

## [Veco Changes Document](#)

### **Introduction**

This document reflects all changes made to the “Veco” software and database starting from version 1.1.8.1. A list of previous changes is available upon request.

To find out which version of “Veco” you are currently running, click the “Help” menu and then choose “About Veco-onesystem”.

### **This Document Includes Details of:**

**Version Number: 1.2.2.0**

**Released on: (4<sup>th</sup> January 2010)**

## How to Install Updates

“Veco” database updates can only be installed by a Veco “Administrator”.

To install an update, follow these instructions:

Ensure you have a verified backup of your SQL Server database.

*Backups are the responsibility of your SQL Server administrator. Eurolink accepts no liability for loss of data caused by failure to create recoverable backups.*

If your SQL Server was installed by Eurolink, a backup program would have been installed to create daily backups of your data in the BACKUP folder. Check the BACKUP folder in your “Veco-onesystem” folder area to ensure backups are being made every day. Alternatively, contact Eurolink Support who will be able to check that backups are being made.

**When running in a Terminal Server configuration, ensure ALL users have logged out of Veco otherwise the new downloaded program will not be able to be installed into the live programs folder.**

From the top menu, click “Admin : Check for Updates”.

“Veco” will first carry out a full data backup to the BACKUP folder. This may take a few moments depending on the size of the database.

Any new changes to your database will be automatically installed.

New ‘veco-onesystem.exe’ and ‘setup.exe’ files will be downloaded and automatically installed as appropriate.

Installing a new ‘setup.exe’ file may require that your PC has ‘administrator’ rights. If you encounter ‘install’ errors when running ‘setup.exe’ you may need to refer to your System Administrator.

New “layouts” and “reports” may be also downloaded as appropriate.

Each user PC where the “Veco” software is installed will automatically detect a new version of the software and install it. This does not apply to terminal server users who will always be up-to-date.

After updating each PC click “Help : About” to ensure you are running “**Version Number 1.2.2.0**” and “**Database Version 1.2.2.0**”.

### Note

*Non-support customers are not entitled to software improvements, changes, and bug fixes, and will not be able to install updates using the above method.*

## Updating Property & Contact Form Layouts

From time to time the “Default” Property and Contact form layouts may change as additional fields are added. If your Veco Administrator has tailored the form layouts to allow for different departments, they will need to be re-created based on the “Default” layout, otherwise the additional fields will not appear. To do this:

1. Open any existing Contact or Property
2. Select “Default” from the department layout selection list
3. Click “Load Layout”
4. Click “Customise”
5. Make changes to the form layout as required
6. Select the relevant department from the selection list
7. Click “Save Layout”
8. Do this for other departments as required
9. Close the existing Contact or Property
10. This only needs to be completed once and not for every Contact or Property!
11. If the only change to a layout has been the addition of new fields, these can be added to the layout manually by using the layout “customisation” facility.

## Version 1.2.2.0 (4<sup>th</sup> January 2010)

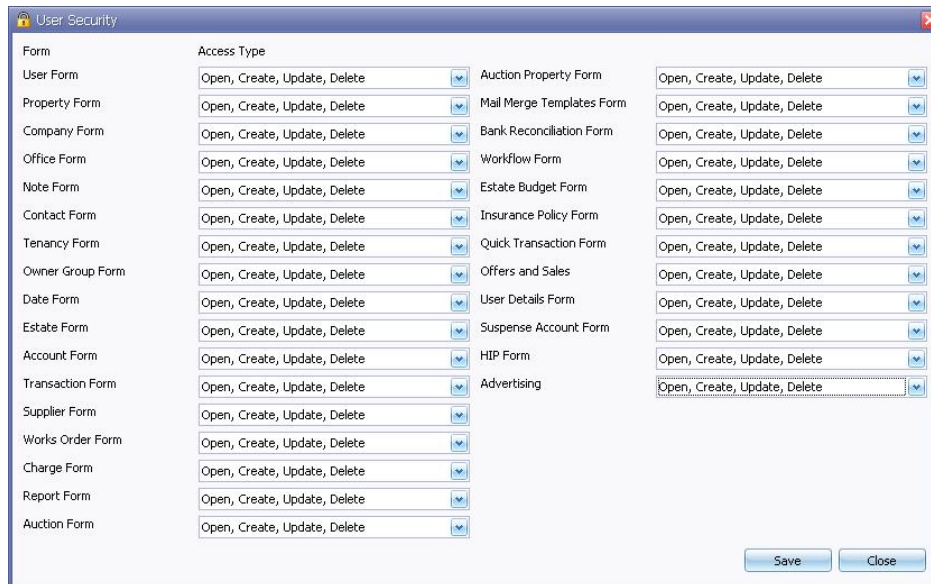
### Changes made to the Property Form

#### New Features

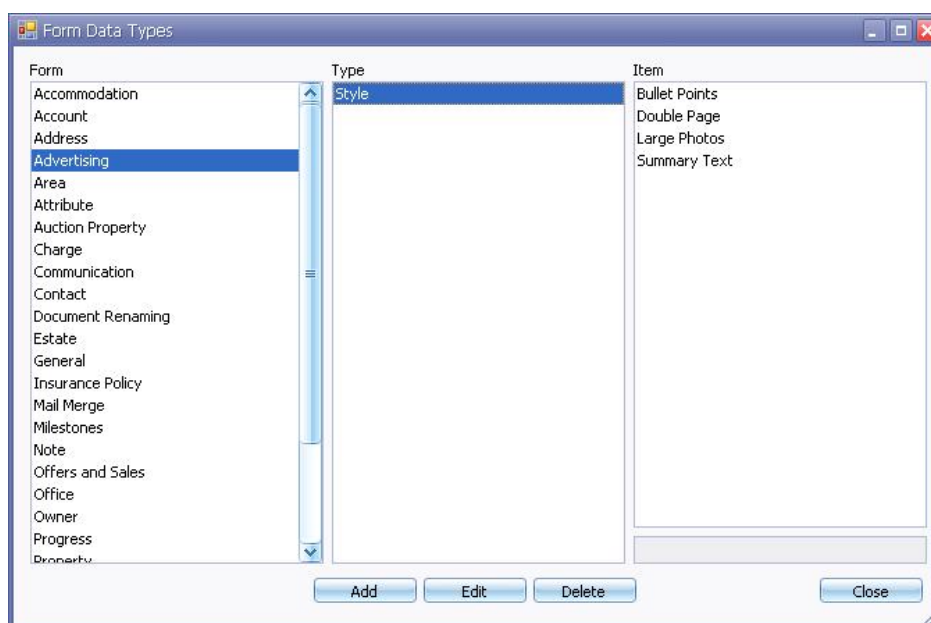
##### Advertising – Sales & Lettings

A facility has been added to allow the creation of advertising copy for local publications.

