

FIXING ERRORS USING CONTRA-POSTINGS AND REVERSALS TRAINING GUIDE

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INTRODUCTION

There are multiple methods to rectify errors with processes and postings in CPL. For example, a client invoice may have been processed before all charges have been allocated. A Management Fee run may have been processed more than once in error. A purchase ledger posting may have been made including errors or where the contractor themselves may have made an error with their original invoice. It depends how far a process or posting has progressed in CPL and this will influence the method you might use to try to rectify this. This training guide will cover contra-postings and reversals to try to rectify errors.

REVERSING A POSTED CHARGE BACK TO THE HOLD FILE

If a charge has already been released in the Hold File and then processed to the Charge File but has not yet been invoiced, it can be reversed back to a normal status in the Hold File which will enable it to be amended.

It is important to note that charges with a status of **Allocated** cannot be amended as they have already been allocated to the charge file.

The Hold File defaults to displaying charges with a **Normal** status which have not been allocated to the charge file by processing the Hold File. To locate the charge in the Hold File, you will have to use the filters at the bottom of the Hold File screen to select the relevant development or to filter for charges with a PPL Hold Status of **Allocated**.

Once you have located the charge, to reverse the individual charge back to a **Normal** status in the Hold File, right-click on the charge and choose the **Reverse Charge** option.

evelopments)	Clien	ts Purchase Ledger	Jobs	s/Maintenance	Estimates	Insuran	ce H	Hold File	Nominals	Proposed W	Vorks
Invoice Date	-	sInvoiceNo	Deve	lopment	sDesc				Charge	AllocatedTo	
20/02/2024		7876675432	0006	The Pinna	Security Ent	ry Systen	-	Deint	4 Faul	e-la	
02/11/2023			0006	The Pinna	Contra-Han	dover Ch	a	Print			Snov
25/09/2023			0006	The Pinna	REVERSAL			Export		_	Jac
12/09/2023		1279 Painting 12	0006	The Pinna	External Pair	nting		Revers	e Charge(s)		Snov
								Allocat	e and Write	e Off	
								Pay fro	m Sinking	Fund	
	_							- ay no	in shiking		

You will be asked to confirm by clicking Yes that you wish to reverse it.





You will then be presented with a confirmation that this has been completed. You can click on **OK** to dismiss this.



The charge will now be displaying a Normal status.

evelopments Clien	ts Purchase Ledger	Jobs/Maintenance	Estimates Insurance Hold File	Iominals Proposed Works Cus	tom Desktop Court	Ledger Client Portfoli	ios Tenants P	roposed Invoices Pla
Invoice Date 🛛 👻	sInvoiceNo	Development	sDesc	ChargeAllocatedTo	OriginalVat	OriginalGoods	UserReleased	Status
20/02/2024	7876675432	0006 The Pinna	Security Entry System Repair	1 Equal Split	75.00	375.00	Administrator	Normal
02/11/2023		0006 The Pinna	Contra-Handover Charge	0006000441 Tasnim Snow	0.00	-36.00		Allocated

You can now click to highlight the individual charge and then click on the **Amend** option in the action bar.

View	Amend	۱

Once you have edited the charge, remember to click on **Save and Close**. You will now be able process the Hold File again to pick up your amended charge for this to be allocated to the Client Charge File.

This method will enable you to edit the L Account, Development, Apportionment/ Client, Repair Date or From and To dates, Charge Type and Budget Heading. It will not enable you to change the amount of the charge. To do this you would need to make a contra-posting against your original posted charge to cancel it out and then post through another charge with the correct amount.

CONTRA-POSTING TO RECTIFY AN INCORRECT ENTRY ON THE HOLD FILE AT A NORMAL STATUS

This method allows you to create an equal but opposite posting to the Hold File which can then be allocated off against the original charge. This will mean that the charge will not be processed through to the Client Charge Files. Creating an equal but opposite charge will also mean that the amount you are due to pay the PL Account will also be counteracted.

You will need to check the details of the original charge to make sure that you can create an equal but opposite posting. The PL Account, relevant dates, Development and Client/Apportionment will all have to be the same as the original charge in your contra-posting.

To check your original posting, you can head to the Hold File to find this record.



File	Syster	n Do	cuments	Reports	Tools	Stats	Help				
Develop	pments	Clients	Purchase	Ledger Jo	bs/Mainte	nance	Estimates	Insurance	Hold File	Nominals	F

You may wish to use the filters at the bottom of the screen to help you locate for the individual post which has been made in error.

Please note that for the following method to be able to be applied, the charge will have to be sitting in a Normal status in the Hold File.

