



CPL SOFTWARE

PARTNERS TO PROPERTY FACTORS  
& BLOCK MANAGERS

# PROPERTY SALES

## TRAINING GUIDE

MAR 2024

Version 1.0



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## INTRODUCTION

CPL has an automatic process for allowing you to process property sales and will pro-rate charges and balances owed between the buyer and the seller in the background and ensure that these are correct.

Historically a fee was charged for this as it would have involved quite a bit of admin to be done in the background. However, using CPL this process is very simple and easy to follow.

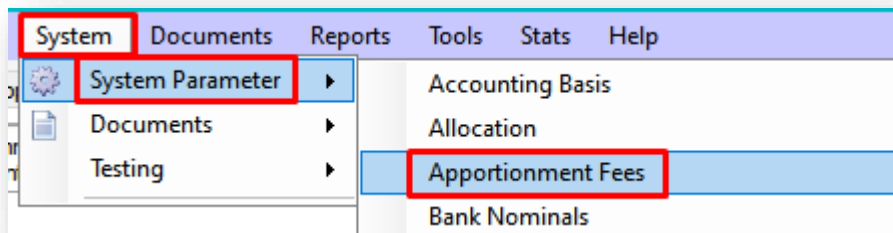
There is an option to add a structure of sales fees, known as Apportionment Fees in CPL.

To add Apportionment Fees within your database, follow the steps below.

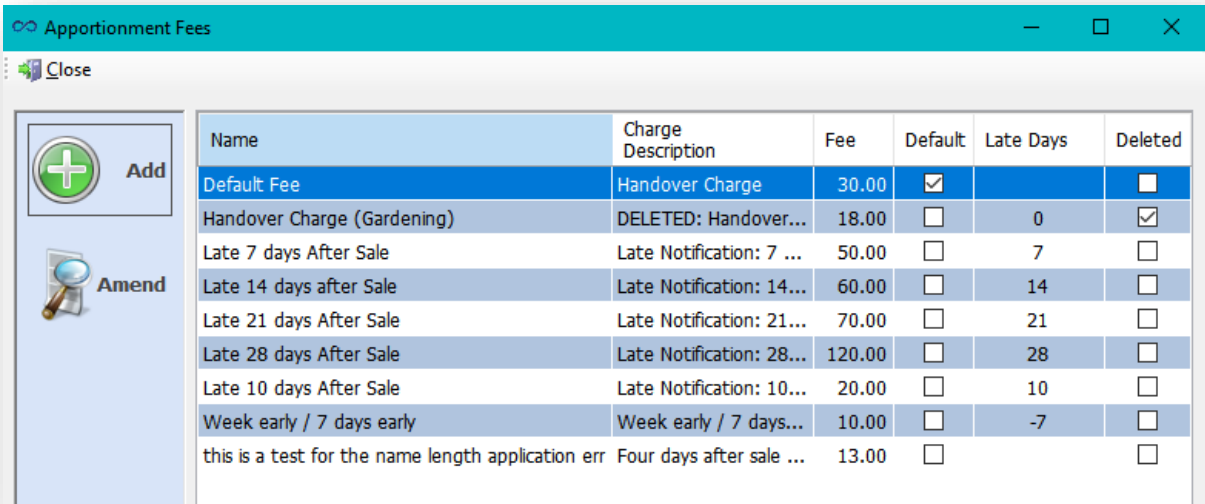
### SETTING AN APPORTIONMENT FEE IN CPL

To add an Apportionment (Sales) Fee within CPL, click on the **System** option in the header menu.

Select the **System Parameter** option and then click on the **Apportionment Fees** option in the subsequent drop-down menu.



This will open the **Apportionment Fees** screen.



