



CPL SOFTWARE

PARTNERS TO PROPERTY FACTORS  
& BLOCK MANAGERS

**BUDGET GUIDE 3: BILLING BUDGET  
INVOICES TO YOUR CLIENTS  
TRAINING GUIDE**

OCT 2020

Version 1.0



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## INTRODUCTION

This guide is the third in a series of guides to help you set up and run budgeted accounts for your developments. The guides in this series are:

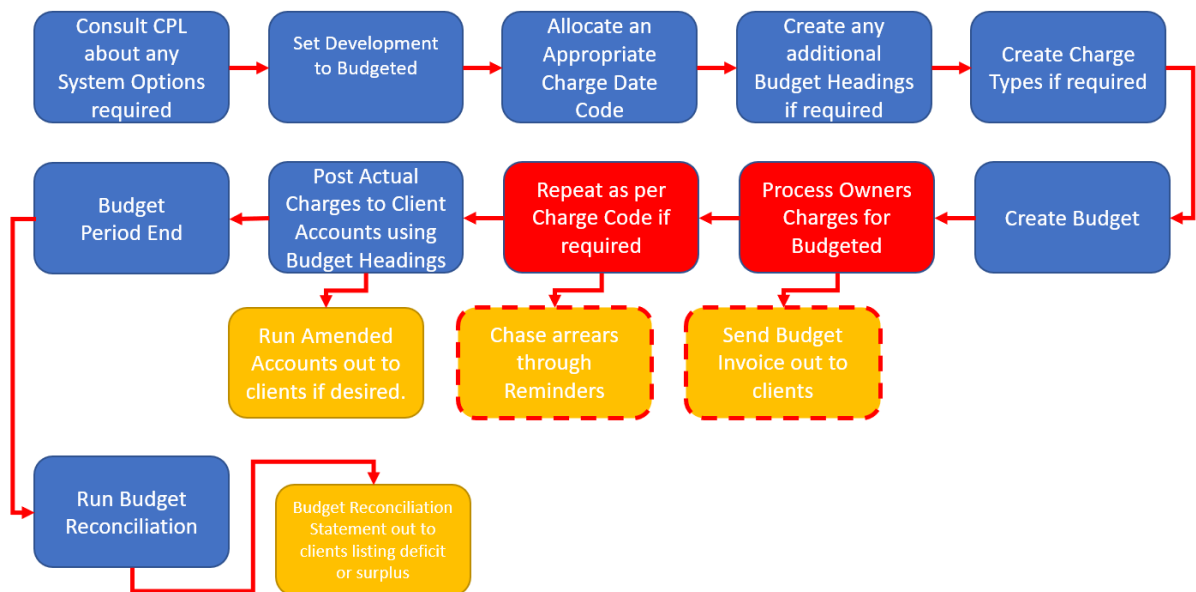
1. Setting up your System for Budgeted Developments
2. Setting up a Budget on your Development
- 3. Billing Budget Invoices to your Clients**
4. Posting Actual Invoices Against your Budget
5. Creating Ad Hoc Invoices not linked to a Budget
6. The Budget Reconciliation Process

This guide explains how to get your budgeted invoice out to your client for payment.

## BUDGETED ACCOUNTS END TO END PROCESS

This diagram represents the end to end process for setting up and running budgeted accounts in CPL.

This guide will concentrate on the red segments of the process to process your clients' charges and send out a budget invoice.



## PRE-REQUISITES FOR BILLING YOUR BUDGET INVOICES

This guide presumes you have already created your development in CPL and selected **Budgeted** in the **Accounting Basis** field on the **Master** tab. It also assumes you have selected an appropriate **Charge Date Code** for charging out the elements of your budget to your clients.

You will also need to have **Budget Headings** set up in order to use these when you are setting up your budget items. Budget Headings are the categories you will be filing the development's expenses against. These headings control the items in the budget and also the actual charges as you post these into the system. Your charges will appear under these headings on your client budget invoices and budget reconciliations.

Please consult the **Setting up your System for Budgeted Developments Training Guide** for more information on how to set up these pre-requisites.



There are various system options available to help configure budgeted accounts on your development and you will also find information on these in the above guide.

Lastly, you must have already set up a budget for your development. Please consult the **Setting up a Budget on your Development Training Guide** for detailed information on how to set this up.

## SYSTEM OPTIONS

As mentioned above and in the **Setting up your System for Budgeted Developments Training Guide**, there are four system option settings which the CPL support team can activate in order to help you run budgeted accounts more effectively.

The first of these is essential for being able to process charges and run the budget reconciliation at the end of the budget period. This setting is the **Accounting Basis** and has to be configured to allow all types of accounting (Budgeted, Actual and Budgeted and Actual) that you wish to use across your developments.

The other three settings are optional but could be very useful for you. These are explained below.

- **Budget Only Post to Allocated Headers.** Having this setting switched on will mean that when you are posting charges through the system, you will only be able to post to **Budget Headings** which you have included in the budget for a development. This will mean that someone cannot accidentally post to another budget heading which you have not included in the budget. This also highlights the importance of having a robust budget containing budget items covering everything you think will arise during the budget term.
- **Budget Pro Rate.** Having this setting switched on will mean that budgets will pro-rate any charges correctly when a property is sold or when a development comes online part-way through a budget period.
- **Budget Recon Pro Rate Actual Charges.** Having this setting switched on will mean that charges you have posted will pro-rate correctly across budget periods. If you have an invoice beginning during one budget period but running beyond this and into the next budget period, then having this setting activated will mean that when you reconcile, it will pro-rate your charge across the 2 budget periods. If this setting isn't switched on then it will pull the invoice through based on the transaction date and it will then fall into only one budget period. For example, an invoice covers a period from 4 Jan 2020 to 4 May 2020 and the end of the Budget Year is 31 Feb 2020. If the setting is activated then the charges will be calculated to be split across both budget periods.

