

[Veco Changes Document](#)

Introduction

This document reflects all changes made to the “Veco” software and database starting from version 1.1.4.0. 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:

Version Number: 1.1.8.0

Released on: 25th August 2009

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 1.1.8.0**” and “**Database Version 1.1.8.0**”.

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 1.1.8.0 (Released 25th August 2009)

This version includes changes to the Contact form, which may require changes to customised layouts.

New Features

“My Veco” Menu

We have added further major improvements to the “My Veco” facility to make life easier for users such as negotiators who only need access to a small number of Veco options. A new “Show My Veco?” option has been added to User details. When ticked, the options defined under “My Veco” are shown as a large toolbar with icons across the top of the screen. Also, when the user logs in the main tree menu is hidden (although it can be dragged across at any time if needed).

Shortcuts

A number of new “right-click” shortcuts have been added to some grids to allow quick access to property and contact facilities without having to open the full details forms. Also, the available shortcuts have been reordered with the most used items appearing at the top of the list.

An example of these new options is the ability to do a Property or Applicant “Match” by right-clicking on an applicant in the Active Applicants grid or from a property in the Available Properties grid.

It is also possible to create a “New Viewing” from the Active Applicants grid.

It is now possible to create a “New Offer” from the Active Sales Applicants grid.

Pivot Grids

To complement the introduction of the “Power Pivot Grid” facility in version 1.1.7.0 we have now added this very useful data analysis tool to all grids. A new toolbar icon is visible (alongside the “Chart” icon) to allow the data appearing in the grid to be used as the basis for a pivot table report.

The Pivot Grid feature now allows for date fields to be split into separate fields for the month and year, or a combination of month and year. Eg Any date field appearing in the original data can be used to create new fields in the format MM, YYYY, MM/YYYY, or YYYY/MM. To ensure month fields are ordered correctly the MM option will show months as “01 – January”, “02 – February”, etc.

In order to use the Pivot Grid facility to analyse transactions as either positive or negative items, a new field called ANBAL equal to analysis.dblDebit - analysis.dblCredit whenever these fields are present in the data.

Any “Views” or grid filtering will also follow through to the data on the pivot grid.

Additional Functionality

Appointments

A new button has been added to the diary appointments form to allow all communications details to be displayed. Whatever the type of appointment, clicking the “Communications” button to show all telephone numbers and email addresses for the contact, owners, and tenants as appropriate.

These details can also be included on the appointment sheet that can be printed from Actions.

Email Signatures

In addition to the individual user email signature field, it is now possible to set a global signature/disclaimer that will appear on all emails sent from Veco. This signature block can be entered in the section “Parameters : Email Templates”

New Fields / Database Changes

Office Details

Added a field to allow the selection of a logo JPG. This “Office Logo” field can be used in mail merge letters to ensure the correct branding appears. If using this feature it is important to ensure all logos are correctly sized to fit at the top of a letter.

Tenancy Agreements

Add four more options for Tenancy Type and Deposit Scheme clauses.

Tenancy Legal Insurance

Added a field for legal insurance to the tenancy details form. This will automatically tick the similar fields on the property and owner group forms.

Grid Changes

Supplier Grid

Added “Account Code”, “Default”, and “HMRC” fields

Tenancy Balances

Added fields for “Tenancy Status” and “Vacating Date”

Tenancy/Deals

Added Owner Group field and a field to indicate if the Tenancy has a scheduled charge.

Estates – Properties

Added a column to indicate if the property has a scheduled charge

Insurance Policies

Added columns for Management Office and Property Manager

Improvements / Bug Fixes

Contacts Form

The photo field has been moved to the Additional Details tab.

The Category and email/SMS flags have been moved to the Main Details tab.

Bank Reconciliation

Corrected a problem where it was not possible to use the filter bar on the Bank Reconciliation data grid.

Accounts – Fees Received Grid

Fees are now calculated corrected

Any CBR/CBP transactions are not now included

The Allocated Amount, Transaction Department, and Transaction Reference are now included on the grid.

HSBC Banking BACS file

This now correctly takes into account items dated for payment on Saturday and Sunday and moves them forward to Monday or Tuesday as appropriate.

Quick Applicant Entry

Correctly set the "Address Title" field

Quick Monies

Corrected the spelling of "Initial Charges"

If transaction type is CBT the banking reference is automatically entered in the format Tyyyymmdd

If a PLI transaction is entered for the default supplier the status is automatically set to "Allow Part Payment" otherwise it is set to "Pay In Full"

SLR transactions are now correctly totalled in the "Monies Out" balance.

Find Buttons

Office and status lists are now correctly sorted in alphabetical order

Property/Units – EPC Data

The EPC data values can now be entered in the range 0-100

Accounts Transactions and Procedures

If the default supplier is selected when posting a PLI transaction the invoice status is automatically set to "Allow Part Payment". This can be overridden when posting a manual transaction.

Bank Reconciliation

Corrected a problem where it was not possible to search for specific items using the filter mechanism.

The items appearing on the bank reconciliation screen now appear in Banking Reference order.

Owner Statements

A new parameter has been added to allow the printing of statements to be deferred. This parameter has a number of effects on the statement processing process for those owners who would normally receive a printed statement (emailed statements are unaffected):

- a. Individual PDF files are no longer produced.
- b. A single PDF containing all statements is created and stored in the "Documents" folder of your Veco company folder.
- c. The single PDF is not printed immediately. It can be printed manually at any time when a printer is available, and at a more convenient time.
- d. The speed of the statement production is significantly increased.
- e. The note created on the owner details indicates that a deferred statement has been produced.

Available Properties Grid

Corrected a problem where it was not possible to assign a contact to bulk viewing appointments.

Balance Summary Statements

Added a "Deleted?" column so it is easy to see/filter reversed transactions. Also, the running balance column does not now show in red to avoid confusion.

Import Receipts

Corrected a problem where the commission calculation was slightly out causing the fees to be out by a few pence.

Property Details – Owner Groups

Ensure the start and end dates for Owner Groups do not overlap.

Works Orders

The list of Owner Groups in the “Invoice To” field now indicate which is the current owner.

