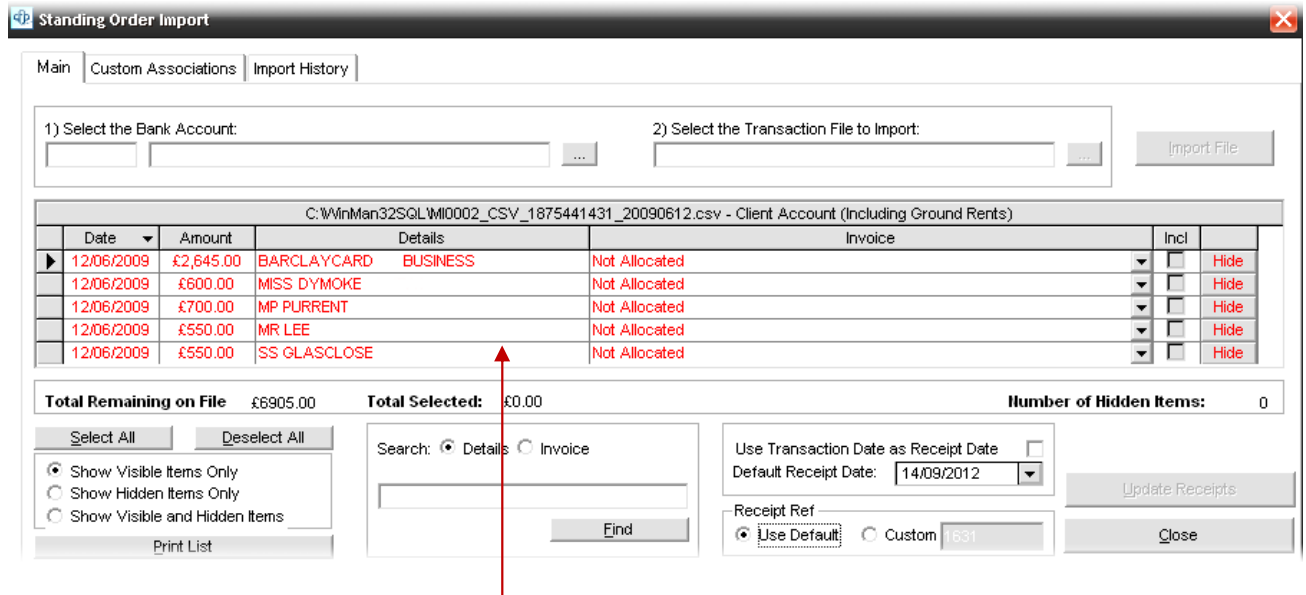
The user can then select the **Import File** button located in the top right corner of the **Standing order Import** form to load the contents of the file into the utility.

At this stage a **Log file** is created detailing transactions of the standing order receipt type, and any automatic linkages that have occurred. An opportunity to view this log file is provided as well as the location in which it resides.

Standing Order Import

Having imported the CSV file, the file itself is then moved to the **SQL\Standing Order\Processed Files** folder on the server to prevent it from being re-imported. This file can be located at the above location for a re-import if required.

It may be that the CSV file itself contains completed transactions that used a receipt method other than standing order. If the CSV file does supply this information, these transactions will be ignored and only the standing order receipts will be imported in to the utility.



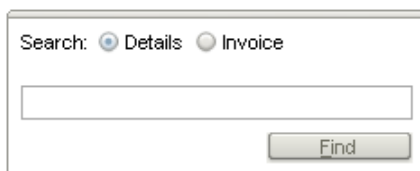
Once imported, the standing order transactions will appear in the main grid (shown above). If another CSV file is imported at this stage, the list will be replaced rather than appended.

Totals

The total box displayed in the bottom left corner shows a **Total Remaining on file** value which reflects the grand total of remaining monies yet to be assigned. The **Total Selected** box keeps a running total of items which have a tick in the **incl** box (more on this later).

Search

If a list of considerable size is shown then search methods can be used to locate the desired transactions. Each column shown in this grid can be sorted on by clicking on the column heading. In addition to this, the **Details** and **Invoice** can be searched for by using the search utility.



- Select search type
- Add search Text
- Click find

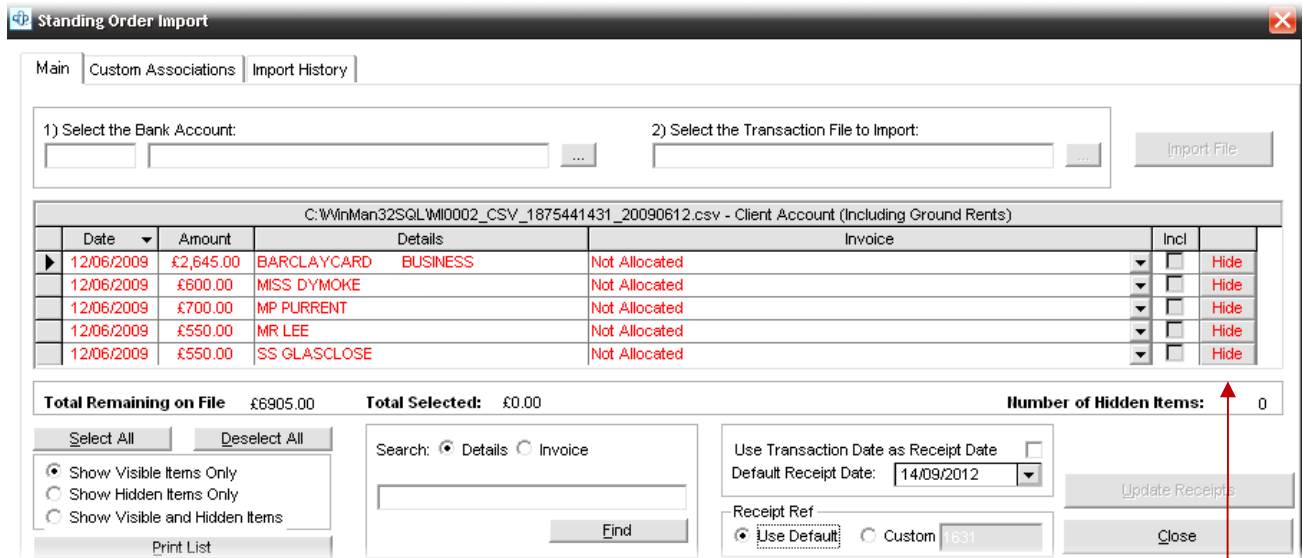
The user can then find the next transaction in the list that matches the search parameters by using the **Find Next** button. This can be repeated until the relevant transaction is found.

Once the user has located the relevant transaction the ability to drill down into the Landlord, Tenancy or Tenant is available by double clicking an item.

Standing Order Import

Hiding Items

In order to filter out items that are not required, a facility to hide transactions has been implemented.



Standing Order Import

Main Custom Associations Import History

1) Select the Bank Account: [] 2) Select the Transaction File to Import: [] [Import File]

C:\WinMan32SQL\MID002_CSV_1875441431_20090612.csv - Client Account (Including Ground Rents)

Date	Amount	Details	Invoice	Incl	
12/06/2009	£2,645.00	BARCLAYCARD BUSINESS	Not Allocated	<input type="checkbox"/>	Hide
12/06/2009	£600.00	MISS DYMOKE	Not Allocated	<input type="checkbox"/>	Hide
12/06/2009	£700.00	MP PURRENT	Not Allocated	<input type="checkbox"/>	Hide
12/06/2009	£550.00	MR LEE	Not Allocated	<input type="checkbox"/>	Hide
12/06/2009	£550.00	SS GLASCLOSE	Not Allocated	<input type="checkbox"/>	Hide

Total Remaining on File: £6905.00 Total Selected: £0.00 Number of Hidden Items: 0

Select All Deselect All

Show Visible Items Only
Show Hidden Items Only
Show Visible and Hidden Items

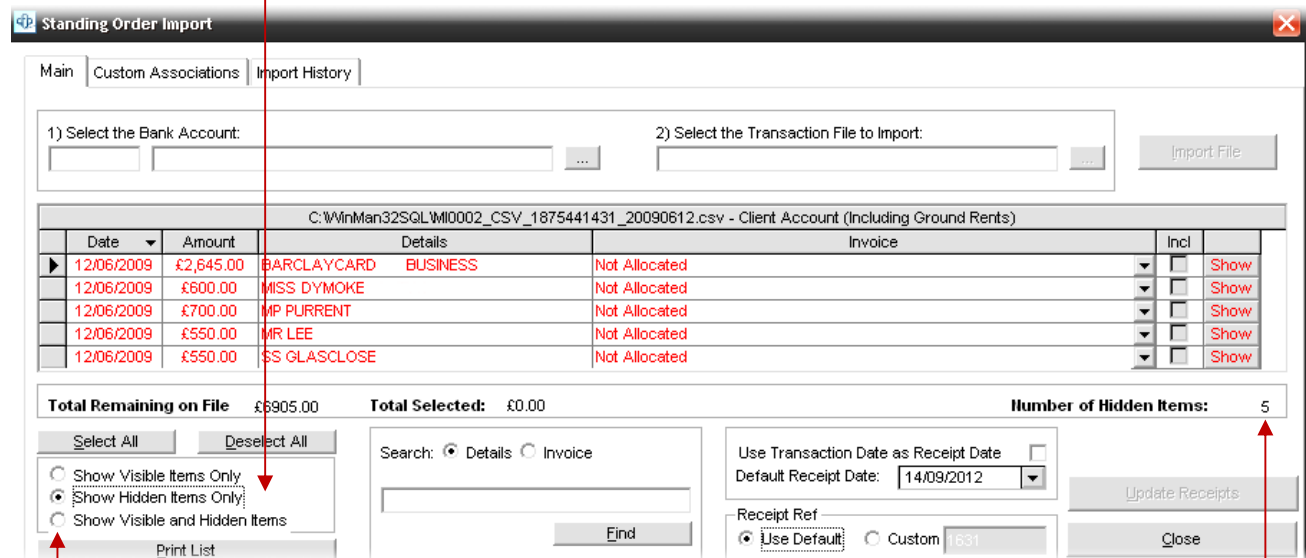
Print List

Search: Details Invoice

Use Transaction Date as Receipt Date
Default Receipt Date: 14/09/2012 [Update Receipts]

Receipt Ref: Use Default Custom 1631 [Close]

The user can select the **Hide** button alongside any transactions they wish to remove, enabling the ability to de-clutter information on this form for ease of reading. Once hidden, the user can view all hidden items by selecting the **Show Hidden Items Only** selection box in the bottom left corner of the form.



Standing Order Import

Main Custom Associations Import History

1) Select the Bank Account: [] 2) Select the Transaction File to Import: [] [Import File]

C:\WinMan32SQL\MID002_CSV_1875441431_20090612.csv - Client Account (Including Ground Rents)

Date	Amount	Details	Invoice	Incl	
12/06/2009	£2,645.00	BARCLAYCARD BUSINESS	Not Allocated	<input type="checkbox"/>	Show
12/06/2009	£600.00	MISS DYMOKE	Not Allocated	<input type="checkbox"/>	Show
12/06/2009	£700.00	MP PURRENT	Not Allocated	<input type="checkbox"/>	Show
12/06/2009	£550.00	MR LEE	Not Allocated	<input type="checkbox"/>	Show
12/06/2009	£550.00	SS GLASCLOSE	Not Allocated	<input type="checkbox"/>	Show

Total Remaining on File: £6905.00 Total Selected: £0.00 Number of Hidden Items: 5

Select All Deselect All

Show Visible Items Only
Show Hidden Items Only
Show Visible and Hidden Items

Print List

Search: Details Invoice

Use Transaction Date as Receipt Date
Default Receipt Date: 14/09/2012 [Update Receipts]

Receipt Ref: Use Default Custom 1631 [Close]

The previously hidden transactions will then appear. At this stage the user can select the **Show** button for transactions they wish to bring back to the main form. The user can return to the main view that shows visible items by selecting **Show Visible Items only** option.

