



CPL SOFTWARE

PARTNERS TO PROPERTY FACTORS
& BLOCK MANAGERS

CREDIT CONTROL & CLIENT STATUSES

TRAINING GUIDE

OCT 2020

Version 1.0



CONTENTS

| | |
|---|----|
| Introduction | 3 |
| Setting Up a Credit Control Type | 4 |
| Locating The Credit Control Status Screen | 4 |
| Editing a Credit Control Status Type..... | 5 |
| Adding a New Credit Control Status Type..... | 5 |
| Running Reminders and Moving Client Credit Control Statuses in Bulk | 9 |
| Credit Control in Client Account..... | 10 |
| Accessing A Client's Credit Control Information | 10 |
| Changing an Individual Client's Credit Control Status | 11 |
| Resolving an Individual Client's Credit Control Status | 15 |
| Notice of Potential Liability | 16 |
| Notice of Potential Liability | 18 |
| Placing a Client on a Programme of Installments | 20 |
| Credit Control Status Batch Update | 26 |
| Credit Control Summary | 28 |
| Client Credit Control Report..... | 30 |
| CPL Knowledge Base..... | 31 |



INTRODUCTION

The credit control system in CPL is designed to allow you to manage your debt effectively and to recover money you are owed as quickly as possible. The system centres around reminder workflow processes and also allows you to categorise your debt into user-defined credit control statuses.

When a credit control status is applied to a client the client will remain on that status until you either:

- a) resolve the status manually,
- b) move them to another status (if allowed) or
- c) funds are received from the client and the system automatically resolves the status for you (this is configurable).

There are many areas in which credit control statuses are used in the system.

The first thing you need to do is make sure you have the credit control statuses (sometimes referred to as credit control types) set up correctly within the system so that they suit your purposes. Some predefined statuses will be shipped with your software but you can create additional ones should you wish. You can also edit existing credit control types.

Credit control types have various options which can be applied to them when you are setting them up. You can use **weights** to define the way the system will be handling any accounts that are placed on a particular status. There are also **options** you can choose for each credit control type which will define how the system will treat clients who are on a specific status.

A client's account must have a status attached to it at all times. As such, all clients start as **Status: Normal**. Where they move to from this status is governed by the decisions you make in the daily use of the system.

The guide will also cover the use which can be made of the credit control tab in the client account. The tools available here will allow you to:

- register clients on a particular status
- resolve a credit control status back to normal
- place them on an instalments programme
- record an NOPL or Debt Inhibition reistration.

You can also use the **Credit Control Summary** tool in the main client screen to track where you have debt and how this is segmented across your organisation. There are various client credit control reports which you may also find helpful for tracking.

For more information on Client Notices and statuses/types, please see the Client Notices Training Guide.

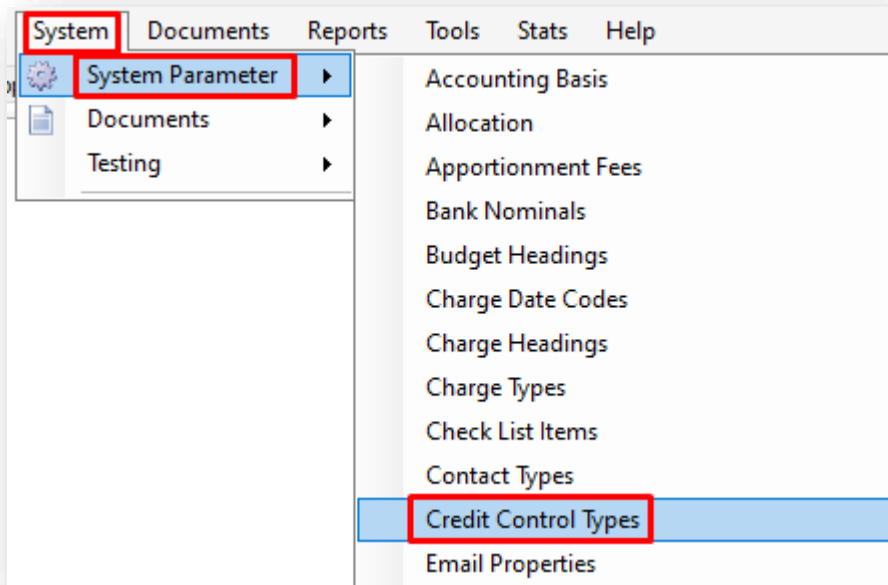
SETTING UP A CREDIT CONTROL TYPE

When setting up a Client Credit Control Type, it is important to have a clear idea of what you wish the effect of this to be within the system. As noted above, there are several options available as part of this set up.

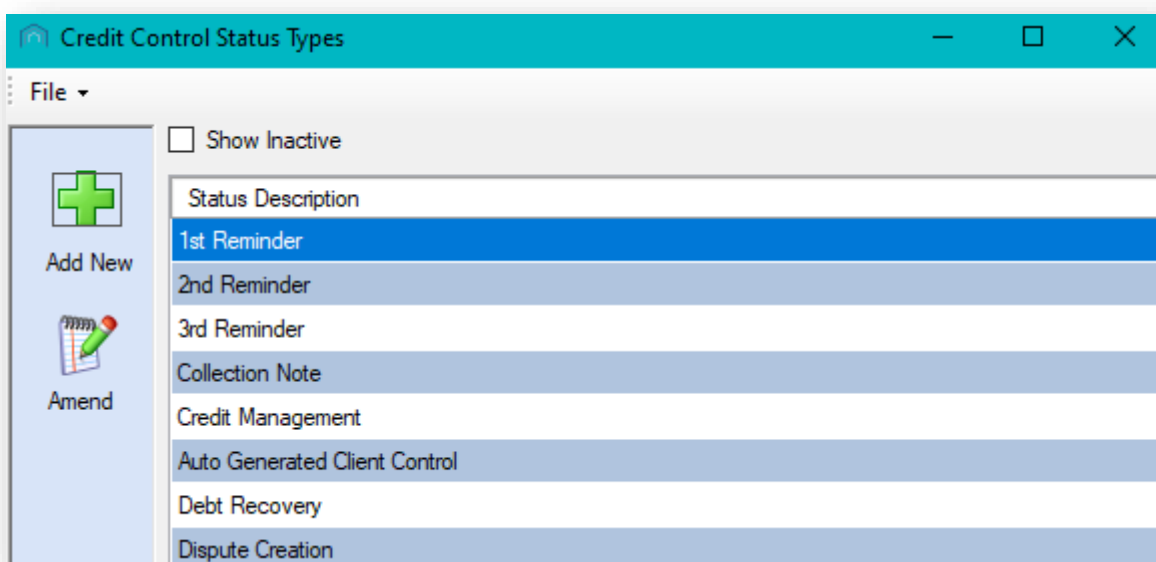
LOCATING THE CREDIT CONTROL STATUS SCREEN

From the main screen of CPL click to select **System**.

On the drop-down menu which appears select **System Parameter** and then on the resulting drop-down menu scroll down and select **Credit Control Types**.



This will open the **Credit Control Status Types** screen.

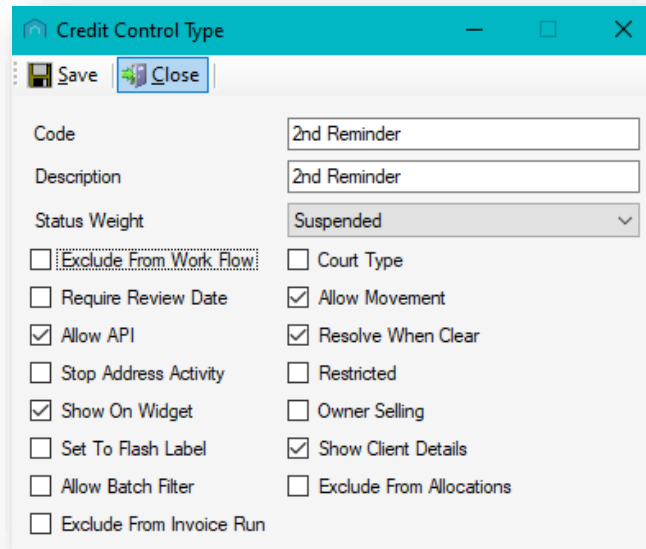


This will list any credit control status types that have previously been set up in the system.

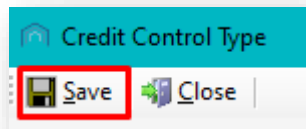
EDITING A CREDIT CONTROL STATUS TYPE

To edit a credit control status type, first click to highlight it in the list.

Click on the **Amend** icon in the action bar on the left-hand side of the screen and the **Credit Control Type** window will open displaying the settings and options which have been set for this individual credit control type.



You can edit the weight and selected options for this credit control type in the window and then click on **save** in the top-left of the screen to save your changes.