*Please contact CPL Support if you would like to request that any of these system settings are activated in your database.*

## BUDGET BILLING OPTIONS

Depending upon the charge date code you selected for your development and how often you would like to send your budget invoices throughout the period of your budget, you will return to process your owner's charges for budgeted more than once.

If you have an annual charge date code selected for a budget period of a year then you may choose to invoice at the beginning of the year for the total amount for the budget.

You could choose to set up a monthly charge date code for a budget period of a year. You could invoice at the beginning of each month for your clients to pay monthly. Alternatively, you could run all budget invoices for the budget period at the start of the year. Some clients may have payment terms with you



which allow them to pay monthly. This would also allow you to chase for arrears through the Client Notices reminders system on a monthly basis.

If you have a quarterly charge date code selected for a budget period of a year then you may choose to invoice at the beginning of each quarter, therefore four times throughout the year. You would return to process your charges each quarter. Each quarter your clients would receive an invoice for a quarter of their charges for the budget period.

Alternatively, as above with the monthly charge date code, you could bill for all four quarters at the start of the budget period.

### PRO-RATING WITHIN A BUDGET FOR BILLING A PARTIAL PERIOD

It is possible to have a budget created covering a set period and have this billed correctly when clients don't occupy until part-way through the period. This would be calculated correctly if the **Budget Pro Rate System Option** was activated.

For example, a company normally runs their budget periods from 1st Sept to 31st Aug. However, a new development has just come live and the move in date for clients is 1st October.

The company can still have a year's budget created which will run from 1<sup>st</sup> September to 31<sup>st</sup> August. The charging for this will be explained below on the basis of using two different charge date codes.

Firstly, if the company were running an annual charge date code, they would invoice their budget out as normal using the steps highlighted later in this guide. When this is charged out to clients, they will pay the correct percentage of the budget charges as the system will pro-rate this. CPL will be able to calculate that these clients should not be billed for the whole amount for the budget items because they will not have been in the property for the full year. CPL will calculate a daily amount for the budget and only invoice the clients based on the number of days in the period that the clients are liable for. Instead of paying for 365 days' worth of the budget charges, the clients would be charged for 335 days' worth instead.

If the company was running the development on a quarterly charge date code instead then the following would be the case. For the first budget invoice covering the first quarter then clients would be charged for the percentage of this quarter that they are in for and not the charges for the whole quarter. They would be invoiced for 61 days and not the 91 days which make up this quarter. For the remaining three quarters of the budget year they would be invoiced for the full quarter amounts of the annual budget.

## BILLING YOUR BUDGET INVOICES

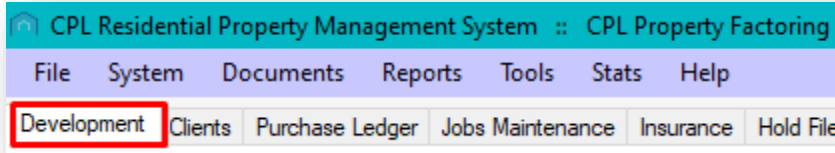
The following sections will take you through everything you need to do to bill your budget invoices out to your clients.

### CHECKING THE CHARGE DATE CODE FOR YOUR DEVELOPMENT

To get started with processing your charges for budgeted, you will need to make sure you know the correct **Charge Date Code** for the development.

Charge Date Codes are how CPL links developments and dates for billing throughout the system. Each development and charge/ invoice entered into the system will have a charge date code. Think of it as a flag that helps CPL sort items into the correct places and enable it to know what needs running and when. The Charge Date Code dictates when and how often any invoices for the development can be run. It will also influence the period you can create a budget for as the period end for a budget must correspond to the end of a charge date.

Click on the **Development** tab in the main CPL window.

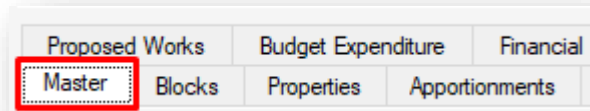


Click to select the correct development from the grid if it is already displayed, or use the search filter at the bottom of the screen to find your development.

Once you have located your development, double-click its entry in the main grid or click to highlight it and then click on the **Amend** button in the action bar towards the bottom of the screen.

This will open the **Amend** screen for your development.

Click to open the **Master** tab for your development if you are not already viewing this tab.



On the third column of information on the right of your development's master tab you will see the **Charge Date Code** field displaying the one selected for this development.

The screenshot shows the Amend screen for the Master tab. The fields are:
 

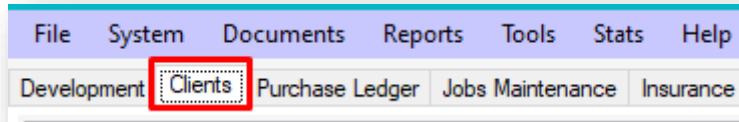
- Inspection Frequency: Half-Yearly
- Last Invoice: \_\_\_/\_\_\_/\_\_\_
- Asbestos Survey Date: 06/01/2020
- Distribution Of Debt: Not Checked
- Nominal Bank Code: DefaultBank Factoring Services
- Adv Charge Date Code: None No Code
- Charge Date Code: Qtrly. Adv Quarterly In Adv.** (highlighted with a red box)
- Instructing Authority: Full Authority
- Asbestos Description: Only in bin store for development.