To view both **Visible** and **Hidden** items, the option **Show visible and hidden items** is available for selection.

A running total of how many items are hidden is given in the bottom right corner.

Standing Order Import

Automatic Linkage of Received Amounts to Invoices.

As soon as the **Import File** button is pressed the utility will search through CFPwinMan's records and attempt to find any Landlords, Tenancies or Tenants whose **S/O Reference** details match that of the **Reference** of the transaction (**Details** column). Three possible scenarios can then occur that affect the way in which the utility then links a transaction to a client.

Scenario No.	Scenario	Action Taken
Scenario 1	If the utility is unable to locate any clients whose reference details match that of the transaction	None
Scenario 2	If the utility is able to find two or more clients whose reference details match that of the transaction	None
Scenario 3	If it is able to locate one such client whose reference details match	The transaction will become linked to this client.

If the utility is able to link a client to a transaction (as shown in scenario 3 above), then a further search takes place on the client to see if the transaction amount matches any outstanding standing order invoices.

Scenario No.	Scenario	Action Taken
Scenario 1	No (outstanding) standing order invoices exist	No further action taken
Scenario 2	Standing order invoices do exist but none of them match the received amount and the grand total of these invoices doesn't match the received amount either	No further action taken
Scenario 3	Standing order invoices do exist and at least two have an amount that matches the received amount	No further action taken. <i>(as it is unsure as to which invoice to allocate the funds to)</i>
Scenario 4	Total of all standing order invoices for the client matches the received amount	Each of these invoices will become allocated to the transaction.
Scenario 5	Only one standing order invoice exists whose value matches that of the received amount	Transaction will become allocated against this invoice.
Scenario 6	Standing order invoices do exist and some of these when combined equate to the total of the received amount, ALSO, another SINGLE standing order invoice is discovered that matches the total of the received amount.	The transaction will become linked to the whole invoice whose full amount matches exactly that of the received amount. <i>(Single invoices will take precedence over multiple invoices that can add up to the same amount)</i>

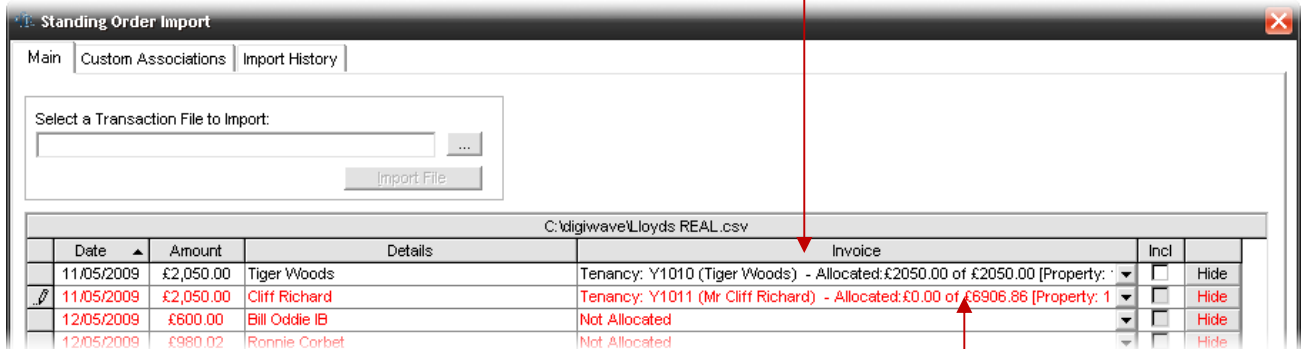
It is clear to see from the above scenarios that the utility will never assume which invoice is to become attached to a transaction. In these instances it becomes the users' task to load up the allocation screen where an opportunity becomes available to manually assign invoices and create relationships.

The utility can then be configured to remember these relationships when further imports take place.

NOTE: *Despite any linkages with transactions that have occurred it is strongly recommended that the user reviews these linkages to confirm that they are correct.*

Standing Order Import

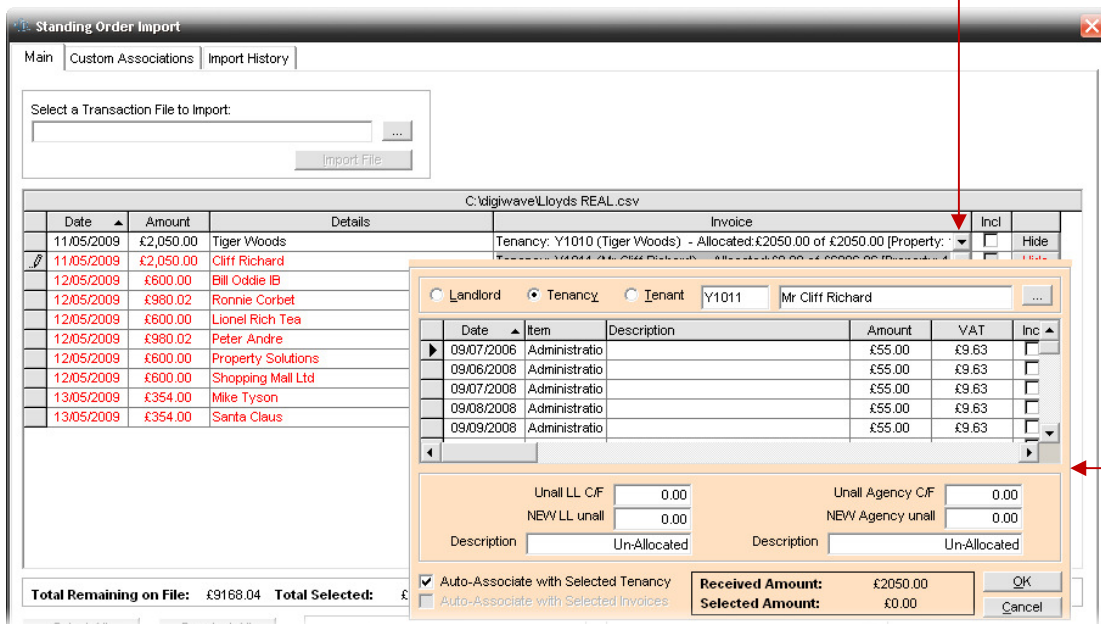
Once the utility has attempted to link transactions, the invoice column on the grid reveals the results. Black entries signify that a successful allocation of funds has been suggested; when this occurs a summary shows which client was associated and the total of monies allocated.



A red entry reflects the fact that the transaction was unable to be allocated. The entry shown here was able to match a client, but unsuccessful in being able to match the received amount.

Manual Linkage of Received Amounts to Invoices.

The user can now drill into red entries on the grid whose monies have yet to be allocated. This is carried out by clicking the drop down arrow on the invoice column.



In the example shown above the window is already populated with details. This is because the utility was able to locate a unique client whose account details matched that of the transaction.

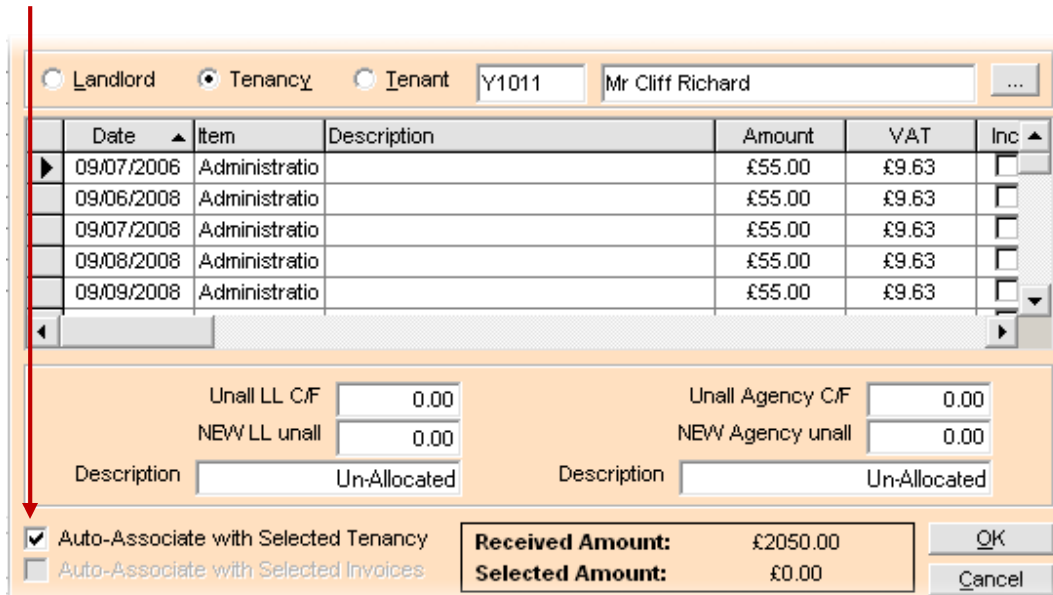
If a client has not been linked or the user wishes to override this client suggestion, this is possible.



To achieve this, the user must choose a client type (Landlord, Tenancy or Tenant) by selecting the corresponding button. The **Browse** button can then be selected to locate the desired client.

Standing Order Import

Having linked the client to the transaction the user may wish to make this association a permanent one. An option to automatically associate this client to any further transactions that bear the same reference is available. With the intended client on screen the user can select the **Auto-Associate with selected client** tick box to achieve this.



Landlord Tenancy Tenant Y1011 Mr Cliff Richard ...

Date	Item	Description	Amount	VAT	Incl
09/07/2006	Administratio		£55.00	£9.63	<input type="checkbox"/>
09/06/2008	Administratio		£55.00	£9.63	<input type="checkbox"/>
09/07/2008	Administratio		£55.00	£9.63	<input type="checkbox"/>
09/08/2008	Administratio		£55.00	£9.63	<input type="checkbox"/>
09/09/2008	Administratio		£55.00	£9.63	<input type="checkbox"/>

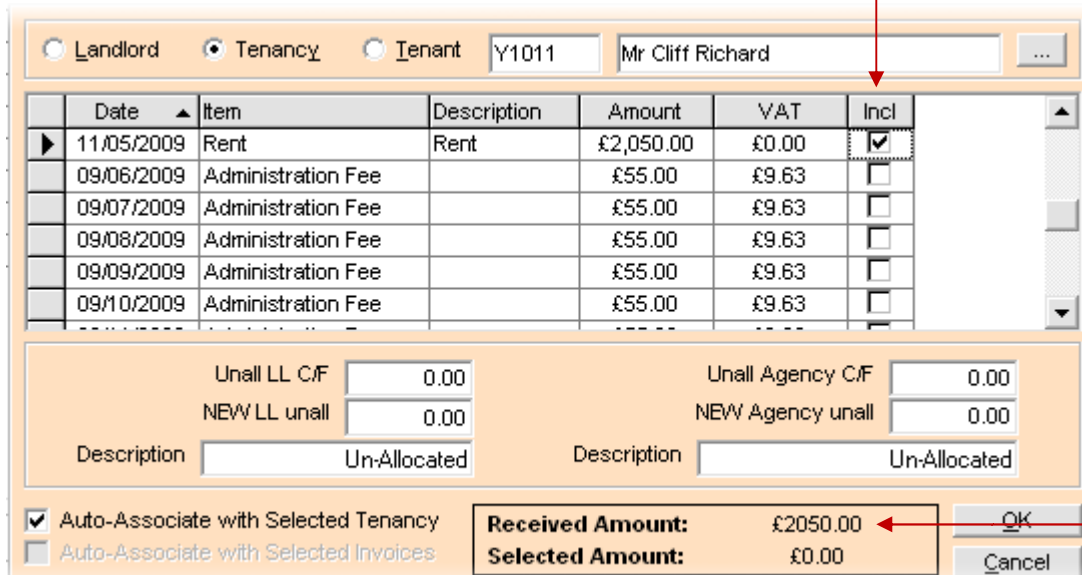
Unall LL C/F Unall Agency C/F
 NEW LL unall NEW Agency unall
 Description Description

Auto-Associate with Selected Tenancy **Received Amount:** £2050.00
 Auto-Associate with Selected Invoices **Selected Amount:** £0.00

Once the desired client has been chosen the grid will show a list of all outstanding standing order invoices.