Tenancy Scheduled Charges

Corrected a problem with the scheduled dates if the tenancy has a start date of 31st or 30th of a month.

Tenancy Details – Move Out Date

When a “Move Out Date” is entered a warning is shown to remind that the scheduled charges may need to be updated accordingly.

Tenancy Details – Extension Date

When an “Extension Date” is entered a warning is shown to remind that the scheduled charges will not continue unless the extension has been confirmed by entering a “Confirmed Date”.

Office Hierarchy

When updating office structures, a check is made to ensure only managed properties are affected.

Applicant to Property Matching

Properties classed as being available “Furnished or Unfurnished” are now matched correctly with applicants.

Owner Payments

Corrected a bug to ensure that an odd amount split between owners means that one owner may receive 1p more than the other.

Work Order Follow Up

The Works Order Follow Up appointment is now correctly assigned to the office of the user responsible for the Works Order.

Future Postings

Added a parameter to prevent transactions from being posted into a future period. This is used to ensure that the current month is completed in full before running the Period End Routine and moving to a new month.

When switched on this parameter affects:

Quick Monies – The transaction date will now default to either the current date or the end of the current period. A warning message is shown if a future date is entered.

Manual Transactions – A warning message is shown if a future date is entered.

Payments (PLP) – Only the current period can be selected. There is no option to select the future period.

Receipts (SLP) – When selecting receipts it is only possible to select a date up to the end of the current period but not future dates.

Import Receipts

Added a parameter to prevent importing of any items with a negative value

Transactions – CBP

Payments from suspense accounts now appear in the Cheques/BACS processing.

Import Credit Notes

It is now possible to select an account nominal when importing credit notes from a file.

Version 1.1.7.3

Mail Merge

Fixed a Word error

Version 1.1.7.2

Statements

Corrected problem with Total Outstanding Fees on statement including Tenancy department

Receipts (SLP)

Corrected bug with Allocated amounts not matching Received amounts even though they total the same

Properties/Units - Photos

Categorise Floor Plans - Bug, Floor Plan not showing on Categorise Floor Plans

Version 1.1.7.1

Quick Monies

Corrected bug with VAT on PLN transactions

Accounts Procedures - Import Receipts

Account numbers are now imported correctly from HSBC import format.

Version 1.1.7.0

This version includes changes to the Property and Contact forms, which may require changes to customised layouts.

New Features

Company Announcements

A new facility has been added to allow “Company Announcements” to be broadcast.

The subject of the latest announcement is always shown in the bar at the bottom of the main tree menu. Click the arrow to the right of the text to show a grid of the latest and previous announcements.

To add a new announcement, right-click this grid and choose “New Announcement”.

An “Announcement” consists of a “Title” and “Main Description” which can be entered in rich-text. Optionally, an image can be shown, as well as a link to a document or other file.

After adding an announcement each user will be shown a small pop-up window in the bottom-right of the screen. They can either ignore this or click “View” to show the details. Only “Admin” personnel can add, change, or delete announcements by right-clicking on the announcements grid.

Major New Feature – “Power Pivot Grids”

The “Power Grid” feature has been joined by a powerful new reporting feature: “Power Pivot Grids”.

This feature allows information to be summarised into a pivot table similar to the feature within Microsoft Excel. “Power Pivot Grids” allows comprehensive, user-defined, statistical reports and charts to be created to allow you to analyse your data for trends.

Although this facility will be easy to use by anyone familiar with Excel pivot tables a “User Guide” will be available in the very near future from “Help : Useful Links”.

Suitable Properties Match

When the suitable properties list is either printed or emailed, an option has been added to include a mail merged covering letter. The letter can be defined as a mail merge template using the Applicant data source.

Matching History

When matching properties to suitable applicants or an applicant to suitable properties the matching items are now recorded against the individual properties and applicants. A “Matching History” tab has been added to the applicant and property details.

Properties Details – HIPs

A new sub-tab has been added for HIP details. These details can be added, amended or deleted as allowed by the User (or Department) Form Access Security.

HIP details currently consists of:

HIP Supplier, Date Requested, Date Received, Owner Provided

Once a HIP has been marked as being received the details cannot be amended, although a new HIP record can be added. This builds up into a history of HIPs.

Keys Held Grid (Estate / Property)

Added a new grid showing the references of any keys held against the property (or Estate). The “Find” option can be used to search for specific keys.

Additional Functionality

Works Orders Grid

The instruction details can now be hidden or shown by right-clicking in the grid.

Tenancy/Deal Details

Where a property is an HMO, a check is now made to ensure that the property Electric Expiry date is entered and is later than the tenancy occupied date.

Adding New Contacts

A warning message is now displayed if a category hasn’t been entered when adding new contact details.

Raise Charges (SLI)

Any “New Rent” value on the tenancy will now take effect at the vacate date if the tenancy becomes periodic.

Quick Monies

Made the “Amount” and “Contact” columns wider so that the totals at the bottom of the grid can be seen more easily.

Added an overall total to the grid

Added a button to allow quick access to the tenancy “Initial Charges” so that entering “Quick Monies” is easier.

Property Managing & Lettings Responsibility

When a property manager/negotiator name is changed any future diary appointments will be linked to the new name.

Tenancy Responsibility

When a tenancy negotiator name is changed any future diary appointments will be linked to the new name.

Quick Lettings M/A

Set the appointment type to default to “Lettings M/A”

Management Properties Grid

It is now possible to access the “Actions : Mail Merge” option
Added a new right-click option to add a new Works Order

Tasks Grid

This now only shows items that are uncompleted, and ticking “Completed” will not remove the task from the list until “Process” is clicked.

Details Forms – Dates Grid

Included an option to show or hide the completed diary appointments. The default is to not show completed items.

Property Details – Gas

By default, when a new property is entered the “Gas?” field is ticked. To prevent this being un-ticked by mistake a note now has to be entered to give a reason why the gas is being un-ticked. This could be as obvious as “The property does not have gas”. The note is recorded along with the name of the person who made the change and the date/time.

