

[Veco Changes Document](#)

Introduction

This document reflects all changes made to the “Veco” software and database starting from version 1.2.3.0. 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 all changes up to version number: 1.3.2.0

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 the latest released version.

Veco Replimate™

When running Veco in a distributed server environment where Veco Replimate™ is used to synchronise all changes made in each remote location, please note that Replimate™ will stop synchronising until ALL servers in the server farm have been updated.

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 1.3.2.0

New Features

Freeholder Statements

Added new facility to allow the production of Freeholder Statements.

Duplicate Contacts

Added a new facility to allow the removal of duplicate contacts. Available from the "Admin : Processes" menu this will allow contacts to be searched by name, address or email address to produce a grid of possible duplicates. It is then possible to choose which contact to keep and which contacts to remove. The complete details of the duplicate contacts are then deleted and all links from these contacts (eg Owner Groups, Tenancies, etc) are then moved over to the contact that has been chosen to remain.

Global Calendar

For companies using multiple portfolios (Companies) within the same Veco database we have added a facility to access a calendar showing all appointments across all portfolios. Only records for the individual user are shown, but it is possible to filter by "Type" and by data range. Only appointments for the "current" portfolio can be added or amended. This option is available from a button on the toolbar below the main menu to the right of the Portfolio selection field.

Additional Functionality

User Views

Added the ability to create "User Views". These will only be available to the user who created them and will appear in the same list as general views.

Suspense Accounts

Added the ability to create manual discounts and sub-agent fees from the Suspense Account Actions menu. These options will allow the created of combined PLI/PLP transactions and PLN/PLR transactions.

New Fields / Database Changes

Supplier Details

Added a new field to indicate the default status of supplier invoices. Default would be "Pay In Full".

Works Orders

Added new "Date Invoice Raised" and "Date Invoice Paid" fields.

Grid Changes

Owner Payments

Added Owner Group Main Office field

Statements

Added Owner Group Main office field
Added Owner Group Portfolio field

Outstanding Purchase Ledger Transactions

Removed any items with an unallocated balance of £0.00.

Contacts – Sales Applicants

Added Selling Position field

Active Sales Applicants

Added Selling Position field

Improvements / Bug Fixes

Statements Datasource

Added fields for Current Arrears, Rent, Occupiers Names, Owner Address line.

Transactions – Email Attachment

Corrected error with attachments when sending email via Outlook.

Tax Pending

Added a new parameter to suppress the creation of negative tax transactions.

Scheduled Charges

Added a parameter to indicate whether any new Scheduled Charges should have “Continue to charge” fields ticked automatically.

Calendar

Added scroll bars so that the “All Day” appointments can be seen on a busy calendar.

Commission Allocation

Added a fix to ensure that commission is calculated on the allocated amount where there are negligible differences between the allocated amount and the commissionable amount.

Tenancy/Deals

- The “Length of Tenancy” field value has been increased.
- When a tenancy is made active a check is now made to see if the owner has the same address as the property, and if so a prompt is shown to allow the owner address to be updated.
- A warning message is now displayed if the tenancy Vacate Date is changed on a live/active tenancy.
- A warning is now displayed when entering an Extension Confirmed Date, and when a scheduled does not have “Continue to Charge” already ticked.

Related Contacts

It is now possible to have multiple related contacts with the same “Type”.

Quick Applicants

It is now possible to search for duplicates by email addresses.

Works Orders

Added fields for “Date Invoice Raised” and “Date Invoice Paid”. These fields are completed automatically when invoices are posted and paid. These fields will also appear on the Works Order grid.

Power Grids – Bulk Invoices

It is now possible to include the Net Amount, Vat Rate, and Vat Amount in the actual grid rather than raise bulk invoices for the same amount.

Power Grids

A new field has been added to allow power grids to span across all portfolios.

Contact Salutation

Corrected the salutation where adding a new company would show the salutation as “Dear Sirs”. The word “Dear” does not now get added.

Owner Groups

In the majority of cases, where an “Owner Group” consists of multiple owners it is likely that each owner has the same postal address. Therefore, by default, when a non-“Main” owner is added to an owner group the “Do not produce statement?” field will be ticked.

Transactions (PLI)

- When using the “Save & New” button to enter a batch of invoices the Discount rate is now correctly reset when a new supplier is selected.
- The payment status is reset when “Save & New” is used.

Transactions (SLP)

Ensure the BankFK field is matched to the transaction bank account to allow correct Brought Forward balance to be calculated on Service Charge demands.

Scheduled Charges

Supplier now drops down when typing a supplier name.

Payments (PLP)

Corrected error when processing Freeholder department PLIs.

Emailing Statements

Added a parameter to allow the owner group Portfolio reference to be added to the email subject line.

Quick Forms

It is now possible to minimise any Quick Form to allow other work to be completed while still in the Quick Form process.

Contact Data of Birth

Corrected an error where the “Under 18” prompt displays while a date is being entered.

BACS Payments

For those banks that require a date field in the BACS export file a "Payment Date" prompt is now shown to allow the date of payment to be specified. Generally, this will be the current date but may need to be moved forward to allow for weekend and Bank Holidays.

Tenancies/Deals

Added an option of "Immediate" to the Break Clause list.

Negotiator Work Screen

When using the Bulk Appointment option the applicant details are now completed if only one applicant has been selected from the applicant grid.

Version 1.3.1.3

Notes Tab

In some forms the Notes tab was not appearing correctly.

Property Photos

Blank record was showing in photos grid.

Statements

Corrected Fees Carried Forward balance for multi-property owner groups.

RTF Mail Merge

After a merge the document form is no long modal.

Quick Lettings M/A

Bedrooms value was showing as 0 but not being recognised.

PLI Scheduled Charges

Account reference was not updating correctly when entering a new charge in certain circumstances.

Version 1.3.1.2

Tenancies/Deals – Mail Merge

After generating an RTF mail merge letter, clicking e-mail did not insert the email address.

Mail Merge Templates

Correct “Document Not Found” message when opening RTF template.

Transactions

Entering CBR/CBP did not auto-fill the bank account amount in the analysis.

Version 1.3.1.1

Setup

Missing DevExpress DLL file

Version 1.3.1.0

New Features

Mail Merge Re-Development

The Mail Merge facility has been re-developed to allow a vastly improved mail merge experience.

Part of this new development includes a built-in letter/template editor that eliminates the need to use Microsoft Word and uses the RTF format document instead of the Word DOC/DOCX format.

Running a mail merge on a single record is now almost instantaneous, and merging multiple records is dramatically quicker than previously and the results can be previewed as a single document.

The new facility also adds the built-in ability to automatically email letters as PDF documents (when the "Email as PDF" parameter is ticked) rather than sending in the native format. No additional software is required.

Also, mail merge fields can now be used in headers and footers within the RTF template, which was not possible when using Word DOC/DOCX documents.

A general parameter has been added to enable the new facility. When ticked, this will automatically convert all existing Word DOC/DOCX mail merge templates into the RTF format used by the new mechanism. The original DOC/DOCX documents are still stored but no longer used.

Unticking the new parameter will change back to using Word. However, any templates created or amended while using RTF can not be automatically converted back to DOC/DOCX format and will need to be re-created / changed manually.

As Word is no longer required, this will reduce the amount of memory used by Veco by around 18Mb per user when editing templates and running a mail merge.

Additional Functionality

Tenancies/Deals – Standing Order Reference

Added a new parameter to allow the automatic generation of a Tenant standing order reference when a tenant is added to a tenancy.

Added a "Generate" button to the tenancy/tenant details form to allow the generation of a standing order reference for an existing tenant.

Estate Reports

Added the ability to select a data range when accessing the reports option from within an Estate form.

Also, added 2 new Estate reports: Service Charge Statement; Aged Debtors Report.

Estate Form – Properties

Added the name of the leaseholder to the property sub-tab. Double-clicking on the property will open the property form, and double-clicking on the leaseholder will open the leaseholder owner group form.

Tenancy – Initial Charges

Added a new tab "Deposit Deductions" to show deductions from the deposit at the end of the tenancy. A report (deposit statement) can also be produced showing the deductions and the balance due to the tenants.

New Fields / Database Changes

Office Details

Added a Mail Merge Footer field.

Mail Merge

Added Office Footer to the mail merge facility.

Grid Changes

Receipts (SLP)

Added the Sub-Department field to the transaction break-down.

Unknown Receipts

Reversed transactions are not now shown on the Unknown Receipts grid.

Leaseholder Statements

Added columns for Estate Arrears and Freeholder Arrears to allow the filtering of which leaseholder should receive a statement.

Properties/Units

Corrected a problem when trying to send an SMS by right-clicking on a property to access communications.

Fees Pending

PLN credit notes now correctly show the VAT as a separate figure.

Improvements / Bug Fixes

Tasks Grid

Added the option of only showing tasks up to a specific target date. The default target date shown can be controlled by a parameter. This will cut down on the number of tasks shown and make the grid easier to manage.