Developments Cli	ents Purchase Ledge	r Jobs/Maintenance	e Estimates Insurance Hold File N	Iominals Proposed Works Cus	tom Desktop CourtL	edger Client Portfol	os Tenants Pr	roposed Invoices	Planned Maintenance
Invoice Date	sInvoiceNo	Development	sDesc	ChargeAllocatedTo	OriginalVat	OriginalGoods	UserReleased	Status	DaybookNo
05/02/2024	DND 12256	0006 The Pinna	Full Basement Cleaning After Flooding	1 Equal Split	133.33	666.67		Normal	3288
20/02/2024	7876675432	0006 The Pinna	Security Entry System Repair	1 Equal Split	75.00	375.00	Administrator	Normal	3286

You can double-click this charge entry, or click to highlight and click on the **View** option in the action bar. Alternatively, you can click to highlight the charge and click on the **Amend** option in the action bar. Any of these methods will enable you to check all selected parameters for this charge that you will need to create an equal but opposite charge for.

<mark>∎ ⊇</mark> ave and Clo old File Update	se 🦏 <u>C</u> lo	se					
Dayboo	k Number Date	3288 06/03/2024	Job Order Number Amount	800.00			
F PL Accour Invoic	Posted By It Number e Number	Administrator 72323 DND12256	Status Diarised Charge	Nomal			
Date From	01/02/2024	~	Date To 01/02/2024	~	Post Type	Next Invoice Run	· · · · · · · · · · · · · · · · · · ·
Invoice Date Development Client	05/02/2024 0006 The F SELECT	'innacle	~		Property PL Account	-SELECT DnD Cleaning Services V (55)	
pportionment	Dev:0006 - (001 Equal Split	~		Release		
Description	Full Basem	ent Cleaning After Flooding					
Chame Type	Press F5 for Redecoration	Standard Descriptions					e
dget Heading	-SELECT		~				
Penair Data	01 Echnican	2024					



Whether your charge got to the Hold File via the PL Transactions method or was posted through from Proposed Invoices originating in Blockworx or through the In-Tray, you will use the PL Transactions screen to create your contra-posting.

Select the **Purchase Ledger** Tab in the main CPL window.

File	Syste	m Do	cuments	Repo	rts To	ols	Stats	Help	
Develop	oments	Clients	Purchase	Ledger	Jobs/M	aintena	nce	Estimates	I

Next, click to select the Transactions icon from the Action Bar towards the bottom of the screen.



This will open the **Purchase Ledger Transactions** window which will allow you to enter the details to make a new purchase ledger transaction.

Enter the details you took note of from your earlier posting including any other relevant details to ensure that the totals at the top and bottom of the screen match the posting in the Hold File you wish to reverse.



	ager nansaetions									
📢 <u>C</u> lose										
osting Type Pu	rchase Invoice	 Session Start 	0.0	0 Session Post Ba	ance -800.00	Cash Book Refere	ence			
Transaction Detai	ils Now					Datab Na	1272			
PL Account	72323 DnD Cleaning) Services 🗸 🗸	. 🖄	Total	800.00	Goods 666.67	12/3			
Date of Invoice	05/02/2024 ~			VAT	20.00 ~	VAT 133.33				
nvoice Due	05/02/2024 ~			Description	Contra-posting to	cancel original invo	pice made in	error		
Transaction Date	06/03/2024 ~		(F5 - Standa	ard Descriptions)						
Invoice Number	DND12256									
Order Number					Press F5 for Standa	ard Descriptions				45
				Internal Comments	This is a contra-pos	sting to cancel off ag	jainst original j	posted in	nvoice.	45
				Internal Comments	This is a contra-pos	sting to cancel off ag	ainst original	posted in	nvoice.	45
Purchase Invoice	Posting Details			Internal Comments	This is a contra-pos	sting to cancel off ag	ainst original i	posted in	nvoice.	45
Purchase Invoice Charge Type R	Posting Details		V Repai	Internal Comments	This is a contra-pos	sting to cancel off ag riod: From 01/02/2	ainst original p	posted in To 01/0	02/2024	45
Purchase Invoice Charge Type R Development 0006 The Pinna	Posting Details edecoration Client		V Repai	Internal Comments	This is a contra-pos	ning to cancel off ag riod: From 01/02/2 Apportionments Equal Split	ainst original p 2024 v 7 Total G 800 66	To 01/0 00ds 6.67 1	02/2024 VAT 133.33	
Purchase Invoice Charge Type R Development 0006 The Pinna	Posting Details edecoration client		→ <u>Repa</u>	Internal Comments	This is a contra-pos	sting to cancel off ag riod: From 01/02/3 Apportionments 1 Equal Split	ainst original j 2024 v Total G 800 66	To 01/0 oods 6.67 1	02/2024 VAT 133.33	45
Purchase Invoice Charge Type Re Development 0006 The Pinna	Posting Details edecoration Client		V Repai	Internal Comments	This is a contra-pos	ating to cancel off ag ariod: From 01/02/2 Apportionments 1 Equal Split	ainst original p 2024 v Total G 800 66	Γο 01/(οods 6.67 1	02/2024 VAT 133.33	45