Available Properties List (Sales, Lettings, and Matching)

A right-click option has been added to allow a report to be produced for the chosen property. This allows a window card or set of particulars to be printed without calling up the full property details.

Suitable Applicants Match

A right-click option has been added to allow a new note to be created for the chosen applicant.

Web Status

When the status of a property is changed a prompt now asks how the web status should be changed.

Offers & Sales

When an offer status changes a prompt now asks how the web status should be changed.

Mail Merge Templates

To improve appearance, the tree nodes showing mail merge fields are automatically expanded and collapsed.

Address Finder

When entering addresses it is now possible to bypass the need to search for the postcode before entering a new address. A new parameter has been added to allow for this feature.

Windows Card / Brochures

Added the “Feature” fields to the data source so they can be used on reports.

Chart of Accounts

Allow the range of numbers allowed in the account “Sequence Number” field to be overridden.

Properties (No Owner Group) Grid

It is now possible to mail merge from the “Properties (No Owner Group) Grid”. A new “Property No Owner Group” data source has been added to allow canvass letters to be written to properties where the owner is not known

New Fields / Database Changes

Tenancy/Deal Details

Increased the “Length of Tenancy” field to 100 characters.

Property Details – Photos

Added “EPC Registration” reference to the other EPC details

Contact Details

Added “Proof of Address” field

Offers & Sales

Added a “HIP Supplier” field.

Properties Details

A new “Heating Type” field has been added to the Sales Attributes. These can be set in “Admin : Types”.

Chart of Accounts

Added three “Custom Fields” for use with exporting details to other accounts systems.

VAT Types

Added a “Custom Field” for use when exporting details to other accounts systems.

Grid Changes

Tenancies/Deals

Added column showing if tenancy is “Live”

Added column showing if any tenants have a “Guarantor”

Works Orders

Limited the instruction text to 5 lines on the grid.

Draft Transactions

When a PLI draft transaction is made live any associated works order is now marked as completed.

Diary Projection – Appointments Grid

Now shows the property “Vacant” and “Service Provided” fields if applicable.

Active Applicants

Now shows who registered the applicant details

Estate Works Orders

The communications grid now shows the current freeholder.

Suitable Applicants Match

The Applicant Status is now included on the results grid.

Landlord Groups

Because the “Hold” flag is no longer active on the Owner Payments grid this field has been added to the Landlord Groups Grid.

Fees Forecast

Added the Property address

Improvements / Bug Fixes

Mail Merge

Added a small time buffer to prevent errors where the results of the mail merge are being opening before the file has been fully written to disk.

When running over a VPN local copies are now made of the templates in order to speed up the mail merge process. The system will always keep these local copies up-to-date.

Appointments

Corrected an error that appeared when a diary appointment was accessed from within a property but only if the property was accessed after using the property "Find" facility.

Accounts Procedures

Receipts with a "Days Delay" are now processed correctly.

Statements

Stop statements for Owners who no longer own a property

Lettings Statistics

Valuation statistics now include diary events of "Lettings M/A"

Quick Applicants (Sales/Lettings)

Added a "Follow Up" date field to allow an automatic diary event to be created. A parameter allows this date to be automatically set to a certain number of days ahead.

TDS File Creation

Any commas in the lines of the address are now removed to prevent problems uploading the CSV file to TDS.

Properties Details

The prompt asking for a missing "Managed?" field now only appears if the property category is "Lettings/Management".

Office Details

Most Eurolink customers update details to websites such as Rightmove via the Eurolink "Portal Pal" service. However, if the uploads are run manually there was nowhere to enter the Rightmove "Office Web ID". This has now been added to the Office Details form.

Fees Pending Grid

When grouping items on this grid the "Gross" amount is used instead of "Net Income".

Office Details

The office telephone, email, and fax details for mail merge data sources are now updated correctly from the office communications.

Tree Access – My Veco

The My Veco options are now lined up with the departments to make them easier to enter.

User Form Access

Changed this layout to 2-column to allow for expanding list of forms.

Version 1.1.6.4

Payments (PLP)

Activated the facility to pay only part of an invoice if the invoice status is set to "Allow Part Payment".

Version 1.1.6.3

Statements showing fees

Corrected problem with the balance of outstanding fees

Version 1.1.6.2

Transaction Templates

Corrected problem with VAT rate not changing when a different rate was selected

Fees Pending

Corrected a rounding problem where fees were not being paid in the Fees Pending grid.

Mail Merge Templates

Corrected an error due to library component not being registered

Version 1.1.6.1

Discount Suspense Account

Corrected a bug when payment greater than £999.99

Version 1.1.6.0 (1st July 2009)

This version includes changes to the Property and Contact Forms, which may require changes to customised layouts.

Contacts Communications

Added the ability to see and use the contact communications directly from contact grids. Right-click on the contact on the grid and choose “Communications”. From here it is possible to make calls, send SMS, and send emails.

Quick Forms – Search

Added a parameter to enforce the search facility when entering new details in Quick Forms. This will make it mandatory to first search for a contact to ensure it doesn't already exist to avoid adding duplicates.

Bank Reconciliation Report

Added additional balance information at the top of the report

Added a warning when the “Select All” and “Unselect All” buttons are used

Workflow Templates

Added the option of automatically advancing the “Target Date” by a given number of days when creating a Workflow.

Task Grids

Added the option of attaching a document to each Task. If a document is added the Task is automatically completed.

Power Grid Queries

Added a comprehensive “Query Builder” feature to allow for easy creation of queries.

Receipts (SLP)

To allow filtering, the ‘Banking Ref’ field can now be entered at in the toolbar.

HSBC BACS File

The “Veco2hex” file now has 2 days added to the processing date and allows for Saturday or Sunday processing dates. It cannot allow for Good Friday or Bank Holidays in which case the file will need to be edited manually.

Veco “AutoMate”

Added a memory facility (“Repository”) to ensure processed records do not get processed again within a certain timeframe.

SMTP Parameters

Added parameters for email SMTP settings to allow emails to be sent without using Outlook.

Use of the SMTP settings can be defined per User.

Notes Grid

Added right-click option to print any documents attached to the notes.