Works Orders

When manually setting the Job Status to Completed a reminder is now shown to inform the user that the Works Order can no longer be edited once completed.

Tenancies/Deals – Initial Charges

When reloading the template a prompt is now shown to clear the receipts.

Statements

CBR transactions that relate to the tax liability account are now suppressed.

Transactions

It is now possible to use the tax liability account when posting a CBR transaction. A prompt is shown to ensure the correct tax account is used depending on the effect required.

Email

It is now possible to include additional attachments on an email where there is already an automatic attachment (eg Works Orders).

Transactions

When reversing a transaction any changes (ie removal of banking reference) are saved before the reversal transaction is created. This will solve a problem with one-sided reversed transactions appearing on the bank reconciliation.

Property Distribution Tab

Corrected an error when trying to upload brochures where a property is both lettings and sales.

Lettings Marketing Details

Added a tick box field to indicate if the property is to be marketed as "POA" rather than a particular price. The property will be shown as POA on the Marketing – Available Lettings Properties list.

Scheduled Charges

Corrected problem with charges raised "In Arrears" where the accounting period was being taken from the "From Date" rather than the demand date ("To Date").

Owner Payments Notification

Added the ability to show the owner group "Portfolio Reference" on the SMS and email payment notification. This can be added by using the merge field [Portfolio Ref] in the SMS/Email template.

Statements

Added a new field "Property Short Address" to just show the address up to street level.

Workflows/Tasks

Added the option of double-clicking on a specific Workflow from within the Tenancy/Deals form to automatically filter the items on the main Tasks grid, allowing the ability to just update tasks for a particular tenancy.

Repairs

When a follow-up date is entered on a Repair a specific "Repair Follow-Up" diary appointment is now created. This will also show on the Diary Projection. When the repair is closed any follow-up appointments are automatically marked as Completed.

FTP Uploads

Failed FTP uploads will now automatically retry.

Advertising

Added an "Export" option under the Actions menu to allow the creation of a ZIP file containing separate RTF and JPG files.

Diary Projection

Corrected an error filling the appointments grid when an appointment contained an apostrophe.

Freeing Memory

Made changes to free memory usage.

Quick Lettings Applicant

Corrected problem with applicants not matching if rent period was "Per Week".

Version 1.3.0.7

Bank Reconciliation

Corrected the calculation of the totals when opening a finalised bank rec.

Estate Budget

Increased the maximum number of sub-departments available.

Version 1.3.0.6

Addresses

Further corrections to adding non-validated addresses.

Version 1.3.0.5

Addresses

Changing a non-validated address doesn't change.

Version 1.3.0.4

Report Process

Made changes to dramatically improve performance.

Addresses

Correct error when changing time zone.

Negotiator Work Screen (Sales)

Corrected "Suitable Properties" – not working correctly.

Repairs Grid

Stop expanding grid when refreshing.

Calendar

Stop reminders from continuously popping up.

Scheduled Charges

Added a parameter to allow charging into a closed period, if required.

Version 1.3.0.3

Addresses

Corrected an error when saving a non-validated migrated address

Mail Merge

Correct error on tenancy mail merge.

Repairs Form

Added Action to show communications

Version 1.3.0.2

Repairs Grid

Ensure grid layout is retained when saving a repair.

Enable Print option on grid.

Repair Form

After saving a note the note field is now cleared.

A warning prompt is now shown if a note is entered but not saved.

Tasks Grid

Improve grid loading speed.

Tenancies/Deals

Arrears balance sometimes not showing exactly as balance on Accounts Summary due to rounding error.

Version 1.3.0.1

Sub-Agent Fees

Correct error when charging fee that does not have a sub-agent.

Scheduled Charges

Correct scheduled date checking.

Version 1.3.0.0

New Features

Additional Functionality

Calendar Report

Due to the limited Calendar printing facility, we have now added a Calendar Report which can be used from the “Actions” menu on the Calendar. A default report is provided but this can be tailored to include more details information as required.

New Fields / Database Changes

Property – Security

Added a field for “Access Arrangements”. This is also shown on the Key Log.

Estate – Security

Added a field for “Access Arrangements”. This is also shown on the Key Log.

Workflow

Added a parameter to allow a manager to “Sign Off” off a completed workflow once all tasks have been completed.

Grid Changes

Tasks Grid

Completed tasks now continue to be shown until all tasks in a workflow have been completed or the workflow has been signed off.

Repairs Grid

- Added a “Count” value to the grouping.
- Added a right-click “Communication” option.

Properties with no Owner

Added a right-click option to add a new owner without having to open the property.

Improvements / Bug Fixes

My Veco Toolbar

“While You Were Out” now shows the number of unread items.

Negotiator Work Screen

Added a "Select All Applicants" button, but this is enabled only if a filter is set to avoid selecting all applicants in the grid.

Suspense Account

It is now possible to add notes to the suspense account owner group.

Push Form

The Push Form "pop-up" now doesn't appear multiple times if ignored.

Quick Forms

When searching for a surname or company name the name is capitalised automatically when adding a new record.

Quick M/A

Added the ability to add a new property to an existing owner group as long as the selected owner is only part of a single owner group. Otherwise, the property needs to be added manually.

Available Properties Grid

Added a parameter to allow the grid to be sorted by either bedrooms or asking price by default.

Calendar

- Added a parameter to set the number of user columns to show. If the number of columns is changed, refreshing the page does not now return the number of columns to the default value.
- Corrected an issue where the user name was not being selected from the correct user diary when adding a new appointment.

Works Orders

Added a parameter to stop works order from automatically being emailed to the owner.

Repairs Form

User name is now left blank when adding a new repair so this can be selected later if required.

FTP

Added a parameter to allow for "Passive" FTP transfers.

Scheduled Charges

New schedule lines cannot now be dated in a closed period.

Fee Scheduled Charges

It is now possible to identify multiple sub-agents who will receive part of the calculated fee. There is a technical limit of 20 sub-agents allowed

Statements

Added CNR Reference to the statement data source.

Charge Frequencies

Added a frequency for "Quarter Days (Six Monthly)"

Invoice Generator

Added tenancy details to data source.

Address Editing

Added a parameter to allow the editing of addresses regardless of whether they are valid Royal Mail addresses.

Estate Invoice Posting (PLI)

A check is now made to ensure the chosen nominal account (or the default account for the selected supplier) are consistent with the nominals selected in the estate budget.

Estate Scheduled Charges (SLI)

A prompt is now given if no sub-department has been selected.

Statements

The Fees Pending balance shown on the statement now takes into account the fees already paid instead of showing the full fees balance.

Estate Scheduled Charges – Copy Charge

Now shows a warning if the property has a zero value in the budget.

User Details

Added a parameter to no send copy emails by BCC when using the SMTP method.

Suitable Properties

Corrected Time Out issue when producing a properties match in certain circumstances.

Negotiator Work Screen

Web Links in emails are now shown with the short address of the property and correctly work as links.

Workflows

Corrected error if more than 51 tasks.

Quick Monies – Transaction Templates

On CBP transactions the credit account (indicate which bank account to pay out of) can now be specifically specified in the template.

Transaction Summary Statements

The transaction drill-down statement is now shown in date order rather than reverse order. This makes the report easier to read now we have included a brought forward balance.

Receipts (SLP)

Corrected an error where it didn't allow the posting of transactions dated the same as the period end end.

Email Messages

Multiply email addresses are now allowed to be selected when using the email search facility.

Version 1.2.9.3

Workflow

Correct error when adding workflow templates.

Version 1.2.9.2

Statements

Corrected error when using Transaction Type field in statement template.

Saving Email

Ensure path is not lost when saving messages,

Version 1.2.9.1

Calendar

Corrected error - "An item with the same key has already been added"

Version 1.2.9.0

New Features

Quick M/A

Added a single Quick M/A menu option which then prompts for either Sales or Lettings.

Quick Applicant

After a new applicant is saved it is now possible to add a new note without having to open the full contact form.

Bulk Invoicing

Occasionally, it may be necessary to raise an identical invoice for a group of properties. For example, raising an annual administration fee for tenancies registered in TDS. To make it flexible in choosing which owners/properties to raise the invoices for, a "Bulk Invoice" facility has been added to Power Grid results.

A parameter to enable this option has been added, and when enabled a new "right-click" option has been added to the Power Grid results grid. This allows a Power Grid to be designed where a filter includes the required types of properties where an invoice should be created. The Power Grid must include the OwnerPK and PropertyPK fields.

The "right-click" option will display a form prompting for invoice details: Supplier, Date, Amount, Account, and Description. A draft PLI invoice transaction will then be created for every owner/property in the Power Grid.

Additional Functionality

Repairs Form

Added "Follow Up" date

Added ability to link to multiple Works Orders

Adding a Works Order now creates a repair note automatically.