Please make sure that you avoid changing a development's charge date code once there is already a budget in place. This would result in your invoices not being able to be processed correctly by the system.

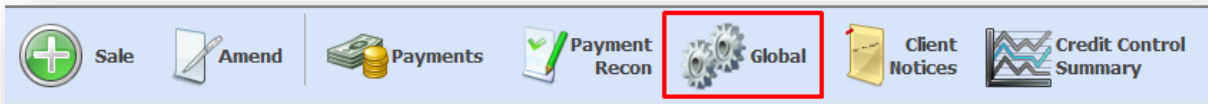
If you do wish to change the charge date code it is advisable to wait until the end of a budget period and start the new budget period with your new charge date code.

### LOCATING THE PROCESS OWNERS CHARGES FOR BUDGETED TOOL

Having taken note of the charge date code used by an individual development, you can close the development's amend screen and click to open the main **Clients** tab in CPL.

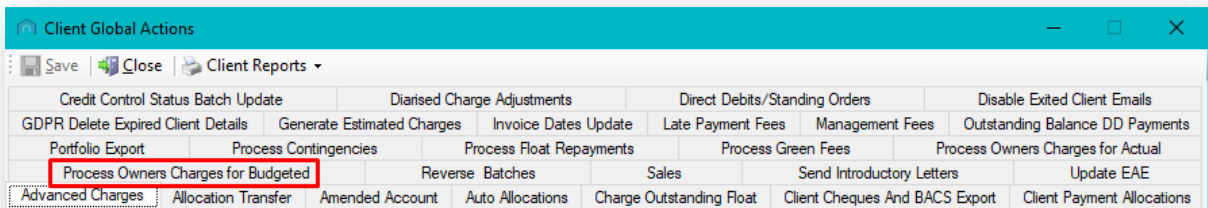


Click to select the **Global** icon from the blue action bar towards the bottom of the screen.



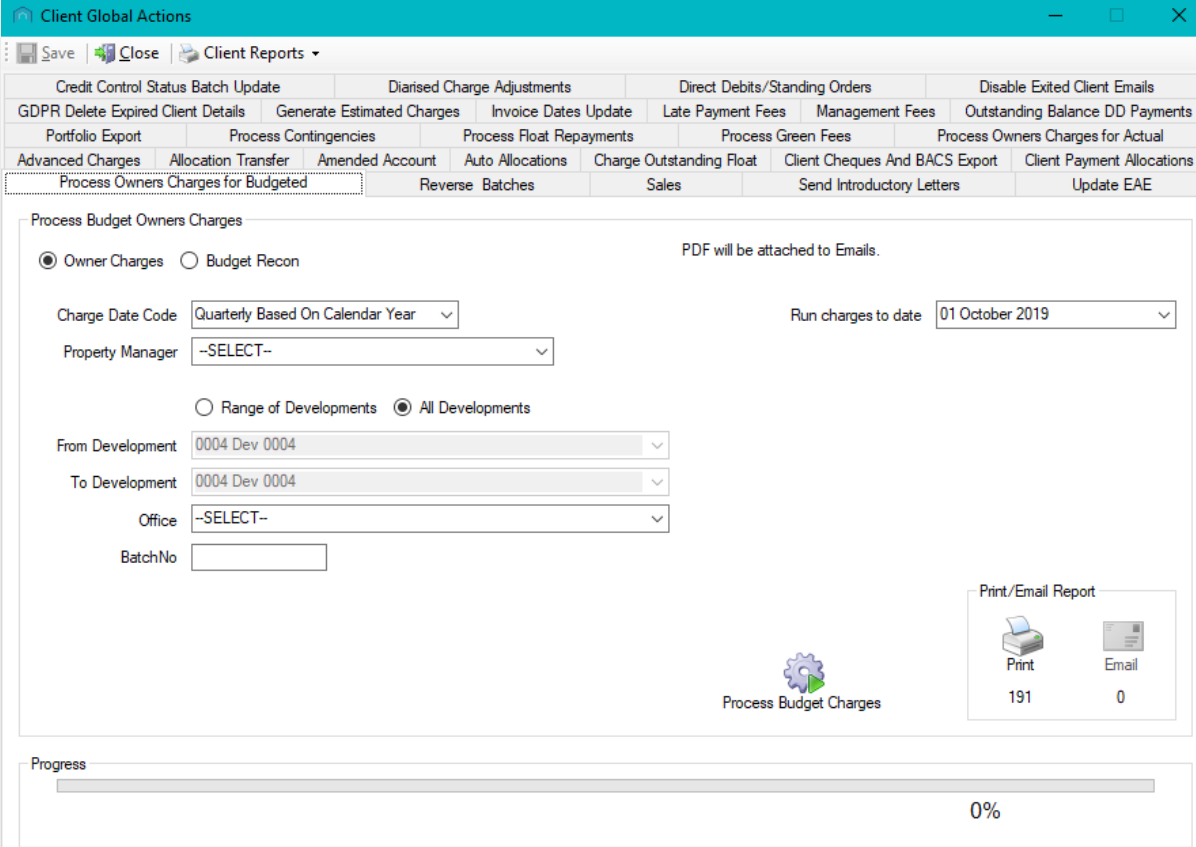
This will open the **Client Global Actions** window.