Property Marketing Descriptions

Added specific descriptions for Sales properties.

Property Features

Added the facility for up to 10 sales and lettings feature bullet points, as used on Rightmove.

Mail Merge

Increased the form size of the mail merge documents list, and added a filter bar to allow quick access to letters.

Corrected a bug where use of the user signature field was preventing other fields from being merged.

Tenancies/Deals Grid

Added "Legal Insurance" field from property details

Quick Monies

Disabled this facility if the tenancy is archived.

Do not allow the Quick Monies to be used if the owner group or tenancy does not have a bank account.

Contacts Grids

Added "Allow Post" field

User Licensing

Corrected a loophole where the same user could log on multiple times when running in a terminal server environment.

Marketing - Available Properties Grids

Any filter is now reset when leaving the Available Properties grids.

Marketing – Active Applicants Grids

Added the "Registered Date" field

Properties/Units - Lettings & Sales Properties Grids

Added the "Web Status" field

Statistics

The statistics feature now allows for users who may have changed offices within the selected date range. Also, any user with zero values in all columns will not appear.

Bank Reconciliation

Added Owner Group column on transaction details

Live Transactions Grid

Added "Reference" to "Find" option

Draft Transaction Grid

Enable the Print icon

PLI/PLN Transactions

Added a parameter to make the invoice number mandatory

Scheduled Charges

Created charges are now shown by default so that it is easier to see that charges have already been raised.

The schedule grid now shows the total number of rows.

The total amount shown in the charge details is now calculated based on the total number of schedule rows.

Added a facility to calculate the rents based on a 'Daily' rate.

Statements Showing Fees

Added a Fees VAT Description field to show the VAT rate

'Total Invoices Awaiting Payment' no longer includes the total outstanding fees.

Copy Statements no longer include the 'Total Invoices Awaiting Payment' and 'Total Outstanding Fees', because these fields do not relate to the copy statement period.

"AutoMate" in Veco Main Tree

'Process Now' is operational

'Preview Records' now takes into account the AutoMate repository.

CBR Transactions

It is now possible to change the banking reference as long as the transaction is not reconciled.

New Appointments

When entering the Start Date, the End Date is updated automatically.

Transaction Templates

Added validation for debit and credit accounts fields

Added a new transaction combination for PLN/PLR

Views

Added option to save the 'Sort order

Period End Routine

Ensure all charges for the current period have been raised to prevent charges being raised in an old period.

Import Receipts

Added parameter to ignore the first x lines

Imported receipts now get a banking reference of -0001, -0002, -0003, etc instead of -1, -2, -3.

Mail Merge Templates

Added field for Office Address Line

Transactions By Nominal

Added Reconciled and Reconciled Date columns

Addresses table

Added Registered By/Datetime, and Amended By/DateTime fields to allow auditing of changes.

Property Keys

Keys can now be removed from the Security tab if they have never been signed out.

Property Import

When importing property details the Rightmove (RM) property type field was not being set. It is now set to 'Not Specified'.

Tenancies/Deals

Improved performance when clicking 'Save'.

Owner Group

Improved performance when clicking 'Save'.

Document Storage

To prevent the Documents folder becoming too big and slow to navigate, all documents are now automatically stored in subfolders that relate to the year and accounting period.

"My Veco" Menu Tree

The main menu tree now contains an extensive list of options that can make navigation long-winded if the tree has not been tailored for each department. To make the menu easier to navigate we have added a new tree called "My Veco" into which any of the main tree menu options can be added and renamed to suit each department. So, for example, for negotiators "My Veco" might contain options called "Add New Applicant" and "Current Property List" instead of "Quick Forms – Lettings Applicant" and "Marketing – Available Lettings Properties".

"My Veco" appears above the normal "Eurolink" tree.

The menu options can be defined from "Admin : Tree Access": Edit a specific menu option, then tick the box alongside the required department you wish to add a "My Veco" option to, and add the wording you wish to use. "Save" the changes and click "Close" to see the effects.

Initial Monies Grid

Activated the print button

Void Periods Grid

It is now possible to vertically scroll the timeline chart.

CHS Details

Made various changes/additions to CHS details

Grid Filtering

When using a date field to filter the contents of a grid, it is now much easier to select a range of dates. For example it is now possible to just show items that relate to "Beyond this year", "Later this year", "Later this month", "Next week", "Tomorrow", "Today", "Yesterday", "Earlier this year", and "Prior to this year". It is also possible to select a range of dates by highlighting a range of dates on directly the calendar control.

Version 1.1.5.3

Statements

Stop identical rows being merged as a single record

PLI Transactions

Corrected problem where calling up PLI transaction generated an infinite loop in certain circumstances.

Version 1.1.5.2

Receipts (SLP)

Corrected problem with allocated amounts not matching receipts

Tenancies/Deals – Tenants

Adding a new tenant no longer picks up the tenancy Vacate Date as the Tenant Move Out Date.

Suspense Accounts

Corrected error when adding a new suspense account

Mass Email

Corrected a bug where a selected attachment was not being sent.

Version 1.1.5.1

Tenancies/Deals

Corrected a bug where the Inspection Date was not being saved.

Version 1.1.5.0 (29th May 2009)

Transactions

When entering transactions it is now possible to enter more than 3 characters to pull up a names list when selecting owner group, property, tenancy, and supplier.

The "Relates To" section does not now automatically close if no works order is selected when entering a PLI.

Statements

Ensure Owner transactions are always shown last on the statements.

Emailing documents as PDF

A new optional facility has been added to allow documents to be automatically converted to PDF format when sending by email. Please note that there are licensing implications for use of this feature.

Tenancy Agreement Production

A major new facility has been added to allow the automatic production of tenancy agreements with the correct clauses inserted depending on the type of tenancy and the relevant method of deposit protection, as well as other important clauses.

A full document describing this feature is available from our website:

<http://www.veco-online.com/veco/pdfs>

Accounts Procedures – Invoice Generator

Invoice numbers are now correctly assigned to the PLP transactions for fee invoices. The invoice numbers were not appearing on remittance advices.

