CPL SOFTWARE

PARTNERS TO PROPERTY FACTORS
& BLOCK MANAGERS

FIXING ERRORS USING CONTRA-POSTINGS AND REVERSALS

TRAINING GUIDE

CONTENTS

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.

You will be asked to confirm by clicking **Yes** that you wish to reverse it.
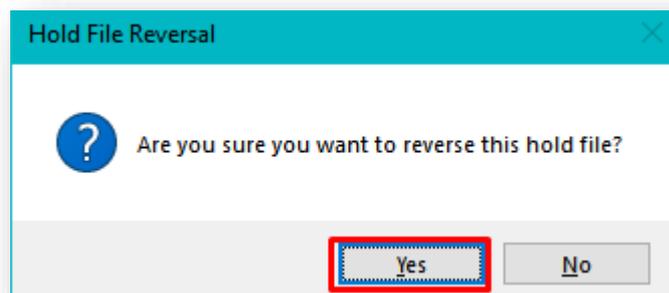
You will then be presented with a confirmation that this has been completed. You can click on **OK** to dismiss this.
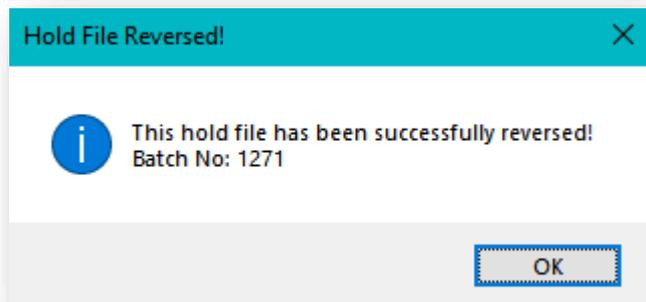
The charge will now be displaying a **Normal** status.

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

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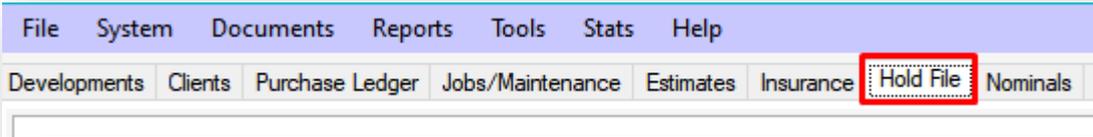
You may wish to use the filters at the bottom of the screen to help you locate for the individual post which has been made in error.

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.

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.

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.

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.

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.

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.

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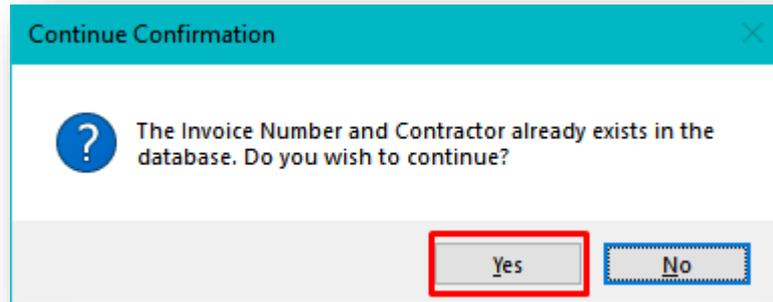
You will now see a confirmation pop-up window and you can click on **OK** to dismiss this.

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

You may need to use the filters so that you can view both your original posted charge and your contra-posting 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.

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

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

CPL will launch a pop-up to confirm the allocation and you can click on **OK** to dismiss the message.
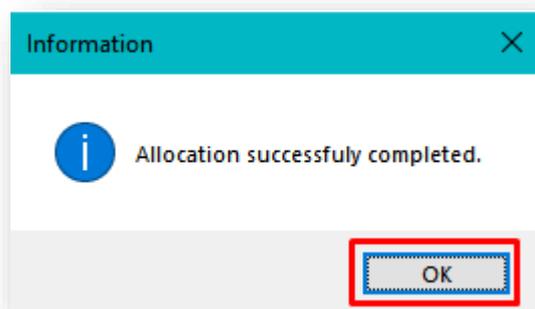
This means that rather than either of these charges being able to be allocated to the Client Charge File, they have been allocated off against each other and will go no further than the Hold File. This effectively cancels them out and means that your original post has been resolved.

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.

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.