Make sure you have returned to the upper and lower fields for **Total**, **Goods** and **VAT** and add a **minus** symbol to the amount as in the image below.

Â
CPL SOFTWARE
PARTNERS TO PROPERTY FACTORS & BLOCK MANAGERS

🙀 <u>C</u> lose				
osting Type Pure	chase Invoice 🗸 🗸	Session Start	0.00 Session Post E	lalance -800.00 Cash Book Reference
Transaction Details	•			
DBN	New			Batch No. 1273
PL Account	72323 DnD Cleaning :	ervices ~	Iotal	-800.00 Goods -666.67
Date of Invoice	05/02/2024 ~		VAT	20.00 VAT -133.33
nvoice Due	05/02/2024 🗸		Description	Contra-posting to cancel original invoice made in error
Transaction Date	06/03/2024 🗸		(F5 - Standard Descriptions)	
nvoice Number	DND12256			
Order Number				Press F5 for Standard Descriptions 45
]	Internal Comment	S This is a contra poeting to cancel off against original poeted invoice
				This is a contrapositing to cancer on against original posted involce.
Purchase Invoice I	Posting Details			
² urchase Invoice I Charge Type Re Development 0006 The Pinnac	Posting Details decoration Client		V Repair Date 01/02/2	1024 Invoice Period: From 01/02/2024 To 01/02/2024 Budget Heading Apportionments Total Goods VAT V 1 Equal Split -800 -666.67 -133.33
Purchase Invoice F Charge Type Re Development 0006 The Pinnac	Posting Details decoration le v		V <u>Repair Date</u> 01/02/2	1024 Invoice Period: From 01/02/2024 To 01/02/2024 Budget Heading Apportionments Total Goods VAT 1 Equal Split -800 -666.67 -133.33

You might want to add a note explaining the reversal to the Internal Comments box.

Check that the **Post To** drop-down field is selecting the correct file. In this example, you will be posting a reversal to the **Hold File** as this is where the original charge is sitting.

Post To	Hold File	~	
	Next Invoice Run	~	Post
		_	_

Once you have checked all details are correct, click Post.

If you have used the same invoice number as your original posting, you will be informed that this is a duplicate but you will get the option to continue with the posting.





You will now see a confirmation pop-up window and you can click on **OK** to dismiss this.



You can now head to the Hold File back on the main screen of CPL, click to select the Hold File tab.

File	System	n Do	cuments	Reports	Tools	Stats	Help				
Developm	nents	Clients	Purchase I	edger J	obs/Mainter	nance	Estimates	Insurance	Hold File	Nominals	F

You may need to use the filters so that you can view both your original posted charge and your contraposting in the Hold File grid at the same time. Here in the grid, you should see the original transaction you raised in error and the new transaction raised with a minus number. If they do not appear, you can use the filter at the bottom of the screen to filter by **Development** which would show you only the entries in the hold file for that particular development.

File System	Documents Rep	orts Tools Sta	ts Help									
Developments Cli	ients Purchase Ledge	Jobs/Maintenance	Estimates Insurance	Hold File	Nominals	Proposed Works	Custom Deskto	p Courtl	edger Client Port	olios Tenants	Proposed Invoices	Plan
Invoice Date	sInvoiceNo	Development	sDesc		Charge	AllocatedTo	OriginalV	at	OriginalGoods	UserRelease	d Status	_
05/02/2024	DND 12256	0006 The Pinna	Full Basement Cleaning A	fter Flooding	g 1 Equa	al Split		133.33	666.6	7	Normal	
05/02/2024	DND 12256	0006 The Pinna	Contra-posting to cancel	original in	1 Equa	al Split		-133.33	-666.6	7	Normal	
20/02/2024	7876675432	0006 The Pinna	Security Entry System Re	epair	1 Equa	al Split		75.00	375.0) Administrator	Normal	

Select them both by holding down the Ctrl key on your keyboard and clicking on each of them in turn.