Owner Payments Grid

Added 'Owner Group Float' field

Initial Monies Grid

Added 'Service Provided' field

Suppliers Grid

Added 'Gas Safe Register' field

Changes to Appointments

Added a parameter to stop notification emails being sent when an appointment is changed

Live Transactions Grid

Added Net, VAT, and Discounts fields

Bulk (Multiple) Appointments

Set default start/end times.

Added Bulk Appointments feature to the general Available Properties grids for both lettings and sales properties.

Quick Lettings/Sales Applicant

Added 'Source' field

TDS File Creation

Added option to allow the creation of a 'Draft' file that can be used for testing before updating the tenancies.

Raise Charges (SLI)

Corrected the transaction date when the 'Charge in Arrears' option is used.

Quick Monies

Corrected a problem with the "Monies In / Monies Out" totals

Corrected a problem with the auto-allocate mechanism calculating the wrong unallocated balance.

Mail Merge Data Sources

Tenancy Occupiers and Additional Tenants are now shown as separate fields.

Tenant Standing order reference now included.

Office Branding field is now included in the additional fields.

Scheduled Charges

Ensure date periods are shown correctly where 28th, 29, 30th, 31st of the month are involved.

Quick Monies

When an amount field is clicked the value in the field is automatically selected (highlighted) to avoid the wrong figures being entered by mistake. ie Because the field always shows a 0 (zero) by default, it was easy to enter 600 instead of 60.

Owner Statements

It is now possible to produce a copy statement for a range of periods rather than just a single period.

The note created when a statement is produced will now automatically include the actual PDF document as an attachment to avoid having to use the Document Search facility.

Invoice Generator

Fixed a problem where the invoice numbering was not sequential per supplier.

Account Summaries

Corrected a glitch where double-clicking on a narrative rather than the amount field would turn the cursor into an hourglass and give the impression something was happening when it wasn't.

Suspense Accounts

Added an option to allow the full Owner Group (upon which a Suspense Account is based) to be opened.

Supplier Discounts

The PLN and PLR transactions now show the invoice number from the original PLI and also show the property address as part of the narrative.

Workflow Tasks Grid

The "Grouping" feature has now been enabled.

BACS/Cheques Procedure

Veco will now automatically create a file for importing into HSBC systems in the “Hexagon” format. In parameters you need to select the BACS File Format “veco2hex.blf”.

TDS Details

The TDS Details page of the Tenancy Details now shows a date/time when the TDS system was last updated.

Works Orders

Correct a bug when saving a completed Works Order with no follow up date.

Default Suppliers

The suppliers marked as “Default Supplier” and “HMRC” can now only be set by an Administrator.

Available Lettings / Sales Properties Report

Included the Office Branding fields on the Property Report

Included the full property address as a data source field

Multimap Interface

It is now possible to download and store a map for each property. To use this feature you must be licensed to use the Multimap Developer API.

Enter your Multimap API Key in Parameters, followed by any API parameters to specify the zoomLevel, marker, or label, etc.

Eg. OA09051510538196106?zoomLevel=10&marker=mymarker.jpg

On the Property Photos tab use the “Get Map” button to display a map centred on the property postcode. This map can be saved as an image by right-clicking the map and then select “Save Picture As...”. Save the default file name to your desktop and the map will be added to the property photos.

The map image can be shown on window cards and other property particulars.

Transaction Templates

Corrected a bug when adding SLR/CBR and SLP/CBP transactions due to no department needed

Quick Monies

Ensure supplier discount is recorded against an unpaid PLI

Contact – Financial Details

Stopped a problem where the sort code could be stored with “*****” in certain circumstances.

Tenancy Details

Redesigned the Main Details tab and added a new Other Details tab because the main details were becoming too cluttered.

Added the “Arrears Days” field

Offers & Sales

Stop the Important Notes being locked when saved

Works Orders

Allow the “Contact No” and “Pick Up Keys From” fields to be used independently.

FAQ/Suggestions

A new option has been added to the “Help” menu showing a list of FAQ (Frequently Asked Questions) and includes updates as to the progress of any suggestions you may have put forward.

All suggestions you may have for the improving of the Veco software, as well as any bugs you may find, are logged on our internal support system and can be seen on the “FAQ” grid. Our response to these suggestions is also logged.

Also, any questions asked of our support department which are felt to be useful to other customers are also logged in the same way.

The “FAQ” grid will normally show the top 10 most recently added or updated items (Bugs, Suggestions, etc), but it is possible to search all items by using the “Search” field. So if you want to find any items that mention Works Orders simply enter “Works” into the Search field.

Version 1.1.4.5

Transactions – PLI Quick Pay

Corrected problem with not checking for available funds

Transactions Lookup

Correct 'blnOwnership' error message

Lettings Marketing Details

Corrected problem with rent period not being picked up correctly from office details

Windows Compatibility

Veco now runs in 32-bit compatibility mode on 64-bit versions of Windows

Version 1.1.4.4

Owner Balances Procedure

Improved performance when retrieving balances

Version 1.1.4.3

Property Photos

Corrected problem with last photo being blank

Version 1.1.4.2

Add New Tenancy

Office is now selected correctly

Mail Merge

Correct font problem with multiple letters

Version 1.1.4.1

Property Details

Corrected error when saving property

Version 1.1.4.0 (29th April 2009)

Office Hierarchy

A major enhancement has been added with respect to different types of offices and how they relate to each other.

Offices are still entered from the tree menu "Admin : Offices", but a new function has been added that defines whether an office is classed as a "Marketing Office", "Management Office" or "Maintenance Office", and which "Region" the office belongs.

The new function is available from the main menu at the top of the screen: "Admin : Templates : Office Hierarchy". A grid is displayed showing columns for "Marketing Office", "Management Office", "Maintenance Office" and "Region".

Marketing (Lettings/Sales) Office – all offices are classed as Marketing Offices regardless. (A "Marketing Office" is the "Lettings" or "Sales" office depending on which version of Veco you are running.)

Management Office – select the office that deals with the management of properties marketed by the marketing office. (If you only do sales and not lettings the management office should be the same as the marketing office.)