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	
05/02/2024	DND12256	0006 The Pinna...	Full Basement Cleaning After Flooding	1 Equal Split	133.33	666.67		Ignored	3
05/02/2024	DND12256	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.
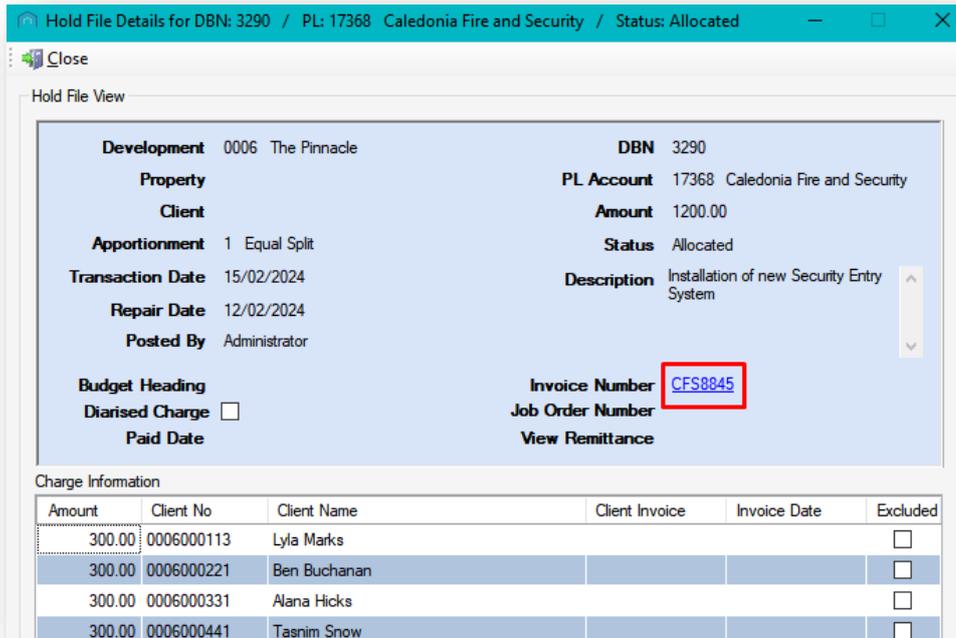
Whether your charge was entered via the PL Transactions method or was posted through from Proposed Invoices originating in Blockworx or through the In-Tray, you will use the PL Transactions screen to create your contra-posting.

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

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.

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.

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.

Information

1 Record(s) Updated to the Charge File.
Post Transaction DBN: 3291
Batch No. 1279

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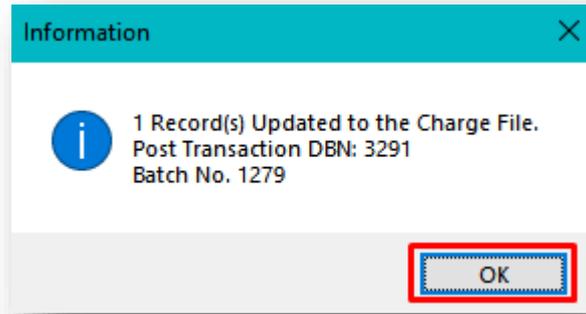
Although both entries are now sitting in the Charge File, there is a record of them in the Hold File. You can now head to the Hold File back on the main screen of CPL, click to select the **Hold File** tab.

You may need to use the filters so that you can view both your original posted charge and your contra-posting 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	Development	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	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

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.
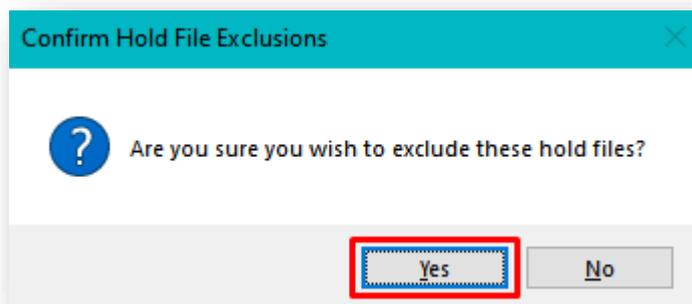
CPL will continue with the exclusion process and you will see another pop-up confirming that this has been processed. You can click on **OK** to dismiss this message.
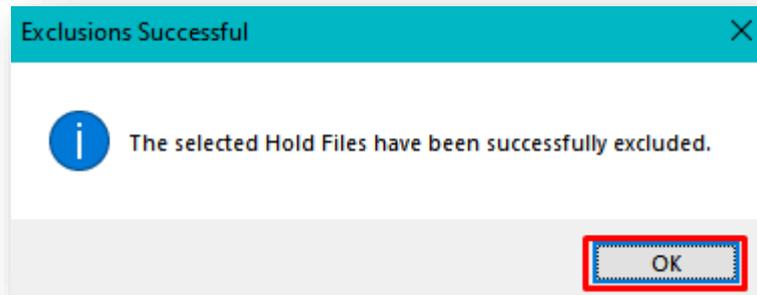
If we take a look at one of the clients who has received these charges on the **Charge Transaction** tab of their account, and click to filter the charges by the **Excluded** option, you will see that the amounts allocated to them by the original posting and the contra-posting are appearing in red and marked as **Excluded**.