1. To enable the security access to this feature amend “User Details : Form Access” and select the “Advertising” security.



2. Enter your local newspaper details as a Supplier with the type of “Publication”.
3. The new advertising facility has the ability to create different styles of output to be sent to a local newspaper. Under “Admin : Types : Advertising” create a list of the various styles you need.



4. To create a series of adverts for a local newspaper, use the “Advertising” option from the “Marketing” tree menu.

- a) Select a “Start Date” for the first advert
- b) Choose a Publication from the list of Suppliers with a Type of “Publication”.
- c) Choose the number of adverts you wish to run, and how often.
- d) Select how many properties you will be advertising each time and the Style of the advertisements.
- e) Click “Generate List” to add the new Advertisements to the Advertising Grid.

5. To advertise certain properties in a publication double-click the Advertisement record from the grid.

Property	Current Status	Price	Last Advert	User	Added
Flat 1, 1 Jubilee Court, St Peters Road, Croydon, Surrey, CR1 3HR	Occupied but avai...	£1,149	04/12/2009	PG	03/12/2009 10:34
22 Harewood Avenue, Park Lane, Croydon, CR1 3JB	Available	£1,000	01/12/2009	PG	03/12/2009 10:34
19 George Street, South Park Hill Road, South Croydon, Surrey, CR4 7EW	Available	£675	01/12/2009	PG	03/12/2009 10:34
165 Whitehorse Lane, Addiscombe, Croydon, CR1 6RQ	Available	£725	01/12/2009	PG	03/12/2009 10:34
12 Gordon Avenue, South Croydon, Surrey, CR4 1QN	Available	£1,200	01/12/2009	PG	03/12/2009 10:34
1 Figures Lane, London, W11 1AA	Available	£1,000	01/12/2009	PG	03/12/2009 10:34
32 Cottimore Avenue, Walton-on-Thames, Surrey, KT12 2AD	Available	£1,000	01/12/2009	PG	03/12/2009 10:34
109 Banstead Road, Havelock Road, Croydon, Surrey, CR1 6QQ	Available	£675	01/12/2009	PG	03/12/2009 10:34
Flat 4, Headley Court, 76 Worple Road, London, SW19 4HY	Available	£0	01/12/2009	PG	03/12/2009 10:34
20 Bensham Lane, Croydon, Surrey, CRO 4RQ	Available	£750	01/12/2009	PG	03/12/2009 10:34

- a) Add or remove individual properties by using the “Add New” and “Remove” buttons.
- b) Use the direction buttons at the bottom of the form to change the order of the properties in the list.
- c) For new advertisements the “Status” will say “In Progress”.
- d) If you wish to cancel the advert click “Cancel”.
- e) To produce a proof report to be sent to the local newspaper use the “Actions : Reports” option, and then save the report in PDF, or HTML format. This can then be emailed to the local newspaper.

f) To prevent any changes to the property list use the “Finalise” button.

New “Advertising” data sources have been created to allow the creating of reports in the format required by your local newspapers.

Reports can be designed from the “Reports” tree menu option.

From the Property Details form a new sub-details tab has been added showing a history of when the property has been advertised. From here it is also possible to select which future advertisements the property should be advertised in.

Date	Publication	Price	Status	Style	Type
22/12/2009	News International...	£1,149	In Progress	Bullet Points	Lettings
17/12/2009	Mayhew Newsagen...	£1,149	In Progress	Summary Text	Lettings
15/12/2009	News International...	£1,149	In Progress	Bullet Points	Lettings
10/12/2009	Mayhew Newsagen...	£1,149	In Progress	Summary Text	Lettings
09/12/2009	The Financial Times...	£210,000	In Progress	Bullet Points	Sales
08/12/2009	News International...	£1,149	Cancelled	Bullet Points	Lettings
03/12/2009	Mayhew Newsagen...	£1,149	In Progress	Summary Text	Lettings
01/12/2009	News International...	£1,149	Finalised	Bullet Points	Lettings

Click “Add New” to select the future advertisements to add the property to.

Selected	Date	Publication	Style	No. Properties	str Type
<input checked="" type="checkbox"/>	23/12/2009	The Financial Times ...	Bullet Points	5	Sales
<input type="checkbox"/>	24/12/2009	Mayhew Newsagen...	Summary Text	10	Lettings
<input type="checkbox"/>	29/12/2009	News International ...	Bullet Points	10	Lettings
<input type="checkbox"/>	31/12/2009	Mayhew Newsagen...	Summary Text	10	Lettings
<input type="checkbox"/>	05/01/2010	News International ...	Bullet Points	10	Lettings
<input type="checkbox"/>	06/01/2010	The Financial Times ...	Bullet Points	5	Sales
<input type="checkbox"/>	07/01/2010	Mayhew Newsagen...	Summary Text	10	Lettings
<input type="checkbox"/>	12/01/2010	News International ...	Bullet Points	10	Lettings
<input type="checkbox"/>	14/01/2010	Mayhew Newsagen...	Summary Text	10	Lettings
<input type="checkbox"/>	19/01/2010	News International ...	Bullet Points	10	Lettings
<input type="checkbox"/>	20/01/2010	The Financial Times ...	Bullet Points	5	Sales
<input type="checkbox"/>	21/01/2010	Mayhew Newsagen...	Summary Text	10	Lettings
<input type="checkbox"/>	26/01/2010	News International ...	Bullet Points	10	Lettings
<input type="checkbox"/>	28/01/2010	Mayhew Newsagen...	Summary Text	10	Lettings

**New Simple Fees Received Grid**

A new grid has been added to show the fees received based on the ‘allocated’ amount rather than as a calculation based on the percentage. This will remove the problem of the Fees Received grid not balancing with the fees payment due to rounding errors.

## Statement Invoices Grid

A new grid has been added, after the 'Statement' tree option, to allow any scanned document attached to paid invoices to be printed. This will allow copies of invoices to be printed and posted to owners who receive a printing statement.