From the available tabs click to select the **Process Owners Charges for Budgeted** tab.



Please note that this tab may be located in a different position in your Client Global Actions window than is shown in the image above.

This will open the **Process Budget Owners Charges** screen.

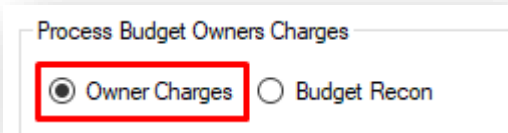


## PROCESSING OWNERS CHARGES

With this tab open, you can select the correct information from the available fields to enable the system to find the correct entries from the Hold File/ Charge File and process these. This will allow these to be turned into charges on your clients' accounts.

This screen is used both to process owners' charges and also to run your budget reconciliation process at the end of the budget period. You must therefore make the correct selection from the two radio buttons at the top of the screen.

Make sure **Owner Charges** is selected.



In order to help you locate the correct development(s) to process charges for, select the **Charge Date Code** from the drop-down menu in this field.



Charge Date Code  ▾

Once selected, this will mean that only developments set to this charge date code will be processed on this particular run.

You can use the additional fields to help you filter towards the developments you would like to process charges for.

For example, you may wish to use the **Property Manager** field to select an individual property manager or the **Office** filter to select developments listed against one particular office.

Process Budget Owners Charges

Owner Charges  Budget Recon

Charge Date Code  ▾

▾

Range of Developments  All Developments

From Development  ▾

To Development  ▾

▾

This would allow you to only process owners budgeted charges for developments with this individual user as property manager, in that office and on the charge date code already selected.

You can filter further by using the **Range of Developments** radio button. If you choose this option then you can use the **From Development** and **To Development** fields to be specific about which developments you would like to run it for.

Range of Developments  All Developments

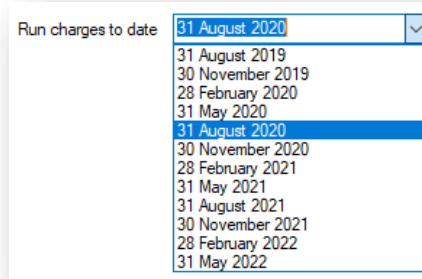
▾

▾

This allows you to split any charges you are processing into smaller segments if you manage a large portfolio of clients.

The remaining field to set on this screen is the date you wish to run the charges up to. The dates available in this drop-down menu are governed by your selected charge date code for the development.

For example, if your charge date code has been set to the last date of every quarter then you can only run your charges up to one of these dates.

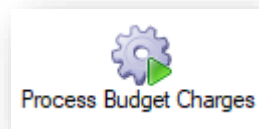


If you wish, you can run several charge periods in advance as long as there is a budget in place covering the period.

Select the correct date for your purposes from the **Run charges to date** drop-down menu.

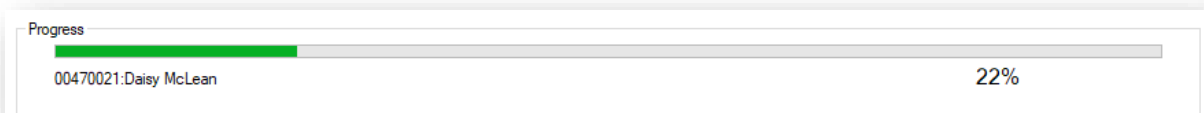


Once you have checked that all the selections you have made are correct, click on the **Process Budget Charges** icon towards the lower right-hand corner of the screen.

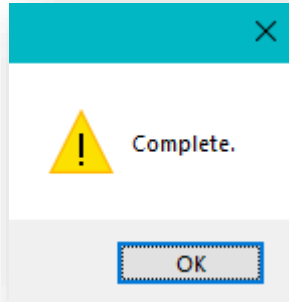


As long as you have budgets set up for developments covering the period you are charging up to, the system will now process your charges out to clients.

Depending on how many clients and charges the system has to process, this may take some time. A progress bar will display at the bottom of the screen.



You will be presented with a pop-up confirmation when this process is complete.



Click on **OK** to dismiss this message.

Once the process has completed you will see the system has now entered a number into the **Batch No** field.

Process Budget Owners Charges

Owner Charges  Budget Recon PDF will be attached to Emails.

Charge Date Code: Quarterly In Adv. Run charges to date: 31 May 2022

Property Manager: KA Karen Ann

Range of Developments  All Developments

From Development: 0047 Poplar Place

To Development: 0047 Poplar Place

Office: **SELECT**

BatchNo: 9818

Print/Email Report: Print 191, Email 0

Process Budget Charges

Progress: 00470091:Phillipa Aktar 100%

Make a note of this batch number as you will need this at the next stage for printing/ emailing your invoices.

All budgeted charges you have entered into the system for your development(s) for the appropriate period have now been processed into invoices for your clients.