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.

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

Click **Yes** on the pop-up message to confirm that you would like to go ahead with the exclusion process.
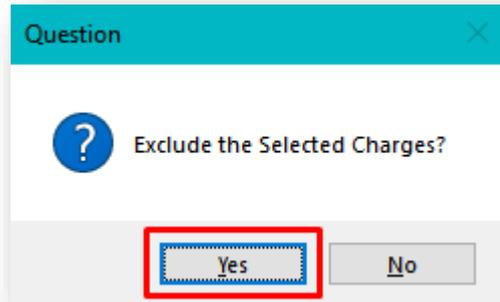
CPL will present another pop-up message to confirm that this has been processed and you can click on **OK** to dismiss this.
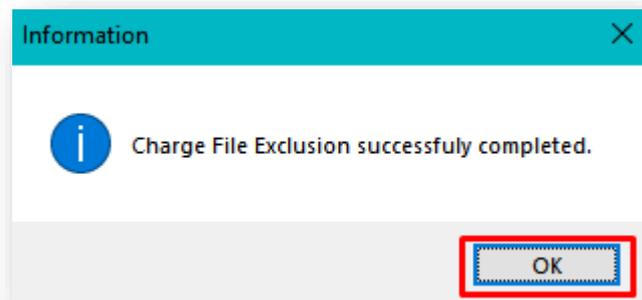
These charges will be marked as excluded in the client account and will not be included in the next client invoice run.

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.
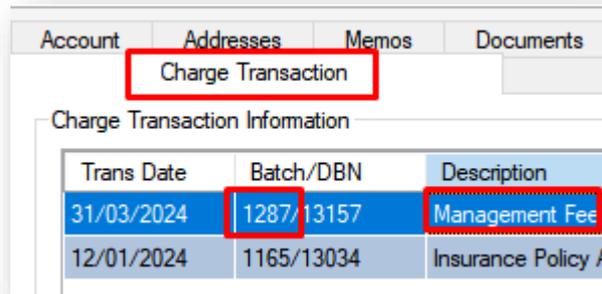
The batch number will be listed the **Batch/DBN** column and you can make a note of the number.

Make sure you are on the main **Clients** tab in CPL.
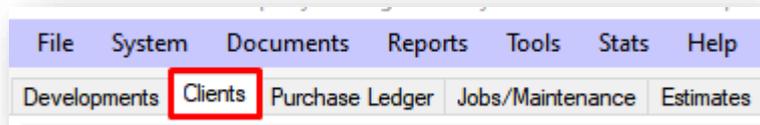
On the action bar, click on the **Global** icon.

This will open the **Client Global Actions** menu where you can click on the **Reverse Batches** tab.
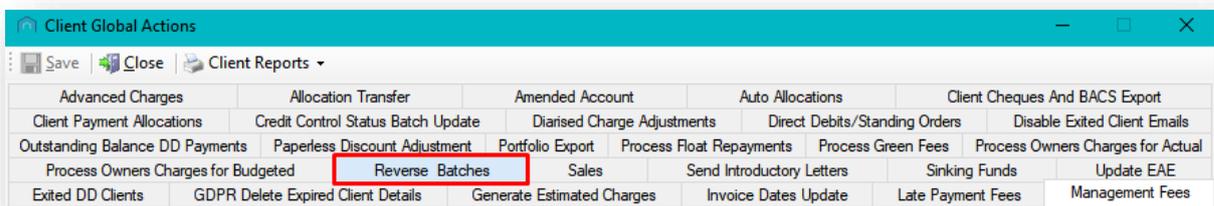
You will be presented with a field where you can add the **Batch Number** and then click on the **Reverse Batch** button.