Repair is now locked only if the status is Completed or Cancelled.

User field can now be left blank so it can be assigned later.

Works Order

Added ability to open a repair from the Actions menu.

When a status is changed a prompt is now shown to allow the update of the repair status.

Property Form

Changes to status and price are now recorded.

Enabled the "Copy Property" facility for sales and lettings properties.

Sales Marketing Description now shows automatically when opening the marketing descriptions tab for a sales property.

Added Repairs tab.

Saving Sent Emails

Emails sent via Veco can now be saved as MSG files attached to the note. Double-clicking the attachment will open the message file in Outlook.

“Find” Facility – Cancel Action

When using the “Find” facility the Cancel button will normally display the full grid. A new User parameter has been added to cause the Cancel button to display a blank list. In other words, the Cancel button operates as expected.

New Fields / Database Changes

Workflow Templates

Added “Relates To” columns so it is easier to see which templates relate to which forms.

Added a field to indicate if the Target Date is mandatory.

Grid Changes

Tasks Grid

Added filtering options for the user’s department and job role.

Added a right-click option to open the property or tenancy.

Workflow Grid

Added a right-click option to open the property or tenancy.

Added option to save grid layout.

Repairs Grid

Added “Follow Up” date column

Added facility to open multiple repair forms.

It is now possible to add a new Repair from the Repairs Grid by right-clicking on the grid.

Adjusted the column width of the Note section to allow more details to be seen.

Corrected a bug when using the right-click option to open a property.

Corrected a bug when using the right-click option on the notes section of the repair grid.

The Status selection now shows ‘All’ instead of ‘(None)’.

Available Properties

Add “Find” button to allow a property to be searched by address.

Tenancies/Deals Grid

- Added “Payments in Advance” field.
- Added “Rent Frequency” field.

Tenancies/Deals (Simple) Grid

As the main Tenancies/Deals grid has become more complex to load due and therefore prone to timeout issues on large databases, a new “Simple” tenancies grid has been added. This grid will not show “derived” details such as arrears balance, arrears days, charges, etc and is therefore quicker to load.

Sales Progression

Automatically expand grouping after closing an open Sales Offer

Key Log Grid

Now shows the time a key is booked out.

Improvements / Bug Fixes

Workflow Screen

Tenancy details now shows the year correctly

Added the Target Date to the workflow form which auto-fills the individual target dates.

Workflow Tabs on Forms

Added a button to “Show Completed”

Auto Allocate

SLR transactions are now automatically allocated to SLP transactions.

Bulk Appointments

When creating bulk appointments from the match process it is now possible to select the appointment status.

Diary Projection

Added a parameter to allow the diary projection grid to be selected by Job Role or by User

Communications from Grids

Right-clicking on an email address will now ensure that the email address is pulled through to the message screen. Previously, this was not happening in some grids.

From the Tenancy grid the Communications right-click option now includes Guarantor details.

Tenancy Details – Communications Tab

Guarantor details are now included

Balance Summary Drill-Down

Added a parameter to restrict the amount of data displayed on the Balance Summary statements. A Brought Forward balance is calculated and only the last x months transactions are displayed. This should speed up the balance enquiries and prevent timeout issues with large datasets.

ASPOSE PDF Converter

Updated DLLs to latest version.

Calendar

Appointments now show correctly against each Attendee.

It is now possible to select Attendees from other offices by first filtering by office.

Negotiators Work Screen

- Added the Regional Office drop-down selection similar to the Available Properties grids.
- Corrected a problem where the Quick Match didn't pick up details where the office rent frequency was different.

Mail Merge

When emailing the results of a mail merge it is now possible to include additional attachments.

Applicant Notes

When adding a note to an applicant from an applicant grid it is now possible to set the applicant's Next Contact date.

Ownership Percentage

This is now locked if any Owner/Freeholder transactions are entered.

Tenancies/Deals

Added a new rental frequency of "Once" so that the full tenancy rent can be entered, and the correct Weekly rental calculated. A single line Scheduled Charge can also be created for the full tenancy rent, but if the tenancy extends by a few days an additional schedule line will be created automatically with an apportioned rent.

Works Orders

A temp PDF is now created in the user temp folder to avoid problems if more than one user tries to email a Works Order at the same time.

Payments (PLP)

- Ensure the grid is refilled if an error occurs. This will prevent possible duplicated PLPs.
- Ensure unallocated future receipts are correctly deducted from the available balance.

Notes

When adding a document to a note the default folder is now taken from the user's "Start In".

Key Logging

Added a "Time Out" field.

Owner Payments

Now correctly ignores payments where the owner has arrears and the "No Arrears" box is ticked.

Works Order

Add the Supplier phone number field.

Scheduled Charges

Corrected an error if the schedule had more than 100 lines.

Version 1.2.8.4

Statements

Correct time out while calculating “BF Balances” by optimising queries.

Bank Reconciliation

Optimised selection of transactions to speed up grid

Inter-Account Transfer

Corrected bug if amount contains a comma.

Version 1.2.8.3

Fees Pending

Corrected error when processing Sub-Agent Fees.

Version 1.2.8.2

BACS/Cheques

Corrected “syntax error near AND” error when first running.

Owner Groups

Corrected error when validating Next Statement Date.

Works Order – Create Invoice

Tenancy is now corrected pulled from Works Order if Tenancy Department selected.

Version 1.2.8.1

BACS/Cheques

Improved performance

Sales Applicants

Corrected “Sutiable Properties” error when right-clicking from grid.

Negotiator Work Screen

Corrected problem with sales web links not merging in bulk emails.

Corrected problem with bulk emails requesting a To Address when none needed.

Version 1.2.8.0

New Features

Shared Applicants (“Buddy” system)

A new facility has been added to allow applicants to be shared with negotiators from other offices.

On the applicant contact form use the “Additional Negs” button to select which negotiators in other offices you wish to share responsibility with the applicant. Only one negotiator in each office is allowed to share an applicant.

Adding a negotiator from another office will also allow the applicant to match with properties in the areas covered by the other office.

To enable this feature, tick “Allow Sharing of Applicants” in General parameters.

Negotiator Work Screen

Added a new facility combining the “Active Applicants” and “Available Properties” grids into a split-screen window that can be left open. All the same “right-click” facilities are available as with the individual applicant and property grids, but this new facility also has the ability to produce and email multiple reports (eg brochures) for selected properties. Additionally, a new feature has been added to allow a “Quick Property Match” without registering an applicant.

The option to open this screen is available from the “Marketing” section of the main tree menu.

Additional Functionality

Matching

Added a parameter to allow for a number of days grace when matching from an applicant where a “Required By” date has been entered.

New Fields / Database Changes

Grid Changes

Active Lettings Applicants

Added a field showing if the applicant is being ‘shared’ with you by a negotiator in another office.

Active Sales Applicants

Added a field showing if the applicant is being ‘shared’ with you by a negotiator in another office.

Sales Progression

Layout/Filter is now saved when the grid is refreshed after closing an Offer form.

Improvements / Bug Fixes

Active Applicants

Corrected a problem with viewings not being included in count

Area Selection

Added an "Unselect All" option

Calendar

Corrected an issue with calendar showing appointments from multiple companies.

Version 1.2.7.4

Performance Improvements

Fees Pending, Payments (PLP), Owner Payments, Auto-Allocate (SLP), Tenancy Payments

Routines have been restructured to cut down on date reads, and to create temporary records before appending to live data. This should improve performance as well as provide a “roll-back” facility in case of error.

More detailed progress information is now provided.

Timeout Parameter

A hidden ‘timeout’ parameter has been added to prevent timeout errors when running complex queries.

Auto-Disconnect Parameter

Added a parameter to automatically disconnect the user’s SQL Server connection after a certain number of minutes of inactivity (mouse and keyboard activity).

Statement Invoices

Ensure these are filtered by company/portfolio.

FTP Photo Upload

Increase timeout parameter to ensure Portal Pal FTP connections do not timeout.

Appointments

Corrected an error when opening an appointment where the user is archived.

Quick Lettings Applicant

Corrected a bug where the areas were not being saved if changes were made to the quick applicant page after previously saving the form.

Area Levels

Corrected a bug where new areas added to the Types were not reflecting in the Area Levels.

Version 1.2.7.3

Sales Matching

Ensure matching take place on property sub-type as well as main type

PDFMerge.dll

Ensure this DLL is registered when installing MSI

Active Lettings Applicants

Correct timeout error caused by including viewings on grid

Statement Invoices

Changed order of invoice production to match statements order.

Sales Statistics

Ensure statistics are updated when changing date range.

Version 1.2.7.2

Fees Pending

Correct timeout error when filling grid and processing

Version 1.2.7.1

Calendar Appointments

Corrected error when changing offices

Version 1.2.7.0 (Released 1st November 2010)

New Features

Introduced Veco RepliMate

This version introduces Veco RepliMate™ - a SQL Server replication tool designed specifically to synchronise two or more Veco Onesystem SQL Server databases across a wide area network. Further details are available upon request from the Sales Department.