Developments Clie	ents Purchase Ledger	Jobs/Maintenance	Estimates Insurance	Hold File 1	Nominals Proposed Works	Custom Desktop	CourtLedger	Client Portfolio	s Tenants	Proposed Invoices	Plann
Invoice Date	sInvoiceNo	Development	sDesc		ChargeAllocatedTo	OriginalVat	Origi	nalGoods	UserReleased	Status	
05/02/2024	DND 12256	0006 The Pinna	Full Basement Cleaning Af	fter Flooding	1 Equal Split	i	133.33	666.67		Normal	
05/02/2024	DND 12256	0006 The Pinna	Contra-posting to cancel	original in	1 Equal Split	-1	133.33	-666.67		Normal	
20/02/2024	7876675432	0006 The Pinna	Security Entry System Rep	pair	1 Equal Split		75.00	375.00 /	Administrator	Normal	

With both entries selected and highlighted as above, click on the **Allocate** icon in the blue action panel half-way down the screen.

View	Amend	Add Notes	Allocate Consolidate	View Consolidation	Exclude All Charges

CPL will launch a pop-up to confirm the allocation and you can click on **OK** to dismiss the message.

Informat	ion X	
1	Allocation successfuly completed.	
	ОК	

This means that rather than either of these charges being able to be allocated to the Client Charge File, they have been allocated off against each other and will go no further than the Hold File. This effectively cancels them out and means that your original post has been resolved.

Please Note: Where the original posting may have been split into several entries in the Hold File, one opposite posting can be made but you would hold down the Ctrl key and then click to select all entries which are part of the two postings.

When the Hold File refreshes you will see that these two entries are now displaying an **Ignored** status.

Invoice Date	sInvoiceNo	Development	sDesc	ChargeAllocatedTo	OriginalVat	OriginalGoods	UserReleased	Status	
05/02/2024	DND 12256	0006 The Pinna	Full Basement Cleaning After Flooding	1 Equal Split	133.33	666.67		Ignored	
05/02/2024	DND 12256	0006 The Pinna	Contra-posting to cancel original in	1 Equal Split	-133.33	-666.67		Ignored	
/ /									_

On the purchase ledger side, there are still two transactions for the same amount but they will cancel each other out on the PL Account as a whole.

You can now go ahead and post a charge from the PL Account with the correct amount.



CONTRA-POSTING TO RECTIFY AN INCORRECT ENTRY ON THE HOLD FILE AT AN ALLOCATED STATUS

When a similar situation has occurred with a charge of an incorrect total but where the charge has been released in the Hold File and then processed as far as the Client Charge File this requires a different operation which is explained below.

In this instance, you will still need to make a contra-posting but this will have to be posted through to the Client Charge File instead of the Hold File as this is where your original posted charge has made it to which means it can no longer be dealt with by using the Allocate tool in the Hold File.

You will need to check the details of the original charge to make sure that you can create an equal but opposite posting. The PL Account, relevant dates, Development and Client/Apportionment will all have to be the same as the original charge in your contra-posting.

To check your original posting, you can still head to the Hold File to find this record even though it has already been processed to the Client Charge File.

You may wish to use the filters at the bottom of the screen to help you locate for the individual post which has been made in error.

Please note that for the following method to be able to be applied, the charge will be sitting in an Allocated status in the Hold File to denote that it has already been processed to the Charge File.

Invoice Date	sInvoiceNo	Development	sDesc	ChargeAllocatedTo	OriginalVat	OriginalGoods	UserReleased	Status	0
05/02/2024	DND 12256	0006 The Pinna	Full Basement Cleaning After Flooding	1 Equal Split	133.33	666.67		Ignored	3.
05/02/2024	DND 12256	0006 The Pinna	Contra-posting to cancel original in	1 Equal Split	-133.33	-666.67		Ignored	3.
20/02/2024	7876675432	0006 The Pinna	Security Entry System Repair	1 Equal Split	75.00	375.00	Administrator	Normal	3
15/02/2024	CFS8845	0006 The Pinna	Installation of new Security Entry S	1 Equal Split	200.00	1000.00		Allocated	3
12/09/2023	1279 Painting 12	0006 The Pinna	External Painting	0006000441 Tasnim Snow	0.00	397.35		Allocated	3
02/11/2023		0006 The Pinna	Contra-Handover Charge	0006000441 Tasnim Snow	0.00	-36.00		Allocated	3
25/09/2023		0006 The Pinna	REVERSAL	0006000111 Rhianna Jack	0.00	-364.96		Allocated	3

You can double-click this charge entry, or click to highlight and click on the **View** option in the action bar. You can then follow the link to the Invoice Number to the PL Transaction if you need additional information to enable you to check all selected parameters for this charge that you will need to create an equal but opposite charge for.