CPL will present you with a **Confirm Action** pop-up and you can click on **Yes** to proceed.
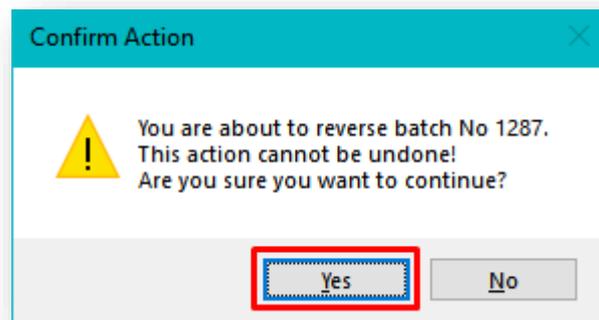
You will be presented with a **Success** pop-up message with this has completed and you can click on **OK** to dismiss this.
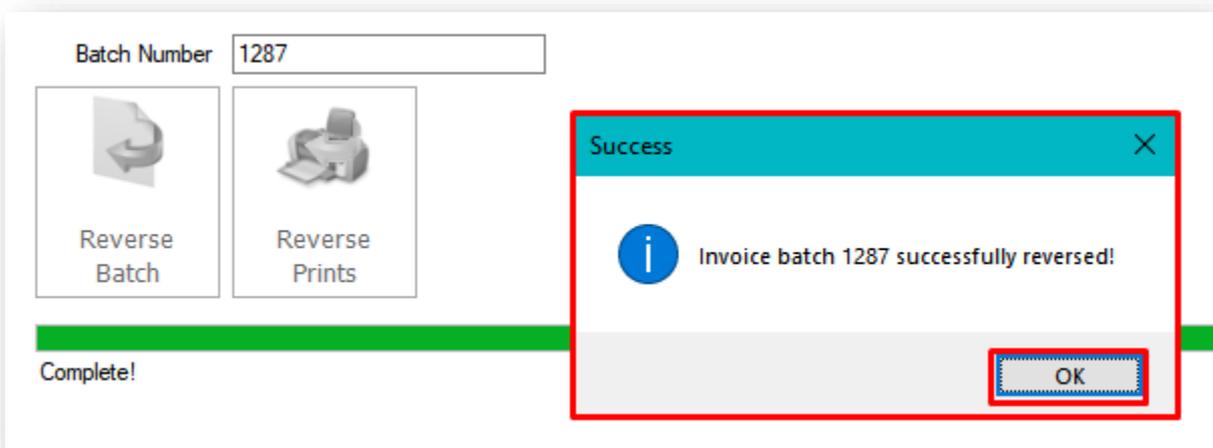
This will now be listed as **Excluded** on the client accounts involved in this batch meaning that it will no longer be picked up when you run your client accounts.

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.

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

A pop-up window will appear and you will be asked to confirm this action. You can click on **Yes** to proceed.
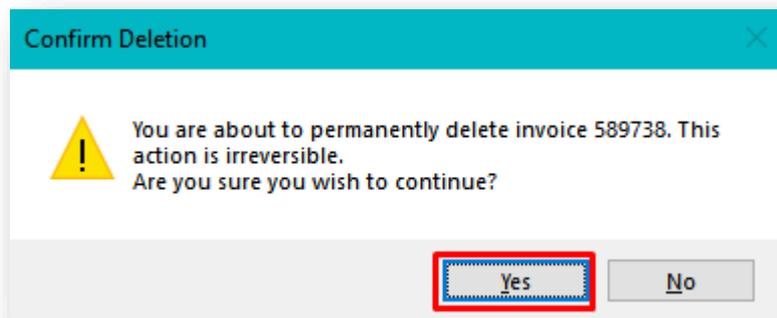
You will be presented with a **Success** pop-up message with the invoice has been reversed and you can click on **OK** to dismiss this.
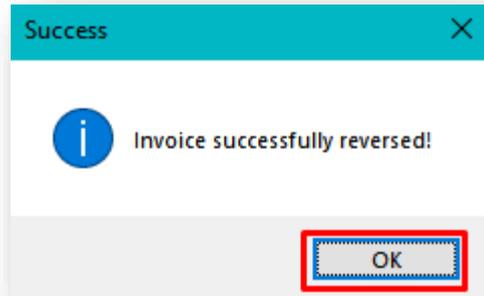
All charges which were part of the processed invoice will be set to a status of **Not Invoiced** in the Charge File awaiting another invoice to be run and the invoice record will disappear from the **Transaction Activity** tab.

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 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).