By default only invoices for the most recent statement printing process will be displayed, but a statement date can be selected to allow for copies of invoices from previous statements runs.

The invoices displayed will appear in the same order as the original statements.

Invoices can then be selected individually or in a batch for printing.

Double-clicking on any item in the list will display the actual scanned invoice.

Click "Process" to print to scanned invoices.

## Additional Functionality

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### Humbug Setting

If the seasonal skins (eg Xmas) are causing a nuisance they can now be globally switched off by setting a "Humbug" flag within the database. Please contact Eurolink Support if you wish this setting to be applied.

### Reversed Bank Transactions

Added a parameter to allow a suffix (eg "-REV") to be added to the banking reference of any reversed bank transactions to make it easier to show reversals on the bank reconciliation. This is limited to a maximum of 5 characters.

## New Fields / Database Changes

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No major changes

## Grid Changes

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### Estate Works Orders

Added right-click feature to Hide/Show the works order instructions

### Unknown Receipts

The ability to move a receipt (CBR) from the Unknown Receipts Suspense Account has been enhanced by now allowing the CBR to be moved to a different Owner Group or Property. A CBP is created to cancel the CBR and then a new CBR transaction is created for the chosen Owner Group.

### Live Transactions

Added the "Deleted?" and "Deleted Date/Time" fields

### Initial Monies

Added a column to indicate if a Scheduled Charge for fees has been added to a tenancy. This will act as a check to ensure fees are not missed on new tenancies.

### Auto-Allocate (SLP)

Added a progress bar to show that something is processing.

## **Fees Pending**

Added a progress bar to show that something is processing.

## **General Contacts**

Added a field for the general contact "Type".

## **Improvements / Bug Fixes**

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### **Recent Notes**

Corrected an error that occurred when using the option to create a Works Order from a note, when added from the Recent Notes grid option.

### **End of Month Fees Pending Grid**

Ensure any filter is removed before processing the fees to ensure fees transactions are not missed.

### **End of Month Tax Pending Grid**

Ensure any filter is removed before processing the tax to ensure tax transactions are not missed.

### **End of Month Statements Grid**

Ensure any filter is removed before processing the statements to ensure all owner groups are included in the processing, even if a statement is not produced.

### **Quarterly Tax Return**

Ensure any filter is removed before processing the tax return to ensure tax transactions are not missed.

### **Bank Reconciliation**

The bank reconciliation process has been speeded up. Ticked items are now totalled at the top of the form under "Total Receipts Ticked" and "Total Payments Ticked", whereas the totals at the bottom of the grid only show the totals (ticked and unticked) of the items included in the grid. This makes it easier to reconcile whole batches – eg for groups of standing orders.

### **Marketing Summary Descriptions**

Because some websites (eg Rightmove) limit the amount of text that will appear in a 'Summary' description, these descriptions now include a counter to show how much text has been entered. Rightmove, for example, limit this text to 300 characters.

### **Accounts Processes**

When an accounts process is being actioned the "Process is locked by" message now shows the user name rather than just the login ID.

### **Suspense Accounts Grid**

Corrected an issue with the Balance Summary Statement where the debit/credit amounts were not filtering correctly when using the filter bar.

### **Posting Invoice Transactions**

When using the "Save and New" button the supplier is retained from the previous transaction, and the Works Order drop-down is refreshed after entering the new property.



### **Accounts Summary Tab**

A "Refresh" button has been added to the Accounts Summary tab to allow the balances to be updated should amendments/allocations be made to the transactions from the statement grid.

Also, a "Refresh" button has been added to the statement page of any selected Accounts Summary balance.

### **BACS/Cheque Processing**

Corrected a problem where a cheque number could be missed if a balance was zero or negative.

### **Payments (PLP)**

Ensure the PLP transaction takes the same office reference as the PLI.

### **Tax Refunds (CBR)**

A tax refund posted as a CBR with the TAX nominal is now correctly linked to the HMRC supplier. A banking reference does not need to be entered allowing for the refund to be deducted from any future payments to HMRC. Until the refunds are processed as part of a large payment to HMRC they will be shown in BAC/Cheques as a negative balance but not processed as a payment.

### **Document Finder (Transactions)**

When looking up an invoice transaction (PLI) the "Actions : Document Finder" option will now allow the transaction reference to be searched. This is to allow for easier emailing of invoices attached via the "Document Renaming" facility.

### **Suitable Applicant Matching**

Corrected a bug where emails sent via SMTP were not being BCC'd to the user who sent to email.

### **Suspense Account Transactions**

It is now possible to reverse entries to a nominated suspense even outside the accounting period of the original transaction. The reversing transaction will be dated within the current accounting period, not the period of the original transaction.

### **PDF Document Converter**

The PDF document converter used when emailing Word documents will now work with Office 2007 DOCX files.

### **User – User Details**

Signature Image browse button is now enabled.

### **Property Photos**

Corrected an issue where the "Save" button had to be clicked after adding photos but before moving to a different tab on the property, otherwise the photos would not be saved.

### **Mail Merge Templates**

Corrected an issue where sometimes the mail merge fields were not being filling in when using clauses, prompts, and tenancy agreements.

### **Works Orders**

The "User Dealing with Job" drop-down list now includes Lettings personnel as well as Management.

### **Scheduled Charges**

A field has been added to specifically allow the scheduled date periods to start on 28<sup>th</sup>, 30<sup>th</sup>, or 31<sup>st</sup> of the month, rather than just based on the tenancy start date. If this field is not completed the date periods are based on the nominated "Start Date", or the tenancy "Occupied Date" when determining if the periods should start at the end of a month.

### **Statements – Deferred Printing**

Added a parameter to allow the batch PDF created by the "Deferred Printing" process to be split into separate PDF files and attached to the individual owner notes.

### **Statements – Period End Routine**

Add a check to ensure items are not duplicated on the statements, which could occur if a statement routine had been restarted.

The process of updating the Owner Group "Last/Next Statement" periods at the very end of the Period End Routine has been re-written to improve performance by reducing the number of update commands sent to the SQL Server.

### **Estate Properties – Copy**

The procedure for creating copies of Estate properties has been improved to allow for odd/even property addresses.

### **Estate Purchase Ledger (PLI/PLN) Transactions**

The nominal account selected when entering a transaction must now be present in the Estate Budget to ensure only correct nominals are used.