Client Account: 00470091 / Phillipa Aktar

Save Close

Account Number	00470091	Float Due	£300.00	Current Balance	£884.91	Unit Type	Modern
Client Name	Phillipa Aktar	Float Paid	£300.00	Charge Balance	£3,284.00		
Property Manager	Karen Ann	Float O/S	£0.00	Balance Due	£884.91		
Payment Type	Normal	Status	Normal	PW Balance	£0.00		

Account Activity | Disarised Charges | Web Portal Tracking | Invoice Preview

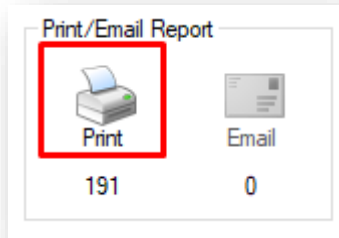
Transaction Activity Information

Transaction Date	Batch/DBN	Description	Invoice	Cash Type	Dr	Cr	Balance	Allocation Amount	AOI	Sent	Show
30/11/2020	9746/243372	Budgeted Invoice for 31/08/2020 - 30/08/2021	626827		845.36		884.91	0.00			<input checked="" type="checkbox"/>

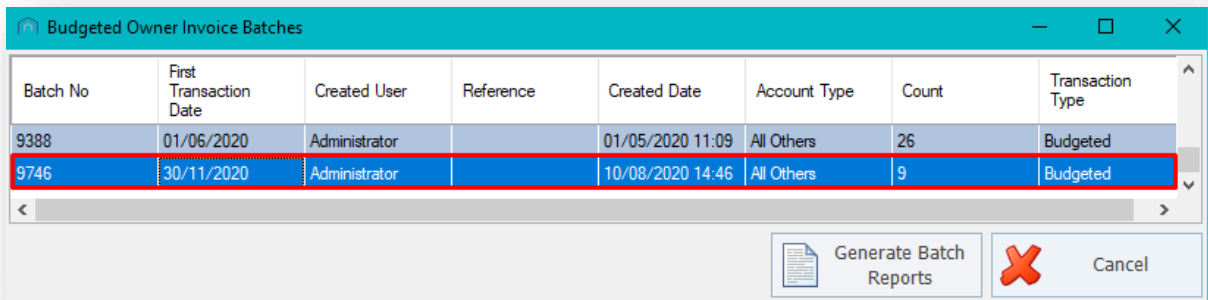
## PRINTING YOUR INVOICES

Having made a note of your batch number, you can now open the **Print** menu to print out your invoices, or notices of charges for your clients who are due to receive paper copies.

Click on the **Print** icon in the lower right-hand corner of the screen.

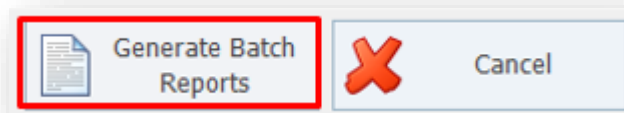


This will open the **Budgeted Owner Invoice Batches** window.



Here you will see a list of the batches you have just produced and any others which have not been printed/ accepted.

If there are several batches listed, make sure you have selected the correct batch for your purposes and you will then be able to click on the **Generate Batch Reports** button.



This will open the **Print / Owners Charges** preview window where you can use the arrows at the top of the page to preview each client invoice.

Print Invoices / Owners Charges

Accept Invoice Prints    Prev    Next    Currently Displaying part 1 of 1

100%    1/9

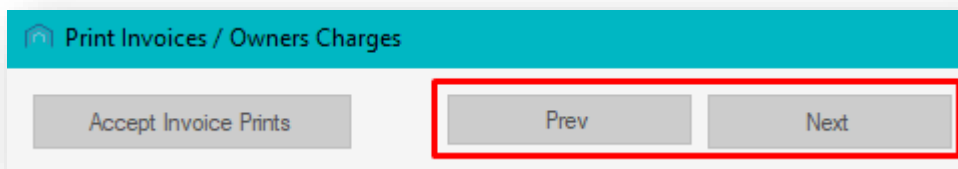
Development: Poplar Place    Block: Flat 1, 9 Poplar Avenue, Newton Mearns, Glasgow

Period From: 31/08/2020    Period To: 30/08/2021

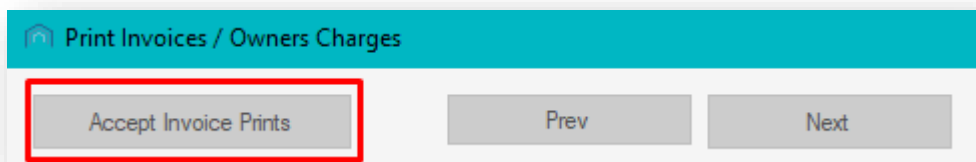
Date	Description	Budget For Period	Share	Budget Amount
30/11/2020	External Maintenance	200.00	10.00%	20.00
30/11/2020	Factoring Fee at 15%	81.00	10.00%	8.10
30/11/2020	Internal Maintenance	300.00	10.00%	30.00
30/11/2020	Landscaping	200.00	10.00%	20.00
30/11/2020	Staircase Painting	300.00	10.00%	30.00
28/02/2021	External Maintenance	200.00	10.00%	20.00
28/02/2021	Factoring Fee at 15%	81.00	10.00%	8.10
28/02/2021	Internal Maintenance	300.00	10.00%	30.00
28/02/2021	Landscaping	200.00	10.00%	20.00
28/02/2021	Staircase Painting	300.00	10.00%	30.00
31/05/2021	External Maintenance	200.00	10.00%	20.00

*If you do not already have an individually designed custom template for your budget invoices available to you then please speak to CPL Support if this is something you would be interested in.*

If you are printing several batches at the one time you can use the buttons at the top of the **Print Invoices / Owners Charges** screen to skip between batches.