Maintenance Office – select the office that deals with the maintenance of properties linked to the marketing office. (This is relevant for lettings and not sales.)

Region – select the region for the corresponding marketing office.

Selecting offices when entering details

Bearing in mind that each User is associated with an Office.....

When a new property is entered, via "Quick Property", "Quick Owner & Property", or manually, via "Property Details", the Marketing Office and Management Office will default to the same office as the user.

Within "Property Details" a new field has been added called "Managed?" which requires a "Yes/No" answer.

If "Managed" is "No" the Management Office is set to the same as the Marketing Office.

If "Managed" is "Yes" the Management Office is set automatically by looking at the Marketing Office and the settings for that office in "Office Hierarchy".

Once set, the Management Office cannot be changed without first changing the Marketing Office.

If a sales property is entered, "Managed" is automatically set to "No" unless the property is also set to the category of "Lettings/Management".

Property Grids

Properties/Units – This will display all properties with a Marketing Office OR Management Office the same as your own office. The offices list at the top of the grid will show all offices within the same region as your own office.

Lettings Properties – This will display all properties with a Lettings Office the same as your own office. The offices list at the top of the grid will show all marketing offices within the same region as your own office.

Sales Properties - This will display all properties with a Marketing Office the same as your own office. The offices list at the top of the grid will show all marketing offices within the same region as your own office.

Management Properties - This will display all properties with a Management Office the same as your own office. The offices list at the top of the grid will show all marketing offices whose properties are managed by your office.

Maintenance Properties - This will display all properties with a Maintenance Office the same as your own office. The offices list at the top of the grid will show all marketing offices whose properties are maintained by your office.

Works Orders - This will display all properties with a Management Office the same as your own office. The offices list at the top of the grid will show all marketing offices whose properties are managed by your office.

Changes when update is installed

When this update is installed, all offices are set to be Marketing, Management, and Maintenance offices.

Offices...

All properties Management Office, Lettings Marketing Office, and Sales Marketing Office will be set to be the same.

Examples:

If a property has a lettings marketing office, the sales marketing office and management office will be set to be the same.

If a property has a management office but no marketing office, the marketing office will be set to be the same as the management office.

If a property has a marketing office the management office will be set to be the same regardless of whether there is already a management office.

"Managed" field...

All properties will be set to "Managed=No" unless the property has a tenancy with a scheduled PLI charge in which case the property will be set to "Managed=Yes".

Changing the Office Hierarchy...

You should ensure that the "Office Hierarchy" facility is used to define the offices correctly. When you do this, the management office will automatically be changed on every property as determined by the corresponding marketing office, only if the property is managed.

Tenancy Office

When entering a new tenancy the "Tenancy Office" is automatically set in accordance with the Lettings Marketing Office of the chosen property. This can only be changed by a user designated as a Manager.

Offices and Accounts Transactions

All accounts transactions can be assigned to an office for reporting purposes according to the following rules:

If a transaction is related to a tenancy (eg rent or fees) the "Transaction Office" will automatically be set to the "Tenancy Office" field of the related tenancy.

If a transaction is not related to a tenancy, but is related to a property the "Transaction Office" will automatically be set to either the "Management Office" or the "Lettings Marketing Office" of the property as defined in the parameters.

When a transaction is entered manually the "Transaction Office" can be overridden at the time of posting.

Tenancies/Deals

"Tenancy Office" can only be changed by a user designated as a Manager. The "Responsibility Of" field is automatically set to the name of the user creating the tenancy.

Corrected a rounding problem that caused the arrears days to show incorrectly.

Automatically tick the property 'Vacant' when a move-out date is entered. This has always happened automatically when logging on, but this now happens when a user specifically enters a date.

Contact – Lettings Applicant

Added a field date to indicate that a "Re-Reference" is required. This will create a key date appointment in the name of the negotiator responsible for the applicant.

Notes Follow Up Date

The follow up date on notes has been expanded to create a calendar appointment. Once entered this date cannot be changed. The appointment can be completed manually, and feedback added as appropriate.

Appointments

The "Note Follow Up" appointment details now include a link back to originating note.

It is not now possible to set a reminder for an all day appointment.

Corrected an error when a reminder is set for an appointment starting at midnight

Properties/Units

When changing the status, you are now prompted to enter a note explaining why the property status has changed. Although this note is not generally shown, it can be interrogated using Power Grid, TaskCentre or AutoMate.

Added "Legal Insurance" field to the Property Details. If an Owner Group consists of more than one property, the Legal Insurance field on the Owner Group is automatically ticked if any property is ticked. The Owner Group field is not available to be ticked independently.

Lettings Applicants – Suitable Property Match

Added the ability to create multiple appointments:

When the list of suitable properties is displayed right clicking on one of the properties will give the option to create a "Single Appointment" or allow "Bulk Appointments".

If "Multiple Viewing" is chosen as new tick box column will appear in the first column of the property list.

Select the properties required

Right-click on any of the properties and choose "Bulk Viewings"

In the New Appointment details screen enter the required date and start/end time for the full time the user is expected to be out of the office. Enter any short description as required.

Clicking "Save" will then created multiple appointments on the date selected equally spaced between the original start/end times.

Note: to avoid mistakes and possible negotiator over enthusiasm, a maximum of 5 bulk appointments can be created at one time.

General Help Documents

User created Help documents can now be stored in the main "Help" folder as well as in the sub-folders. These documents are available from the "Help" option on the main top menu.

Works Order Report

New fields have been added to allow the address and phone number of the "Pick Up Keys From" office.

Lettings Applicant Details / Quick Lettings Applicant

Changed the “Reason for move” field into a drop-down list. These can be defined under “Admin : Types”.

Also, added “Specific Requirements” as a field on the Lettings Applicant Details page.

Office Branding

Added a drop-down field on office details to allow for office branding.

The names of the “Brand” can be defined in “Admin : Types” and can also be used in mail merge documents.

Future improvements will allow for dynamic logos on reports and mail merge letters based upon the office branding.

The office brand is also shown on the Office Grid.

Related Contacts

Any contact can now be related to any other contact. There are no restriction as to the type of contact.