### **Report Data Source Changes**

Initial Landlord Charges – Added Company Name  
Initial Tenancy Charges – Added Company Name  
Works Orders – Added Key Reference  
Lettings Brochure – Added Office Address and Office Address Line  
Lettings Window Card - Added Office Address and Office Address Line

### **VAT Update**

Updating the standard rate of VAT will now also update the Transaction Templates and Initial Charges Templates.

### Version 1.2.1.3

#### Bank Reconciliation

The totals at the bottom of the grid are now based on all items showing regardless of reconciliation status. This makes it possible to see the total of a filtered batch before reconciling the items.

New totals have been added at the top of the screen showing "Total Receipts Ticked" and "Total Payments Ticked". These are updated as items are reconciled.

Items imported from a bank statement now only match against the items showing up to the selected date. Standing Order receipts are matched on the basis of date, standing order reference, and amount. Cheques are match on cheque number and amount.

### Version 1.2.1.2

#### Standing Order Import

Amended routine to allow for non-standard output from HSBC, where bank account number and sort code appear as a single field. To allow for this, in Parameters, the account number and sort code should be set as having the same column position in the import file.

### Version 1.2.1.1

#### Emailed Statements

Corrected a bug that did not clear the temporary records used on emailed statements if the statement routine was restarted. This caused the statement items to appear twice on emailed statements.

## Version 1.2.1.0 (1<sup>st</sup> December 2009)

### New Features

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#### User-Defined Mail Merge Data Sources

In the future you may have the need for additional fields in mail merge data sources, in order to produce letters from a grid / record that does not natively have access to that data.

For example, you may need to include certain property fields (eg EPC date) in letters to tenants, but the EPC date is not normally included in any tenant-based data source.

To provide a more flexible approach to the mail merge data sources we have provided the facility to create brand new data sources, or use an existing data source as a template to add extra fields. These "User-Defined Data Sources" can then be used when designing mail merge templates.

### Additional Functionality

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#### CBR Transactions

Any CBR transactions manually posted to the "Unknown Receipts" suspense account will now show on the 'Unknown Receipts' grid.

#### Property Shortcuts

Added ALT+T and ALT+E shortcuts to access the current tenancy and estate.

#### Period End Routine

We have removed the need for draft transactions to be cleared down prior to running the Period End Routine. Instead, any draft transactions that have not been dealt with will be automatically moved forward to the next period. Each draft transaction will become dated the first date of the new period.

#### Department Naming

Some drop-down name lists (eg Negotiator, Property Manager) are normally generated on the basis of a user being a member of either the 'Lettings', 'Management', or 'General' departments. To allow more flexible naming of the departments the user now only has to be a member of a department with 'Lettings' or 'Management' somewhere in the title. This allows for 'Lettings Negotiator', 'Lettings Administrator', or 'Management Coordinator' to be used, for example.

### New Fields / Database Changes

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None

### Grid Changes

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#### Import Receipts

Added totals to the Matching and Un-matching grids to make it easier to reconcile back to the imported source file.

#### Draft Transactions

Added use of the 'Filter Bar'

#### Notes

The name of the user is now shown in full rather than just the user initials.

### **Property Grids**

Added 'Owner Group' column

### **Properties/Units – Tenancies**

This grid has been re-designated for use by property management departments and will now show a choice of 'Lettings Offices' rather than 'Regional Offices'.

## **Improvements / Bug Fixes**

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### **Mail Merge**

Made improvements to the speed of mail merging.

Added additional fields for Office Email Address and Office Fax Number.

Installed a check to ensure that the results of a mail merge have actually been closed on the disk before trying to open/print it. This should correct the Error 57 that occurs occasionally.

### **Accounts Postings – Draft Transactions**

Corrected a security issue that allowed "Draft Only" users access to the "Move to Suspense".

For imported receipts, the Office reference can now be changed without having to complete the tenancy.

### **Posting Invoice Transactions**

It is now possible to search for suppliers by using either the name or supplier address.

When using the 'Save and New' button the previous supplier is carried through to the new transaction.

### **Contact Layout**

Corrected a problem where the 'Suitable Properties' button wasn't showing in certain circumstances.

### **Views**

Views are now available from main tree nodes even if the user does not have access to the sub-nodes.

### **Works Order Data Source**

Added fields for User Office Brand, User Office Address, User Telephone number, User Email, and Date Created.

### **Statement Mail Merging**

Emailed statements can now be processed as a batch to improve speed. A parameter has been added to allow this facility, which will require changes to the statement report layout.

### **Notes Form**

Using the 'Close' option and form 'Close' button will now prompt to save the notes if appropriate.

### **Unknown Receipts Grid**

Any CBR transaction posted (automatically or manually) to the 'Unknwon Receipts' suspense account will be saved against the 'Owner' department. When using the facility to move the CBR out of the suspense account and post against the correct tenancy, an option is now given of splitting the receipt into the 'Owner' and 'Tenancy' departments. This will allow combined rent and deposits to be split without having to process as manual SLPs.

### **Bank Reconciliation**

Corrected a problem with splitting batches across dates when a Statement Date is entered.

Reversed transactions are now shown.

### **Show All Offices**

Added a tick box to User Details to allow a user to see property and tenancy details from all offices, not just for offices in the same region or management centre as the User.

### **Owner Group Percentages**

Corrected a problem with not being able to enter a 0% without setting the value to something else first.

### **Estate Details**

Corrected a problem with not being able to save a new Estate when key dates had been entered.

### **Property - Marketing Lettings Details**

The 'Current Status' can now be amended by non-Manager users.

### **Property - Marketing Sales Details**

The 'Sales Status' can now be amended by non-Manager users.

### **Adding/Viewing Notes**

The date/time and the name of the user are now shown on the Notes form.

### **Tenancy Details**

Ensure the Deposit Account is set to the default bank account if it hasn't been specifically set.

Corrected Error 13 that sometimes showed when trying to log date changes.

The restriction on changing the Deal Status has been relaxed. Anyone can now change the deal status apart from 'Active' and 'Archived' which can only be selected or changed by a user designated as a 'Manager'.

When making the tenancy 'Active' the 'Enforce Initial Charges' parameter is now more firmly controlled to ensure a tenancy cannot become active if no initial charges have been entered.