Accounts Procedures – Fees Receipts (CBR+PLP)

A new accounts procedure has been added to allow the quick posting of fees paid by owner landlords. The grid will show all outstanding fee invoices (PLI). These can then be ticked and processed as required, with the entry of a banking reference. A CBR transaction will be created to show the receipt of the fees from the owner landlord, and a PLP transaction will be generated and allocated against the outstanding PLI.

Accounts Reports – CNR Transactions

Added a new grid to show the breakdown of CNR tax transactions

Additional Functionality

Receipts (SLP)

Added a right-click option to show guarantor details.

Sales/Lettings Applicant – Suitable Properties Match

Added an option to produce a report of suitable properties as well as a grid list.

Fee Receipts

Added a new grid to allow the processing of owner fees payments. Owner fees which are not raised as part of the “Fees Pending” process are entered as PLI transactions. This new grid process will allow the combined creation of a CBR transaction to show that the fee has been received, and a PLP transaction to show the fee being paid.

Sales/Lettings Suitable Properties

Added a button to allow the production of a report of the suitable properties.

Accounts Procedures – Unknown Receipts

Added a right-click option to allow the unknown receipt to be processed via the Quick Monies screen.

Owner Statements

Allow the addition of header and footer images taken from the office details.

New Fields / Database Changes

Grid Changes

Notes

Ensure imported notes are shown on main notes grid.

Applicants

- Added minimum and maximum budget fields
- Added number of viewings – non-cancelled viewing in last 6 months.

Accounts Summary – Statement

It is now possible to remove or reorganise the grid columns to make it easier to prepare a report for printing or exporting to Excel. Excel particularly has a problem with handling tick boxes.

Sales Statistics

Added mechanism to allow sales statistics to be configured.

Sales Progression

Grid layout can now be saved.

Improvements / Bug Fixes

Fees Pending

Corrected the grouping of items on the Fees Pending grid to ensure that only one fee is generated per tenancy. This corrects a problem where multi-allocations would create a number of PLI/PLP transactions instead of just one.

Owner Payments

Corrected a problem where multiple owner payments could be made to the same owner in circumstances where multiple rents had been received since the last owner payment, but where none of the rents had cleared before the next owner payment.

Appointments

Changed mechanism for entering times to speed up appointment entry –

- Seconds are no longer shown
- End Time is automatically set to 30 minutes after the Start Time

When manually adding a property to an appointment the owner details will automatically be attached and the owner communication details will be shown in the description field.

When specifically creating an appointment with the “Viewing” type the property viewing arrangement details will be shown in the description field.

Adding a tenancy will now automatically attaché the appointment to the property as well.

Calendar

Appointments for attendees are now shown on the main calendar

Removed the restriction the prevents “All” offices being selected.

Statement Invoices

Corrected Error 5 when printing Word documents

Payments (PLP)

Row count is now shown.

Fees Pending

Net income was showing as a positive figure even if the fees were negative, and creating a negative value PLI/PLP instead of PLN/PLR transactions.

Transactions (SLP)

Imported standing order references are now permanently shown as a field on the transaction screen, and stored within the transaction in the database.

Quick Sales/Lettings Applicant

Added minimum and maximum budget fields

Receipts (SLP)

Added right-click option to display guarantor details

Demand Generator

Corrected a problem with the brought forward balance on service charge demands where different bank accounts are used for differing types of service charge,

Transactions

Corrected a problem where the tenancy was not being shown if the tenancy had been archived.

Major Speed / Timeout Improvements

We have re-worked the internal SQL Server programming used by the "Fees Pending" and "Owner Payments" procedures with a view to increasing the performance, and eliminating the "timeout" issues experienced by some customers.

Tenancies/Deals

It is now only possible to untick the "Live" field if a user has "Live Transaction" access, when using the "Enforce Initial Tenancy Charges" parameter.

Views

Corrected problem when using the "Today" filter.

Notes

Corrected problem with documents not printing when using the right-click option.

Floating Calendar

The 'Close' button can now be used to shut the calendar.

Version 1.2.6.2

Documents Emailing

Fixed error when emailing documents

Property Agreed Fees

Corrected problem where fees not resetting when opening another property

Version 1.2.6.1

Area Levels

Added option under “Admin : Templates : Area Levels” to define areas into higher levels. Areas are now selected from a “tree” of higher and lower level items.

Property Photos

Added option to show “rooms” with or without photos. This default to only showing rooms with photos. As the “Photos” page is normally used for photos, floor plans, and maps, but can also be used for room details, this makes is easier to separate the photos from the rooms.

Mobile Agent

Added option in Property Photos page to allow import from a selected Mobile Agent XML file.

Marketing Descriptions

Added option to import descriptions from Room/Photo details.

Version 1.2.6.0

Diary Projection

- When displaying your own diary appointments the top grid will only show diary types which have appointments. If there are zero appointments across the grid the type is not shown. Displaying All users or another user will show lines even if there are zeros across the grid.
- Appointments in the lower grid can now be opened by double-clicking.
- Added a 'Refresh' button to update the top grid if there have been any changes.

Offers & Sales – Joint Applicants

Applicants can be linked together by adding a “Joint Applicant” related contact to the main applicant contact. When creating a new property “Offer” and adding the Applicant, a new salutation field will automatically be populated from the “Address Title” of the selected applicant and any joint applicants. The salutation field can be edited and can be used in mail merge offer letters.

Contacts – Related Contacts

To highlight if a contact has related contacts, the number of related contacts is shown in the title bar alongside the contact name.

Appointments

- Added “Not Attending” tick box to indicate that user is not required at the appointment (eg un-accompanied Viewing). Appointments ticked in this way will not appear in the main calendar, but will still show on individual contact/property calendars, and in Diary Projection.
- Changed wording from “User” to “In Diary Of” to make it clear that the “User” is the person carrying out (or responsible for) the appointment whereas the “On Behalf Of” is the person instructing the user (if different). The appointment always appear in the diary of the “In Diary Of” user, but not in the diary of the “On Behalf Of” person.
- Disassociated the “On Behalf Of” from the selected Office, so the “In Diary Of” user and the “On Behalf Of” user can be from different offices.

Quick Forms

Searching for a contact now allows for a partial address search.

Find Contact

When finding/adding a contact – for example when adding a contact to a new appointment or adding a related contact – it is now possible to do a partial address search as well as surname search.

Quick Lettings Applicant

Added “Areas” button to specifically allow fine-tuning of areas without having to open full applicant contact form.

Available Sales Properties

The property address line now shows the sales status if not “For Sale”.

Suitable Sales Properties

Grid now shows the number of property records.

Sales Offer & Property Notes

Sales Progress notes are now automatically included on the general Offer and Property notes tabs.

Notes

The notes tab on individual forms now shows the time the note was added as well as the date.

Applicant Next Contact

When saving changes to an applicant a prompt is now displayed asking the user to confirm the “Last Contact” date and to enter a “Next Contact” date. This prompt is controlled generally by a new parameter, and will only be displayed if the current “Next Contact” date is blank or is a past date, and only applied to applicants with a non-“Archived” status.

Version 1.2.5.9

This version was developed out of the normal update timeframe.

Quick Applicant

Postcode search is now partial rather than whole

Quick Forms

Link directly to Communication form to allow for more than 2 phone numbers.

Quick Sales M/A

Added Mail Merge option under Actions menu.

Applicant Icon

Changed Icon

Quick Forms

Added "Quick Applicant" node which then asks if new applicant is sales or lettings related.

Appointments

- When adding a contact it is now possible to double-click on the contact.
- Follow Up box buttons are now "Yes/No" rather than "Ok/Cancel"

Properties/Units – Sales Properties

Added right-click option to show photos.

Areas

Added option to select office from a drop-down list to allow areas to be filtered.

Quick Applicant Forms

Removed the "Max Bedrooms" field. Defaults to 9.

Offers & Sales

- Offer Status now defaults to "Pending"
- Changed wording of "HIP Supplier" to "EPC Supplier"
- Added "User" column to Progress grid
- Added Viewing Arrangements field
- Sending an email from the communications tab will automatically add the email to the progress notes
- Added a Priority field

Calendar

Using the calendar icon in the toolbar now opens a calendar window that can be left open. It needs to be refreshed manually by using the "refresh" icon to avoid slowing the system by reading the database continuously for appointments made by other users.

Contacts

Adding a contact now ticks the Allow SMS, Allow Email and Allow Post fields by default.

Sales Progression Grid

Added Priority field.

Appointment Reminder

Added a parameter to set the default reminder to all new appointments.

Version 1.2.5.8

“Property Manager” software import

Version 1.2.5.7

Quick Sales Applicant

Added parameter to make Applicant Type mandatory

Sales Applicant Details

Added Specific Requirements field.