The user can then start to allocate the received monies to the list of invoices.

By placing a tick in the **Incl** column alongside an invoice the user is specifying this invoice to be included as part of the standing order transaction.



Landlord Tenancy Tenant Y1011 Mr Cliff Richard ...

Date	Item	Description	Amount	VAT	Incl
11/05/2009	Rent	Rent	£2,050.00	£0.00	<input checked="" type="checkbox"/>
09/06/2009	Administration Fee		£55.00	£9.63	<input type="checkbox"/>
09/07/2009	Administration Fee		£55.00	£9.63	<input type="checkbox"/>
09/08/2009	Administration Fee		£55.00	£9.63	<input type="checkbox"/>
09/09/2009	Administration Fee		£55.00	£9.63	<input type="checkbox"/>
09/10/2009	Administration Fee		£55.00	£9.63	<input type="checkbox"/>

Unall LL C/F Unall Agency C/F
 NEW LL unall NEW Agency unall
 Description Description

Auto-Associate with Selected Tenancy **Received Amount:** £2050.00
 Auto-Associate with Selected Invoices **Selected Amount:** £0.00

Once the user has ticked the relevant invoice(s) the grand total of selected invoices must match that of the received amount.

The **Selected Amount** total will provide the user with a running total of selected invoices.

The **Received Amount** total reflects the monies that were received by standing order.

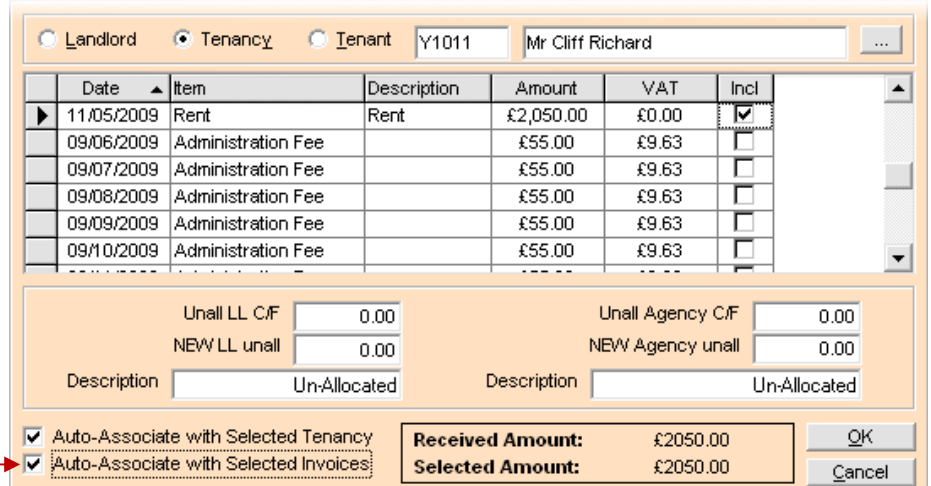
If the total of assigned invoices does not match that of the standing order transaction amount, the remaining monies can be assigned to un-allocated for use on a later date.

The user can enter the remaining amount in either (or both) of the **New LL unall** or **New Agency unall** entry boxes. A description can then be entered to reflect these postings on account listings.

Standing Order Import

An option to automatically associate these particular invoices to any further transactions that have the same amount (and reference) is possible.

In order to carry out this task the **Auto-Associate with Selected Client** tick box must be selected followed by the **Auto-Associate with selected Invoices** tick box.



Date	Item	Description	Amount	VAT	Incl
11/05/2009	Rent	Rent	£2,050.00	£0.00	<input checked="" type="checkbox"/>
09/06/2009	Administration Fee		£55.00	£9.63	<input type="checkbox"/>
09/07/2009	Administration Fee		£55.00	£9.63	<input type="checkbox"/>
09/08/2009	Administration Fee		£55.00	£9.63	<input type="checkbox"/>
09/09/2009	Administration Fee		£55.00	£9.63	<input type="checkbox"/>
09/10/2009	Administration Fee		£55.00	£9.63	<input type="checkbox"/>

Unall LL C/F: 0.00 Unall Agency C/F: 0.00
 NEW LL unall: 0.00 NEW Agency unall: 0.00

Description: Un-Allocated Description: Un-Allocated

Auto-Associate with Selected Tenancy **Received Amount:** £2050.00
 Auto-Associate with Selected Invoices **Selected Amount:** £2050.00

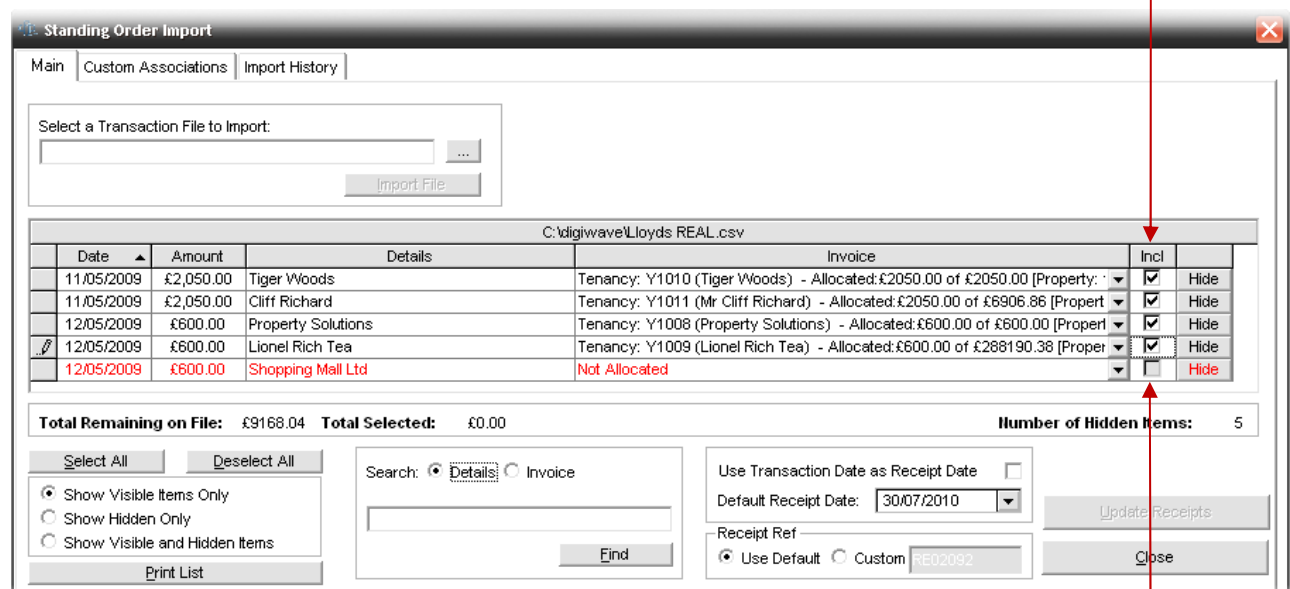
OK Cancel

Having selected the invoices and set any associations that are required, the user can select the **OK** button to confirm. If the user attempts to leave this screen by selecting **OK** and the **received amount** and **selected amount** do not match, a message will show warning of the discrepancy, the details will then need to be re-entered.

Update Receipts

NOTE: Before updating receipts it is strongly recommended that all Items are checked carefully and the user is happy that they are correct.

Once the user has worked through the list of transactions by allocating monies and creating associations, the next step is to update the receipts. Before doing so the **Incl** tick box will need to be selected for each transaction the user wishes to process.



Standing Order Import

Main Custom Associations Import History

Select a Transaction File to Import:

Import File

C:\digiwave\Lloyds REAL.csv

Date	Amount	Details	Invoice	Incl	
11/05/2009	£2,050.00	Tiger Woods	Tenancy: Y1010 (Tiger Woods) - Allocated:£2050.00 of £2050.00 [Property: ...]	<input checked="" type="checkbox"/>	Hide
11/05/2009	£2,050.00	Cliff Richard	Tenancy: Y1011 (Mr Cliff Richard) - Allocated:£2050.00 of £6906.86 [Propert...	<input checked="" type="checkbox"/>	Hide
12/05/2009	£600.00	Property Solutions	Tenancy: Y1008 (Property Solutions) - Allocated:£600.00 of £600.00 [Propert...	<input checked="" type="checkbox"/>	Hide
12/05/2009	£600.00	Lionel Rich Tea	Tenancy: Y1009 (Lionel Rich Tea) - Allocated:£600.00 of £288190.38 [Proper...	<input checked="" type="checkbox"/>	Hide
12/05/2009	£600.00	Shopping Mall Ltd	Not Allocated	<input type="checkbox"/>	Hide

Total Remaining on File: £9168.04 **Total Selected:** £0.00 **Number of Hidden Items:** 5

Select All Deselect All

Show Visible Items Only
 Show Hidden Only
 Show Visible and Hidden Items

Print List

Search: Details Invoice

Find

Use Transaction Date as Receipt Date

Default Receipt Date: 30/07/2010

Update Receipts

Receipt Ref

Use Default Custom RE02092

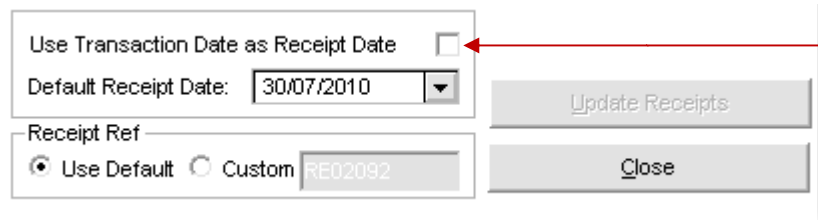
Close

The user will not be able to select unlinked transactions, however it is not a requirement that every transaction be linked, as the invoices may have been receipted manually. At this stage the user can leave this screen by selecting the **Close** button, whereby the selections and associations will be remembered.

Standing Order Import

Receipt Date

Each transaction in the list will require a **receipt date**. There are two methods available to the user which can set this date. Firstly the import file itself contains the true date of receipt alongside each transaction.



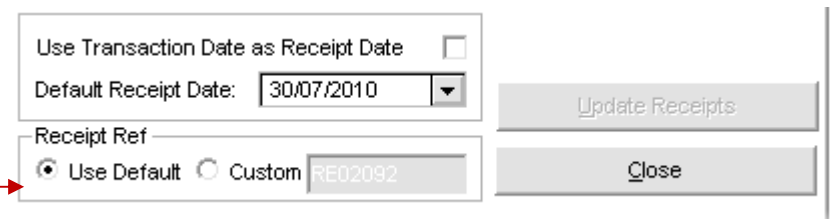
If the user wishes to use these dates then all that's required is a tick in the **Use Transaction Date as Receipt Date** tick box.

The second option is the **Default Receipt Date**, this value reflects **Today's Date**.

To use the **Default Receipt Date**, the user needs to ensure that the **Use Transaction Date as Receipt Date** tick box is left unchecked.

Receipt Reference

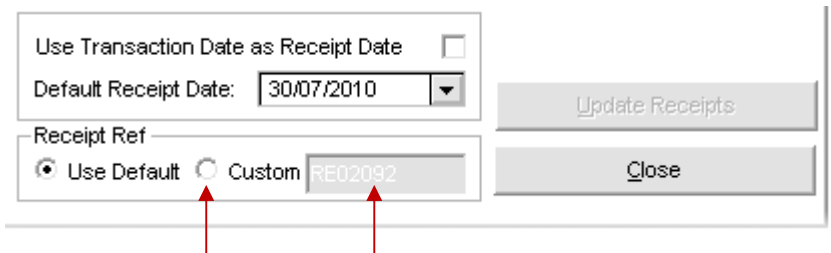
By default the receipt reference that gets used will be the standard one. To ensure that this is the case a dot must be placed in the **Use Default** selection box.