The screenshot shows the 'Apportionment Fees' window. On the left, there are 'Add' and 'Amend' buttons. The main area contains a table with the following data:

Name	Charge Description	Fee	Default	Late Days	Deleted
Default Fee	Handover Charge	30.00	<input checked="" type="checkbox"/>		<input type="checkbox"/>
Handover Charge (Gardening)	DELETED: Handover...	18.00	<input type="checkbox"/>	0	<input checked="" type="checkbox"/>
Late 7 days After Sale	Late Notification: 7 ...	50.00	<input type="checkbox"/>	7	<input type="checkbox"/>
Late 14 days after Sale	Late Notification: 14...	60.00	<input type="checkbox"/>	14	<input type="checkbox"/>
Late 21 days After Sale	Late Notification: 21...	70.00	<input type="checkbox"/>	21	<input type="checkbox"/>
Late 28 days After Sale	Late Notification: 28...	120.00	<input type="checkbox"/>	28	<input type="checkbox"/>
Late 10 days After Sale	Late Notification: 10...	20.00	<input type="checkbox"/>	10	<input type="checkbox"/>
Week early / 7 days early	Week early / 7 days...	10.00	<input type="checkbox"/>	-7	<input type="checkbox"/>
this is a test for the name length application err	Four days after sale ...	13.00	<input type="checkbox"/>		<input type="checkbox"/>

You may find in your system that there are already some default Apportionment Fees listed in the screen to help you get started.



You may choose to edit or delete any of these.

To do this, click to highlight one of them and then click on the **Amend** icon in the action bar on the left of the screen.

Apportionment Fees

Close

Name	Charge Description	Fee	Default	Late Days	Deleted
Default Fee	Handover Charge	30.00	<input checked="" type="checkbox"/>		<input type="checkbox"/>
Handover Charge (Gardening)	DELETED: Handover...	18.00	<input type="checkbox"/>	0	<input checked="" type="checkbox"/>
Late 7 days After Sale	Late Notification: 7 ...	50.00	<input type="checkbox"/>	7	<input type="checkbox"/>
Late 14 days after Sale	Late Notification: 14...	60.00	<input type="checkbox"/>	14	<input type="checkbox"/>
Late 21 days After Sale	Late Notification: 21...	70.00	<input type="checkbox"/>	21	<input type="checkbox"/>
Late 28 days After Sale	Late Notification: 28...	120.00	<input type="checkbox"/>	28	<input type="checkbox"/>
Late 10 days After Sale	Late Notification: 10...	20.00	<input type="checkbox"/>	10	<input type="checkbox"/>
Week early / 7 days early	Week early / 7 days...	10.00	<input type="checkbox"/>	-7	<input type="checkbox"/>
this is a test for the name length application err	Four days after sale ...	13.00	<input type="checkbox"/>		<input type="checkbox"/>

 Add
   
 Amend

The details from that individual fee will launch in a window and you can edit any of the highlighted options, choose to mark it as the default fee or delete it.

Apportionment Fee

Save and Close Close

Rate

Name

Fee

Created 17/06/2013 11:53:00

Created By Administrator

Updated 31/05/2018 13:57:00

Updated By Administrator

Default

Late Days

Deleted

Charge Description

If you edit an existing Apportionment Fee, don't forget to click on **Save and Close** in the Apportionment Fee window.

One of your fees will have to be ticked as a **Default** so that this is the one which will show in your sales screen as the first option.

You can choose to set **Late Days** against a fee and this will pick up the difference between the notification date and the sale date to apply a fee automatically in the Sales screen. However, you can manually edit this on the sales screen itself.

You can also click **Add** to create a new Apportionment Fee, rather than edit one of the existing fees.



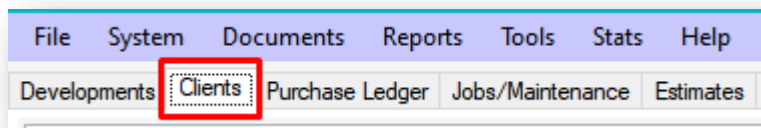
## PROCESSING A PROPERTY SALE

Normally you would be notified about a sale by a solicitor when the new client is moving in.

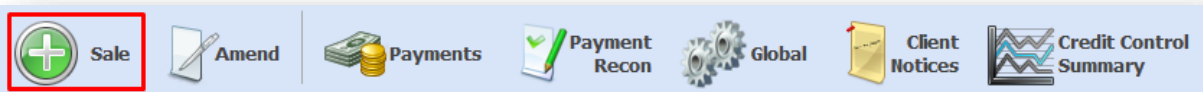
Sometimes sales fall through or the date gets changed and you would have to return and amend or delete the sale in CPL. Please see the Sale Amendments and Deletions Training Guide for further information on this.