Quick Sales Applicant

Specific Requirements get saved into the contact.

Added Areas option which is filled by default from the Registering Office areas.

Offers & Sales Details

Added buttons to open Property, Applicant, Vendor and Solicitors contact details.

Offers & Sales Grid

Added right-click option to open contacts; adding New Note; Recent Notes; Communications.

Offers & Sales Progress Grid

Added right-click option to Add Progress

Version 1.2.5.6

Statements

Added a new parameter to define the number of statements per batch file.

Version 1.2.5.5

Reports

Added option to “Save as PDF” directly rather than opening a preview window. This provides better quality output when printing window cards and brochures etc.

EPC Graph

Use a different internet provider to produce better quality graphs.

Map Capture

Added an option to capture a Google map image instead of a Bing (Multimap) image.

Version 1.2.5.4

Quick Pay

Stop ability to use the Quick Pay option on reversed PLI transactions.

Transaction Edit

Correct problem with "Related To" items not clearing properly

Scheduled Charges

When automatically adding a new schedule line when the tenancy is changed (ie New vacate date, or move out date, or confirmed extension, or periodic ticked) the rent value is now updated with the "New Rental Amount" if relevant.

Fees Pending

Investigating "Timeout" issue.

Version 1.2.5.3

Assist Agent Website

Changes made to data export structure

Tenancy Details

Added drop-down type fields for "Insurance Status", "Referencing Status", and "Re-Referencing Date".

Tenancies/Deals Grids

Added "Insurance Status", "Referencing Status", and "Re-Referencing Date" fields to tenancy grid

Payments (PLP)

Ensure taxable invoices where the owner is taxable will not be paid if there are insufficient funds to pay the invoice in full. This eliminates the problem of invoices being paid out of the tax retained.

Demand Generator

Corrected a problem where the rent demands were not being generated if the property was part of an estate.

Version 1.2.5.2

Contacts

Correct error when saving an owner contact which is linked to more than 50 owner groups.

Estate Budgets

Correct error when opening a budget.

Version 1.2.5.1

Import Credit Notes

Correct bug when importing credit notes (SLN) from a file.

Version 1.2.5.0 (1st July 2010)

New Features

Property/Units – Estate Budget Percentages

Added an “Action” to allow the default budget percentages to be defined for each schedule. These percentages are then entered automatically when a budget is defined.

Estate Budget - Increases

When adding a new estate budget for a new service charge year the option is now given of copying from the current budget, with an option to increase the budgets by a particular percentage.

Copy Scheduled Charges

For Estate and Freeholder SLI charges on Properties/Units it is now possible to copy an existing scheduled charge to all other properties in the same estate. Call up an existing scheduled charge and use the “Actions : Copy Charges” option. Charges will only be copied if a similar charge does not already exist on other properties.

Leaseholder Statements

A new accounts report has been added giving the ability to produce a property statement showing service charge and ground rent charges and receipts. The date range for the statement can be selected, together with the required department (Freeholder or Estate, or both). Statements can be printed or e-mailed to leaseholders.

Estate Inter-Bank Transfers

A new accounts procedure has been added to automatically transfer funds between the accounts for each estate in order to transfer funds from the account where monies have been banked into the account where the funds should be held. For example, if service charges invoices (SLI) are raised where the funds belong in a main Section 42A account, and a major works invoice (SLI) is raised where the funds belong in a Reserves/Sinking Fund account, but the leaseholder banks the money in the company client account (or direct debits are set up on the wrong account), this routine will automatically transfer the relevant funds from the client account to the correct accounts.

Service Charge Budget Report

A new accounts report has been added showing the breakdown of the budgeted service charges for each property/unit. This report will be addressed to the leaseholder and will show the budget items, annual budget figures, and the property apportionment amounts, for each schedule (sub-department). These reports can be selected for particular estates and can be printed or e-mailed to the leaseholders.

Estate Import Routine

To make it easier to set up complex Estates, we have added a mechanism to import details from a spreadsheet/CSV file. Estate, Freeholder, Property/Units, and Leaseholder details can be imported.

Agent Assist

Added new fields on property and office details to cater for property and client uploads to the Agent Assist portal.

Added a new option under “Admin : Processes” to create the XML files and ZIP file for uploading details to Agent Assist.

Acquisition Field

Added a new “Type” definition for Acquisitions.

This drop-down can be selected on the Owner Group as a default and also on the Property details.

The acquisition field will be shown on Owner Group grids, Property grids, and in the Fees Invoiced and Fees Received grids to allow for details and fees to be analysed by acquisition type.

Additional Functionality

Agreed Fees

“Agreed Fees” tabs have been added to both the Owner Group form and the Property form. When entering a new Owner Group, click on the Agreed Fees tab to automatically pull through the default Agreed Fees for the specified office as indicated by the “Main Office” field on the Owner Group. Once selected, these fees can only be adjusted by an office manager.

When entering a new Property clicking the Agreed Fees tab will automatically pull through the default Agreed Fees from the selected Owner Group. If no Agreed Fees have been entered on the Owner Group the office Agreed Fees will be selected based on the Marketing Office.

When entering a new Tenancy clicking the Agreed Fees tab will now automatically pull through the default Agreed Fees from either the Property, or Owner Group, or Lettings Office, in that order.

In each case, the Agreed Fees can only be adjusted by an office manager.

On the tenancy agreed fees it is now also possible to create the Scheduled Charge by right-clicking on the relevant fee type and either selecting to create a scheduled charged based on the % of rent, or based on a fixed fee. The scheduled charge will be displayed so that the correct description can be selected, and schedule created if necessary.

New Fields / Database Changes

Estate Important Dates

Added “Fire Safety Date” as an important key date that also creates an appointment.

Estate Notes / Works Orders

Added a new important note for “Health & Safety” on estate details. These notes are automatically included in any Works Order instructions for the estate.

Leaseholder Group Import Reference (for Direct Debits)

Added a new “Import Reference” field to be used for importing service charges/estate and ground rent receipts from leaseholders.

Owner Group

Added drop-down fields for “Main Office” and “Acquisition”

Property

Added a drop-down field for “Acquisition”

Tenancy

Added three additional “text” and “value” custom fields

Grid Changes

Demand Generator

- Added column for Estate details
- Items are now shown grouped by department and bank account to allow for multiple transactions to appear on the same demand.
- Estate and Freeholder Demands can now be emailed

Receipts SLP

Added a column for Bank Account to indicate where the receipts will be posted.

Property/Units Balances Grid

Added columns for Estate and Freeholder

Draft Transactions

The total is now shown correctly when using the grouping mechanism.

Accounts Reports – Fees Invoices/Received

The “Region” field is now correctly taken from the office on the transaction, not the office on the property.

Transaction by Nominal

- Added fields for “Vat Rate” and “VAT Amount”
- Added “Acquisition” field from property or owner group

Improvements / Bug Fixes

Estate Budget

There is now no validation on property percentages adding up to 100%.

Property Schedule Charges

- SLI charges (“Estate” and “Freeholder” departments) can only be entered if the property is part of an Estate.
- The “Service Charge” amount is now correctly selected from the relevant budget year and sub-department.
- Added the option to select a bank account for “Estate” department charges to indicate which bank account the receipts will be posted to automatically.

Manual PL Transactions

Freeholder is not now mandatory for Estate department transactions.

Estate Important Notes

Corrected spelling mistake on Important Notes tab.

Chart of Accounts

Account references can now contain non-alphanumeric characters.

Emailed Statements

When sending statement by email the address selected will now always be the first email address in the communications list sorted in Type order.

Copy Works Orders

Corrected a problem where the Office drop-down list wasn't been populated when using the Copy Works Order facility.

Quick Monies

Corrected a problem where PLN and PLR amounts were not being cleared after processing.

Manual SLI/SLN Transactions

Added a field for the bank account in the "Relates To" section. This is only relevant for "Estate" department transactions to indicate which bank account the money is expected to be received into.

VAT Rates Form

Corrected a spelling mistake

Service Charge/Ground Rent Demands

- The note created when these are produced is now recorded against the individual property/unit rather than against the estate.
- Added fields for Freeholder name and address
- Added fields for bank account name, account number, and sort code to indicate where money should be paid.

Importing Receipts

For Estate and Freeholder charges it is now possible to import receipts and automatically match against the standing order/DD reference held on the ownership details.

A further option has been added to import combined Estate and Freeholder receipts and the system will automatically create separate SLP receipt transactions allocating first against outstanding Freeholder (ground rent) arrears, and then against Estate (service charge / reserves) arrears.

TDS Changes

Following a meeting with TDS the following changes have been put in place:

- a) Veco will automatically set the "End Type" to "Periodic" if the tenancy periodic field is ticked
- b) For Periodic tenancies the "Estimated End Date" will be set to 31/12/2099 when the TDS file is created.
- c) TDS are now able to purge their existing records and enable a new complete TDS file to be imported for only those tenancies that are live.