### **Initial Monies Grid**

Added a 'Refresh' button

### **Transaction Allocations**

Allow for 1000 possible transactions to allocate against instead of the 100 as this caused a problem when allocating against a large number of unallocated transactions for the same tenancy.

### **Works Orders**

Corrected an error when trying to set a Completed Date on a Works Order that hadn't yet been saved.

Corrected problem where contacts for archived tenancies or owner groups were not showing.

### **Import Receipts**

A progress bar is now shown to indicate the importing of standing orders.

### **Balance Summary Grid**

Corrected a problem where it was not possible to search for a whole value ending .00

### **Sending Emails**

Corrected a problem where BCC copies of any original email sent via the SMTP feature were not being sent correctly.

### **Tenancy Agreed Fees**

It is not now possible to enter the Agreed Fees tab on a tenancy if no rent value has been entered. Otherwise, an 'infinity' overflow is encountered when the system tries to calculate the percentage fee from a total amount.

### **Schedule of Works (SOR) Interface**

Now imports the 'Comments' field and shows this on the SOR details of the Works Order screen.

### **Portal Uploads**

Added full address details to uploaded property details.

### **Adding Contacts to Tenancies and owner Groups**

Corrected a problem where a contact could not be added to a new tenancy or owner group if the company name contained round brackets.

### **Tax Refund Transactions**

When posting a cash book receipt transaction (CBR) it is now possible to select the TAX nominal (as defined in parameters). This will allow a 'tax refund' to be applied to the Owner Group account, which will then be paid to the owner on the next owner payment run. Transactions with the TAX nominal will appear on the CNR tax report.

### **Cheque Printing**

Corrected a problem where a supplier remittance spanning more than one cheque was causing subsequent cheques to be numbered incorrectly. A new parameter 'Remittance Transaction Limit' on the "Parameters : Reports" tab allows for a limit to be put on the number of items appearing on each remittance page.

On the BACS/Cheques routine the number of items in each batch is now displayed.

### **Invoice (PLI) Status**

Corrected a problem where the transaction status of a PLI transaction – 'Pay In Full', 'Allow Part Payment', and 'On Hold' - was always showing on the transaction form as 'Pay In Full' even though the correct status was actually stored and processed correctly.

### **Version 1.2.0.3**

#### **Contact and Property Forms**

Install fix to circumvent Error 5 and Error 91 caused by problem with forms in memory becoming 'disposed'.

#### **Mail Merge**

Corrected problem sometimes causing an Error 57 when saving/printing a document.

### **Version 1.2.0.2**

#### **Contact Details**

Install fix to correct problem with data filling form when changing tabs.

### **Version 1.2.0.1**

#### **Contact Details**

Install fix to correct problem with data filling form when changing tabs.



## Version 1.2.0.0 (Released 2<sup>nd</sup> November 2009)

### New Features

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#### Properties/Units

A facility has been added to copy an existing property into a number of new properties where the original property is part of an Estate. To use this facility:

1. Enter/call up the first unit of an estate (eg flat 1)
2. Select "Action : Copy Property"
3. You will be prompted to enter a unit prefix (eg "Flat"), the first and last unit number. This will indicate how many copies of the original property to make and how to name the address
4. Click "Ok"
5. The basic details of the original property will be duplicated a number of times
6. You may need to call up each individual unit to confirm the correct address and complete any missing details

#### Shuffle Photos

Added a new "Action" to allow an office manager, or designated administrator, to "rotate" the categorisation of photos. Where a property has a number of photographs categorised 1, 2, 3, etc, the first photo (the main photo) will be categorised as the last photo in the list. The second photo will become the first main photo, and all subsequent photos will move up in order.

#### Import TDS References

On the "Tenancy – Deposit Protection Details" tab there is a field called TDS Reference which allows the unique TDS reference to be entered. To avoid having to manually enter this reference each time, a new facility has been added to allow any existing tenancy TDS references to be downloaded from the TDS website and automatically updated in the relevant tenancy details.

1. Log on to the TDS website
2. Click "Export Functions" on the top menu
3. Click the option to export "Your Tenancies" (ignore the other options)
4. Choose "Save" when prompted and save the file in CSV format to a suitable folder on your PC
5. Logout from the TDS website
6. In Veco, click "Admin : Processes : TDS Import File"
7. Select the folder and open the CSV file
8. The file will be processed and the Tenancy TDS references updated

#### Mass SMS

We have bowed to popular opinion that there should be a facility to send bulk text messages. This facility is available from any of the 'contact' type grids by choosing "Actions : Mass SMS" from the top menu.

The ability to send SMS messages has been limited to only certain users who have been given the ability to "Run Mass SMS". Also, a message will only be sent to those contacts who have a mobile phone number defined in their communications and where the "Allow SMS" box has been ticked.

## Database Reindexing

Occasionally it is necessary to perform some “housekeeping” tasks on the SQL Server database to keep things running smoothly and as fast as possible. The reindex facility under “Admin : Processes : Reindex Veco Database” can be used at any time, when performance seems sluggish, to optimise the database.

## Fees Invoiced Grid

Added a new grid to show the value of fees invoiced in a chosen accounting period.

## Diary Updating (Key Events)

Added the facility to update a key diary appointment (eg Gas Expiry Date) by using a right-click option from the Diary Dates grid. When a key appointment is right-clicked, the option is given of entering a new date for that event, together with a “Feedback” note for the existing event. When a new date is entered the existing appointment is marked as “Completed” and a new appointment is created. The main details (ie the property) is updated with the new date.

This facility is activated on a User-by-User basis – tick “New Key Dates?”.

## “Locator Plus” Interface

Veco now has an interface with the “Locator Plus” software which is used to diagnose repairs in order to simplify the production of a Works Order. This software contains the NHF (National Housing Federation) Schedule of Rates (SOR) used by local authorities and social landlords.

From within a Works Order, use the “Actions” menu (or ALT+L) to launch Locator Plus (if installed). Once the problem has been diagnosed, the resulting SOR table can be attached to the Works Order by using the “Actions” menu option (ALT+I). The SOR will be shown in a sub-details tab and the total cost of the repair will be automatically inserted into the “Estimated Cost” field.

The SOR can be included within the Works Order job sheet if required.

A new field on the Supplier details allows the estimated cost to be adjusted (increased or decreased) by a percentage as determined by the arrangements made with each supplier.