## LOCATING THE SALES BUTTON

To get started with processing a property sale, click on the **Clients** tab in the main CPL screen.



Click to select a client account in the grid and then click on the **Sale** button in the blue action bar towards the bottom of the screen.



This will open the **Sale for Client xxxxxx** screen.

Sale for Client: 0007000111 / Lee Harper

Sale Process  
**Seller (Current Client)**  
 Sale Date: 08/03/2024  
 Date Solicitor Sale Letter Received: 08/02/2024  
 Float Repayment Date: 08/03/2024

Charge Apportionment Fee     Transfer Diarised Charges

Apportionment Fee  
 Default Fee: 30.00

Sum Insured  
 Current Sum Insured: 0.00  
 New Sum Insured:

Apportion Charges     Invoice Charges Immediately

**Refunds/Charges**

Charge Included	Date	Charge Description	Charge File DBN	Client Invoice No	Charge Amount	Seller Refund	Charge to Buyer

	Seller	Buyer
<b>Current Balance</b>	£1,500.00	£0.00
<b>Total Charges</b>	£0.00	£0.00
<b>Default Apportionment Fee (Including VAT)</b>	£36.00	
<b>Charge Refunds/Charges</b>	£0.00	£0.00
<b>Float Refunds/Charges</b>	-£200.00	£200.00
<b>Overall Position</b>	£1,336.00	£200.00

OK    Cancel

### ADDING THE SALES INFORMATION

Please note that the entry and exit dates are listed as the same date in CPL. However, when it comes to the system pro-rating charges, the seller client will be responsible for all charges up until the end of the day before and the buyer client will be responsible for all charges from the date of the sale onwards.

All dates will default to the day you are processing the sale.

Select the appropriate **Sale Date** at the top of the screen. This is the entry date of the new client and the exit date for the old client.

Sale for Client: 0006000113 / Lyla Marks

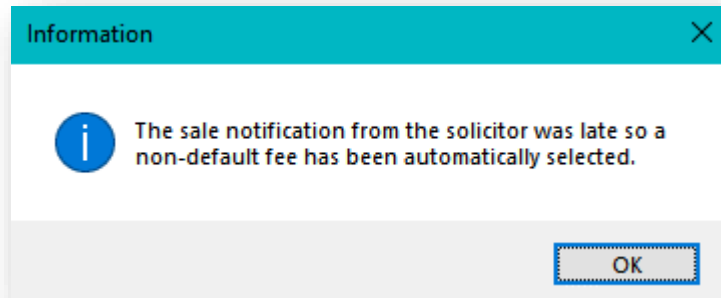
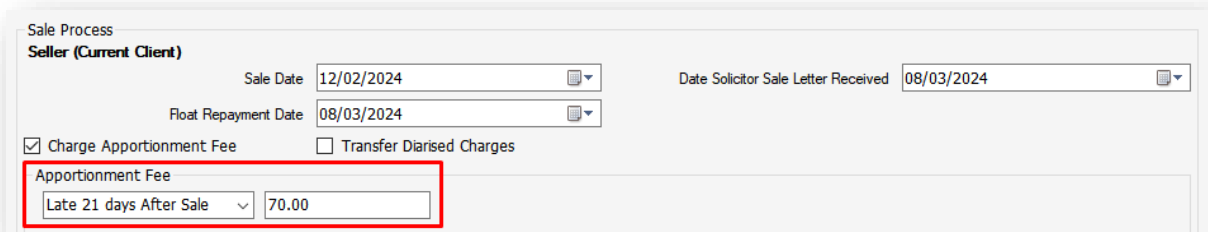
Sale Process  
**Seller (Current Client)**  
 Sale Date: 12/02/2024  
 Date Solicitor Sale Letter Received: 08/03/2024  
 Float Repayment Date: 08/03/2024

Charge Apportionment Fee     Transfer Diarised Charges

Choose the correct date for the **Date Solicitor Sale Letter Received**.