Owner Group / Owner Details

- On the Owner Group form the Owner details have been moved to a lower tab to allow more space in the upper part of the form.
- When adding an owner to an owner group it is now possible to search for the owner contact by address as well as by name.

Quick Monies

The invoice number on the PLI transaction is now stored against the PLP transaction.

Owner Groups

Updating the Ownership details does not now reset the account details to 'Manual' payment when a user does not have account detail access.

Transaction Editing

Corrected a problem where all allocation lines were being deleted by mistake including the 'placeholder' allocation.

Tenancy / Tenant Details

When adding a tenant to a tenancy it is now possible to search for the tenant/applicant by address as well as by name.

Works Orders

If the "authorisation" mechanism is being used, a Works Order cannot be marked as "Completed" until the WO is authorised. Also, if the estimated cost is changed the WO will need to be re-authorised.

Statement Invoices

Corrected the grid order to match the statement process.

Notes

The notes tabs now show the user name rather than the user reference.

Transaction Reversals

To avoid problems with bank reconciliation, when a transaction is reversed it is automatically saved afterwards to ensure any changes to the original transaction (ie banking reference) are also saved.

Bank Reconciliation

Corrected small problem on the bank reconciliation with batched transactions being separately reconciled but still appearing on the same batch.

Document Renaming

Ensure invoice documents are attached to PLP transactions as well as PLI.

Continuing Scheduled Charges

Correction: Ensure additional scheduled lines are added if a tenancy becomes periodic.

For clarification, when a "Scheduled Charge" is completed because all lines of the schedule have been charged no further charges are raised. However, if "Continue to charge after schedule is completed" is ticked additional lines will be added to the schedule, until the tenancy vacate date or the move out date is reached, whichever is later. This happens automatically as part of the "Raise Charges" procedure.

Where a tenancy re-news, or extends for whatever reason, and a schedule is already completed, the "Scheduled Charge" can be kick-started. Again, this only happens if "Continue to charge after schedule is completed" is ticked and the schedule is still "Active".

"Kick-starting" occurs under the following conditions:

- a) A new tenancy "Vacate Date" is entered, later than the previous vacate date.
- b) A "Move Out Date" is entered, later than the previous move out or vacate date.

c) A “Confirmed Extension Date” (and therefore a new “Vacate Date”) is set.

d) A tenancy becomes “Periodic”

Where a tenancy changes to “Periodic” a new schedule line is added automatically for the next full month’s rent. In all other of the above scenarios a new schedule line is added automatically for either a full month’s rent or for an apportioned rent if the new date only extends the tenancy by less than a full month.

Once “kick-starting” has occurred, the “Raise Charges” procedure will raise the SLI transaction and then add an additional schedule line.

Unless the tenancy is “Periodic” the rent schedules will continue only up to the tenancy Vacate Date or Move Out date whichever is the later. If a tenancy break-clause is invoked the Vacate Date should be changed to prevent further charges being raised and/or the remaining schedule lines should be removed or adjusted, and/or the scheduled charge should be made “Inactive”.

Owner Statement Notes

The note description for owner statements now states the type of statement (eg Draft, Copy, etc)

Inter-Account Transfer Transaction

Changes made to avoid potential error.

Version 1.2.4.5

Fees Pending

Increased “timeout” setting.

Version 1.2.4.4

Statements

Statements taking too long because bank transactions were not being filtered to the correct owner groups.

Version 1.2.4.3

Statement Fees

Corrected problem with fees records and totals. Only relevant for the statement showing fees invoices.

Version 1.2.4.2

Statements Total Fee

Corrected problem with fees total. Only relevant for the statement showing fees invoices.

Version 1.2.4.1

Payments (PLP)

Corrected error when filling grid if not using the “Allow Allocations for Non-Live Tenancies” option.

Version 1.2.4.0 (4th May 2010)

New Features

Transactions – Inter Account Transfer

We have added a new facility to allow funds to be transferred between two owner groups or two tenancies. This is called “IAT” and is available from “Transactions Grid : Add New”. The effect of using this routine is to create one CBP and one CBR transaction. The owner group or tenancy where funds are being transferred from must have available funds, and the normal date rules apply. Both transactions are give a banking reference starting with “IAT” following by the date and effectively cancel each other out on the bank reconciliation.

DOC to PDF Document Converter

In version 1.1.5.0 we introduced a (chargeable optional) facility to automatically convert Word documents into PDF documents in order to send them via email. However, the original documents were still stored as Word (DOC) files. This update includes a new “Days” parameter and “Admin” facility to automatically convert any Word documents into PDF files after a given number of days, so they can no longer be edited.

This facility can be run at any time by any user who has access to the “Admin : Processes” menu, and only where the “DOC to PDF Converter” software has been purchased.

When run, any Word documents (DOC or DOCX) that are attached to Notes older than a given number of days, as determined by a new parameter, are converted into PDF documents and the original DOC/DOCX file is permanently deleted.

When using this facility there may be a delay before the contents of the new PDF documents are available in Document Finder (Windows Search). Also, although Document Finder will search documents by name, if you find that documents do not display when using keyword searching you may need to speak to your server/workstation administrator to ensure that the Windows Search software, installed on your document server or workstation, has a “PDF iFilter” installed and configured to index the contents of PDF documents.

This facility only applies to documents that are attached to notes, whether created by a mail merge or created externally and manually attached to a note. Any documents that are not attached to notes will not be converted.

Accounts Important Notes

An additional “Important Note” facility has been added to Owner Group, Estate, Property, and Tenancy Details. This will pop-up automatically (like other important notes), but only when accessing the “Accounts Summary” pages, and Tenancy “Quick Monies” page.

Image Resizer

Current-generation digital cameras can now take pictures at a resolution of up to 12 megapixels that can result in a JPG file size of around 5 Mb. However, this is total overkill for most everyday uses such as displaying on a screen, printing on a report, or uploading to a website. Therefore, Veco generates 2 smaller sized images for display and reporting purposes, as well as keep copies of the original.

One drawback of dealing with images up to 5Mb in size is the time to transfer them from a remote client PC to a central application server over a slow network connection. Therefore, we have created a stand-alone “Image Resizer” program that can run as a small icon in the desktop PC’s “system tray”. This runs in the background and searches for any images copied from a camera to a “source” folder and creates a resized copy in a “destination” folder ready to be uploaded into Veco (or any other application). All parameters can be customised for each PC.

This app is available for download from <http://www.vecosonline.com/vecos/downloads/imgscaler.exe>

Simply store it in a new folder and run.

Additional Functionality

Live Transaction “Cooling-Off” Period

We have added the facility to edit live transactions. This will allow incorrectly posted transactions to be amended even though they may already be live. Obviously, this is potentially a dangerous facility and should be used with caution and therefore it is only possible to amend live transactions in the following circumstances.

Live Transactions...

- can only be edited within a specific number of minutes after being created. This is called the “Cooling-Off Period” and is specified in “Accounts Parameters” as a number of minutes ranging from 0-60.
- can only be editing by a user that has transaction “Edit” rights.
- can not be edited if they have already been reconciled.
- can not be edited if they have already been reversed.

Mail Merge - Editing

Generally, mail merge documents are created “Read Only” so they cannot be edited in the future. However, if you have needed to open a document attached to a Note and then edit the document, we have added a new parameter to stop documents being saved “Read Only”. It must be noted that allow the editing of an original document can be dangerous because there is no record of the original letter.

Note that this parameter cannot change previously saved letters which will remain as Read Only.

Suppressing Transactions

It is now possible to “suppress” transactions from appearing on statements. This can be used to tidy up mistakes so that a landlord is not aware that mistakes have been made.

Only bank and tax transactions can be suppressed, and a user must be designated as an “Accounts Manager” who has “Delete” rights to transaction details.

Transactions can be suppressed, from the Bank Balance or Tax Balance statements from the Owner Group Accounts Summary, by right-clicking on a transaction and selecting “Suppress” or “Unsuppress”. An equal value of debit and credits transactions must be suppressed before being allowed to continue to avoid statements becoming out of balance.

This feature only applies to the new speedy statement production routine.

Workflow Tasks

- Added a new field to indicate if a particular task on the workflow is “Not Required”. This is to give the option of ticking a mandatory task as “Not Required” rather than having to tick “Completed” even though the task hasn’t actually been completed.
- Ensure that a “Workflow” is archived from the Workflow grid when all tasks for that workflow have been ticked as either “completed” or “not required”.

New Fields / Database Changes

Tenancy Deposit Details (TDS)

Added “End Type” field for TDS uploads in accordance with the TDS specification. When a tenancy has ended this field must be completed together with one of “Renewed”, “Periodic”, “No Dispute”, “Dispute”, “Transfer”, or “Delete”. The corresponding “End Date” is entered automatically.