## Individual Calendar

When showing the main Calendar in “Day View” it is now possible to show separate calendars for each user side-by-side rather than show all user appointments on the same calendar view. Changing the filter settings will automatically restrict the calendar to just show the relevant users. Where there are a number of users to display, the individual calendars can be scrolled left and right using the scrollbar.

To enable this feature ensure these parameters as set:

“Admin : Parameters : Calendar & Services” – tick “Day View by User?”, and select a “Calendar View” of “Day View”.

In the individual user details - tick “Default Calendar to User?”

In the main calendar select a Regional Office or Job Role and the calendar will only display the relevant users’ calendars. Normally 3 users will be displayed, but it is possible to scroll through the users using the bottom scrollbar, or use the +/- buttons to add or remove extra users.

## Outlook Synchronization

We have added a new function to allow Veco appointments to be synchronized with a personal Microsoft Outlook calendar.

A “User Details” option has been added to allow this facility for individual Veco users. When ticked, an “Outlook Synchronization” option will appear on the “User” options of the top menu. This function

can only be used when looking at your own individual Veco calendar. To do this, ensure you select your own name on the “Calendar – User” drop-down. When you then click the menu option “User : Outlook Synchronization” you will be prompted to choose which Outlook calendar you wish to synchronize with.

It is only possible to send your own new or amended Veco appointments to a personal Outlook calendar. Ultimately, this will be for the purpose of uploading appointments to a Blackberry, iPhone, or other mobile device. It is not possible to integrate the Veco calendar with a public Exchange calendar.

Any new appointments entered directly into Outlook will not be uploaded into Veco. Also, it is not possible to make changes to the Outlook appointments which originated in Veco.

## **Additional Functionality**

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### **Transaction Templates / Tenancy Quick Monies**

Added an option to post a combination of SLN and SLR (sales ledger credit note and refund) transactions

### **Mail Merge**

Added property key dates to the Property and Owner data source.

Added Owner account details (Name, Account Number, and Sort Code) to tenancy data sources.

### **“PortalPal” Properties Grid**

Added a new grid under “Marketing” to allow the viewing of properties that have been uploaded to the “PortalPal” service, from which websites are updated. This grid will allow you to check the status of properties on websites.

### **Calendar Appointments**

It is now possible to right-click on an appointment and use the “Show Time As” feature to set the appointment to a status of either: Free, Tentative, Busy, Out of Office. The calendar will display appointments with different markings on the left-hand edge.

Also, added a parameter to allow completed appointments to be shown if they were complete within the past x number of weeks.

### **Note Follow-Up Appointment**

The first 200 characters of the note will now appear as part of the appointment description.

## **New Fields / Database Changes**

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### **Tenancy/Deal Details**

Add a field for “Sub Status” to allow more accurate tracking of deal progress. Sub Status types can be defined in “Admin : Types”.

### **Property/Estate Keys**

On the Property/Estate “Security” details it is now possible to set a set of keys as the “Default”. The default key reference is also shown on the “Keys Held” grid.

## Grid Changes

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### Available Properties

A right-click option has been added showing a “Communications” window containing the owner phone numbers and email addresses.

### Works Orders

A right-click option has been added to allow “Recent Notes” to be shown without opening the full Works Order. Also, we have included a right-click option to add a “New Note” to a Works Order.

### Contacts

Added fields to show if the contact has a mobile number and if “Allow SMS” has been ticked

### Tenancies/Deals

Added “Sub Status” field, and property “Vacant” field.

### Tenancy Balances

Added fields for: Move Out Date, Periodic, Property Managing Office, and Property Service.

### Raise Charges (SLI)

Added the “Frequency” field. Also, any non-standard frequencies (ie from a legacy system) will be ignored.

### Lettings Properties

Added “Furnished” field

### Diary Dates

The feedback notes will now only show the top 5 lines

### Accounts – Tenancy Payments

Tenants are not now shown if the tenant is marked as “On Hold”.

## Improvements / Bug Fixes

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### Appointments

When selecting a user name on the Appointments entry screen the job role of the user is now also shown alongside the user name.

### Period End Routine

It is now possible to access the “Account Summary” facilities while the end of period statements are being processed at the end of the Period End Routine. The break down of balances can also be viewed, but it is not possible to access individual transactions.

### Archiving Users

When a user is archived the new user selected will now take over completely from the old user. This includes non-completed appointments and the “responsibility of” on on-archived details.

### **Changing User Office**

When the user's office changes, a prompt will be shown giving the option of moving the user's responsibilities to a new user.

### **Frequencies**

Because Veco carries out certain calculations using the "Frequency" field, it is now not possible to add a new frequency type. The existing frequency types (eg Weekly, Monthly, etc) cannot be changed or deleted.

### **Estate Details**

Corrected a problem where the "Important Notes" were not being saved.

### **Mail Merge / Letter Templates**

A check is now made to ensure the actual Word DOC exists.

### **Tenancy/Deals – Initial Charges**

Corrected a rounding error with the VAT total

### **Suitable Applicant Match**

It is now possible to add attachments to the email sent to the applicants.

### **Suitable Property Match**

Corrected a problem where the budget was not matching corrected if the rent period was set to "Per Week".

### **Tenancy/Deals**

When adding a new deal the tenancy status is not allowed to be changed until the deal has been saved. This gets around a problem where the status could be set to "Active" even though the details had not been entered.

### **Document Renaming**

Corrected a problem with processing documents if the start folder was just set to a drive letter rather than a full folder path.

When selecting an invoice it is now possible to search by property as well as supplier and invoice number.

### **Grid Printing**

Layouts should now default to paper size A4 rather than Letter.

### **Quick Monies – Net/VAT Popup**

This now closes automatically when you click "Process".

### **BACS/Cheques Data Source**

Corrected a problem with editing reports using this data source, which was due to a full stop in the Bank Account No field. Any reports that use this field may need to be updated.

### **Works Order Data Source**

Corrected a problem with editing reports using this data source, which was due to a full stop in the Pick Up Keys From field. Any reports that use this field may need to be updated.

### **Contact Important Notes**

Corrected a problem where the important notes were not being blanked out after using the "Save & New" command.

### **Adding Owner Group**

When an Owner Group is added the "Landlord" category is now automatically ticked if you are not licensed for the Sales and Estate systems.

### **Scheduled Charges (PLI)**

The "Relates To" section now auto closes corrected as determined by the "Don't Auto Close" parameter.