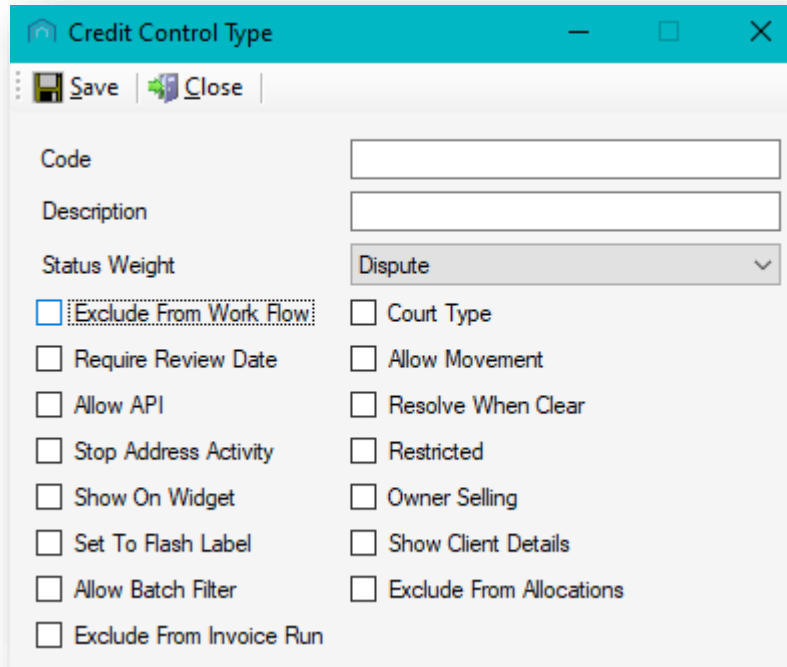


ADDING A NEW CREDIT CONTROL STATUS TYPE

You are also able to add a new status type using the **Add New** icon on the left of the main **Credit Control Status Type** screen.

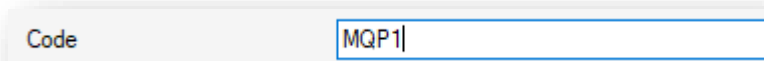


Clicking on this will open the **Credit Control Type** window.

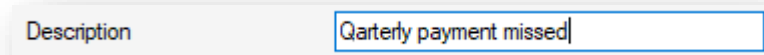


This will enable you to give your credit control type a **Code**, a **Description**, an appropriate **Status Weight** and allow you to choose from the various options below which govern what you would like to happen when a client is put onto that particular credit control type.

To get started with creating your credit control type, enter a **Code** into the first field. This code will help you find your credit control type later throughout the system. You can enter numbers, letters or a combination of both for this code.



Add a **Description** in the field beneath this. This will serve to help others in your company to understand what the status is for, and when the status can be used. Be as short and succinct as possible.



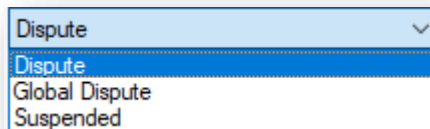
In the field beneath the description you can select a **Status Weight**.

The weight defines how the system will interpret the credit control type once it has been applied to a client's account.

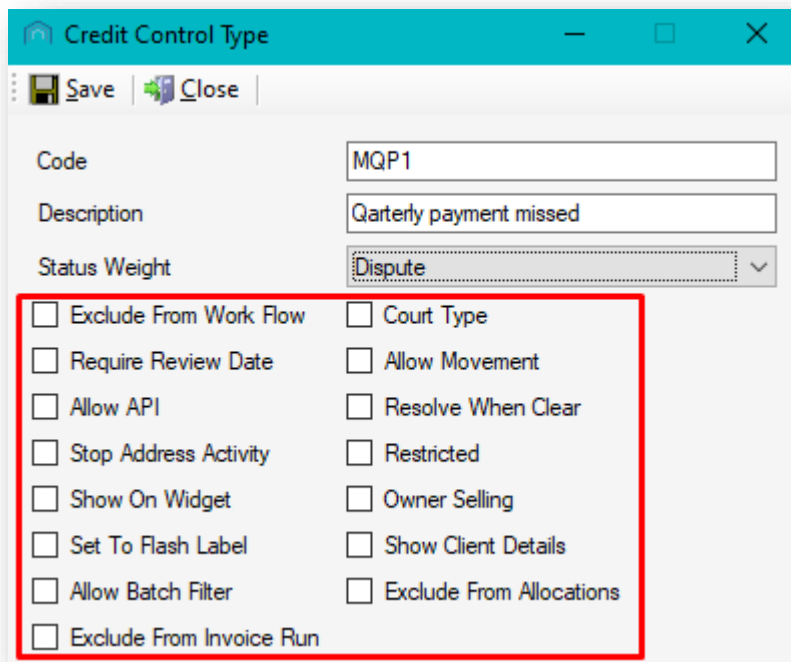
CPL provides three weights for you to choose from, with each adding a specific set of rules to the credit control type you are creating:

- **Dispute:** will have a value assigned to it that is in dispute. A dispute weight will mean that the system will overwrite a suspended status.
- **Global Dispute:** is similar to the dispute status but global disputes will override disputes and suspended statuses.
- **Suspended:** this weight will update the client's credit control status to the selected value but will not override the dispute or global dispute statuses. It does not hold a disputed value.

Select your preferred weight from the dropdown menu as shown below.



Once you have set your weight to inform CPL about how to handle the status, you can use the tick boxes to select from the various options.



These options will allow you to be specific about what you wish the status to do in regards to the client account you apply it to. Each is explained below.

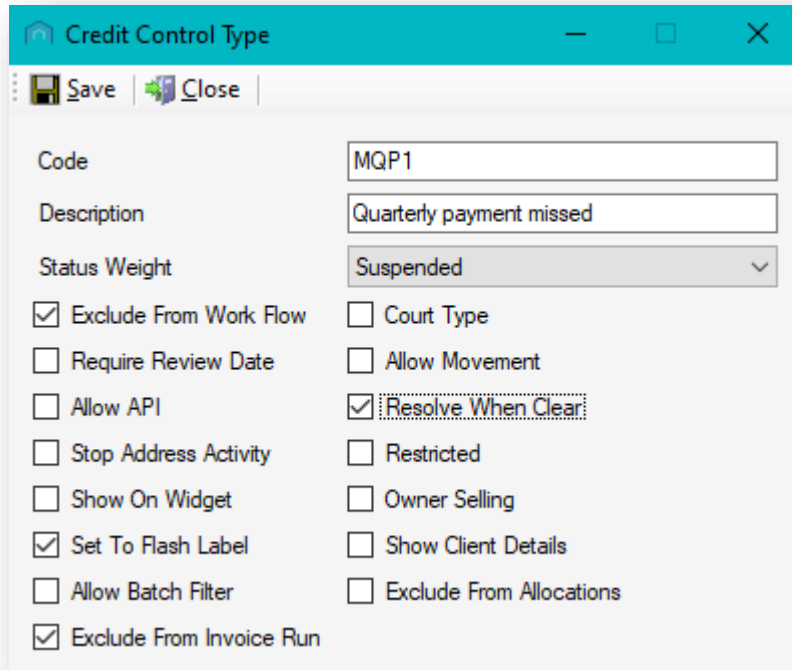
- **Exclude from Work Flow** will exclude anyone on the status from the Reminder process in Client Notices. This can be used for things such as an "Owner Selling" status where you may not want to chase for debt under these circumstances.



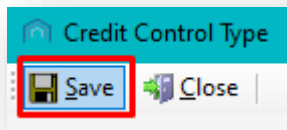
- **Require Review Date** will set the system to request a review date be set and then will remind you to review the status at the appropriate time if you run a client credit report.
- **Allow API** relates to the **Credit Control** tab option on the Client Web Portal. If you have this tab visible to your clients then this option would allow the other owners within a development to be shown the number of owners on a certain credit control status and the total amount owed. This would not show specific client details of a client on this credit control status.
- **Stop Address Activity** will stop any changes being made to the addresses listed on a client's account details if they are on a status which has this ticked.
- **Show On Widget** will set the client and their status to show on the Custom Desktop in CPL.
- **Set to Flash Label** will set the status to flash in the pin panel of the client account.
- **Allow Batch Filter** means that when you assign the credit control status to an individual client, you get options to also assign it to other owners within the same development as a batch. It can be assigned to the whole development, a block or an apportionment within the development.
- **Exclude from Invoice Run** means the client will be excluded from normal invoice runs whilst they are placed on this status.
- **Court Type** will mean that an entry is created in the Court Ledger if a client is placed on this status.
- **Allow Movement.** If ticked, this means a client can be moved off this status. If this is not ticked then this status must be resolved for the status to be changed for the client.
- **Resolve When Clear** means that if a client's outstanding balance has been cleared, then this status will be resolved.
- **Restricted.** If this is ticked then only a user granted an additional permission may place a client on this credit control status.
- **Owner Selling** would be used when a client is selling their property.
- **Show Client Details** If this option is ticked for a client on that status then their neighbours, other owners in that development, would be able to view all details on the Credit Control tab of the Client Portal. This would include client names and addresses. The **Allow API** option described above would also need to be ticked. This is obviously highly sensitive and should only be used for decrees or similar.
- **Exclude From Allocations** would exclude the client on the status from having their account included in the auto Allocations run.

You must choose a weight for your credit control type but the selection of tick boxes described above are all optional.

Choose any of these that you would like to add to apply to your credit control type.



Once you have added information to the fields and made any selections you wish to apply, remember to click **Save** in the top-left of the window.

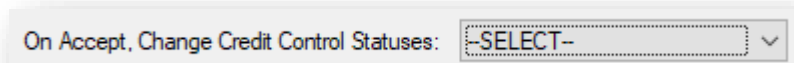


Your Credit Control Type will now be ready to be applied as a Client Status.