The user can obtain the last used receipt reference by loading up the main **User Default** screen.

That number will be incremented by one for this process.

However the user may wish to specify a one off number that does not interrupt the sequence shown in user defaults.

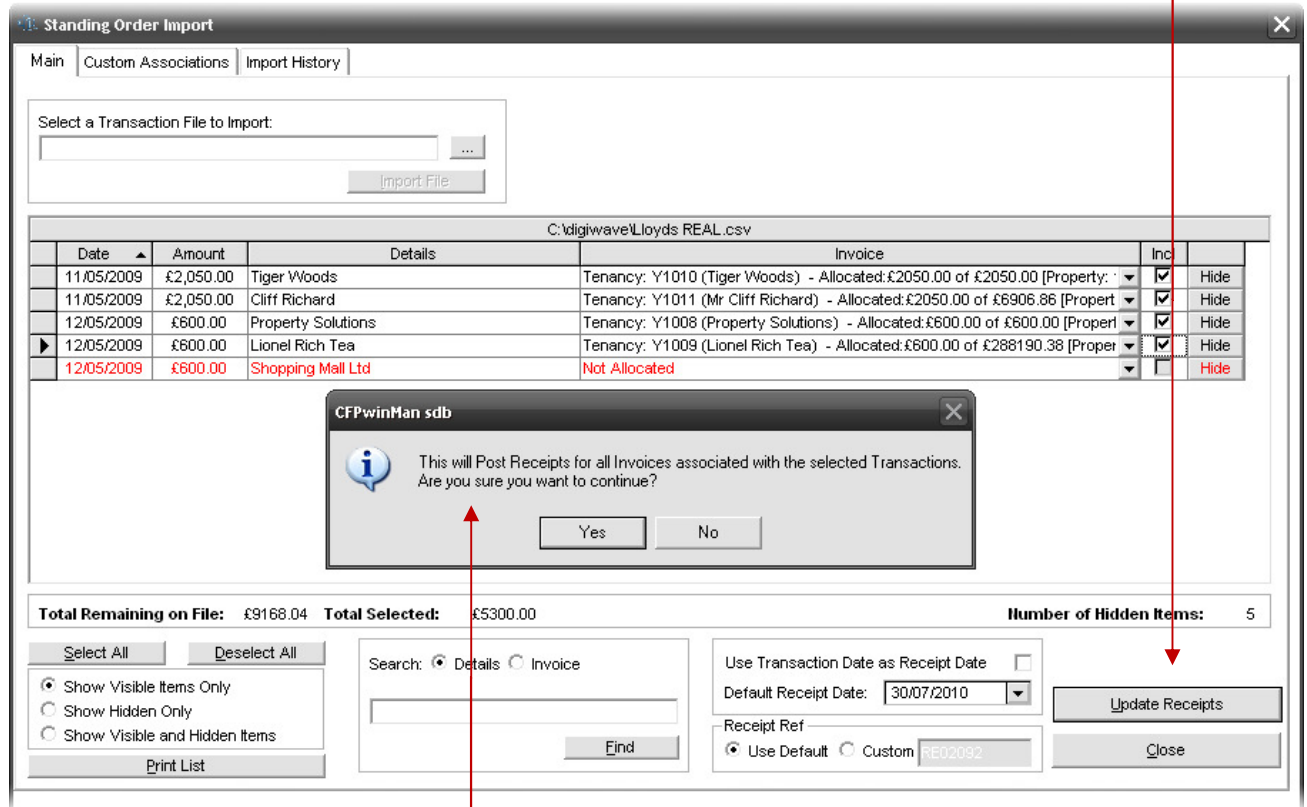


To do this a dot must be placed in the **Custom** selection box, a reference can then be entered.

Standing Order Import

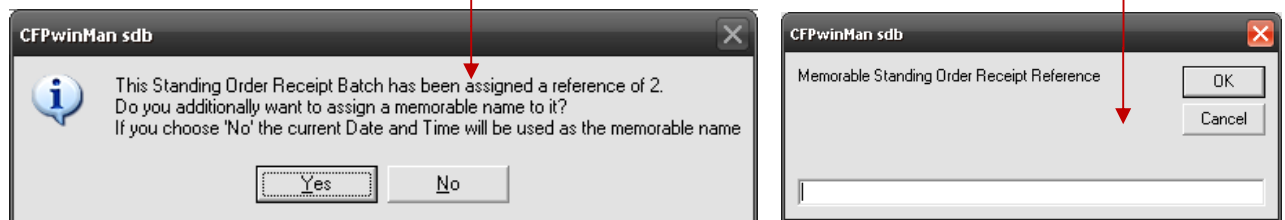
Update Receipts

Having linked transactions, associations and specified a receipt date and reference the user can now select the **Update Receipts** button to confirm the selections and process the receipts.



Once selected a confirmation message will appear, allowing the user to proceed or cancel.

An automatic reference will be generated for the process with an opportunity to override this if so desired.

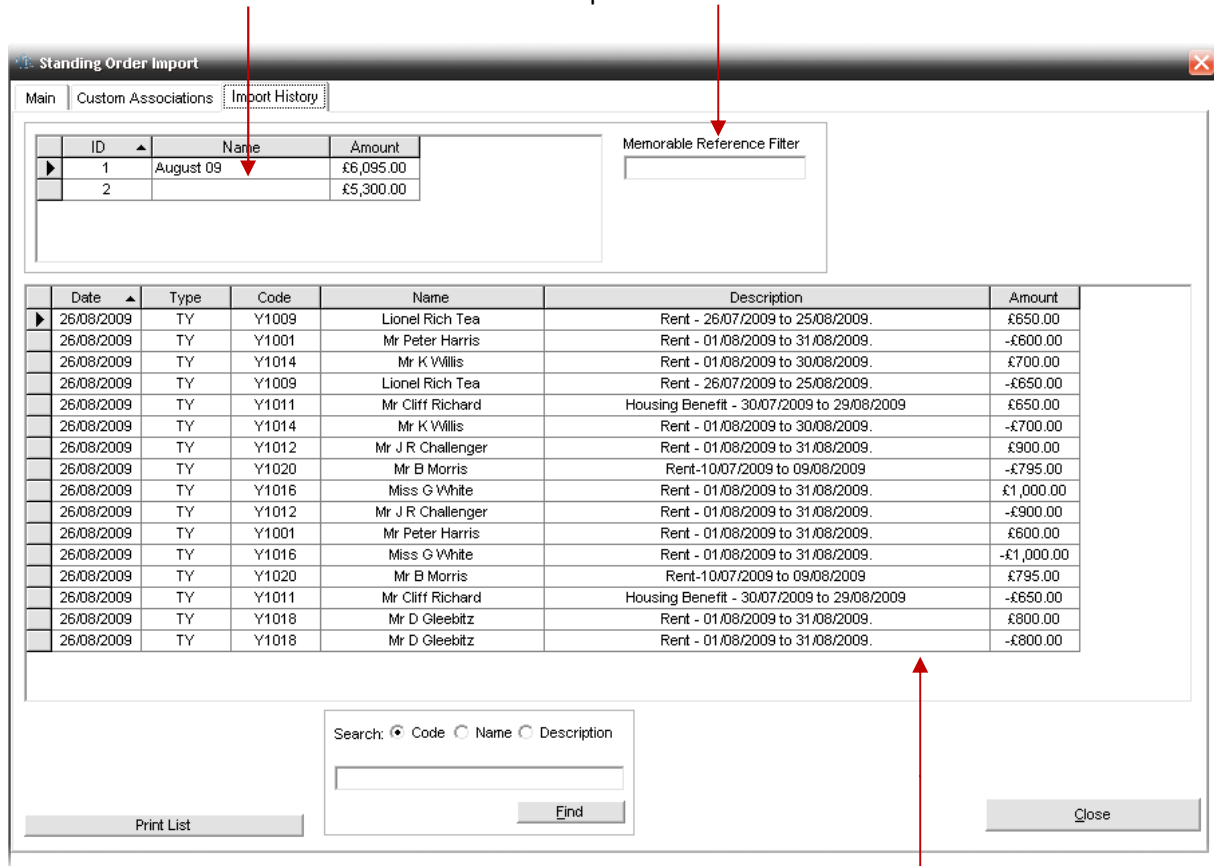


Once the process is completed each client will have a receipt entry posted to their **History Log** and an entry will be posted to the relevant banks **Bank Reconciliation** screen.

Standing Order Import

Import History

The **Import History** tab on the **Standing Order Import** form displays batches in a small grid. Each batch reflects an **Update Receipts** process that has taken place. The batches are identified by the reference specified during the **Update Receipts** procedure. The batches are listed in the top left corner of the form and a **Memorable Reference Filter** search box is provided for the user to search these batches.



The screenshot shows the 'Standing Order Import' window with the 'Import History' tab selected. It features a small table of batches, a 'Memorable Reference Filter' search box, a large table of receipts, and a search utility at the bottom.

ID	Name	Amount
1	August 09	£6,095.00
2		£5,300.00

Date	Type	Code	Name	Description	Amount
26/08/2009	TY	Y1009	Lionel Rich Tea	Rent - 26/07/2009 to 25/08/2009.	£650.00
26/08/2009	TY	Y1001	Mr Peter Harris	Rent - 01/08/2009 to 31/08/2009.	-£600.00
26/08/2009	TY	Y1014	Mr K Willis	Rent - 01/08/2009 to 30/08/2009.	£700.00
26/08/2009	TY	Y1009	Lionel Rich Tea	Rent - 26/07/2009 to 25/08/2009.	-£650.00
26/08/2009	TY	Y1011	Mr Cliff Richard	Housing Benefit - 30/07/2009 to 29/08/2009	£650.00
26/08/2009	TY	Y1014	Mr K Willis	Rent - 01/08/2009 to 30/08/2009.	-£700.00
26/08/2009	TY	Y1012	Mr J R Challenger	Rent - 01/08/2009 to 31/08/2009.	£900.00
26/08/2009	TY	Y1020	Mr B Morris	Rent-10/07/2009 to 09/08/2009	-£795.00
26/08/2009	TY	Y1016	Miss G White	Rent - 01/08/2009 to 31/08/2009.	£1,000.00
26/08/2009	TY	Y1012	Mr J R Challenger	Rent - 01/08/2009 to 31/08/2009.	-£900.00
26/08/2009	TY	Y1001	Mr Peter Harris	Rent - 01/08/2009 to 31/08/2009.	£600.00
26/08/2009	TY	Y1016	Miss G White	Rent - 01/08/2009 to 31/08/2009.	-£1,000.00
26/08/2009	TY	Y1020	Mr B Morris	Rent-10/07/2009 to 09/08/2009	£795.00
26/08/2009	TY	Y1011	Mr Cliff Richard	Housing Benefit - 30/07/2009 to 29/08/2009	-£650.00
26/08/2009	TY	Y1018	Mr D Gleebitz	Rent - 01/08/2009 to 31/08/2009.	£800.00
26/08/2009	TY	Y1018	Mr D Gleebitz	Rent - 01/08/2009 to 31/08/2009.	-£800.00

Once the correct batch has been located the user will see a list of the receipts that make up the batch.

Search

If a list of considerable size is shown then search methods can be used to locate the desired transactions. Each column shown in this grid can be sorted on by clicking on the column heading. In addition to this the **Code**, **Name** and **Descriptions** can be searched for by using the search utility.



Search: Code Name Description

Find

- Select search type
- Add search Text
- Click find

The user can find the next transaction in the list that matches the search parameters using the **Find next** button. This process can be repeated until the relevant transaction is found.

Standing Order Import

Custom Associations

The ability to associate transaction information contained within the import file to a particular standing order invoice was covered in the **Importing the CSV file** section of this guide.

The user can also carry out this task on the **Custom Associations** tab located on the **Standing Order Import** form. It is recommended however that the user associates invoices just after an import, a much easier to follow method is used when carrying it out at this stage.