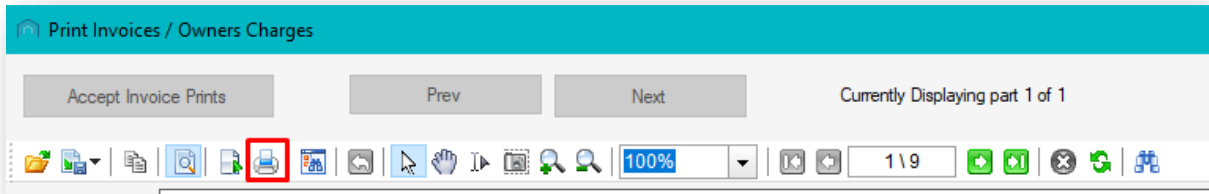


You can also use the **Accept Invoice Prints** button to accept each batch of invoices.

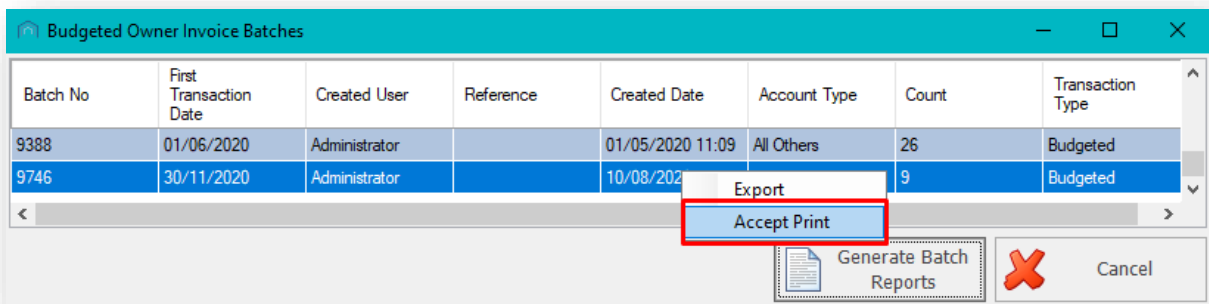


When you are satisfied with each page in the preview of your batch, and you wish to print your invoices immediately then click on the **Print** icon at the top of the page to send these to your printer.

If you wish to print these at a later time, you can return to this tab and repeat the process of clicking on the **Print** button and selecting an individual batch of invoices to print.



Close the preview window by clicking on the cross in the top right-hand corner when you have finished. It is also possible to accept a print batch directly from the **Budgeted Owner Invoice Batches** window. To do this, right-click to select the correct batch and choose **Accept Print**.



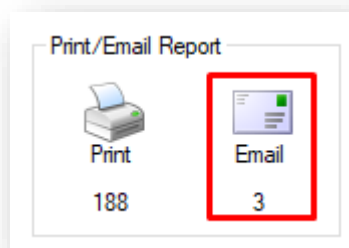
Upon accepting a batch, the system will remove that batch from the print queue and send the batch to print.

### EMAILING YOUR INVOICES

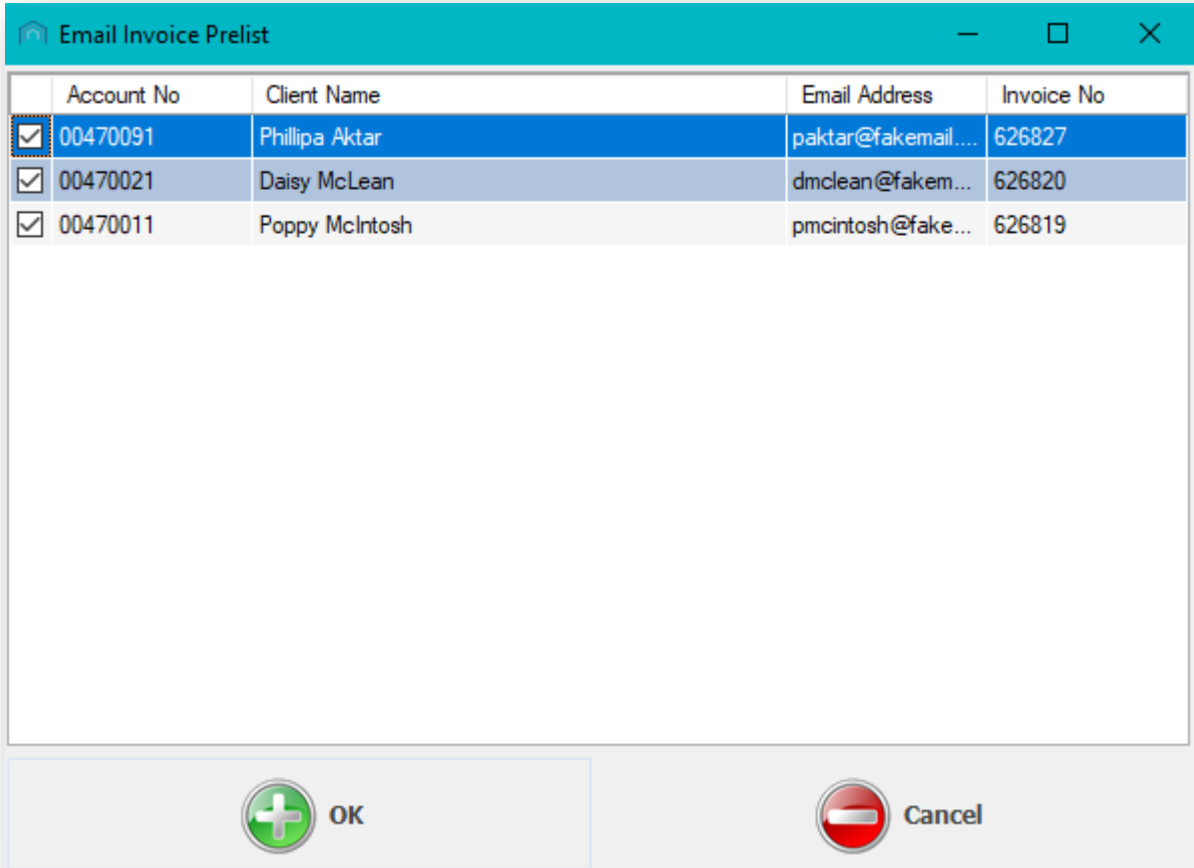
The system will also email those clients who have opted to receive paperless invoices. They will receive the invoice as a pdf attachment to their email.