### **Tenancy Agreement Clauses**

Added options for two new "Property Service" clauses.

## **Version 1.1.9.4**

### **Document Renaming**

Found a bug on some systems where PDF files not being released during processing

## **Version 1.1.9.3**

### **Bank Reconciliation**

Corrected problem with reconciled balances not being refreshed.

### **Mail Merge Templates**

Corrected a bug when trying to create or open a mail merge template using the "Tenants and Related Contacts" data source.

## **Version 1.1.9.2**

### **Payments (PLP)**

Correct a problem where tenancy transactions were treated as 'Non Active'.

### **Bank Reconciliation**

Increased time allowed to process grid to prevent 'timeout' errors.

Corrected a bug when showing batches if some transactions in the batch were reconciled.

**Version 1.1.9.0 (Released on 30<sup>th</sup> September 2009)**

**New Features**

**Document Renaming**

A new “Action” has been included to allow documents which have been created manually, or scanned and stored in a particular folder, to be copied to the standard Veco documents folder and renamed.

Each document in the selected source folder can be previewed; assigned to the relevant contact or property, etc; and then automatically saved to the Veco document folder. A note can also be added at the same time.

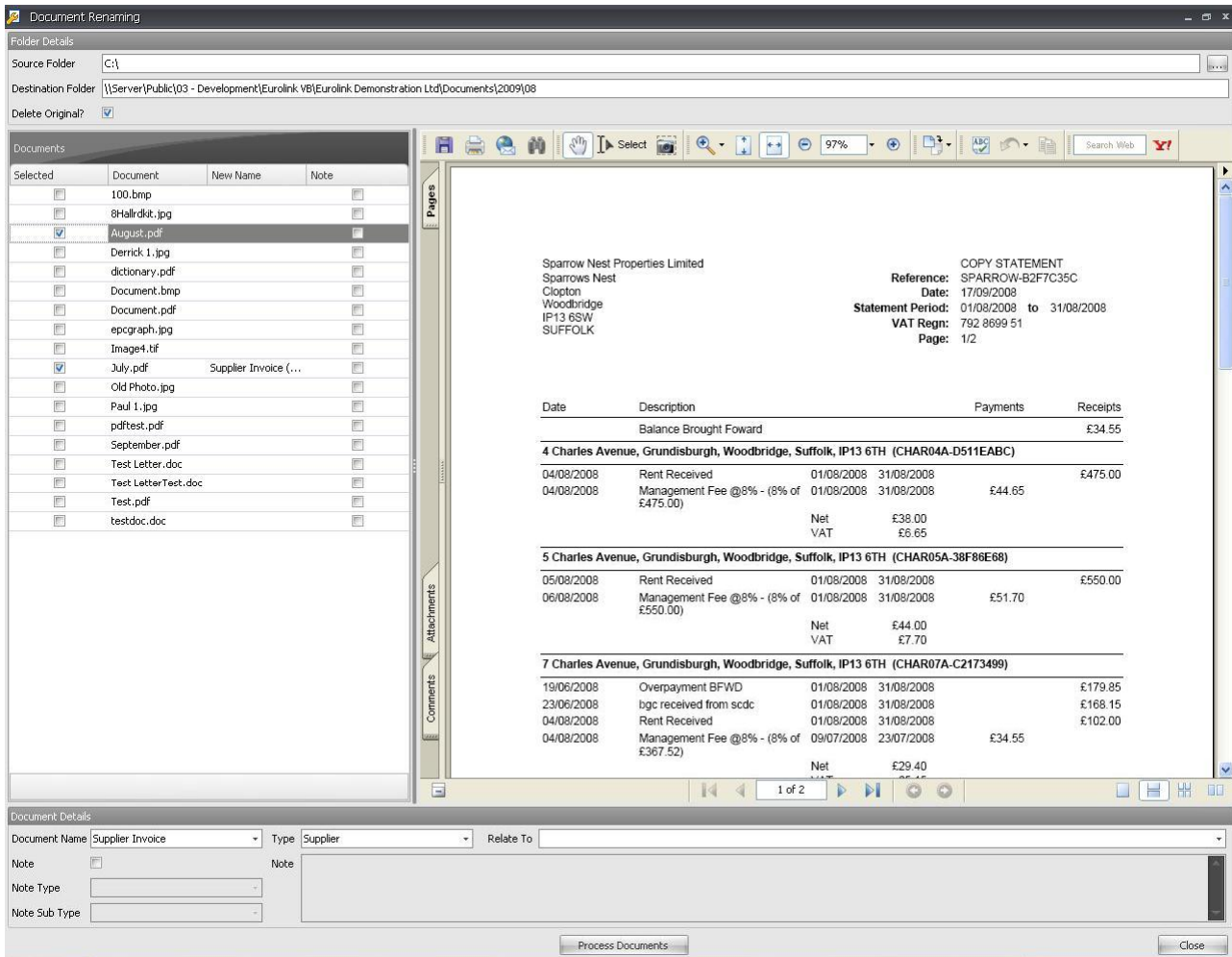
Documents are named according to the following convention:

*(Document Name) (Relates To Reference) (Current Date & Time)*

The “Document Name” field defines the type of document (eg “Supplier Invoice”, “Works Order”, “Tenant Reference”, etc). The choices can be defined in “Admin : Types”.

If a type of “Purchase Leger Invoice” or “Works Order” is selected the document is automatically attached to the selected PLI transaction and/or Works Order.

Optionally, the original documents can be deleted after processing.



A new name can be assigned to a document by clicking “Selected” alongside the original name on the “Documents” list and then selecting the relevant details. The “New Name” will appear alongside the original name.



After assigning new names to the documents click “Process Documents”. This will copy and rename the original documents, optionally add a note to the relevant contact details, and delete the original document if necessary.

Deleting the original document is preferred to avoid the same documents being processed again in the future if new documents are stored in the same source folder.

### **Moving Draft Transactions to a Suspense Account**

Currently, when importing standing orders if any standing order references are unallocated a draft SLP transaction is created. These transactions can be assigned to the correct tenancy later. If however, by the end of the accounting period there are still un-assigned draft receipts they need to either be deleted or assigned.

This new feature allows un-assigned SLP receipts to be temporarily assigned to a nominated “Suspense” account and re-assigned to the correct tenant later.