The **Custom Associations** tab should be used for amending relationships rather than creating them, however both tasks are available to the user should they require them.

Amending an Association

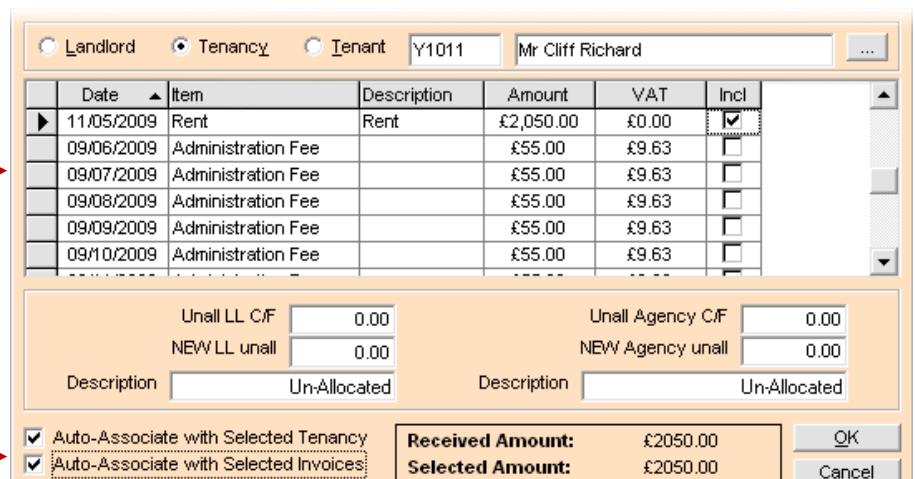
Having imported a file on the **Main** tab and linked transactions with invoices using the **Auto-Associate** check boxes, the user may wish to delete or amend these relationships. This task can be carried out on the **Custom Associations** tab.

Upon entering the screen, a list of all client and invoice associations will be listed. In order to amend the relationship the user needs to select the dropdown arrow under the **Association** heading.



Having done this, the association box will appear showing the current relationship.

The user can amend the client or invoice at this stage and if so desired make the change a permanent one by selecting one or both of the **Auto-Association** check boxes.



Deleting an Association

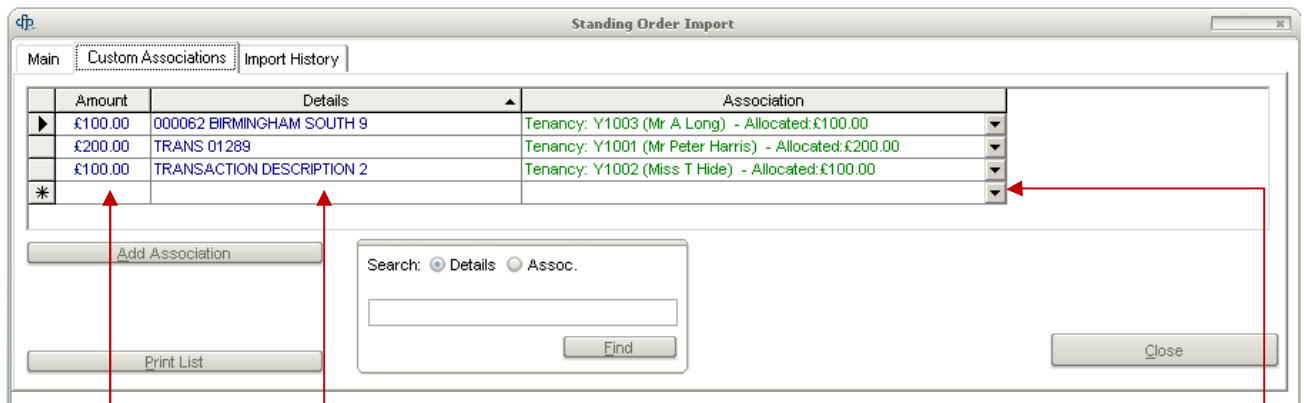
To delete all details of an association, select the required **Association** on the **Custom Association** tab then select the **Right Chevron** symbol to the left of the **Transaction amount**, now press the **[Delete]** key on the keyboard. Confirmation will be required before deletion occurs.

Standing Order Import

Creating a Client Association

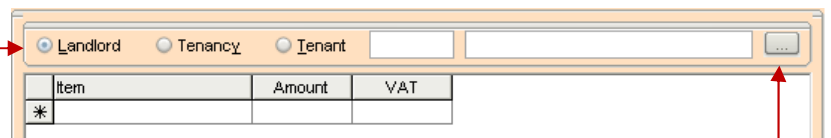
NOTE: As mentioned before, it is recommended (and easier) for users to create associations just after an import, rather than using the following method.

A client association is an association between a client in CFPwinMan and a transaction contained within the import file. The association must first be set up by the user on a blank line on the **Custom Association** tab, the user indicates that if a specified **Reference** (Shown below under the **Details** heading) and **Amount** exist on an imported transaction, then the transaction becomes linked to a specified client.



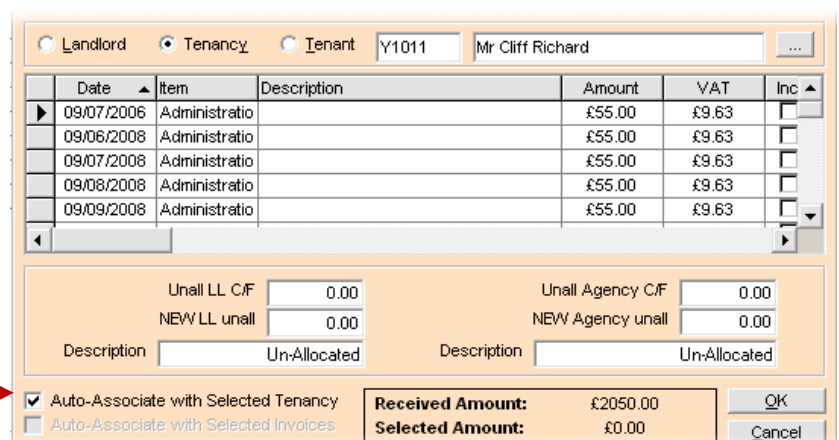
The user must manually enter the **Amount** followed by the **Reference** of the standing order relationship on the blank line. Having set up the conditions the user then needs to specify the client they want the transaction to become linked to. This is carried out by selecting the dropdown arrow under the heading **Association**.

The user must then choose a client type (Landlord, Tenancy or Tenant) by selecting the corresponding button.



The **Browse** button can then be selected to locate the desired client.

Once the desired client is loaded on screen, a dot can be placed in the **Auto-Associate with Selected Client** check box.

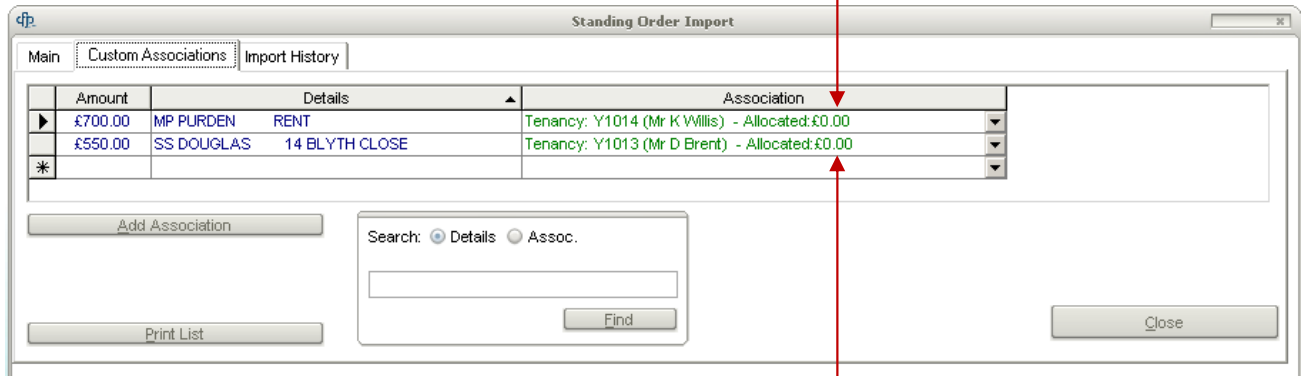


The user can then select **OK** to accept this and make the association permanent.

Standing Order Import

Creating an Invoice Association

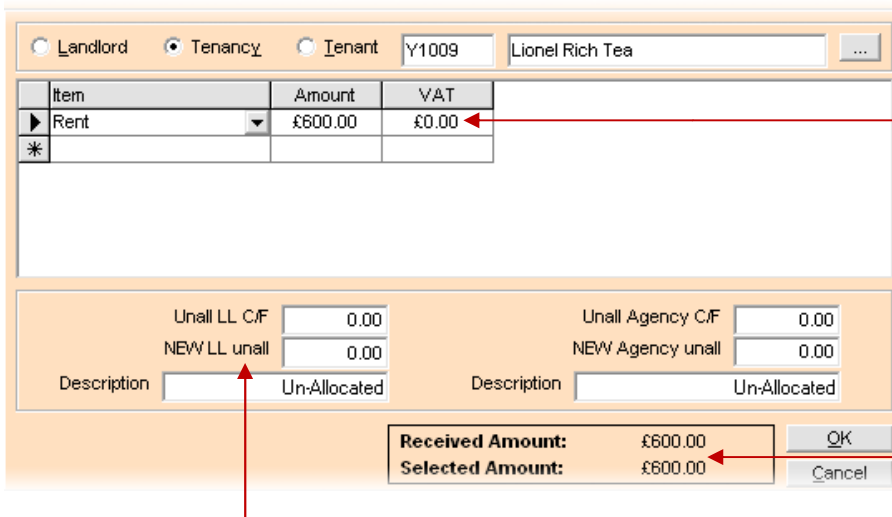
An invoice association can only take place once a client association has been established (*see creating a client association*). The **Custom Associations** tab lists all client relationships. The example below shows that although a client is linked to the specified conditions any invoices encountered will **Not** be.



This is shown by the fact that the **Allocated** figure is currently set to £0.00.

In order to turn a client association into an invoice association the user must first select the drop down arrow in the **Association** column. A pre-populated box with the client details will then appear.

It is now up to the user to specify which invoices will receive the allocation should a transaction for this received amount be imported.



To do this an **Item type**, **Amount** and **Vat Amount** will need to be entered.

Any number of entries (expected invoices) can be entered as long as when finished, the **Received Amount** and **Selected Amount** match.

The unallocated money entry boxes can be used for any remaining funds.

Once the user is satisfied with the association the OK button can be selected to confirm the settings.

When an import takes place, if none of the specified **Expected invoices** exist then the client will remain linked but the monies will not automatically become associated with any invoices.

In the above example: If an import takes place containing a transaction that has a reference matching that of tenancy Y1009 AND If a £600 rent invoice exists for this Y1009 tenancy, then the monies associated with the standing order payment will be automatically receipted against this invoice.