To email these clients, make sure you have selected the **Process Budget Owners Charges** tab on the main **Client Global Actions** screen.

Click on the **Email** icon in the lower right-hand corner of the screen.

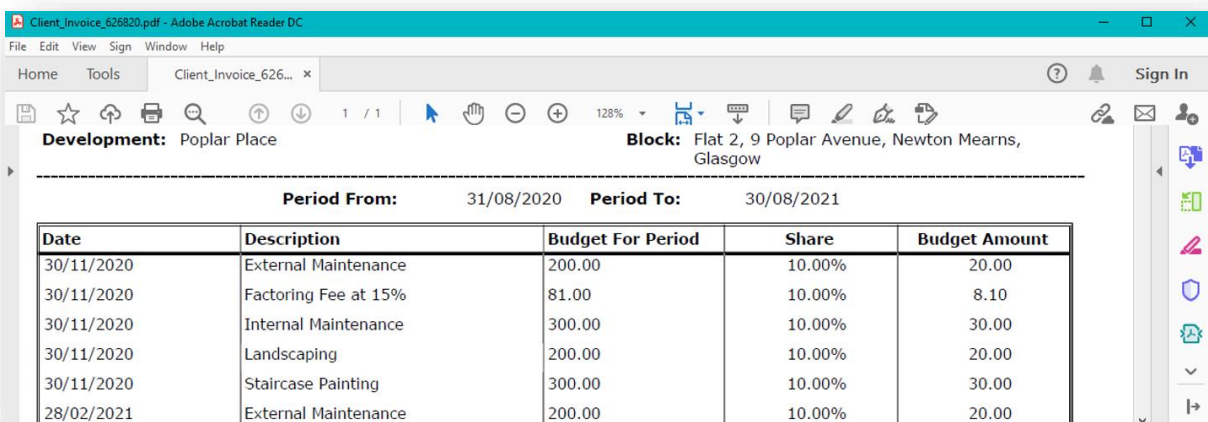


Clicking the icon opens up the **Email Invoice Prelist** screen.