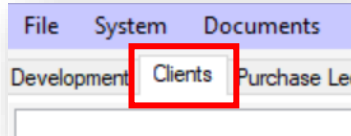
RUNNING REMINDERS AND MOVING CLIENT CREDIT CONTROL STATUSES IN BULK

As mentioned at the start of this training guide, the **Client Notices** module, which is used for running reminders, will enable you to change the credit control status of your clients on a bulk basis.

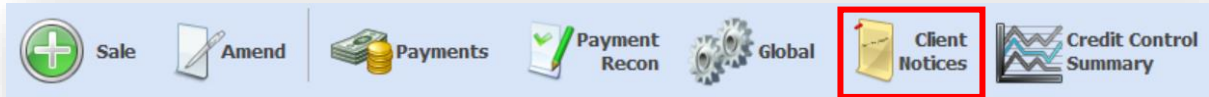
This feature allows you to manage the debt recovery process within your organisation by sending letters/ emails to clients who are outwith your payment terms. As part of this reminder process you can choose an option from the drop-down list **On Accept, Change Credit Control Statuses** in order to have your client credit control statuses appear correctly on their accounts in other areas of CPL.



To access the Client Notices module, click on the **Clients** tab at the top of the main CPL screen:



Towards the bottom of the **Clients** window you will see the blue action panel:



Within the panel, click on **Client Notices**. This will open up the separate Client Notices screen.

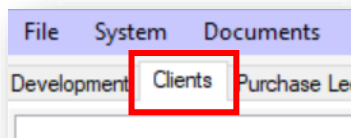
For more information on Client Notices and statuses/types, please see the Client Notices Training Guide.

CREDIT CONTROL IN CLIENT ACCOUNT

From within an individual client account, you can click on the **Credit Control** tab and follow a client's debt through the various stages, making changes to their status when this becomes necessary.

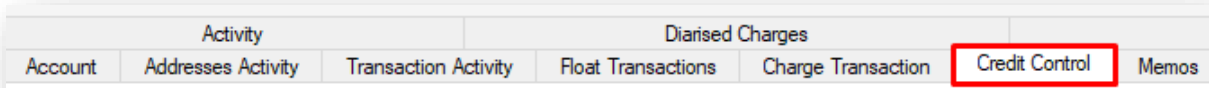
ACCESSING A CLIENT'S CREDIT CONTROL INFORMATION

At the top of the main CPL screen click on the **Clients** tab:



Use the filter options to search for an appropriate client account and double-click to open their account information.

Click on the **Credit Control** tab.



This will allow you to view the credit control record for this individual client and to change their status along with various other options explained in the sections below.

| Credit Control Information | | | | | | | |
|----------------------------|------------|-------------|----------|---|---------------|---------------|-------------------------------------|
| Change Status | Date | Review Date | Amount | Description | User | CC Status | DR |
| NOPL | 07/09/2020 | | -2437.53 | | Administrator | Narrative | <input checked="" type="checkbox"/> |
| Debt Inhibition | 06/09/2019 | | 35.02 | Add via 2 generation. | Karen Ann | Debt Recovery | <input type="checkbox"/> |
| | 06/09/2019 | 06/09/2019 | 35.02 | 2nd Reminder (exclude disputes of £0). Batch No 8782. | Karen Ann | Narrative | <input type="checkbox"/> |
| | 20/08/2019 | | 35.02 | Add via 1 generation. | Administrator | 1st Reminder | <input type="checkbox"/> |
| | 20/08/2019 | 20/08/2019 | 35.02 | 1st Reminder (exclude disputes of £0). Batch No 8293. | Administrator | Narrative | <input type="checkbox"/> |

| Status | Narrative | Dispute Resolved | Un-Resolved | Property Manager | KA | Karen Ann |
|-----------|-----------|------------------|-------------|------------------|----|-----------|
| Narrative | | | | | | |

CHANGING AN INDIVIDUAL CLIENT'S CREDIT CONTROL STATUS

Most client credit control statuses are set to resolve automatically when payment has been made and there is no longer an outstanding balance.

There are circumstances where you may wish to manually check before resolving a status.

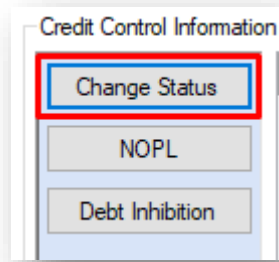
For example, if a client has been set to a status where information has been sent to a solicitor then you wouldn't want to resolve this automatically when they have paid as you would want to review their account and inform the solicitor that payment has been made.

You may also wish to add a client individually to a credit control status, rather than as part of a bulk move to a status for non-payment in your reminders process. There will be a whole range of varied reasons where you might want to deal with the client individually. For example, if a client has informed you that they are selling, you may wish to apply a particular status which excludes the client from the workflow for chasing reminders until the sale has been processed. You may also want to change a status individually where there is a probate situation and you need to get paid by the solicitor who is looking after the estate. If an owner is selling and you are holding a float large enough to cover a debt then you may not want to put them through the reminder process and might also want to deal with this individually.

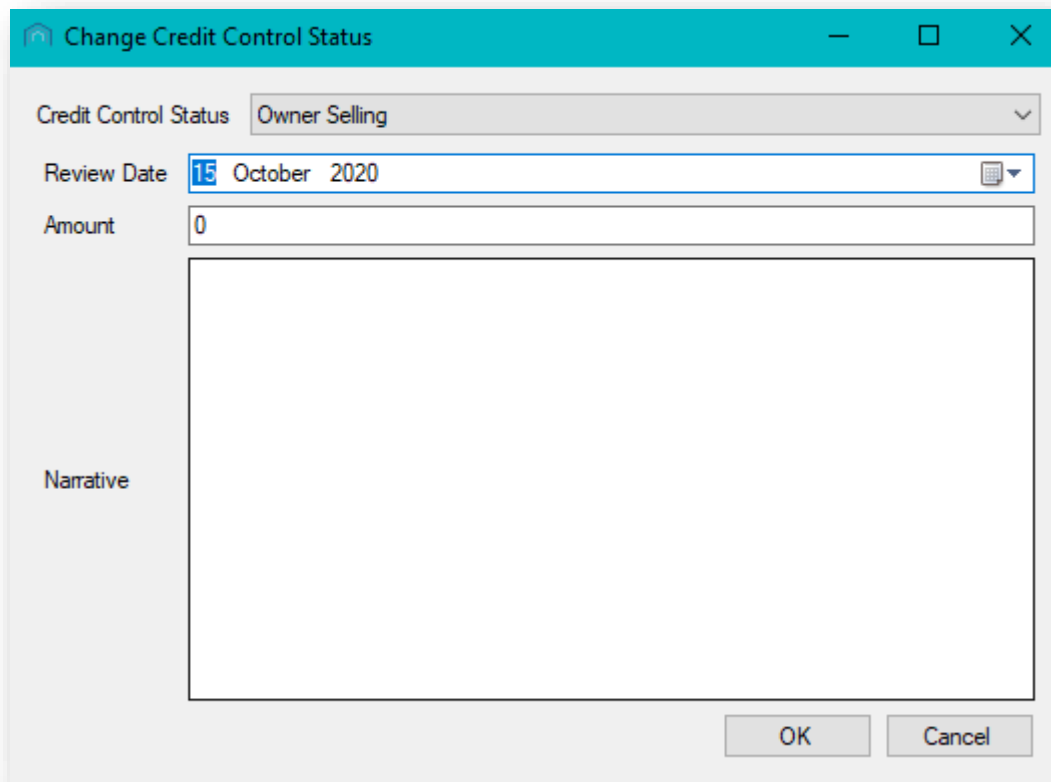
To change a client's status, access the **Credit Control** tab on their account.

| Activity | | | Diarised Charges | | | |
|----------|--------------------|----------------------|--------------------|--------------------|-----------------------|-------|
| Account | Addresses Activity | Transaction Activity | Float Transactions | Charge Transaction | Credit Control | Memos |

Click on the **Change Status** button in the action bar on the left of the screen.



This will open the **Change Credit Control Status** window.



The "Change Credit Control Status" window is displayed. It features a teal header bar with the title and window controls. The main area contains a "Credit Control Status" drop-down menu set to "Owner Selling", a "Review Date" field set to "15 October 2020", an "Amount" field set to "0", and a large empty "Narrative" text area. "OK" and "Cancel" buttons are located at the bottom right.