Locked Records

When any user opens a record – ie Contact, Property, Transaction, Works Order Details, etc – a “lock” is placed on that record to prevent other users from editing the same record at the same time. This “lock” records the name of the person who is looking at the details and the date and time. If a different user attempts to open details currently “locked”, they will see a warning that the details can only be opened “Read Only” and cannot be edited. However, if the first user switches off a PC or leaves the PC logged into Veco this “lock” could be in place indefinitely.

We have added a parameter to indicate how long a “lock” remains in place before we assume the user has finished. After the elapsed number of minutes a lock will be released automatically.

While You Were Out

To ensure that all WYWO messages relate to a particular property or tenancy, etc, and not for just general office messages, a new parameter has been added to switch off the WYWO facility on the “Actions” menu from the main top menu.

Works Order Communications

When an e-mail is sent from the Communications tab the first line of the property and the works order short description are automatically included in the body of the e-mail.

Tenancies/Deals Details

On the drill-down from the Accounts Summary balances the tenant name is now shown, if appropriate.

We have added a new field for “Length in Months”. This will then automatically calculate the Vacating Date from either the Occupied Date or the Extension Date. The “Length in Months” field can be set as a default in parameters.

We have added a “Break Clause At x Months” field. This field (in words) can be used in mail merge documents.

The extension date is now not available until the tenancy is active.

Mail Merge

Corrected a problem where the formatting/fonts were changing when printing a document in certain circumstances

Property Photos

It is now possible to add photos to a new property before saving the property details.

Default Paying Out Method

A parameter has been added to allow the setting of a default “Paying Out Method” (eg Manual Cheque, BACS).

Whenever a new contact is entered the Paying Out method will be automatically set to the default. However, because user security profiles may prevent the user from entering BACS details, the account number and sort code fields are no longer mandatory. Instead, if the Paying Out Method is set to BACS and no account details have been entered a warning message is displayed.

BACS/Cheques Routine

When running the BACS payments, the screen will highlight any contacts that do not have bank account details because they may have been missed during the loading of the contact.

The supplier type column has been added to the BACS/Cheques grid to allow certain types of supplier to be delayed – eg for fees.

The BACS/Cheque report now shows the address of the contact being paid.

Works Orders

The “Statement Narrative” field now automatically gets entered in line with the Brief Description.

Transaction - Supplier

The supplier address is now shown when selecting the supplier.

Contact Tax Details

The “Tax Landlord” and “Non-Resident Landlord” tick fields are now correctly set in line with the dates.

Supplier Details

The tick field “HMRC?” which is used to indicate that the supplier is the default for landlord tax purposes will now show a warning message if it is changed.

The supplier balance is now shown on the Supplier Details page, together with a button to show the transaction details.

Accounts Summary - Transaction Details

The grid showing transaction details available from the Accounts Summary balances now includes a filtering bar to allow for the search of invoice numbers, items with remaining balances, etc.

PLI Transactions

A new “Action : Quick Pay” option has been added to allow a PLI transaction to be paid immediately by creating a PLP transaction. The PLP transaction can be opened if required and a cheque number entered if the invoice has already been paid, rather than waiting for the Cheques/BACS routine.

Quick Monies

A number of improvements have been made to the Tenancy “Quick Monies” facility:

Under “Admin : TransactionTemplates” it is now possible to categorise the different types of “Quick Monies” transactions that can be entered. Eg categories could be “Branch Use”, “Accounts Only”, “Initial Tenancy Monies”, “End of Tenancy Monies”, etc.

When making “Quick Monies” postings it is possible to initially choose which category is required. This avoids having the choice of many types of transaction, many of which may be irrelevant at the time.

Additional combinations of “Quick Monies” transactions have been included to make postings quicker and easier. The full list of posting types allowed is:

SLI, SLP, SLN, SLR, PLI, PLI+PLP, CBP, CBR, CBT, SLR+CBR, SLP+CBP, CBR+PLI+PLP

A suggested use of the Quick Monies facility might be:

Category	Transaction Type(s)	Potential Use
BRANCH USE	SLP	Holding Deposits
		Move in monies
		Rent Received
	CBR	Tenant Funds
		Landlord Funds
	CBR+PLI+PLP	Let Only Fee
		EPC Fee
		Renewal Fee
ACCOUNTS DEPT USE		
Miscellaneous	SLI	Manual Rent Due
	SLN	Credit Note
	SLR	Bounced Cheque
	SLR+CBR	Overpaid rent transferred to tenant balance
	CBR	Cash book receipt
	CBP	Cash book payment
	CBT	Transfer from tenant to landlord funds
		Transfer from landlord to tenant funds
	PLI	General Invoice
	PLI+PLP	Invoice received and paid
Initial Tenancy Monies	SLI+SLP	Rent Demanded & Received
	CBR	Deposit Received
	CBR+PLI+PLP	Agreement Fee received, invoiced and paid to agent
		Reference Fee received, invoiced and paid to agent
		Other Fee received, invoiced and paid to agent
End of Tenancy	CBP	Return of deposit
	CBT	Dilaps paid to landlord from tenant funds
	SLR	Refund Overpaid Rent to Tenant
	CBP+SLP	Transfer deposit to pay outstanding arrears
	PLI+PLP	Tenant expenses invoices and paid

Bulk Mail Merge

It is now possible to use the 'Prompts' and 'Clauses' facilities when producing mass mail merge documents.

Added a facility to allow mail merge documents to be previewed

Mail Merge Data Sources

Added additional merge fields for single address lines and office details.

Added Owner Group Bank Account details to the tenancies related data sources.

Office Details

Corrected an error when adding areas

Property – Marketing Letting Details

Corrected an error if asking price was not entered

Tenancies – Balances Grid

Corrected a bug where the wrong department was being used when calculating bank balances. This mainly affected CBT transactions.

To improve performance, it is now possible to select which account is required to be included on the grid.

Quick Owner and Property

Correctly set the Owner Group Title to be the contact name and not the 'File As' field

Quick Lettings/Sales MA

Correctly set the Owner Group Title to be the contact name and not the 'File As' field

Tenancies/Deals

When adding a new deal the first tenant to be added is now automatically marked as the 'Main Contact'.