When using the “Quick Monies” facility to return a deposit (as defined in Transaction Templates) the “End Type” is automatically set as “No Dispute”. Any other reason for ending the tenancy protection must be entered manually from the Tenancy Deposit Details.

The TDS feed CSV file now ensures that the PAON field shows the Building Name if no address Number is present.

Tenancy Details

Added a new field to indicate if rent is paid x number of weeks/months in advance. This field is also included on the tenancy mail merge data sources.

Grid Changes

Initial Monies

Added right-click options to save customised grid layout.

Tenancies/Deals

- Tenancies with a status of “Withdrawn” are no longer shown on the grid by default.
- Changed the name of the “Active” column to “Live” to bring it in line with the Tenancy Details page.
- Added “Re-Reference” field

Accounts Reports – Fees Received & Fees Received Simple

These grids now make allowance for any unallocated PLP or PLR transactions where the fee nominal account cannot be determined. These will appear in an “Unallocated” group. Although there should be no reason to post unallocated PLP and PLR transactions, these would have been included in the BACS/Cheque routine but not included in the fees received grids.

Improvements / Bug Fixes

Adding Notes

- When adding a new note it is now possible to minimise the Note window and return to it later. This allows you to look up other information while in the middle of typing a new note.
- When adding a new note the form no longer closes automatically when clicking “Save”.

Parameters

Reorganised the Parameters options into “General” and “Accounts”.

Transactions – Payments

To avoid problems with the Cheques/BACS routine, if a non-numeric banking reference is manually entered the banking method is automatically changed to BACS.

Draft Transactions Processing

Corrected a problem where a draft CBR transaction could become 'unallocated' when moving from 'Draft' to 'Live', if the transaction had already been made 'Live' by manual editing. This would result in an additional allocation line being created and the transaction would appear twice on statements.

Statement Logos

Added a new field (strType) in the statement data query to indicate if a statement is to be printed or emailed. This will allow the statement template to be configured so that a logo is included if the statement is emailed, but not if the statement is to be printed.

Mail Merge – Watermark

When saving mail merge letters using the watermark feature the name of the watermark is now included as part of the document name.

Bank Account Changes

If the Client Bank Account on the Owner Group details, or Deposit Bank Account on Tenancy Details, is changed a warning message is now displayed when saving the details.

New Property Details

The Property Manager field now defaults to the user adding the property, to avoid being prompted when adding a property. This field is still needed because any automatic diary appointments such as Gas Safety need to be associated with a user.

Accounts – Payments (PLP)

- Rather than show invoices in transaction date order a new date column "Pmt Order" has been added to represent the order in which invoices should be paid. This field will show either the Invoice Date, the payment Due Date based upon the Supplier Payment Terms, or the Works Order Created Date. This will correct an issue where an invoice without a Works Order could be incorrectly paid before an invoice for a Works Order where monies were being held back. Regardless of this, the Payments (PLP) grid can be manually sorted by whatever column. Payments are always attempted in the order of the grid items.
- Solved the "recursive" effect when paying tax-allowable invoices for tax landlords.
- Further changes have also been made to speed up processing.
- Grid exporting to Excel is now working.
- Correctly retain uncleared monies from available balance when paying tenancy invoices

Fees Pending

The narrative on the PLI and PLP fee transactions, where it shows how the fee is calculated, now make allowances for rounding discrepancies.

Payments from Deposit

Any "Tenancy" department monies are now allowed to be released if the deposit is "Held by Landlord". Previously, only monies above the stated "Deposit Amount" could be spent.

Suitable Properties Email

The email to the applicant containing a list of suitable properties now has a default subject line of: "Lettings (or Sales) Properties from <Company Name>"

Contact and Owner Group Financial Changes

Changes to contact and owner group financial details now show in full for any user who is allowed to change account details, instead of showing as #####.

Transaction Details

- Added a new “Action” to display the reconciliation status of any bank related transaction. This will make it easier to identify when a transaction was finalised on a bank reconciliation.
- Added a new “Action” on PLI transactions to allow attached invoices to be emailed.

Scanned Invoices

Added a scanned invoice to a PLI transaction that has already been paid will now attach the same invoice to the PLP transaction.

Auto-Allocate Procedure

The “Date From” and “Date To” fields in the allocation are now correctly set when using the auto-allocate procedure so that these dates appear on statements.

Initial Tenant Charges

Included the Tenancy Salutation field to be used on the tenancy invoices.

Deferred Printed Statements

Re-instated the addition of a note for owners where statements are printed. This was inadvertently removed as part of the last statement re-design. Also, corrected the “Statement Invoices” grid that wasn’t showing invoices for the same reason.

Deferred Printed Invoices

The “Invoice Generator” process has been speeded up by processing a single PDF which is then split before emailing, with the remainder printed as a single PDF document. To use this facility a new accounts parameter to “Defer & Split Invoices” has been included. If this is ticked the invoice template may need to be adjusted to include a “bookmark” so that Veco knows how to split the separate pages. Please contact Eurolink Support to ensure this is done.

“While You Were Out” (WYWO)

Corrected a problem where the new WYWO popup was causing a problem when using the “Quick” forms.

Applicant Contact

The inclusion of an address is not now mandatory for applicants.

Email Addresses

Ensure that email addresses are saved and sent in lower case.

Statements – Email Template

The email message sent to owners with the statement can now be personalised by including a [Salutation] field.

Suspense Accounts

An accounts parameter has been added to allow suspense accounts to go overdrawn.

Notes

- The notes tab on individual records now includes any appointment feedback.
- Works Order notes also include any notes relating to the Repair details.

PortalPal Property Upload

Now allows for 20 photos to be uploaded.

Power Grids

Corrected a problem where a parameter would be prompted multiple times if it existed in the query more than once.

Works Orders

The statement narrative will now automatically show the amount retained.

Version 1.2.3.4

Unknown Receipts

Corrected a bug where the allocation of a CBR receipt was not being created.

Version 1.2.3.3

Extension Confirmed Date

Corrected a problem where the confirmed date could be removed when raising rent charges if a new rental amount had been entered.

Version 1.2.3.2

Statements

Correct problem of duplicate transactions showing on Period End statements. Interim statements not affected.

Version 1.2.3.1

Cheques/BACS

Corrected problem of some tenant payments being multiplied on the screen grid where a tenancy had more than one tenant, although the payment was for the correct amount.

Statement PDFs

Corrected problem of individual PDFs being named the same where multiple statements were produced for the same owner contact.

Version 1.2.3.0 (1st April 2010)

New Features

Speed improvements

To improve performance, the database queries for “Payments (PLP)” and “Owner Payments” grids have been optimised. This should prevent the “timeout” errors on large databases.

Owner Statement Production

The statement production procedures have been completely internally redesigned to produce significant speed improvements. The “Defer Printing” parameter is now ticked by default and the final resulting single PDF, containing all statements, is presented as a “Preview” to allow for immediate printing. A separate PDF is created for each statement type.

“MiniV” landlord software

Added features to allow passwords to be issued to landlord contacts so they can use the new “MiniV” software (coming soon).

Repairs Log

A new feature has been added to allow property managers to keep a track of “Repair” issues after receiving the initial call from a tenant but before creating a Works Order.

From the property or tenancy form use “Action : Repairs” to log the details of a new repair. These details are posted to a “Repairs Grid” for each management office and any new repair requests are highlighted at the top of the list. From the Repairs Grid each item can be accessed and additional notes added.

When a Works Order needs to be created, use the “Action” menu on the Repairs form. This will automatically pass details to the new works order form and change the status of the Repair. When a Works Order is marked as Completed (or Cancelled) the Repair record is removed from the grid.

Sub-Agent Fees

Added a new feature to allow a proportion of a scheduled fee to be paid to another agent.

When entering a Scheduled Charge for fees (PLI) it is now possible to select a “Sub-Agent” and enter the value of the fee paid to that agent as either a fixed amount or a percentage of the fee received from the owner landlord.

“Sub-Agents” are first created as Supplier contacts and then linked to “Sub-Agent Suspense Accounts”. The name of the agent and bank details of the agent should be entered at this stage.

When a normal fee is processed by the “Fees Pending” procedure PLI and PLP transactions are generated for the full value of the fee. If a sub-agent is involved PLN and PLR transactions are automatically created.

When BACS payments are made to you for fees, the PLR transactions are deducted from any PLP transactions.

The Sub-Agent is paid by posting a CBP transaction by using the “Pay Balance” button on the Suspense Account. This CBP transaction will then appear on the BACS routine.

Sub-Agent credits will appear as deductions from normal fees on the Fees Invoiced and Fees Received grids.

Parameters

Added settings for “Quarter Days” (to be used in future Estate development)

Additional Functionality

Supplier - PI Insurance Renewal

When opening Supplier details or selecting a supplier on a Works Order a message will be displayed if the PI Insurance date has not been renewed.

While You Were Out (WYWO)

Added a pop-up message that shows if the user has any unread messages. This message can be ignored but will keep popping up until all WYWO messages have been read.