You can select from the **Credit Control Status** drop-down menu the status that you wish the client to be placed on.

| | |
|------------------------------|---|
| Credit Control Status | Owner Selling |
| Review Date | 15 0 |
| Amount | 0 |
| | <ul style="list-style-type: none"> 1st Reminder 2nd Reminder 3rd Reminder Collection Note Credit Management Debt Recovery Dispute Creation Global Dispute Creation Hold Instalments Legal Action Creation Missed Monthly Payment Owner Selling |

Once selected, you can set a date for when you would like the system to remind you that this status should be reviewed.

| Review Date | 29 October 2020 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--------------------|--|-----|-----|-----|-----|-----|-----|-----|----|----|----|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|---|---|---|---|---|---|---|---|
| Amount | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | <div style="text-align: center;"> <p>October 2020</p> <table border="1"> <thead> <tr> <th>Mon</th> <th>Tue</th> <th>Wed</th> <th>Thu</th> <th>Fri</th> <th>Sat</th> <th>Sun</th> </tr> </thead> <tbody> <tr> <td>28</td> <td>29</td> <td>30</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> </tr> <tr> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> </tr> <tr> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> </tr> <tr> <td>26</td> <td>27</td> <td>28</td> <td>29</td> <td>30</td> <td>31</td> <td>1</td> </tr> <tr> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> </tr> </tbody> </table> <p>Today: 15/10/2020</p> </div> | Mon | Tue | Wed | Thu | Fri | Sat | Sun | 28 | 29 | 30 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| Mon | Tue | Wed | Thu | Fri | Sat | Sun | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 28 | 29 | 30 | 1 | 2 | 3 | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 26 | 27 | 28 | 29 | 30 | 31 | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

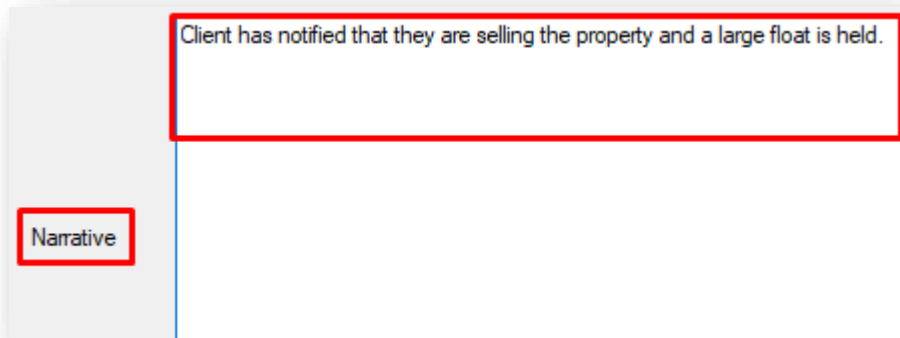
Setting a review date will allow you to keep track of the debt more efficiently by flagging this client when you run the client credit control report.

There is information on running this report contained later in this guide.

You have the option to add an amount in the next field and you may do this if you were putting a client into dispute for a certain amount. This would allow you to chase for any additional outstanding balance whilst holding an amount in dispute.

Moving a client onto a particular status does not however require that you add an amount into this field.

In the field below, adding a **Narrative** is useful for yourself and others to be reminded of why the client has been put onto a certain status.



Once you have selected from/ completed all relevant fields, click on the **OK** option in the bottom-right in order to apply the status change.



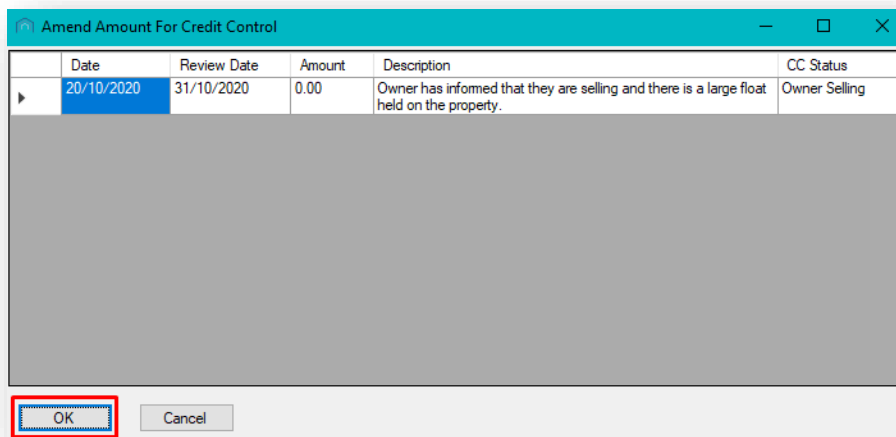
As this particular status has **Exclude From Work Flow** ticked as an option then they will be excluded from the reminder process whilst you have them sitting on this status.

The client control status change will now be recorded in the grid on the client credit control tab.

If you wish to correct an error you have made for a status you have changed then you can select the item in the grid, right-click on this and then click on the **Amend** option.

| Credit Control Information | | | | | | | |
|----------------------------|------------|-------------|--------|--|---------------|---------------|-------------------------------------|
| Change Status | Date | Review Date | Amount | Description | User | CC Status | DR |
| NOPL | 20/10/2020 | 31/10/2020 | 0.00 | Owner has informed that they are selling and there is a large float held on the property. | Administrator | Owner Selling | <input checked="" type="checkbox"/> |
| | 20/10/2020 | 31/10/2020 | 0.00 | Resolve Owner Selling: Owners are selling and there is a large float held on the property. | Administrator | Resolution | <input type="checkbox"/> |

This will open the item and allow you to make changes to the amount or narrative you have added.



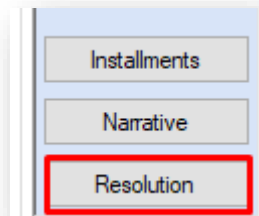
When you have completed any changes, click on **OK** to apply these.

RESOLVING AN INDIVIDUAL CLIENT'S CREDIT CONTROL STATUS

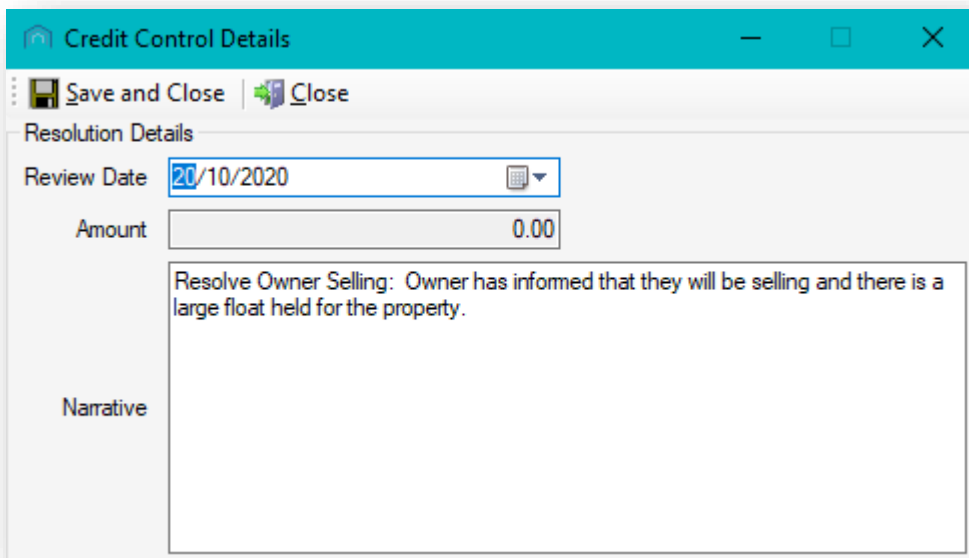
You also have the ability to resolve a status you have placed an individual client on.

To do this, make your way to the client's account and click to view the **Credit Control** tab.

Click to highlight the status in the grid which you would like to resolve and then click on the **Resolution** button at the bottom of the action bar on the left.



This will open the **Credit Control Details** window for the status you selected.



This would allow you to edit the narrative for the resolution details to reflect the reason you are resolving this status.

When you have added your narrative and set another review date (if this is appropriate) you can click on **Save and Close**.

You will then see a pop-up message warning you that you will be resolving all client statuses, including any global disputes that this client is part of.

Only click on **Yes** if you are happy for their status to be resolved to normal.

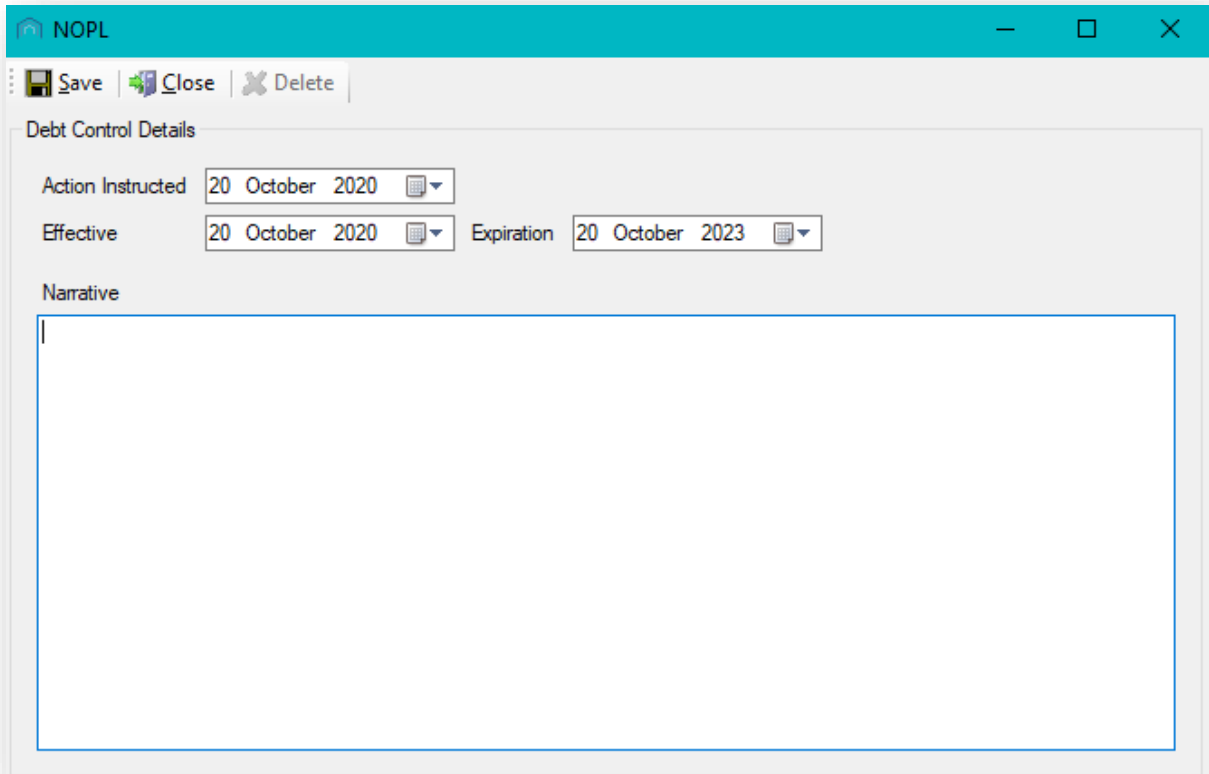
The resolution will now be recorded in the grid on the client credit control tab.