Hold File Det	ails for DBN: 32	90 / PL:17368 C	Caledonia Fire and Security /	Status:	Allocat	ed —	
<u>C</u> lose							
ld File View							
Deve	elopment 0006	The Pinnacle		DBN	3290		
	Property		PL A	ccount	17368	Caledonia Fire and	Security
	Client		/	Mount	1200.0	0	
Apport	tionment 1 E	qual Split		Status	Allocate	ed	
Transacti	ion Date 15/0	2/2024	Desc	ription	Installati	ion of new Security	Entry 📐
Rep	air Date 12/0	2/2024			System		
Pe	osted By Admi	inistrator					~
Budget	Heading		Invoice N	lumber	CFS88	45	
Diarise	d Charge 🗌		Job Order N	lumber		_	
Pa	aid Date		View Remi	ittance			
narge Informat	ion						
Amount	Client No	Client Name	(Client Invo	ice	Invoice Date	Excluded
300.00	0006000113	Lyla Marks					
300.00	0006000221	Ben Buchanan					
300.00	0006000331	Alana Hicks					
200.00	0006000441	Tasnim Snow					

Whether your charge was entered via the PL Transactions method or was posted through from Proposed Invoices originating in Blockworx or through the In-Tray, you will use the PL Transactions screen to create your contra-posting.

Select the **Purchase Ledger** Tab in the main CPL window.

File	Syster	m Do	cuments	Repor	ts Tools	Stats	Help	
Develop	oments	Clients	Purchase	Ledger	Jobs/Mainte	enance	Estimates	h

Next, click to select the Transactions icon from the Action Bar towards the bottom of the screen.



This will open the **Purchase Ledger Transactions** window which will allow you to enter the details to make a new purchase ledger transaction.

Enter the details you took note of from your earlier posting including any other relevant details to ensure that the totals at the top and bottom of the screen match the posting in the Hold File you wish to reverse.



Purchase Led	dger Transactions					-	- 🗆	
🕼 <u>C</u> lose								
sting Type Pur	rchase Invoice	 Session Start 	0.00 Session Post	Balance -1200.00	Cash Book Refere	ence		
ransaction Detail	ls				Datab Na	1070		
Account	17368 Caledonia Fire	and Security 🗸		-1200.00	Goods -1000.00	12/9		
ate of Invoice	15/02/2024			20.00	VAT 200.00	_		
	15/02/2024 V		VAI	Contra posting a	VAI -200.00			
	15/02/2024 V		(E5 - Standard Descriptions)	Contra-posting ag	jainst original entry			
ransaction Date	15/02/2024 ~		(, e etalicare zeconprisito)					
nvoice Number	CFS9945]	Press F5 for Standa	ard Descriptions			
order Number								63
			Internal Commo	ato				
			Internal Comme	Contractor sent inv	oice with incorrect ar	mount		
Purchase Invoice Charge Type R	Posting Details		Internal Comme	2024 V Invoice Pe	vice with incorrect an error of the second sec	mount 2024 ~ T	īo 12/02/20)24 ~
Purchase Invoice Charge Type Re Development	Posting Details edecoration Client		Internal Comme	2024 V Invoice Pe Budget Heading	eriod: From 12/02/2 Apportionments	mount 2024 V T Total Go	To 12/02/20)24 ~
Purchase Invoice Charge Type Development 0006 The Pinna	Posting Details edecoration Client cle v		Internal Comme	2024 V Budget Heading	eriod: From 12/02/2 Apportionments	2024 ∨ T Total Gc -1200 -10	To 12/02/20 pods VAT)24 ~
Purchase Invoice Charge Type Development 0006 The Pinna	Posting Details edecoration Client cle V		Internal Comme	2024 V Budget Heading	eriod: From 12/02/2 Apportionments 1 Equal Split V	2024 ~ T Total Ge -1200 -10	To 12/02/20 pods VAT 00 -200)24 ~
Purchase Invoice Charge Type Re Development D006 The Pinna Post To	Posting Details edecoration Icle V V V	Grand Total	Internal Comme	2024 VINVOICE Pe Budget Heading	eriod: From 12/02/2 Apportionments 1 Equal Split V Total VAT	2024 ~ T Total Go -1200 -10 -£200.00 Recent Invo	o 12/02/20 pods VAT 00 -200)24 ~

Make sure you have returned to the upper and lower fields for **Total**, **Goods** and **VAT** and add a **minus** symbol.