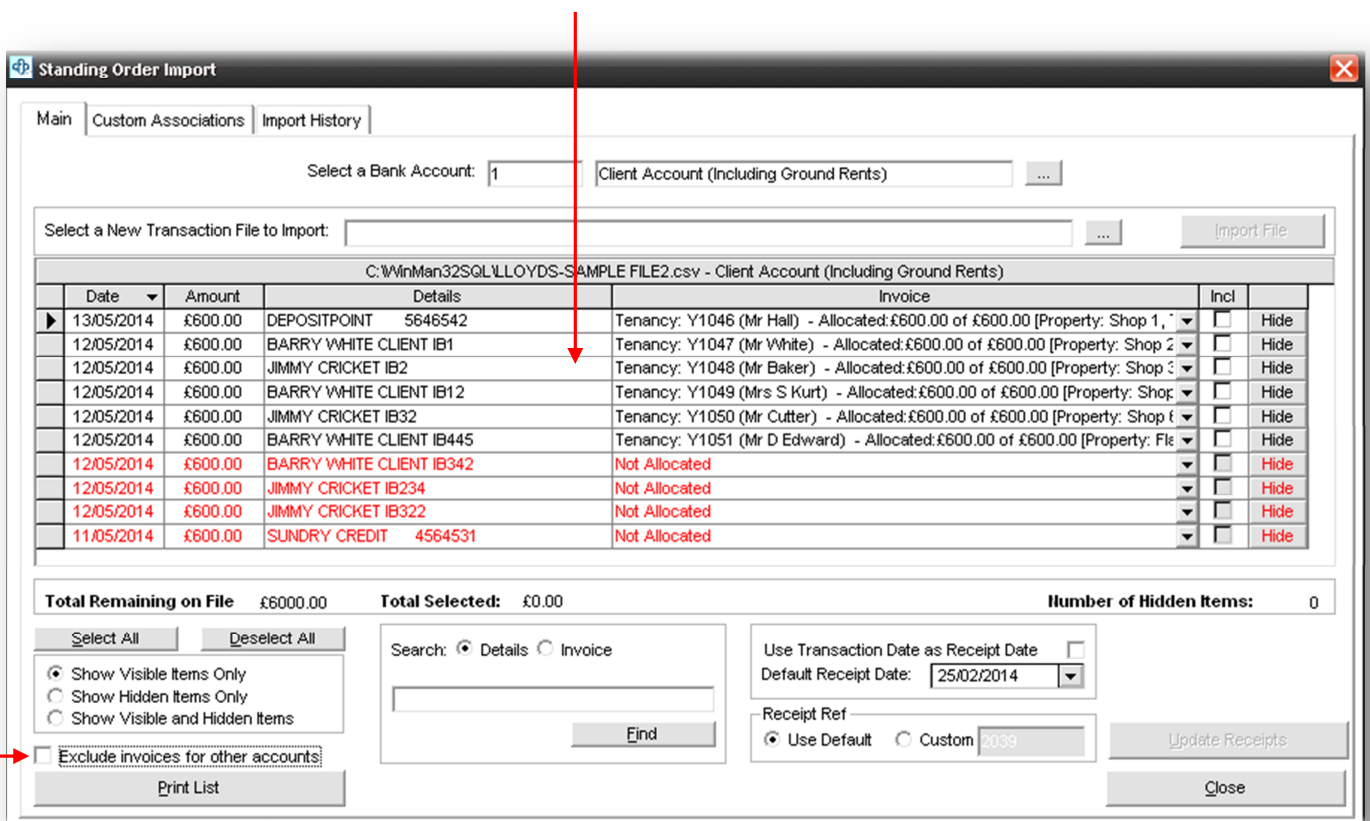
Standing Order Import

Hide 'Other Account' Invoice Associations (new in 4.4.2.4)

The **Standing Order Import** form now provides the user with the ability to hide invoice associations that relate to clients that have a different default bank account to the one that is specified on the standing order import form.

An invoice association is a link specified by the user between a particular client and a transaction contained within a standing order import file. With such associations in place the system is able to speed up the process of linking similar transactions in further import files to their intended target.

Once the **Standing Order Import** form has been loaded, the user will need to specify a bank account for the transactions to be receipted into. The ability to import a file is then provided. Once the file has been imported, if any of the transactions contained within the import file have a pre-existing association these will be displayed in black as shown below. (Below example shows six such associations)



Standing Order Import

Main Custom Associations Import History

Select a Bank Account: 1 Client Account (Including Ground Rents) ...

Select a New Transaction File to Import: ... Import File

C:\WinMan32SQL\LLOYDS-SAMPLE FILE2.csv - Client Account (Including Ground Rents)

Date	Amount	Details	Invoice	Incl	Hide
13/05/2014	£600.00	DEPOSITPOINT 5646542	Tenancy: Y1046 (Mr Hall) - Allocated:£600.00 of £600.00 [Property: Shop 1, ...]	<input type="checkbox"/>	<input type="checkbox"/>
12/05/2014	£600.00	BARRY WHITE CLIENT IB1	Tenancy: Y1047 (Mr White) - Allocated:£600.00 of £600.00 [Property: Shop 2 ...]	<input type="checkbox"/>	<input type="checkbox"/>
12/05/2014	£600.00	JIMMY CRICKET IB2	Tenancy: Y1048 (Mr Baker) - Allocated:£600.00 of £600.00 [Property: Shop 3 ...]	<input type="checkbox"/>	<input type="checkbox"/>
12/05/2014	£600.00	BARRY WHITE CLIENT IB12	Tenancy: Y1049 (Mrs S Kurt) - Allocated:£600.00 of £600.00 [Property: Shop ...]	<input type="checkbox"/>	<input type="checkbox"/>
12/05/2014	£600.00	JIMMY CRICKET IB32	Tenancy: Y1050 (Mr Cutter) - Allocated:£600.00 of £600.00 [Property: Shop ...]	<input type="checkbox"/>	<input type="checkbox"/>
12/05/2014	£600.00	BARRY WHITE CLIENT IB445	Tenancy: Y1051 (Mr D Edward) - Allocated:£600.00 of £600.00 [Property: Fl ...]	<input type="checkbox"/>	<input type="checkbox"/>
12/05/2014	£600.00	BARRY WHITE CLIENT IB342	Not Allocated	<input type="checkbox"/>	<input type="checkbox"/>
12/05/2014	£600.00	JIMMY CRICKET IB234	Not Allocated	<input type="checkbox"/>	<input type="checkbox"/>
12/05/2014	£600.00	JIMMY CRICKET IB322	Not Allocated	<input type="checkbox"/>	<input type="checkbox"/>
11/05/2014	£600.00	SUNDRY CREDIT 4564531	Not Allocated	<input type="checkbox"/>	<input type="checkbox"/>

Total Remaining on File £6000.00 Total Selected: £0.00 Number of Hidden Items: 0

Select All Deselect All

Show Visible Items Only
 Show Hidden Items Only
 Show Visible and Hidden Items

Exclude invoices for other accounts

Print List

Search: Details Invoice

Find

Use Transaction Date as Receipt Date
 Default Receipt Date: 25/02/2014

Receipt Ref
 Use Default Custom 2039

Update Receipts

Close

The ability to remove any associations linked to clients with a different Default Bank Account to the one specified at the top of the form is now available. The Exclude Invoices for other accounts checkbox is used for this purpose. Placing a tick in this box will not only remove associations linked to clients with different default bank accounts, it will also remove any entries that have yet to become associated with a client.

In the above example the top four tenancies are linked to clients who have the Client Account specified as their default bank account. So placing a tick in the Exclude Invoices for other accounts check box will hide all but four of these transactions that are on show. Once the tick is then removed all the remaining transactions and associations will re-appear irrespective of their default bank accounts.

Standing Order Import

Variable reference ID's – For existing users

NOTE: This section is only applicable to existing users of the CFPwinMan standing order module:

Introduction

A number of users of the standing order module have found that some of the description fields in the standing order Import files imported into CFPwinMan now include **Variable Transaction ID's** appended by the bank to pre-existing **S/O References**. The next section outlines changes made in CFPwinMan version 4.2.1 to cope with users who are experiencing this change.

When the process of setting up the system to use standing orders took place, each Landlord, Tenancy or Tenant using the standing order payment method was provided with a **S/O Reference**. When an import took place the system looked for a match between this **S/O Reference** and the **Description** specified alongside each transaction in the **import file**.

Before these new transaction ID's were included by the banks the system had no problem associating the transactions with the relevant clients because the descriptions mentioned in the import files remained the same for each import and so this matched the specified **S/O Reference** on the clients information form.

Where **Variable Transactions ID's** exist, the transaction references will be different for each import and so the system will no longer be able to associate the transactions with the clients. Prior to the introduction of the **Match Mode** functionality in CFPwinMan version 4.2.1 the user would have had to manually assign the monies to the relevant clients, as the automatic associations would have broken down.

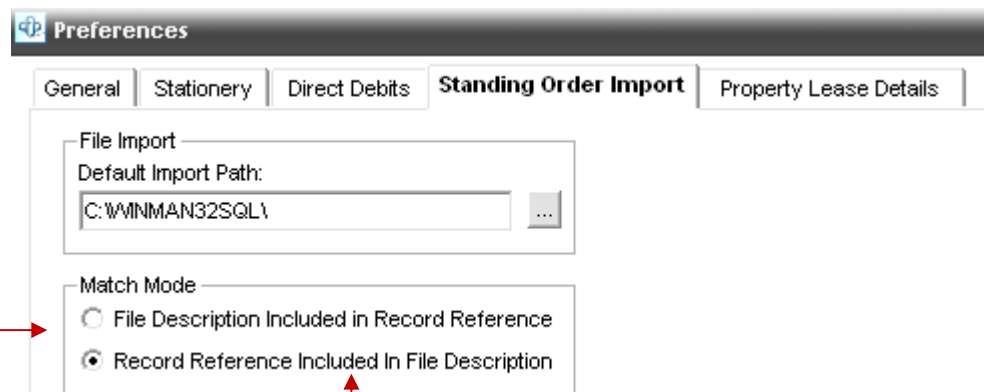
Configuring CFPwinMan to address the changes

CFPwinMan has been modified to cope with descriptions that contain **Variable Transactions ID's**, but steps need to be taken to instruct the system to behave differently in order to cope with this new way of working.

NOTE: The following changes should **only** be undertaken for customers who are experiencing an issue with un-associated standing order transactions, as a result of the introduction of Variable transaction ID's.

As the banks have decided to change the content of import files to include Variable Transaction ID's, CFPwinMan needs to be instructed of this change, the user can carry out this task by locating the **Match Mode** heading in the **User Defaults / Preferences / Standing Order Import** section.

This section relates to the strategy of how the system interprets imported files from the bank.



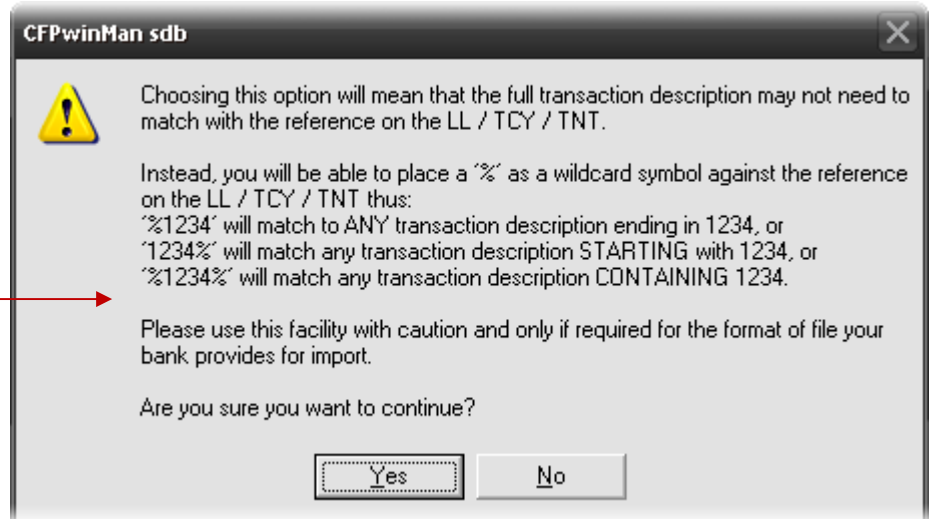
If **Variable Reference ID's** are in use, the **Record Reference Included in File Description** should be chosen.

Standing Order Import

Selecting this option will prompt a message warning the user.

Please read the message carefully as it provides an overview of the changes that are about to take place.

A more in depth description outlining these changes is provided in the next two chapters.