NOTICE OF POTENTIAL LIABILITY

You can record that a notice of potential liability has been registered for a client within CPL by making use of an option within the client credit control tab.

To do this, click on the **NOPL** button in the action bar on the left of the credit control tab.

This will open the **NOPL** screen.



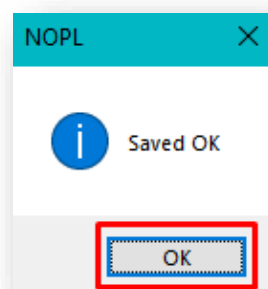
You can use the date filters to add information for the date this was instructed and the date this becomes effective. The expiration will automatically be set for 3 years as this is how long it would normally last for.

You can also add a narrative for further details or explanation.

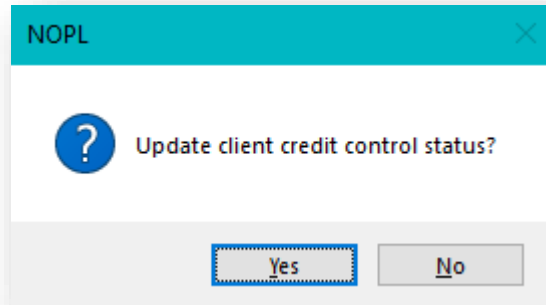
Once you have added this click on **Save** in the top-left of the screen.



You will see a pop-up message confirming that this has been saved.



Clicking on **OK** will dismiss this message and you will see another pop-up asking if you would like to update the client's credit control status.



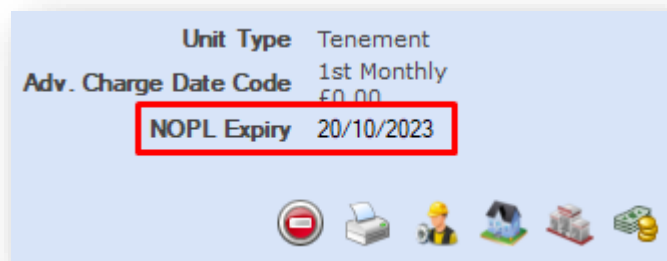
If you have a credit control type already set up for NOPL then you can move the client onto this status by clicking **Yes** and moving through the same steps as previously.

If you don't have one set up or you don't want to do this then you can click on **No** at the point.

The NOPL will now be recorded in the grid on the client credit control tab.

| Credit Control Information | | | | | | | |
|----------------------------|------------|-------------|--------|---|---------------|---------------|-------------------------------------|
| Change Status | Date | Review Date | Amount | Description | User | CC Status | DR |
| NOPL | 20/10/2020 | 20/10/2023 | 0.00 | NOPL CREATED Instructed: 20/10/2020 Effective: 20/10/2020 Expiration: 20/10/2023 Narrative: * | Administrator | Narrative | <input checked="" type="checkbox"/> |
| | 20/10/2020 | 31/10/2020 | 0.00 | Owner has informed that they are selling and there is a large float held on the property. | Administrator | Owner Selling | <input type="checkbox"/> |
| Debt Inhibition | 20/10/2020 | 31/10/2020 | 0.00 | Resolve Owner Selling: Owner has informed that they are selling and there is a large float held on the propert... | Administrator | Resolution | <input type="checkbox"/> |
| | 24/06/2019 | | 0.00 | Statement for 01/03/2019 to 31/03/2019 Emailed To: fakeemail@cplsoftware.com | Administrator | Narrative | <input type="checkbox"/> |

The NOPL Expiry will also be listed in the pin panel at the top of the individual client account screen.



The NOPL will also appear on credit control reports that you are able to run in the system.

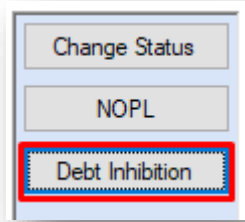
NOTICE OF POTENTIAL LIABILITY

As you will be aware, an NOPL would be listed against the property and therefore against the owner, whereas a Debt Inhibition can be listed against the client. This means that if they hold multiple properties then it would be placed against the client themselves and would save you adding an NOPL against each property. Where an NOPL lasts for 3 years, a Debt Inhibition would last for 5 years.

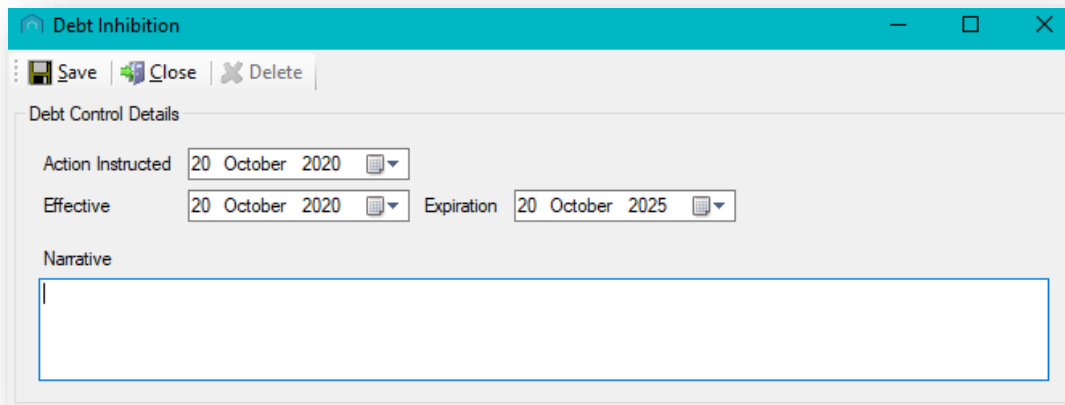
In CPL, it is exactly the same process as you went through for the NOPL. You are registering in CPL that there is a Debt Inhibition against an individual client.

To record this in CPL, make your way to the client account and click on the **Credit Control** tab.

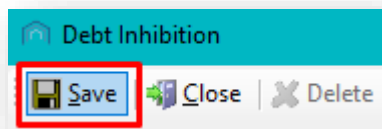
On the action bar on the left, click on the **Debt Inhibition** button.



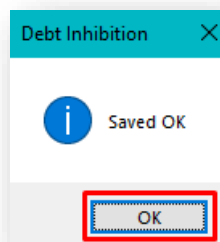
This will open the **Debt Inhibition** screen which you will notice contains the same options as the NOPL screen except that it will be set to expire in 5 years rather than 3.



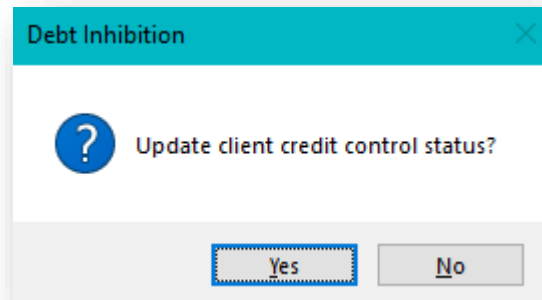
Once you have set the date filters appropriately and added a narrative, click on **Save** in the top-left corner of the screen.



You will see a pop-up message confirming that this has been saved.



Clicking on **OK** will dismiss this message and you will see another pop-up asking if you would like to update the client's credit control status.



If you have a credit control type already set up for Debt Inhibition then you can move the client onto this status by clicking **Yes** and moving through the same steps as previously.

If you don't have one set up or you don't want to do this then you can click on **No** at the point.

The Debt Inhibition will now be recorded in the grid on the client credit control tab.

| Credit Control Information | | | | | | | |
|----------------------------|------------|-------------|--------|---|---------------|---------------|-------------------------------------|
| | Date | Review Date | Amount | Description | User | CC Status | DR |
| Change Status | 20/10/2020 | 20/10/2025 | 0.00 | DEBT INHIBITION CREATED Instructed: 20/10/2020 Effective: 20/10/2020 Expiration: 20/10/2025 Narrati... | Administrator | Narrative | <input checked="" type="checkbox"/> |
| NOPL | 20/10/2020 | 20/10/2023 | 0.00 | NOPL CREATED Instructed: 20/10/2020 Effective: 20/10/2020 Expiration: 20/10/2023 Narrative: " | Administrator | Narrative | <input type="checkbox"/> |
| Debt Inhibition | 20/10/2020 | 31/10/2020 | 0.00 | Owner has informed that they are selling and there is a large float held on the property. | Administrator | Owner Selling | <input type="checkbox"/> |
| | 20/10/2020 | 31/10/2020 | 0.00 | Resolve Owner Selling: Owner has informed that they are selling and there is a large float held on the propert... | Administrator | Resolution | <input type="checkbox"/> |

The Debt Inhibition Expiry will also be listed in the pin panel at the top of the individual client's account screen.