You might want to add a note explaining the reversal to the Internal Comments box.

Check that the **Post To** drop-down field is selecting the correct file. In this example, you will be posting a reversal to the **Charge File** as this is where the original charge has been processed to.

Post To Charge File	~	
Post Type Next Invoice Run	\sim	Post
		_

Once you have checked all details are correct, click **Post**.

You will now see a confirmation pop-up window and you can click on OK to dismiss this.





Although both entries are now sitting in the Charge File, there is a record of them in the Hold File. You can now head to the Hold File back on the main screen of CPL, click to select the **Hold File** tab.



You may need to use the filters so that you can view both your original posted charge and your contraposting in the Hold File grid at the same time. Here in the grid, you should see the original transaction you raised in error and the new transaction raised with a minus number. If they do not appear, you can use the filter at the bottom of the screen to filter by **Development** which would show you only the entries in the hold file for that particular development.

Invoice Date	sInvoiceNo	Devel	opment	sDesc	ChargeAllocatedTo	OriginalVat	OriginalGoods	UserReleased	Status
05/02/2024	DND12256	0006	The Pinna	Full Basement Cleaning After Flooding	1 Equal Split	133.33	666.67		Ignored
15/02/2024	CFS9945	0006	The Pinna	Contra-posting against original entry	1 Equal Split	-200.00	-1000.00		Allocated
05/02/2024	DND12256	0006	The Pinna	Contra-posting to cancel original in	1 Equal Split	-133.33	-666.67		Ignored
20/02/2024	7876675432	0006	The Pinna	Security Entry System Repair	1 Equal Split	75.00	375.00	Administrator	Normal
15/02/2024	CFS8845	0006	The Pinna	Installation of new Security Entry S	1 Equal Split	200.00	1000.00		Allocated
12/09/2023	1279 Painting 12	0006	The Pinna	External Painting	0006000441 Tasnim Snow	0.00	397.35		Allocated
02/11/2023		0006	The Pinna	Contra-Handover Charge	0006000441 Tasnim Snow	0.00	-36.00		Allocated
25/09/2023		0006	The Pinna	REVERSAL	0006000111 Rhianna Jack	0.00	-364.96		Allocated

Select them both by holding down the Ctrl key on your keyboard and clicking on each of them in turn.

Invoice Date	sInvoiceNo	Development	sDesc	ChargeAllocatedTo	OriginalVat	OriginalGoods	UserReleased	Status
05/02/2024	DND 12256	0006 The Pinna	Full Basement Cleaning After Flooding	1 Equal Split	133.33	666.67		Ignored
15/02/2024	CFS9945	0006 The Pinna	Contra-posting against original entry	1 Equal Split	-200.00	-1000.00		Allocated
05/02/2024	DND 12256	0006 The Pinna	Contra-posting to cancel original in	1 Equal Split	-133.33	-666.67		Ignored
20/02/2024	7876675432	0006 The Pinna	Security Entry System Repair	1 Equal Split	75.00	375.00	Administrator	Normal
15/02/2024	CFS8845	0006 The Pinna	Installation of new Security Entry S	1 Equal Split	200.00	1000.00		Allocated
12/09/2023	1279 Painting 12	0006 The Pinna	External Painting	0006000441 Tasnim Snow	0.00	397.35		Allocated
02/11/2023		0006 The Pinna	Contra-Handover Charge	0006000441 Tasnim Snow	0.00	-36.00		Allocated
25/09/2023		0006 The Pinna	REVERSAL	0006000111 Rhianna Jack	0.00	-364.96		Allocated

As these charge entries are not in a Normal status in the Hold File then they can't be cancelled out



using the Allocate tool. Instead, these charge entries are already in the Charge File and therefore we need to use the **Exclude All Charges** option.

With both entries selected and highlighted as above, click on the **Exclude All Charges** icon in the blue action panel half-way down the screen.



CPL will launch a pop-up to ask you to confirm the exclusion and you can click on **Yes** to proceed with this.



CPL will continue with the exclusion process and you will see another pop-up confirming that this has been processed. You can click on **OK** to dismiss this message.