CNR Tax

- Added the facility to double-click a record on the CNR Tax Grid to display a break-down of the Income, Expenses, and Tax balances.
- Also, added a “Select” facility and a “Mail Merge” action. This can be used to produce a letter to the owners showing the tax for the year (eg NRL6 form).

Power Grids

- Added the ability to double-click a record on a Power Grid to open a details form.
- When designing a Power Grid it is now possible to specify which type of details form should be opened when the results grid is double-clicked.

New Fields / Database Changes

Properties/Units – Marketing Sales Details

Added field for “Length of Lease”

Insurance Policy

Added field for “Premium Paid”

Grid Changes

Tenancy/Deals

- Added ‘right-click’ option to access tenant and owner communications details.
- Added “Rent Guaranteed?” field

Owner Groups

Added ‘right-click’ option to access communications details.

Live Transactions

Added Cheque Date/Time field

Applicant Grids

Added Applicant Type field

Grid Layout

When a grid layout is saved the grouping is also saved.

Fees Received/Invoiced

Added fields for property "Service Provided", tenancy "Responsibility Of", and marketing office "Region" field.

Rent Guarantee

Added property "Service Provided" field.

Outstanding P/L and S/L Transactions

Added property "Service Provided" field.

Raise Charges (SLI)

Added "Owner Group" field.

Draft/Live Transactions

Corrected a problem where whole values could not be filtered.

Works Orders

Added "Property Portfolio" field.

Improvements / Bug Fixes

BACS/Cheques

- Added 'BACS Ref' field and ensure payments are batched on BACS References as well as sort code and account number, to prevent payments for different owner groups being combined.
- Also, the system now checks to ensure BACS references are unique if more than one BACS file is processed on the same day. It does this by adding a -1 or -2 etc.

Transaction Postings

Corrected problem when posting on the last day of accounting period where the time was being picked up and rejecting this as a 'future' transaction.

Tenant BACS Reference

Add a BACS Reference field to the tenancy/tenant details. This will allow BACS payments to tenants (eg returning deposits, etc) to be identified.

Bank Reconciliation

- Added the 'Filter' facility to the bank reconciliation 'Batch Items' grid.
- Corrected a problem where draft transactions were being included in the bank reconciliation.
- Transaction batches now show totals, and can be printed.

Initial Charges Invoices

Corrected a rounding error on the VAT amount

Quick Lettings Applicant

“Responsibility Of” field now picks up all users within any “Lettings” department.

Quick Sales Applicant

“Responsibility Of” field now picks up all users within any “Sales” department.

Push Form

When the Push Form facility is used the main form is now closed automatically.

Works Order

Added Key Reference field to the Works Order form. This field is also available in the works order data source so it can be included on the job sheet if required.

Key Log

- Added the ability to select a supplier
- Corrected a problem with searching for a property with an apostrophe in the address.

Tenancies/Deals – Initial Charges

Added the ability to reload the renewal charges template to allow for changes in the template. This will specifically allow for the change in VAT.

Calendar/Diary Dates

Added a parameter to allow the calendar and diary dates to be filtered by either Job Role or Department.

Works Orders - Supplier Details

Added an “Action” to open the supplier details.

Tenancy/Deals

- When changing the status to “Offer Accepted” an option is given to change the property status to “Not Available” so that the property is removed from internal availability lists. If the property is showing on a website the property details must be opened and the “web status” changed as appropriate.
- Tenancies are now ‘locked’ when made ‘Live’ and not when marked as ‘Active’, should the two fields not be set at the same time.

Estate Works Order

Corrected an error when saving an estate works order.

SMS Messages

- Added a parameter to indicate if an outgoing SMS message can be replied to by email or not. If “No Reply” is selected the recipient will see the company name rather than a telephone number.
- Corrected an error where a reply to a SMS messages might contain the wrong original message.

Rent Guarantee Procedure

Corrected problems with the calculation of the loan repayment, and with ticked records not being processed.

Owner Payments Procedure

- Ensure negative tax balances are not included in owner balance calculation.
- Added a parameter to allow complete suppression of the Email/SMS notification. This allows an alternative more flexible process to be implemented using AutoMate.

Owner Account Summary

Ensure VAT is included in Fixed Charges Due balance.

Statements Grid

Fixed a problem where an owner would appear twice if more than one new tenancy had been added in the same accounting period.

Document Renaming

The “Relate To” selection now allows the searching of all records not just those marked as “Active”.

Initial Monies

Corrected a rounding error.

TDS File

If a live file is created the Deposit Protection End date is set before the file is created and not after.

Portal Pal Uploads

The folder used to copy and create photos has been changed to the user temp folder to avoid problems on terminal server systems.

Mail Merge Data Source

Added a “New Tenancy Start Date” based on the Extension Date + 1 day.

BACS/Cheques

- Corrected a problem where the BACS file was containing data from different companies.
- Corrected a problem with automatic cheques where the total on the cheque was batching incorrectly.
- A total is now shown at the bottom of the grid

Property – Void Periods

Properties are now included even if they have never had a tenancy.

Automatic References

The mechanism for generating the first part of a reference has been changed to avoid duplication.

SLP Transaction Posting

When a manual SLP is posted the name of the selected tenant contact is automatically added to the narrative.

Property – Works Orders Grid

Added “Completed Date” field and ensure works are listed in reverse data order.

Works Orders

- Supplier selection now defaults to “All Suppliers”. Suppliers can be selected by entering any part of the name or reference.
- Corrected a problem when emailing an Estate Works Order

Communications Grids

Now show the communications description field.

Property – RM Property Type

Changing the RM Property Type will now automatically allow the property to be updated on websites.

Quick Lettings M/A & Quick Sales M/A

Added “Owner Source” field.

Contacts – Lettings Applicant Details

Corrected an error when tabbing through the budget fields without entering an amount.

TDS File Creation

- Moved the TDS file options from “Admin” to “Actions” menu. In order to access this facility the user must be a Manager in the Accounts department.
- The “Date Protection Ends” and “Unprotection Event” fields are now automatically entered to comply with TDS requirements.

Tree Menu

Added a parameter to auto-collapse any expanded nodes when opening a new node.

Owner Payments

Owner notification Paying Out Method details now picked up from ownership details rather than the contact.

Property Scheduled Charges

On property-based SLI charges (rather than tenancy-based ones) the “Continue to Charge” field is now ticked by default when new charges are entered.

Tax Pending Calculation

Corrected calculation of tax so that only owner groups with “tax” owners with greater than zero ownership percentage will cause the tax to be calculated for the whole owner group.

Tenancy Scheduled Charges

- The account will now self-correct should the initial type be set as “Sales Ledger” and then changed to “Purchase Ledger” or vice versa.
- The nominal account can now be changed if initially set incorrectly.

Quick Forms – Owner & Property, Lettings M/A, Sales M/A

The title of a new Owner Group is now set correctly from the title, first name and surname.

Appointments Feedback

The feedback field on appointments has been increased. The feedback history field now shows as an expandable drop-down field.

Property Appliances

The Warranty End and Purchase Date fields are now blank by default.

Available Properties Grid

The JPG images appearing on the available properties grid are now not held open. This reduces memory requirements.

Property Photos

Removed the need for a “Floor” to be selected

Transactions – Discount %

Corrected a problem where the discount percentage was not reverting to the supplier default percentage on existing transactions.

Payments (PLP)

- When a supplier invoice transaction (PLI) is set as “Allow Part Payment” any subsequent payment transactions (PLP) will show with a description of “Part Payment of...” or “Balance of...”, if the invoice has been part-paid.
- Added a parameter to ensure any “Fees Pending” are taken into account before deciding if an invoice can be paid.
- Added a “Minimum Invoice Payment” value to ensure small values are not paid. This will solve the “recursive” problem where the part-payment of a tax allowable invoice releases additional funds.

TAX Transactions

Manual TAX transactions can have two possibilities. They can be used to either retain tax, or release tax that is already retained.

To Retain tax the posting is:

Credit (Decrease) Tax Liability (PROTX), Debit (Increase) Tax Expense (TAX)

To Release tax the posting is:

Debit (Increase) Tax Liability (PROTX), Credit (Decrease) Tax Expense (TAX)

To avoid making mistakes when posting, it now doesn't matter if you can't remember which account to debit and which to credit. Just enter either way, and when you click “Save” the system will ask you to confirm if you want to post a tax retention or tax release. If you have made a mistake the system will automatically adjust the nominals.

Transaction Reversals

It is not now possible to reverse a bank payment out transaction which has a banking reference. This applies to CBP, PLP, and SLR transactions.

Version 1.2.2.1

Suitable Sales Properties (Matching)

Corrected a problem where an error would occur if no grid had been displayed before matching.

Mail Merge

Corrected an error with non-editable data sources

Draft Transactions

Corrected a problem with opening a draft PLI with a works order.