The Debt Inhibition will also appear on credit control reports that you are able to run in the system.

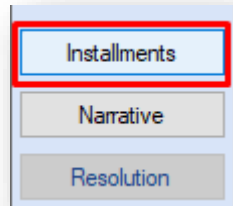
PLACING A CLIENT ON A PROGRAMME OF INSTALLMENTS

If you have come to an arrangement with a client for them to pay off a debt in a programme of installments then you can set this up in the client credit control tab in CPL.

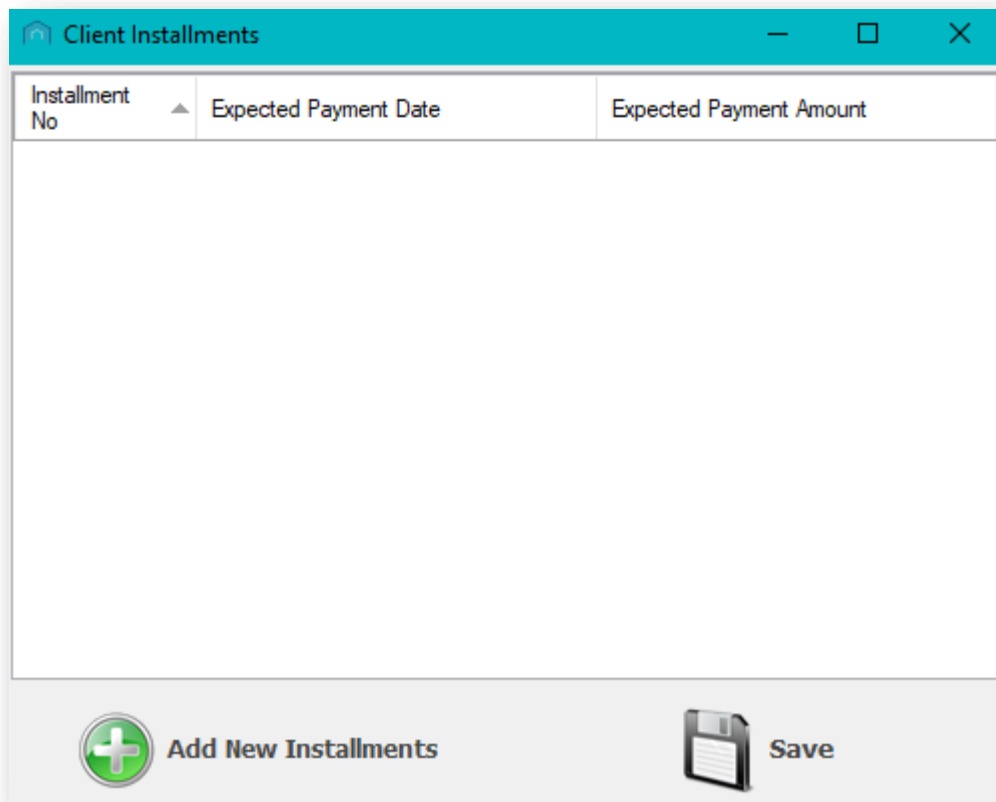
This will help you calculate amounts and create the programme. This will then appear in the payments screen when you are recording a client payment.

Navigate to an individual client account and click on the **Credit Control** tab.

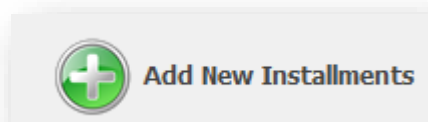
Click on the **Installments** button on the blue action bar on the left of the screen.



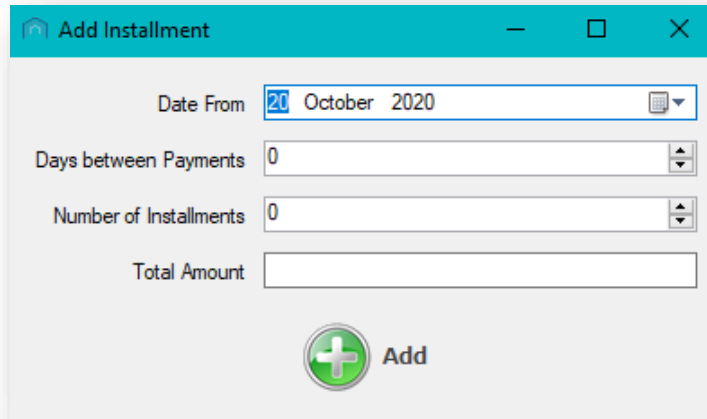
This will open the **Client Installments** window.



To get started with adding your installments, click on the icon beside **Add New Installments** in the bottom-left corner of the window.



This will open the **Add Installment** window.



The screenshot shows the 'Add Installment' window with the following fields and values:

| Field | Value |
|------------------------|-----------------|
| Date From | 20 October 2020 |
| Days between Payments | 0 |
| Number of Installments | 0 |
| Total Amount | |

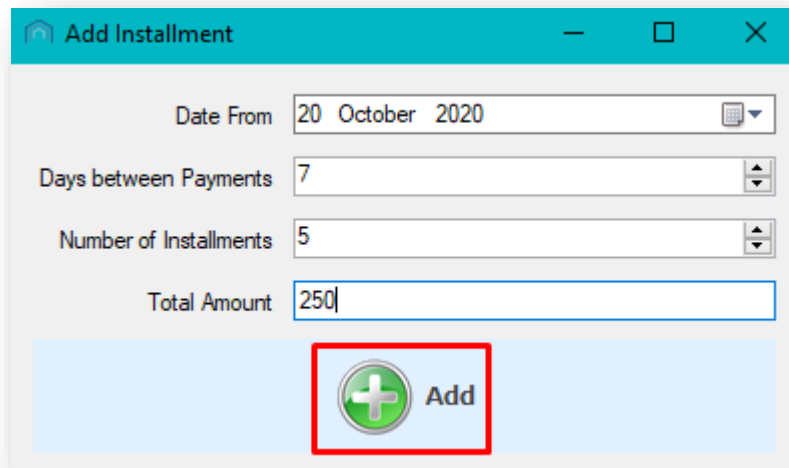
At the bottom of the window is a green circular button with a white plus sign and the text 'Add'.

Select the date you have agreed the first payment will be made.

Add the period in days you have agreed between each payment. For example, this could be 7 days, 14 days, 30 days etc.

Next, add the total amount of debt you wish to recover by installments.

Once you have completed all information in these fields, click on the **Add** icon and the system will calculate dates and installments due.

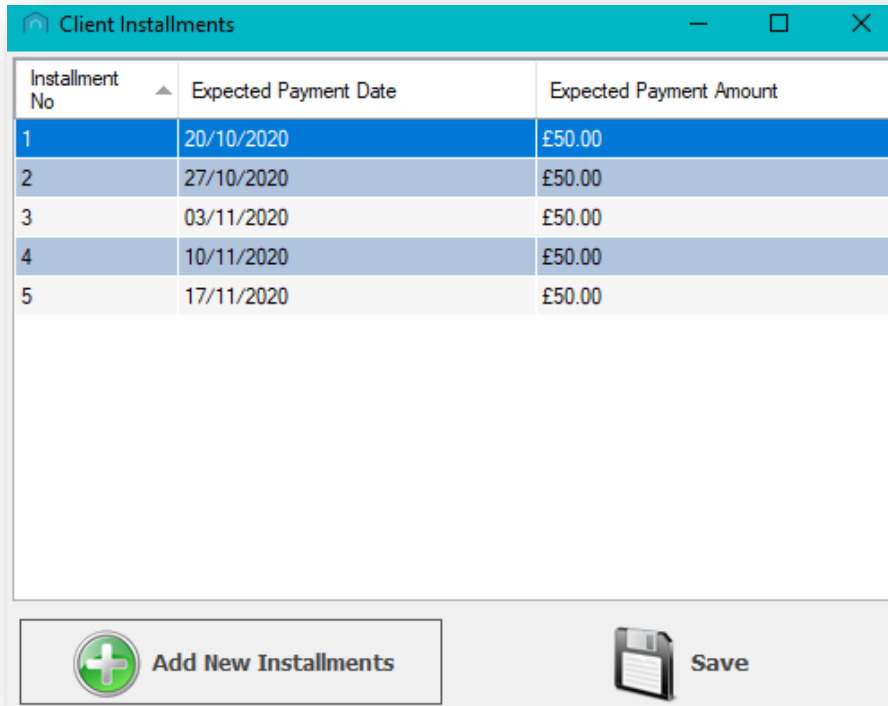


The screenshot shows the 'Add Installment' window with the following fields and values:

| Field | Value |
|------------------------|-----------------|
| Date From | 20 October 2020 |
| Days between Payments | 7 |
| Number of Installments | 5 |
| Total Amount | 250 |

The green circular 'Add' button at the bottom is highlighted with a red rectangular box.

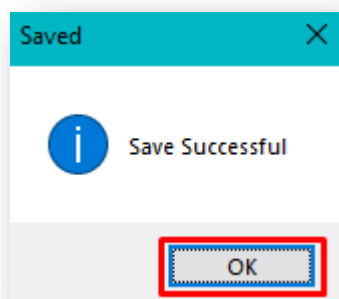
The system will then present you with a **Client Installments** window listing the number of installments, the dates they are due and the amounts.



The screenshot shows a window titled "Client Installments" with a table of payment data. Below the table are two buttons: "Add New Installments" (with a plus icon) and "Save" (with a floppy disk icon).