If we take a look at one of the clients who has received these charges on the **Charge Transaction** tab of their account, and click to filter the charges by the **Excluded** option, you will see that the amounts allocated to them by the original posting and the contra-posting are appearing in red and marked as **Excluded**.



	incasca micino	S Documents	Transaction Activity	Allocations	Maps/ Directions	Court Leugers	Activity User Denn	eu nielus o	Unidula	CIEUR CONTO	nua	L Hallso
Charg	e Iransaction		Estimated Charges		Diarised Cha	rges	Web User 1	racking		Invoi	ice Previe	w
arge Transacti	on Information											
Trans Date	Batch/DBN	Description					PL Account	Amount	Invoice	Excluded	DType	DR
2/02/2024	1279/13152	Contra-posting agai	inst original entry			(Caledonia Fire and Security	-300.00				
2/02/2024	1277/13148	Installation of new	Security Entry System			(Caledonia Fire and Security	300.00				
												_

This means that rather than either of these charges being able to be included on your client invoices, they have been excluded against each other in the Client Charge File and will therefore not appear on any client invoices which you subsequently run.

On the purchase ledger side, there are still two transactions for the same amount but they will cancel each other out on the PL Account as a whole.

Please Note: Where the original posting may have been split into several entries in the Hold File, one opposite posting can be made but you would hold down the Ctrl key and then click to select all entries which are part of the two postings.

In the Hold File these two entries are still displaying an **Allocated** status because they were already allocated to the Charge File.

An alternative to this method where only one client is involved is to make a contra-posting against this one client and then exclude within the client account itself.

Hold down the Ctrl key and highlight the original charge and the contra-posted charge in the **Charge Transaction** tab of the individual client account.

ccount	Addresses	Memos	Documents	Transaction Activity	Allocations	Maps/Directions	Court Ledgers	Activity	User Defined Fie	elds Conta
1	Charge Transact	tion		Estimated Charges		Diarised Cha	rges		Web User Tracki	ng
Charge Trar	nsaction Informat	tion								
Trans Da	ate Batch/	DBN	Description					PL Account	t	Amount
26/02/20	24 1285/13		contra-posting to co	ounteract incorrect PL Invo	pice			DnD Cleanir	ng Services	-350.00
26/02/20	24 1282/13		Deep clean after bu	urst pipe				DnD Cleanir	ng Services	350.00
12/01/20	24 1165/13	3034	Insurance Policy Ad	diustment						6576.10

Once both charges are selected click on the Exclude option in the bottom left of the screen.

	Transaction Date	26/02/2024	Charge Type	Redecoration Description Deep clean after bu	rst pipe 🔨
Dispute Exclude	Charge To Date	26/02/2024	PL Account	DnD Cleaning Services	v
	Invoice Date		Invoice No	PL DBN/Invoice # 3292/67643	

Click Yes on the pop-up message to confirm that you would like to go ahead with the exclusion process.





CPL will present another pop-up message to confirm that this has been processed and you can click on **OK** to dismiss this.



These charges will be marked as excluded in the client account and will not be included in the next client invoice run.

REVERSING BATCHES

There is a tool available in CPL which can allow you to reverse batch processes you have run.

This can be used for the following processes in CPL:

- Management Fees
- Purchase Invoices
- Budget Invoices
- Actual invoices
- Hold to Charge File Updates
- Insurance Updates

Being able to use this tool relies on you having the batch number for the process you would like to reverse.

For example, if Management Fees have been run twice in error on a development, then you can use this tool to reverse one of these Management Fee batches so that it will not appear on the client invoice when you run it.

In this instance you will be able to find the batch number from an individual client account who was part of the original management fee process.



From the **Charge Transaction** tab for any client who was part of this process, you will be able to identify the Management Fee charge.

Account	Add	resses	Memos	Documents
	Charg	e Transac	tion	
Charge	Transacti	on Informa	ition	
	_			
Trans	s Date	Batch/	/DBN	Description
Trans 31/03	s Date /2024	Batch/ 1287/1	/DBN 3157	Description Management Fee

The batch number will be listed the **Batch/DBN** column and you can make a note of the number. Make sure you are on the main **Clients** tab in CPL.

File	Syste	m Do	cuments	Repo	ts Tools	Stats	Help
Develop	oments	Clients	Purchase	Ledger	Jobs/Mainte	enance	Estimates
-							

On the action bar, click on the **Global** icon.

Sale	Amend	Payments	Payment Recon	Global	Client Notices	Credit Control Summary

This will open the Client Global Actions menu where you can click on the Reverse Batches tab.