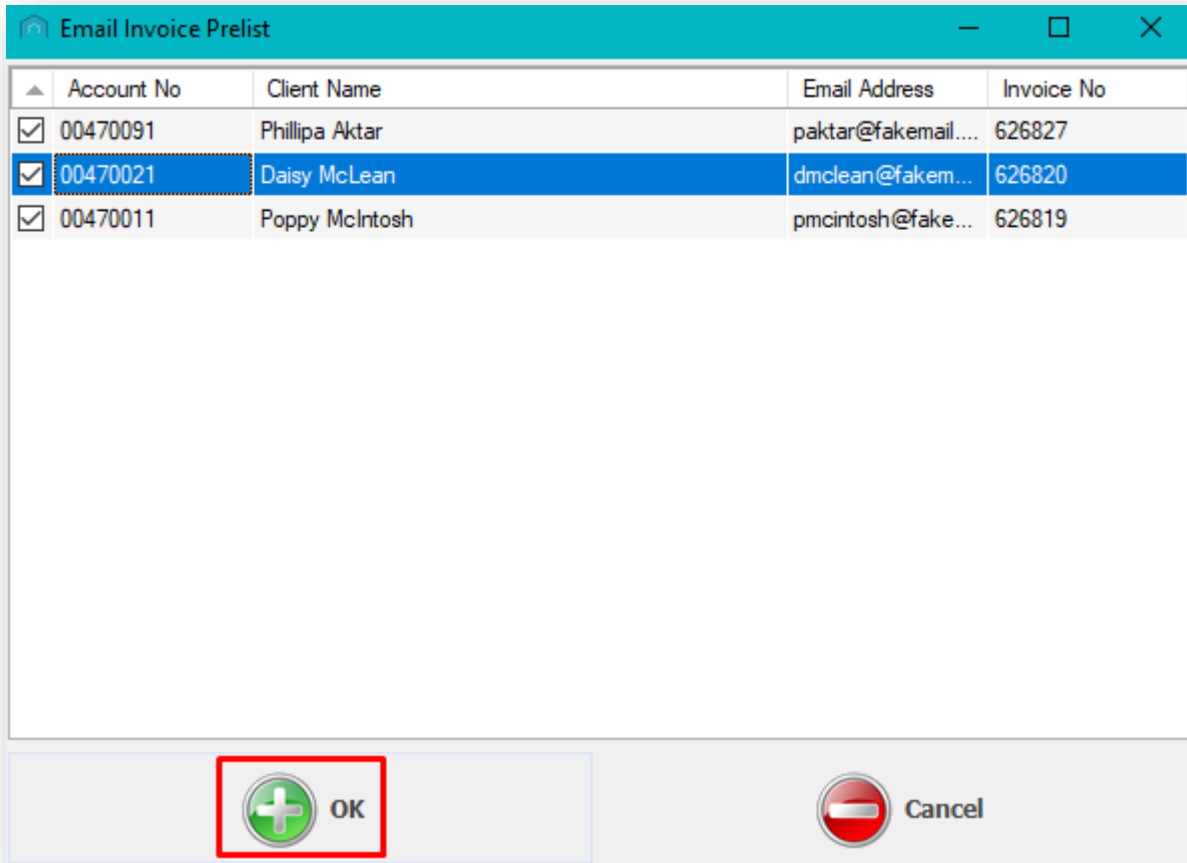


This screen will display a list of all clients whose charges you have processed and are due to receive their budget invoice by email.

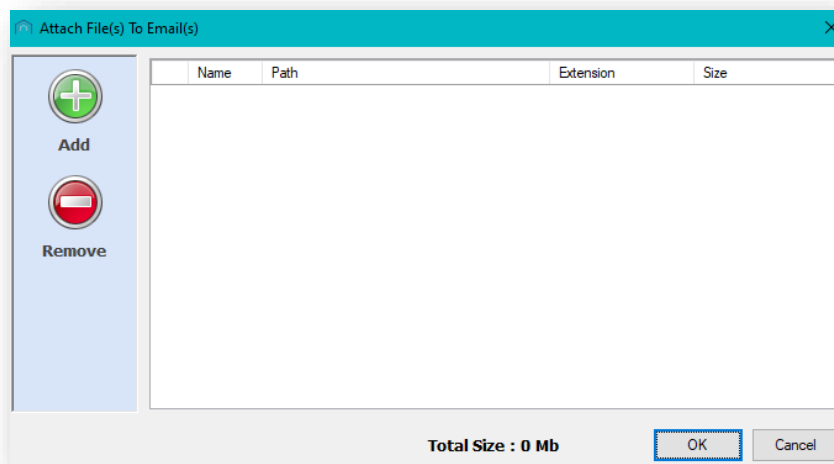
You can inspect each individual invoice by double-clicking a client from the list to open up their invoice.



You can untick clients if you wish to email these individually or you can make sure all clients are ticked and click the **OK** button to send all emails.



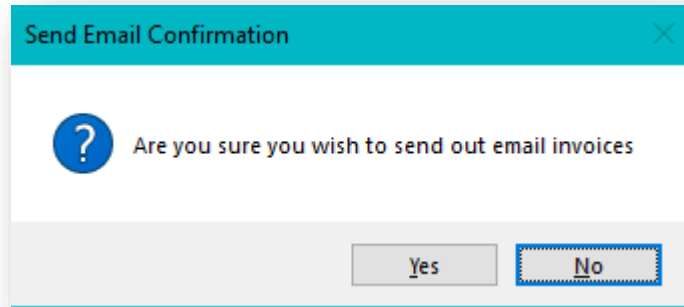
CPL will bring up an option to **Attach File(s) to Email(s)** in case you wish to add any additional files.



You can browse for these if you wish to add any by clicking on the **Add** button. If you have done this already, or you wish to send the invoice by email without adding any additional attachments then click on the **OK** button on this screen to proceed.

You will then see a **Send Email Confirmation** pop-up window appear.



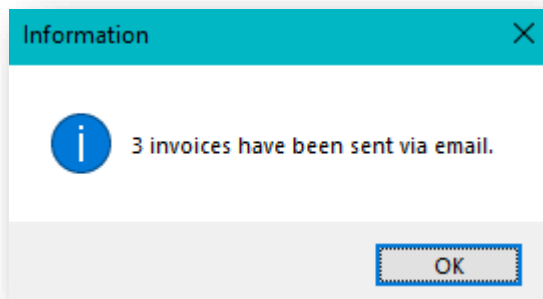


Clicking on **Yes** will send out your email invoices.

A progress bar will be displayed as the system processes these emails.



When this has reached 100%, you will be presented with an **Information** pop-up window which will let you know that your emails have been passed on by CPL to your email client for transmission to your clients.



Clicking on **OK** will dismiss this window and you will have completed the process of processing your charges and sending out your budgeted invoices for a period.



## CPL KNOWLEDGE BASE

This training guide forms part of CPL's Knowledge Base which is available for all CPL users at <https://contact.cplsoftware.com/portal/home>

The CPL Knowledge Base will be continually updated with additional guides and information. If you have any questions or suggestions for further guides we'd be happy to hear from you. You can contact CPL Support by emailing us at [support@cplsoftware.com](mailto:support@cplsoftware.com) or through our portal at <https://contact.cplsoftware.com/portal/home> or calling us on 0345 646 0240 (option 1).

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