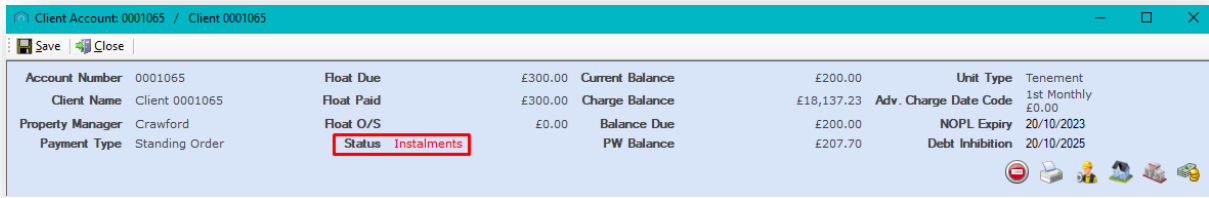
| Installation No | Expected Payment Date | Expected Payment Amount |
|-----------------|-----------------------|-------------------------|
| 1 | 20/10/2020 | £50.00 |
| 2 | 27/10/2020 | £50.00 |
| 3 | 03/11/2020 | £50.00 |
| 4 | 10/11/2020 | £50.00 |
| 5 | 17/11/2020 | £50.00 |

If you are happy with the installments programme generated then you can click on the **Save** icon. You will then be presented with a pop-up window telling you that this has been successful.



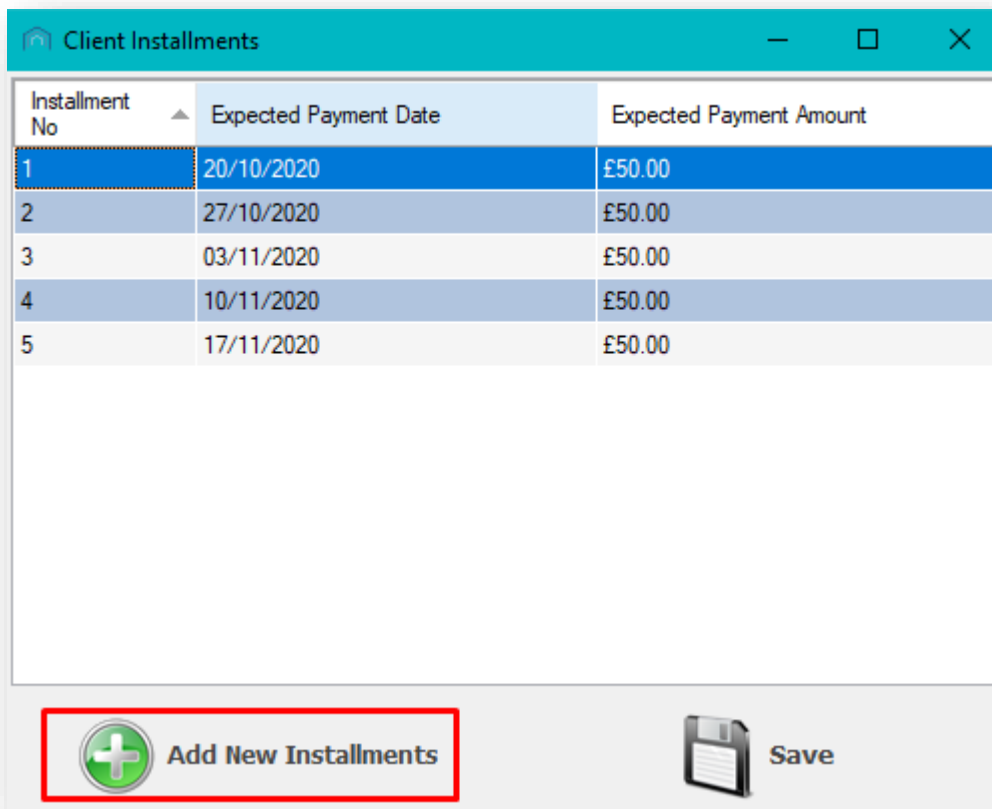
Clicking on **OK** will dismiss this message and you can click to close the client installments window in the background.

This will update the client status to note that they are now on installments and when you next view the client in the main clients grid, or open the client account you will see this listed.



If you need to return later to edit the installments programme if, for example a payment had been missed, then you can open the client account and make your way to the credit control tab.

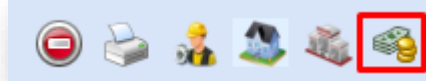
Click on the **Installments** button again in the action bar and when the **Client Installments** window opens you can click on the **Add New Installments** icon.



This will allow you to enter information in order to re-calculate the programme.

Make sure you click on the icon to **Save** any changes you make to the programme in the **Add Installment** window.



To record a payment of an installment open the **Client Payments** screen from the main **Clients** screen in CPL or from the payments icon in the client account in the right of the pin panel.



This will open the **Daily Posting** screen for this client account.

Click on the **View Installment** button against **Instalment Details**.

Daily Posting

Account Number ... all  

Date


Post Amount Float Amount

Payment Type

Payment Received for Instalment

Instalment Details Proposed Works ...

Dr/Cr

Total  Post

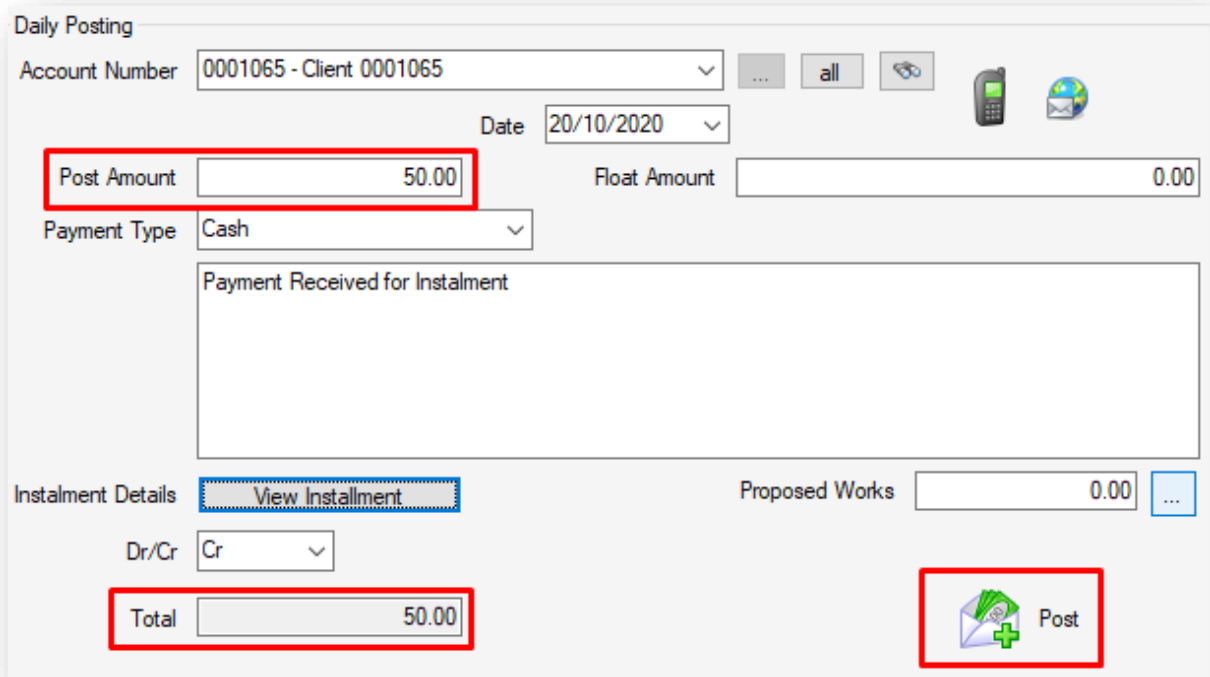
This will again open the **Client Instalment** screen where you can mark the installment which is being paid by ticking the box corresponding to it and then clicking on the **Close** button.

Client Instalment

Instalment Dates

| Instalment Number | Expected Date | Expected Amount | Paid |
|-------------------|---------------|-----------------|-------------------------------------|
| 1 | 20/10/2020 | 50 | <input checked="" type="checkbox"/> |
| 2 | 27/10/2020 | 50 | <input type="checkbox"/> |
| 3 | 03/11/2020 | 50 | <input type="checkbox"/> |
| 4 | 10/11/2020 | 50 | <input type="checkbox"/> |
| 5 | 17/11/2020 | 50 | <input type="checkbox"/> |

If more than one installment is being paid then tick the boxes against each installment you are receiving payment for. This will return you to the **Daily Posting** screen where the system will have populated the appropriate fields with the correct amount for you to post the payment.

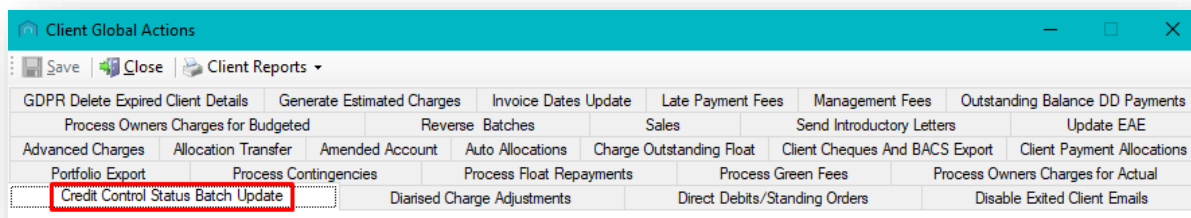


CREDIT CONTROL STATUS BATCH UPDATE

There is an option, located within the **Client Global** menu which will allow you to run a batch update of your client statuses, moving clients from one status to another.