Save 🛛 🐝 Close	🚵 Clien	t Reports 👻											
Advanced Charg	es	Allocat	ion Transfer	A	mended Acc	ount		Auto Alloc	ations	Clie	nt Cheques	And BACS Ex	ort
Client Payment Alloca	ations	Credit Contro	ol Status Batch Update		Diarised Cha	arge Adjustri	ents	Direct	Debits/Stand	ding Orders	Disab	ole Exited Clier	nt Emails
Outstanding Balance D	D Payments	Paperless	Discount Adjustment	Port	folio Export	Process F	oat Rep	ayments	Process Gr	een Fees	Process Ov	wners Charges	s for Actua
Process Owners Ch	narges for Bu	udgeted	Reverse Batche	es	Sales		Send Int	roductory	Letters	Sinking	g Funds	Updat	e EAE
Exited DD Clients	GDPR D	elete Expired	Client Details G	ienerat	e Estimated (Charges	Invoid	ce Dates l	Jpdate	Late Payme	ent Fees	Managem	ent Fees

You will be presented with a field where you can add the **Batch Number** and then click on the **Reverse Batch** button.





CPL will present you with a Confirm Action pop-up and you can click on Yes to proceed.



You will be presented with a **Success** pop-up message with this has completed and you can click on **OK** to dismiss this.

3	Si	Success	×
Reverse Batch	Reverse Prints	Invoice batch 1287	successfully reversed!
			F

This will now be listed as **Excluded** on the client accounts involved in this batch meaning that it will no longer be picked up when you run your client accounts.

REVERSE PRINTS

If you have accepted a print batch for an invoice run in error, you could use the **Reverse Prints** button in the **Reverse Batches** tab to reverse the acceptance of the print batch and reprint the batch from an



Invoices tab or from the main **Documents: Reprint Letters** tool underneath the main **Documents** menu.

The system will let you know if the batch number is a batch process it cannot reverse. For example, if a batch of Management Fees has already been invoiced then you will not be able to reverse this. You would need to reverse the invoice batch first and then reverse the Management Fee batch.

REVERSING CLIENT INVOICES

As mentioned above, client invoices can also be reversed from a batch number. You may encounter a scenario where you only want to reverse a single client's invoice. For example, a charge for this individual client had not been processed to the Charge File when the invoice was run. The process below will enable you to reverse the invoice for this individual client which will allow you to make sure the additional charge is processed through and then you can run the invoice for this client again to pick up all available charges.

You can do that from the individual client account.

Open the client account in question and click on the Transaction Activity tab.

	A.L.		D	Transaction Activity	All	M (D) II	- C - 11		A-0.2	D.C. 10			10 C 1 1		T
ccount	Addresses	Memos	Documents	Transaction Activity	Allocations	Maps/Directions	Court L	eagers	Activity Us	er Defined Hi	eids Conta	acts Un	edit Control	FIOa	Transaction
Transaction	Activity Informati	on													
Transaction	n Ratch/DRN	Descriptic					Invoice	Cash	Dr	Cr.	Ralance	Allocation	401	Sant	Show
Date	Datch/DDN	Descriptio	201				invoice	Туре	Dr	u	Dalarice	Amount	AUI	Seni	Show
22/01/2024	1180/1635	Invoice for	r Charges to 31	/12/2023			589738		100.00		2193.42	0.00			
			- en argee te e n	10 2020							2100.12	0.00			
24 /40 /2022	005/077		a 11 1	A F + + 04 /40 /0000	01/10/0000		E00024		100.00		2002 12	0.00			

Right-click on the recent invoice and choose Reverse Invoice from the menu which displays.



Transaction Date	Batch/DBN	Des	scription
22/01/2024	1180/1635	Invoi	ice for Charges to 31/12/2023
31/12/2023	835/977	and a	PDF Receipt
25/10/2023	998/1448	-	E-mail Receipt
30/09/2023	835/975	-	Email Statement
22/07/2023	856/1104	-	Email Invoice
21/07/2023	855/1085		Export Grid
21/07/2023	855/1062		PDF Statement
20/07/2023	854/1037		PDF Invoice
20/07/2023	854/1006		Amend Description
			Transfer Imported Payment
			Remove Imported Payment Link
			Reverse Invoice
			Exclude/Unexclude From Invoices/Statements
		1	Transfer Funds
			Amend Client Invoice Details

A pop-up window will appear and you will be asked to confirm this action. You can click on **Yes** to proceed.



You will be presented with a **Success** pop-up message with the invoice has been reversed and you can click on **OK** to dismiss this.





All charges which were part of the processed invoice will be set to a status of **Not Invoiced** in the Charge File awaiting another invoice to be run and the invoice record will disappear from the **Transaction Activity** tab.

Please note, some batches cannot be reversed as has been mentioned above and you may need to contra-post your way out of an error. Please contact CPL Support if you run into any issues.

CPL KNOWLEDGE BASE

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

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).

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