Increased the length of the Salutation field from 50 to 255 characters

Suitable Properties List

The PDF attachment is now created in a separate TEMP folder to avoid multi-user problems with accessing the same document.

Works Orders

Any follow-up appointments are now automatically marked as completed if the works order is completed or cancelled.

Ensure 'Retain Float' is removed when job is completed or cancelled.

The 'Create Invoice' action now correctly records the property on the PLI transaction.

Payments (PLP) Procedure

Any invoice attached to the PLI transaction is now automatically attached to the resulting PLP payment.

Fees Pending

Corrected rounding and VAT calculation problem

Demand Generator

A PDF invoice is now only created if the 'Send Demand' field is ticked on the tenancy.

Accountant Statements

It is now possible to send copies of statements to an Owner's accountant.

First, the accountant must be added as an owner 'Related Contact'.

Then, in the Owner group 'Ownership' details a new field has been added for 'Send Statement Copy to Accountant'.

Any statements produced will have the accountant's name and address in the bottom left corner of the statement so that a printed statement can be reverse-folded. Accountants can also be sent statements by e-mail.

Owner Statements

Statement choices are now more rigidly defined:

A 'Copy Statement' (one for a previous period) is always treated as a 'Draft' statement.

'Final Statements' produced at the end of the month are always 'Live'.

'Interim Statements' have the choice of being 'Draft' or 'Live' but only 'Draft' statements can be previewed. Live statements must be printed or e-mailed.

Supplier Discounts

A new routine has been added to allow for the processing of supplier discounts.

Each supplier where discounts are applicable must have the 'Discount' field entered with the percentage discount allowed on each invoice.

A new 'Discounts' nominal account code must be created in the Chart of Accounts.

A new 'Suspense' account must be defined and marked as 'Discounts'.

When running the Payments (PLP) Procedure, any PLI invoice that relates to a supplier where discounts apply will automatically create a PLR/PLN transaction combination against the 'Discounts' Suspense Account.

Any balance built up on the Discounts Suspense account will be paid out when running Owner Payments. A CBP transaction will be created.

When running the BACS/Cheques Routine the original supplier will be paid the net balance between any original payments (PLP) less the value of any discounts (PLR) transactions.

The default supplier (ie the agent) will be paid the value of the CBP transactions.

Discounts are ONLY processed when payment invoices through the "Payments (PLP)" procedure and NOT when paying invoices manually.

Contact Payment Details

If a method of payment of BACS is selected but no bank account details are entered, a warning message is displayed. Specifically, this relates to Owners and Suppliers.

Grid Displays

While a data grid is being processed prior to being displayed a message "Loading Records" is shown.

Tenancy – Account Summary

Changed the wording from “Deposit Retained” to “Deposit Agreed”.

Changed the wording from “Monies Retained” to “Total Retained”.

Supplier Details

Changed wording from “CORGI Registered” to “Gas Safe Registered”.

Owner Tax Details

The “Tax Landlord” field is not now automatically un-ticked when a landlord returns to the UK.

Owner Group – Last Statement Date

When a new Owner Group is created the Last Statement Date is now set as a default.

Accounts Procedures – Demand Generator

Corrected a problem finding the last invoice number in circumstances where alpha-numeric references have been entered manually.

User Details

Added two new parameters to speed up the “User Experience”:

Default Find

Some users will operate in an environment where it is not practical to wait for a data “Grid” to be displayed only to then use that grid for searching for specific details.

Eg In a “Front Office” environment it is more practical to go directly to a “Find” option so that a specific record can be found quickly rather than to filter a large grid of records, whereas in an “Administration Office” environment it is more practical to work through a list of records such as when chasing outstanding works orders.

To allow for this difference in working practices, a new “Default Find” field has been added to User Details. If this field is not ticked, any grid will be displayed in full. If this field is ticked, when choosing any grid option from the main menu tree a “Find” window will be displayed. Entering search terms into this window will then only load the grid with relevant records (eg Reference, Address or Name search). If the “Cancel” button is clicked the full grid will be loaded as normal.

Once a pre-filtered grid is showing the full grid can be displayed by using the grid parameters toolbar.

If the wrong “Find” condition is entered, the “Find” button can be clicked again.

Default User Calendar

Some users will operate in an environment where it is more relevant to show the individual user’s appointments rather than the full office calendar, which may be more relevant for office managers.

A new “Default User Calendar” field has been added to User Details so that the calendar will, by default, only show appointments relating to the individual user. If the full office calendar is required this can be selected by using the parameters in the calendar toolbar.

Tax Calculations

Corrected a problem with handling VAT when invoices are not allowable against tax

CNR Tax Report

Corrected the calculation of the tax value

Transaction Posting

Where a property has more than one Owner Group the current Owner Group is shown as “(Current Owner)” to avoid posting the transaction to the wrong one.

Notes on individual details

The Notes Grid on individual details is not now grouped to allow notes to be seen in order of entry – the most recent notes always appear at the top of the list. Notes can be grouped by date, user, or type as required.

Email and SMS Windows

It is now possible to minimise these windows and access other details

SMS Message

A spell-checking facility has been added

Email Address Selection

When emailing letters and statements the first email address labelled “E-Mail” is now picked up by default.

Performance

A few changes have been made to improve performance when running in a client/server infrastructure:

The software mechanism in Visual Studio that loads data from the database has been tweaked in order to decrease data load times.

To reduce the initial login time, an option has been added to synchronise property and contact details layout on to the local PC. This prevents these files, which do not change very often, from being loaded directly from a server every time.

Additional parameters have been added to the Tenant Balances grid to reduce the amount of data being loaded across a network. Additional changes of this nature will be added to other grids in the future.

The “Default Find” and “Default User Calendar” options explained above will prevent Veco from loading data that is not required for a user’s general working practices.

Additional indexing has been added to the most used tables within the Veco database. This will improve the speed of data retrieval in some routines.

A “Loading Records” message is now displayed to inform users that something is happening.