You may, for example, want to reset your clients currently on 2nd reminders back to first reminder status before running your client notices again.

Open the **Client Global** menu and click to select the **Credit Control Status Batch Update** tab.



This will open the **Credit Control Status Batch Update** screen where you have several filters available to enable you to change client statuses in bulk.

Begin with choosing the appropriate options for your purposes from the drop-down menus in the **Status From** and **Status To** fields.

Status From 2nd Reminder
Status To 1st Reminder

In this example, clients currently sitting at 2nd reminder are being updated to return them to a 1st reminder status.

In the next field, you can choose a **Charge Date Code** from the drop-down menu in order to apply this, in this example, to all clients from developments using that charge date code.

Charge Date Code Monthly1 Monthly On 1st

If you leave this at **No Code** then the system will search for clients across all charge date codes.

Charge Date Code None No Code

If appropriate then you can use the calendar option in the field below to select a **Review Date**.

Review Date 30 November 2020

If required for your purposes then an amount can be added to the **Amount** field.

The **Narrative** should already be set based on your **Status From** and **Status To** fields but you can change this if you wish.

Narrative Resolve 2nd Reminder:

There are tick box options at the bottom of the screen which allow you to set additional conditions for what would be picked up for your batch update.

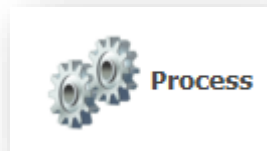
Global Dispute Include Voluntary Floats Include Voluntary Advances Minimum Balance Maximum Balance

When you have made all the selections you wish to, click on the **PreList** icon.

A **PreList** grid will appear under the narrative field.

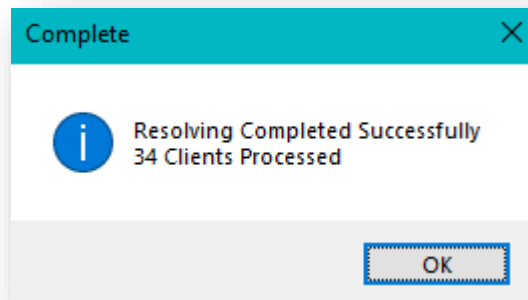
| Client Account No | Current Status | Client Name | Client Balance Amount |
|-------------------|----------------|-----------------|-----------------------|
| 11170074 | 2nd Reminder | Client 11170074 | 157.84 |
| 11170073 | 2nd Reminder | Client 11170073 | 48.17 |

If you are happy with the prelist then you can click on the **Process** icon to proceed with your batch update.



You will see a pop-up message asking if you would like to continue.

After you click on **Yes**, you will see another pop-up message confirming how many client accounts have resolved successfully after processing.

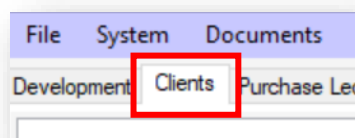


Clicking on **OK** will dismiss this message.

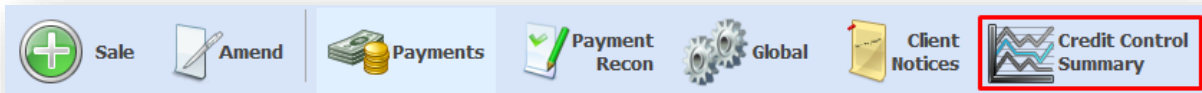
CREDIT CONTROL SUMMARY

As mentioned in the introduction, the **Credit Control Summary** tool will allow you to track all debt within your organisation. The use of credit control statuses allows this debt to be segmented and will provide additional information on the different types and circumstances of this debt.

To access the Credit Control Summary tool, click on the **Clients** tab at the top of the main CPL screen.



Towards the bottom of the **Clients** window you will see the blue action panel where you can click on the **Credit Control Summary** icon.



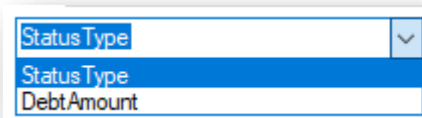
This will open the **Credit Control Summary** screen on the **Status Type Summary** tab. There is also a **Debt Summary** tab available.

| Group Description | Client Count | Total Debt |
|-------------------------|--------------|---------------|
| Instalments | 7 | £332,488.26 |
| Dispute Creation | 12 | £745,881.16 |
| Legal Action Creation | 1 | £90.36 |
| Global Dispute Creation | 28 | £3,298,607.64 |
| Debt Recovery | 701 | £6,969,724.30 |
| Hold | 11 | £150,002.47 |
| Owner Selling | 7 | £4,638.39 |
| Normal | 328 | £1,167,276.85 |
| Missed Monthly Payment | 3 | £508.63 |

| Client Number | ClientName | Client Balance | Last Payment Date | Last Invoice Date | Float Amount Held | Current Month Balance | 30 Day Balance | 60 Day Balance | 90 Day Balance | 90+ Day Balance |
|---------------|-------------------|----------------|-------------------|-------------------|-------------------|-----------------------|----------------|----------------|----------------|-----------------|
| 0001087 | Client 0001087 | 146667.40 | 22/09/2017 | 01/04/2021 | 0 | 4.81 | | 4.81 | 4.81 | 146624.11 |
| 0530027 | Client 0530027 | 25.61 | 24/05/2017 | 25/05/2018 | 0 | 0 | | | | 25.61 |
| 09000401 | Client 09000401 | 61.63 | 01/02/2017 | 25/05/2018 | 0 | 0 | | | | 61.63 |
| 11010021 | Noel & Noleen ... | 78989.22 | 22/07/2019 | 07/09/2020 | -10.00 | 0 | | 3736.75 | | 75252.47 |
| 0004005 | Client 0004005 | 36658.07 | 01/03/2017 | 07/09/2020 | 0 | 0 | | -2.16 | | 36660.23 |
| 11021011 | Kevin O'Kill | 70015.02 | 29/06/2020 | 27/06/2019 | -470.00 | 0 | | | | 70015.02 |
| 09000272 | Client 09000272 | 71.31 | 02/05/2017 | 25/05/2018 | 0 | 0 | | | | 71.31 |

There are various filters at the top of the screen to allow you to be more specific about the information displayed.

For example, the **Grouping Type** menu will allow you to have the information organised by **Debt Amount** or **Status Type**:



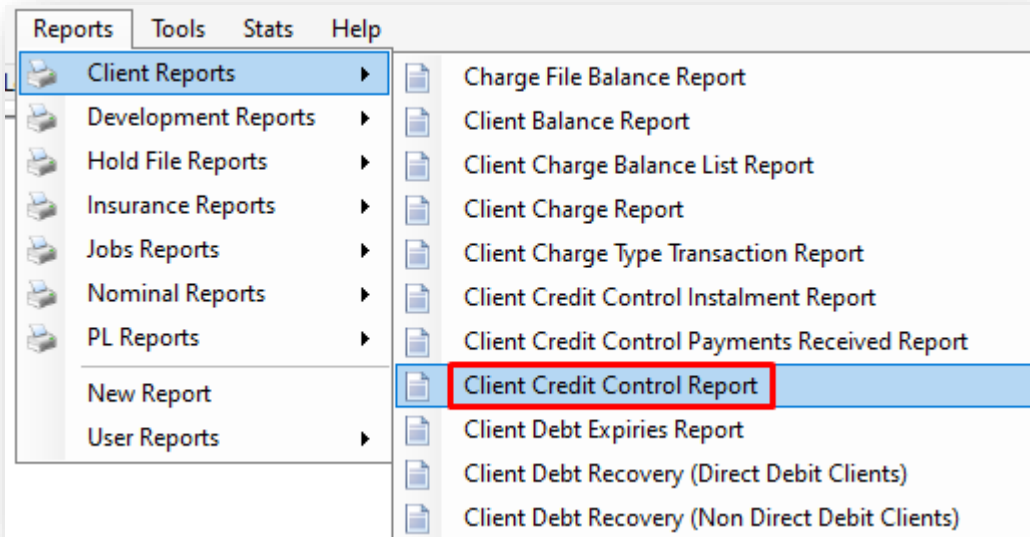
If set to **Status Type** the grid beneath will hold information related to each status with the fields on the right displaying the amounts involved and the lower grid displaying information on individual clients who are currently on this status.

CLIENT CREDIT CONTROL REPORT

There is also a client credit control report available to help you manage your debt processes.

To access this, click on **Reports** at the top of the main CPL screen and then choose **Client Reports** from the drop-down menu. In the subsequent drop-down menu you will see that the **Client Credit Control Report** is listed here amongst other credit control report options.

Click to choose this option.



This will open the **Client Credit Control Report** screen.

There are a number of filter options available on the left of the screen which will allow you to track debt throughout your client base.

Filter Options

Credit Status
--SELECT--

User
--SELECT--

Review Date
//____

Office
--SELECT--

Inspector
--SELECT--

Department Managing Dispute
--SELECT--



Running this report regularly will allow you to pick up all the clients with a review date set on their credit control status.

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 or through our portal at <https://contact.cplsoftware.com/portal/home> or calling us on 0345 646 0240 (option 1).