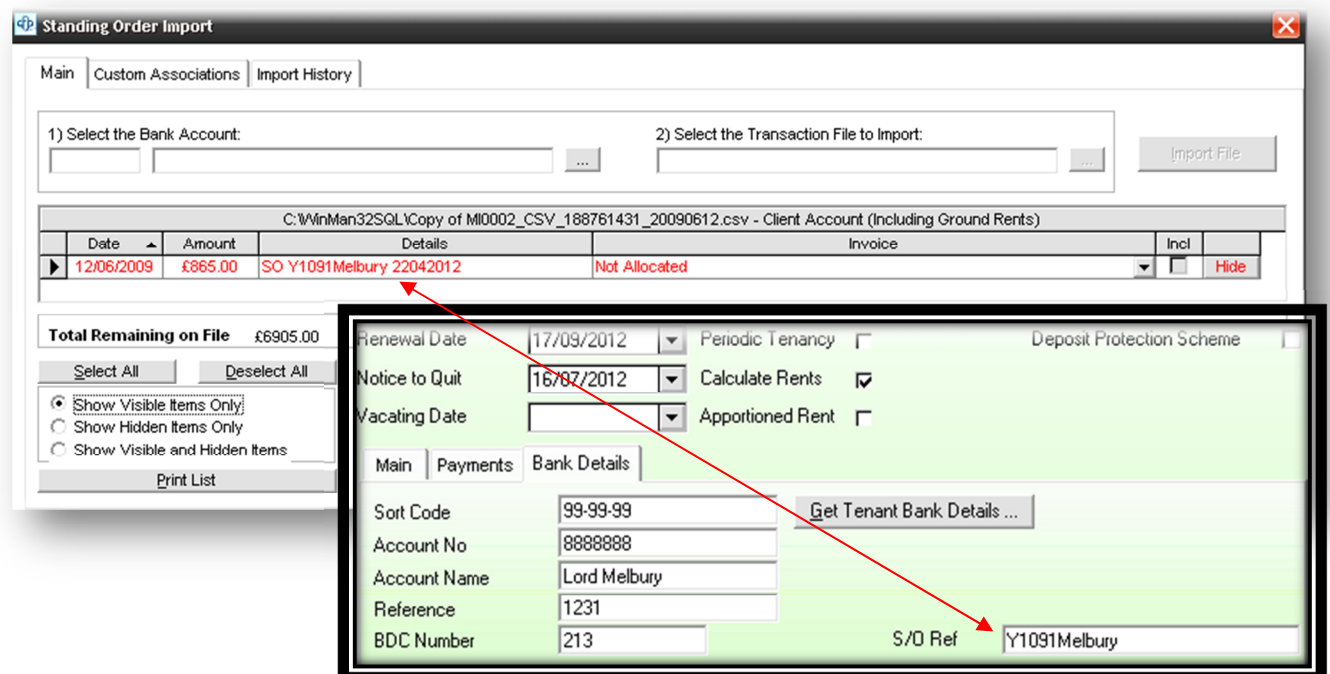


New Agreements

Any **New** standing orders that are to be configured should incorporate both **Wildcards** and **Bracketing**. The **S/O Ref (Standing Order Reference)** section of this user guide will provide guidance on how this system works. However this only caters for **New** standing order agreements. Pre-existing standing order agreements are covered in the following section.

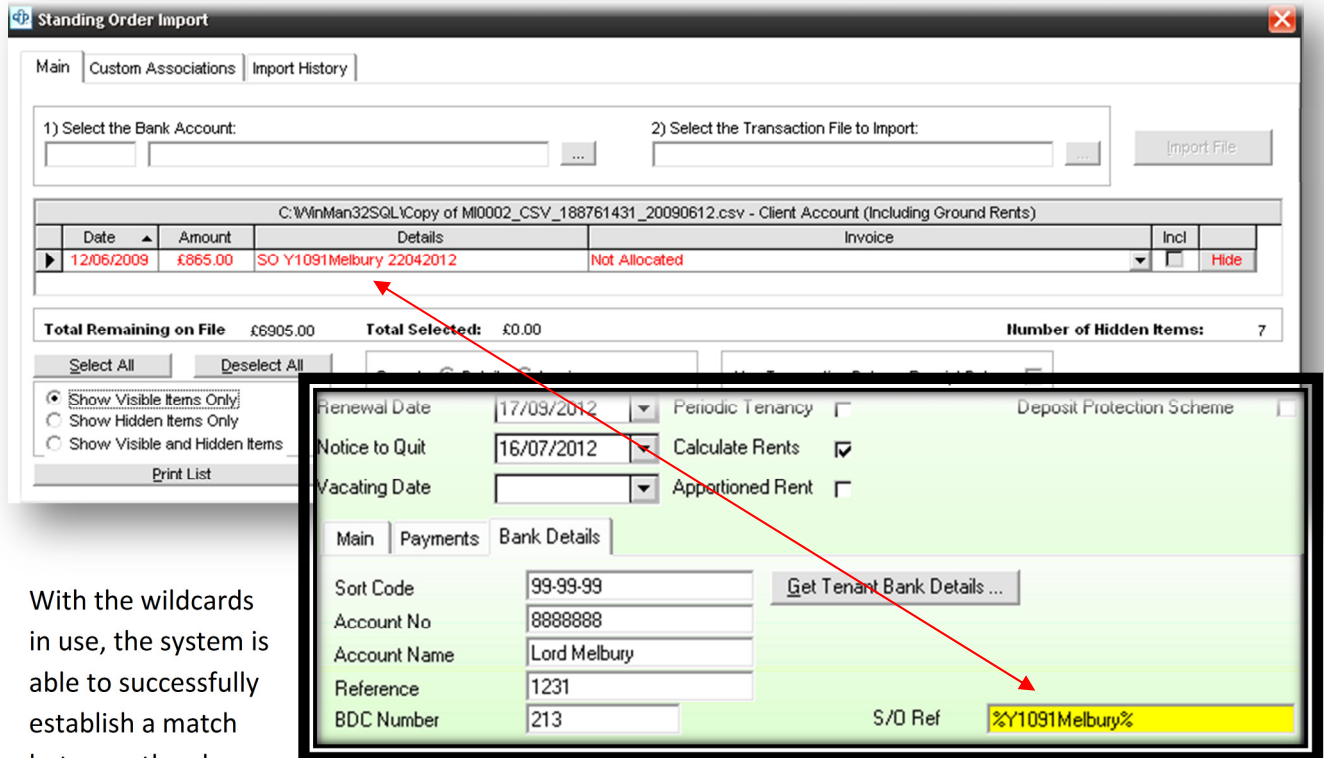
Pre-Existing Agreements

As outlined in the introduction section of this chapter, the import files containing the list of standing order transactions will no longer contain a match in the description field with the reference specified on the tenancy, tenant or landlord information forms (an example of this is shown below)



In order to address this, it is recommended that **Wildcards** are used either side of the **S/O reference** on the relevant information form, the next page shows the above example, but with wildcards implemented.

Standing Order Import



Standing Order Import

Main Custom Associations Import History

1) Select the Bank Account: [] 2) Select the Transaction File to Import: [] Import File

C:\WinMan32SQL\COPY of M10002_CSV_188761431_20090612.csv - Client Account (Including Ground Rents)

Date	Amount	Details	Invoice	Incl	
12/06/2009	£865.00	SO Y1091Melbury 22042012	Not Allocated	<input type="checkbox"/>	Hide

Total Remaining on File: £6905.00 Total Selected: £0.00 Number of Hidden Items: 7

Select All Deselect All

Show Visible Items Only
Show Hidden Items Only
Show Visible and Hidden Items

Print List

Renewal Date: 17/09/2012 Periodic Tenancy: Deposit Protection Scheme:

Notice to Quit: 16/07/2012 Calculate Rents:

Vacating Date: Appertioned Rent:

Main Payments Bank Details

Sort Code: 99-99-99 Get Tenant Bank Details ...

Account No: 8888888

Account Name: Lord Melbury

Reference: 1231

BDC Number: 213

S/O Ref: %Y1091Melbury%

With the wildcards in use, the system is able to successfully establish a match between the above transaction and the tenancy.

Wildcards

The example shown above, includes a wildcard at the start and end of the **S/O reference**. If a standing order import transaction contains the text **Y1091Melbury** either at the Start, End or in the Middle of the description, then this would be considered a successful match.

The user would then be able to create an association based on this match, confident in the knowledge that any further imports containing the **Melbury** reference are successfully processed. The association remains in place, even if the text in the description field (either side of the **Y1091Melbury** reference) changes.

If users are confident the imported files contain transaction ID's that only contain text appended to the **End** of the reference, then a wildcard can be placed at the end of the reference (instead of either side), example:

Y1091Mebury SO676723 would successfully be matched to **Y1091Melbury%**

The same would work the other way around with the wildcard at the start of the reference, example:

SO676723 Y1091Mebury would successfully be matched to **%Y1091Melbury**

NOTE: Amending the standing order references in CFPwinMan to include wildcards does not signify that the standing order agreement needs to be re-created by the client, these agreements can remain in place with the pre-existing reference that was provided when the standing order mandate was issued to the bank.

Standing Order Import

Bracketing with the { Symbol

In addition to the wildcard method we strongly recommend the use of **Bracketed** standing order references. This prevents duplicate and incorrect matches from occurring within CFPwinMan. Pre-existing agreements that are in place will contain a reference which has already been established with the bank by the client and so its a big ask to expect clients to re-issue new mandates with a new reference containing brackets.

However if duplicate matches and inaccurate matches are occurring once an import takes place it could be that re-issuing a new mandate agreement with a bracketed reference is the only sensible option available to the user. The chances are slim that transactions could experience either of these two issues, but the fact remains that both are a possibility. The following example gives the user an indication of how these scenarios could occur.

For example: A tenant S/O Reference of **T1001** is created by the agency. This is stored on the tenant information form (with wildcards) as **%T1001%**. The transactions are imported from the bank, including the above tenant transaction containing a description of **T1001 sb2100**, but also another transaction exists in the import file that is intended for a separate tenant, containing a description of **T10012 sb2102**.

When the import takes place the system will look at the description field for each transaction in the import file. With the wildcards in use, when the system encounters the descriptions **T10012 sb2012** and **T1001 sb2100** these both match the criteria specified against the **T1001** tenant. This is because the text **T1001** exists within both of these descriptions. Only the later of these transactions is intended to be matched to the tenant, but the system is unaware of this fact, therefore both transactions would become linked.

More of a concern, is that if the imported file did not contain the **T1001 sb2100** reference, then the other **T10012 sb2012** transaction could become linked to the **T1001** tenant. Clearly this is also an incorrect match.

To rectify: Set up a new reference using the TCODE encompassed with some form of bracketing. This prevents the system from incorrectly matching and also discovering duplicate matches:

So in the above example the tenancy reference becomes **{T1001}%**, this would **only** match with the intended transaction that contains **{T1001} sb2100** as its description, **{T10012} sb2012** would not be matched.

Agreeing a reference with the Client

When it comes to supplying the tenant with a merged document outlining the proposed tenant code as a standing order reference, it is important that the wildcards do not appear in the suggested reference.

In light of this fact a typical standing order mandate letter template, should look something like this:

To The Manager : _____ Bank

A - Customer's Details
 Account Name : _____ Account Number : _____
 Tel No - Work <<TYTELWK1>> Tel No - Home <<TYTELHOME>>
 Please set up the following Standing Order and debit my/our account accordingly:

B - Person/Organisation you wish to pay
 Name of Person/Organisation <<SPNAME>>
 Bank and Branch Name: National Westminster Bank
 Account Number : 86754551 Sort Code : 60 - 17 - 11

Reference to be quoted (if any) : <<TCODE>>

C - About the payment
Amount Details
 Amount of normal payment : £<<TYRENT>>
 Amount of normal payment in words : <<TYRENTWORDS>>

When Paid
 Day or Date of payments <<TYRENTDAY>> Frequency <<TYPERWORDS>>
 (e.g. Friday, 1st, 30th May) (e.g. weekly, monthly, yearly)

Notice the inclusion of braces, but absence of wildcards (%)

NOTE: Square Brackets should not be used for this purpose, we only recommend the use of braces like this { }.