1. First, a special nominal account needs to be created which will be used when re-assigning SLP transactions. Call this something like the “Unknown Receipts” account.
2. Unless you already have a suspense account for this purpose, add a special suspense account to be used for un-assigned receipts. Call this something like “Unknown Receipts Suspense”.
3. In “Parameters : Default Accounts” correctly choose the “Unknown Receipts” nominal and the “Unknown Receipts Suspense” suspense account.
4. If you wish to move any un-assigned SLP receipts to “Unknown Receipts Suspense” go to the Draft Transactions grid, select the transaction you wish to move to the suspense account, and click “Move to Suspense”. The selected SLP transactions will be assigned to the chosen suspense account and re-designated as CBR transactions.
5. A new “Accounts Procedures” grid has been created called “Unknown Receipts”. This allows you to see any receipts held in “Unknown Receipts Suspense” that are still un-assigned.
6. To assign a transaction right-click the transaction in the “Unknown Receipts” grid and select “Receipt Identified”.
7. You will be prompted to choose the relevant property and tenancy for the receipt.
8. Click “Continue”
9. The system will now create a CBP transaction to cancel the original unknown CBR transaction, and a new SLP transaction correctly assigned to the chosen tenancy. This new SLP will automatically be allocated against any outstanding SLI transactions.
10. Once assigned, the previously un-assigned transaction will be removed from the “Unknown Receipts” grid but all transactions (CBR and CBP) that have passed through “Unknown Receipts Suspense” are always available from balance on the “Suspense Account” grid.

## **Additional Functionality**

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### **While You Were Out**

Added the facility to send the same WYWO message to all users in a given office. The list of user names now includes the names of each office. When an office is selected, an individual WYWO will be sent to each user in that office.

### **Default Supplier Account**

A new parameter has been added to ensure that invoices assigned to the designated "Default Supplier" can only be allocated to accounts marked with a special flag of "Fees". This applies to invoices and scheduled charges.

### **Quick Monies**

To ensure that PLI transactions are posted with the correct amount, when a PLI is entered through Quick Monies a pop-up box will appear showing the Net, VAT, and Gross values.

### **Forced Tenancy Workflow**

It is now possible to make Workflows on Tenancy details mandatory. This facility can be activated from a parameter.

Users with rights to create Workflows will be prompted to select the relevant Workflow when a tenancy is added, status is changed, and when a Move Out Date is entered. When using this facility a tenancy cannot become "Active" unless a completed Workflow is present.

## **New Fields / Database Changes**

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No changes

## **Grid Changes**

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### **Works Orders**

Added "Increase Float" column

### **Chart of Accounts**

Added "Special" field so it is easy to see which nominals are marked as "Fees".

### **Tasks**

It is now possible to select outstanding tasks for "All" users as well as for a specific individual.

### **Tenancies/Deals**

Added "Workflow" field to indicate if the tenancies have a Workflow.

### **Contact – Tenants**

Added the "Applicant Source" field

### **Letting Properties**

Added the "Asking Price" field

## **Improvements / Bug Fixes**

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### **New Tenancy Monies**

When posting initial tenancy monies any SLP transactions will not now automatically be allocated if the tenancy is not "Live" and the parameter "Allow Allocations for Non-Live Tenancies" is not ticked. This prevents monies being paid to the owner until the tenancy is live. Also, when entering a PLI/PLP combination only the PLI transaction will be created.

### **Payments (PLP)**

Invoice payment processing now shows "Processing X of Y" to show the progress of invoices being processed.

### **User Details**

Corrected a bug where it was possible to add the same user more than once.

### **XML Files**

The XML files created in the Program Files folder now get automatically deleted after use.

### **Bank Reconciliation**

The performance of the bank reconciliation has been improved.

Instead of displaying a transaction breakdown automatically, this feature is now available by double-clicking on a transaction batch.

When entering the "Statement Date" any transactions dated later than this date will be ignored unless otherwise stated. Use the "Refresh" button to load the transactions into the grid.

### **Contact/Owner Group Payment Details**

Changes to BACS Reference and Paying-Out Method are now recorded "Details Changes"

### **Mail Merge Changes**

Added Meter Readings to all Tenancy datasources.

Letters can now be produced for specific "Related Contacts" (eg Guarantors) even where a related contact does not actually exist. Eg If you are producing a mail merge letter which included reference to a related contact the letter will still be produced (with blank fields) even if there is no related contact.

Tenancies & Tenants – Added merge fields for New Rent Amount, Gas Expiry Date, Electric Expiry Date, PAT Expiry Date, Next Inspection Date

### **Transaction Reversal**

It is now possible to reverse an uncleared receipt even if fees have already been processed. Normally, it is not possible to reverse a receipt (SLP) once fees have been generated.

### **Owner Group - Financial Details**

If a user does not have access rights to the Owner Group Financial section the system does not now prevent details from being saved.

### **Ownership Details**

When a new owner group is assigned to a property – ie if a property is sold – the end date of the outgoing owner group is now automatically entered in relation to the start date of the new owner group. The owner group marked as "Current" is set automatically dependant on the dates entered.

### **Estate Budgets**

When adding a budget the system will now check that Estate "Sub Departments" have been defined in "Admin : Types".

When changing the percentage on the first property/unit the system will now prompt to change all units to the same percentage.

### **Contact Notes**

Corrected a problem where it was not possible to add a new note to a new contact without reopening the contact.

### **Property Service Charge**

When changing the Service Charge Frequency field the system will now prompt to recalculate the service charge amount based on the new frequency.

### **Appointments – User Updating**

When changing a Property Manager (or “Responsibility Of” user) from one user to another, or when archiving a user, the system will now move any old appointments to the new user if they are not already completed. Previously, only future appointments were being updated.

### **Pivot Grid**

Corrected a bug with multiple date fields using the same database field.

### **Statements Showing Fees**

Corrected a problem where the fees brought forward were calculating incorrectly.

### **Quick Monies**

Corrected a problem where it was impossible to close the Quick Monies screen after processing transactions if the Initial Invoices window was showing at the same time.

### **SMTP Settings**

Added options for the use of secure TLS when sending emails via SMTP protocols.

## **Version 1.1.8.2**

### **Receipts (SLP)**

Corrected a rounding bug where sometimes the allocated amount did not match the amount received.

## **Version 1.1.8.1**

### **Fees Pending**

PLI and PLP transactions are now dated the end of the current accounting period, once the period end date has been reached.