Standing Order Import

Incomplete Transaction References

Some banks use a slightly different method to the norm when it comes to supplying each transaction in the import file with a reference. Only part of the supplied S/O reference is included inside the description (alongside the transaction) on the import file. If these banks continue to use this method as well as Variable transaction ID's the system could encounter some difficulties when attempting to establish a match.

For example:

The agency and tenant create a mandate agreement with a reference for the standing order of **SOT123B**.

Yet the bank for some reason, decide to only include part of this reference alongside the transaction on the import file. Example: **T123**

The bank then decides to adopt the **Variable Reference ID** method, and so the import file now contains a transaction relating to this tenant with a description of **T123 SO22042012**.

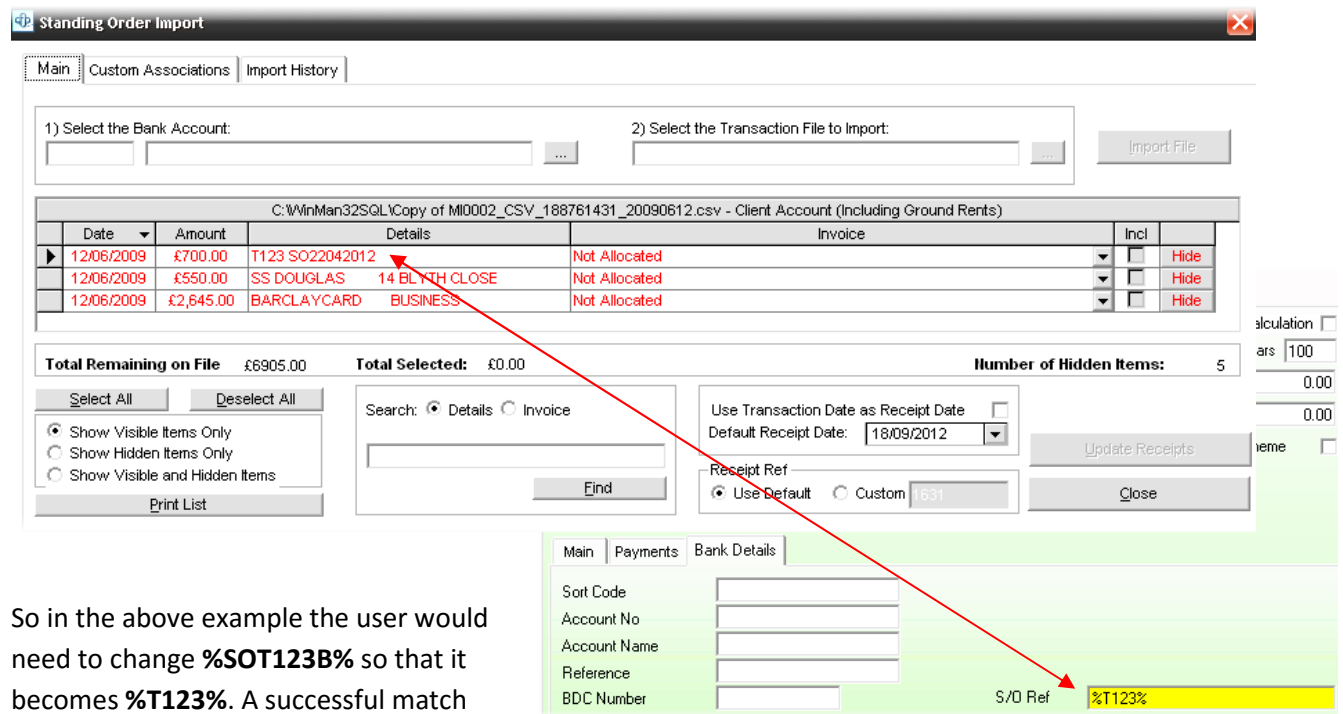
The user (being aware that variable reference IDs are now being used) changes the tenants S/O reference on the tenant form so that it reads **%SOT123B%**.

When the import process is then run, the system is unable to match **%SOT123B%** with **T123 SO22042012**.

This is because the text that is contained inside the wildcards for the tenants S/O reference **SOT123**, does not exist inside the description for the import file transaction **T123 SO22042012**.

The Solution:

Users experiencing this issue must change the clients **S/O Reference** so that it matches the static part of the relevant description that is supplied by the bank in the import file.



The screenshot shows the 'Standing Order Import' application window. At the top, there are tabs for 'Main', 'Custom Associations', and 'Import History'. Below the tabs, there are two input fields: '1) Select the Bank Account:' and '2) Select the Transaction File to Import:'. A table displays transaction data with columns: Date, Amount, Details, Invoice, and Inclusion status. A red arrow points from the 'T123 SO22042012' entry in the 'Details' column to the 'S/O Ref' field in the 'Bank Details' sub-window, which contains the value '%T123%'. Other fields in the sub-window include Sort Code, Account No, Account Name, Reference, and BDC Number.

So in the above example the user would need to change **%SOT123B%** so that it becomes **%T123%**. A successful match can then take place.

NOTE: None of the above would have been an issue if the bank had used the reference supplied to them by the tenant, but for whatever reason we find that a small number of banks use only part of this supplied reference.

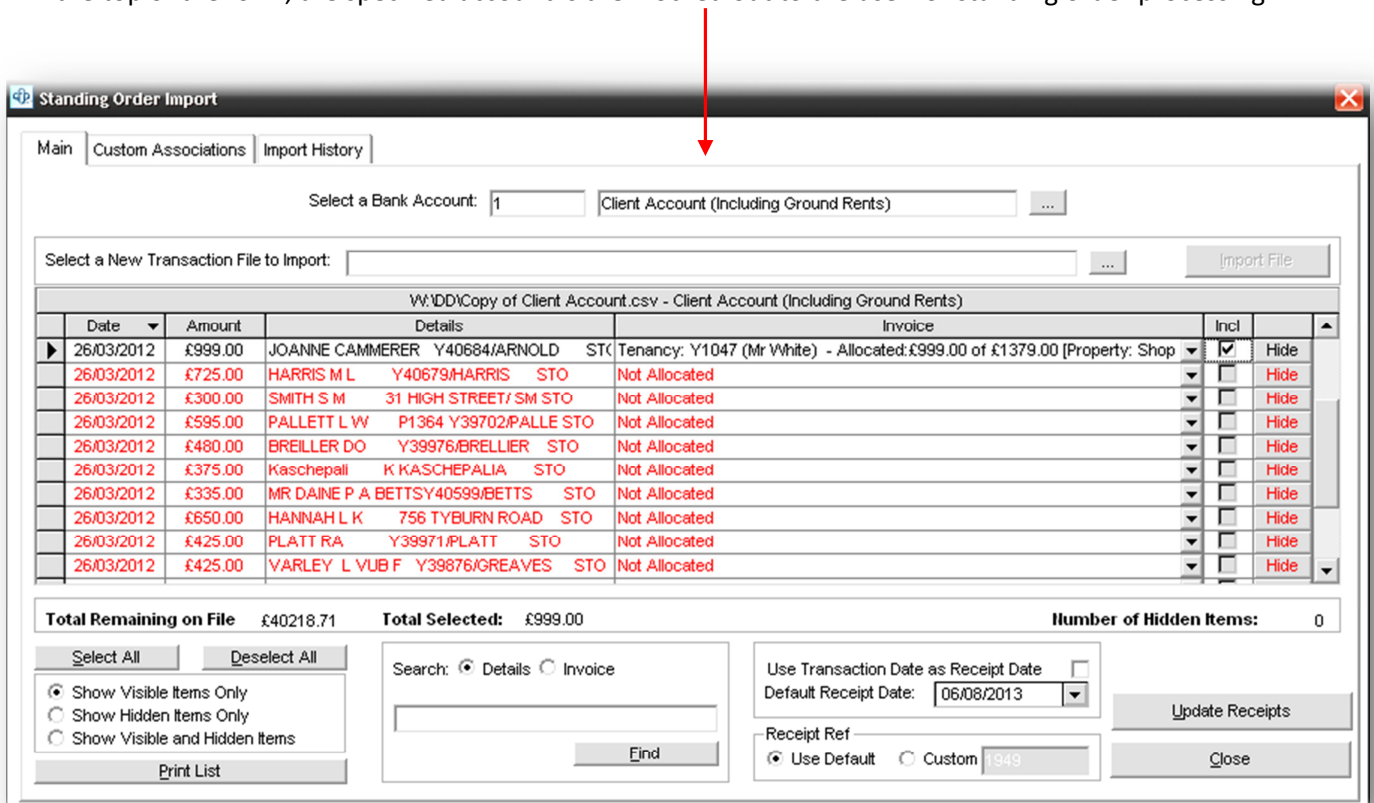
Standing Order Import

Multiple Users

Prior to version 4 of CFPwinMan only one user was permitted to access the standing order form at any one time. Multiple users can now access the standing order form. However, each bank account within the system can only be loaded on one users standing order form at any given time.

Once the standing order form has been loaded the user must select a bank account, once an account has been selected the user will then have the account (on the standing order form) locked out to themselves. This means that other users can still launch the standing order form and be able to select other accounts without issue. But they will be prevented from selecting the account which is present on the other users form.

If a user has the standing order form loaded with an account listed in the **Select a Bank Account** section at the top of the form, the specified account is then locked out to the user for standing order processing.



Standing Order Import

Main Custom Associations Import History

Select a Bank Account: 1 Client Account (Including Ground Rents) ...

Select a New Transaction File to Import: ... Import File

Date	Amount	Details	Invoice	Incl	
26/03/2012	£999.00	JOANNE CAMMERER Y40684/ARNOLD STO	Tenancy: Y1047 (Mr White) - Allocated:£999.00 of £1379.00 [Property: Shop	<input checked="" type="checkbox"/>	Hide
26/03/2012	£725.00	HARRIS M L Y40679/HARRIS STO	Not Allocated	<input type="checkbox"/>	Hide
26/03/2012	£300.00	SMITH S M 31 HIGH STREET/ SM STO	Not Allocated	<input type="checkbox"/>	Hide
26/03/2012	£595.00	PALLET L W P1364 Y39702/PALLE STO	Not Allocated	<input type="checkbox"/>	Hide
26/03/2012	£480.00	BREILLER DO Y39976/BREILLIER STO	Not Allocated	<input type="checkbox"/>	Hide
26/03/2012	£375.00	Kaschepall K KASCHEPALIA STO	Not Allocated	<input type="checkbox"/>	Hide
26/03/2012	£335.00	MR DAINE P A BETTSY40599/BETTS STO	Not Allocated	<input type="checkbox"/>	Hide
26/03/2012	£650.00	HANNAH L K 756 TYBURN ROAD STO	Not Allocated	<input type="checkbox"/>	Hide
26/03/2012	£425.00	PLATT RA Y39971/PLATT STO	Not Allocated	<input type="checkbox"/>	Hide
26/03/2012	£425.00	VARLEY L VUB F Y39876/GREAVES STO	Not Allocated	<input type="checkbox"/>	Hide

Total Remaining on File £40218.71 Total Selected: £999.00 Number of Hidden Items: 0

Select All Deselect All

Show Visible Items Only
 Show Hidden Items Only
 Show Visible and Hidden Items

Print List

Search: Details Invoice

Use Transaction Date as Receipt Date
 Default Receipt Date: 06/08/2013

Update Receipts

Receipt Ref
 Use Default Custom 1949

Close

Once a standing order file has been imported the user will be able to make changes, such as update receipts and create associations. As soon as that user closes the form any changes that have been made will be saved and the account will no longer be locked. If this (or other) users wish to reload the form to make additional changes, the same account must be selected at the top of the form whereby they will then be presented with the half processed file that was previously imported.

At any point the user will be able to select different accounts from the top of the form. If a standing order file was imported against this account in the past that still has payments which need processing, the half processed file will be presented to the user so that the remaining payments can be processed. Otherwise the user will be able to import a new file in to the system against the specified account.