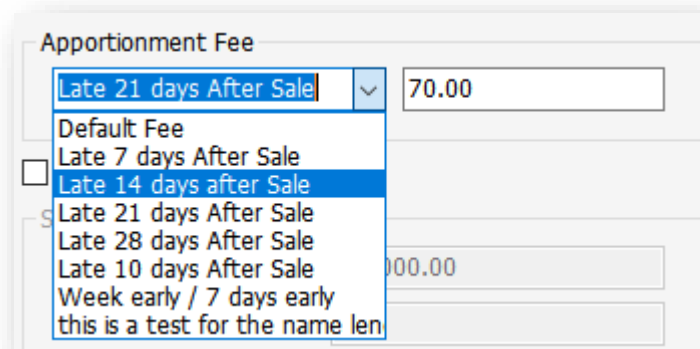
If you have created apportionment fees with late days applied, then based on the date you select to say you have the solicitor letter (been informed of the sale) and how many days after the sale date this is, the system will calculate which Apportionment Fee from your structure should be applied.

Depending upon the structure of your Apportionment Fees, CPL may display a pop-up notification to let you know that if you have Apportionment Fees set up with late days programmed in that these will come into effect and the system will set the correct apportionment fee in the **Apportionment Fee** field.

The image shows a 'Sale Process' form. The 'Seller (Current Client)' section includes fields for 'Sale Date' (12/02/2024), 'Date Solicitor Sale Letter Received' (08/03/2024), and 'Float Repayment Date' (08/03/2024). There are checkboxes for 'Charge Apportionment Fee' (checked) and 'Transfer Diarised Charges' (unchecked). The 'Apportionment Fee' section is highlighted with a red box and shows a dropdown menu set to 'Late 21 days After Sale' and a value of '70.00'.

However, you can always click on the Apportionment Fee drop-down menu and manually select another fee that you wish to apply.



You can choose to set the **Float Repayment Date** to a date in the future. It will have to be at least one day later than the date you have selected for the sale date. The Float Repayment is a separate process from the sale which would enable you to return their float back to their client balance.

If you don't wish to apply a fee at all, you can untick the **Charge Apportionment Fee** box to remove any fees.

Sale Process  
Seller (Current Client)

Sale Date: 12/02/2024      Date Solicitor Sale Letter Received: 08/03/2024

Float Repayment Date: 08/03/2024

Charge Apportionment Fee       Transfer Diarised Charges

Apportionment Fee  
Late 21 days After Sale      70.00

Choose whether you would like any personal diarised charges to be transferred by ticking the box labelled **Transfer Diarised Charges**. These personal diarised charges are set-up and charged to the individual client and should not be confused with Diarised Charges created at development level to be charged against an apportionment. These are based on properties in the apportionment and will prorate automatically between the buyer and the seller clients when they are processed.

Sale Process  
Seller (Current Client)

Sale Date: 12/02/2024      Date Solicitor Sale Letter Received: 08/03/2024

Float Repayment Date: 08/03/2024

Charge Apportionment Fee       Transfer Diarised Charges

There is a **Sum Insured** tick box available. Tick this if you wish to update the sum insured for the property as part of the sale process. For example, this may be useful when ownership of a property is passing from the developer to a client when the developer has sold the property.

If you don't wish to update this then you can leave this box unticked.

Sum Insured

Sum Insured

Current Sum Insured      150000.00

New Sum Insured     

The **Apportion Charges** option will be ticked by default. This is what allows all the pro-rating to be done against various charges which were already on the seller account.

Apportion Charges       Invoice Charges Immediately

**Refunds/Charges**

Charge Included	Date	Charge Description	Charge File DBN	Client Invoice No	Charge Amount	Seller Refund	Charge to Buyer
<input checked="" type="checkbox"/>	01/03/2025	Management Fee SJC Test	13165		252.00	-£252.00	£252.00
<input checked="" type="checkbox"/>	12/01/2024	Insurance Policy Adjustment	13034		6576.10	-£4,027.86	£4,027.86



If there are charges which you don't wish to be pro-rated but to stay against the seller client account then you can untick these in the **Refunds/Charges** grid.

Ticking **Invoice Charges Immediately** will mean that you are flagging these pro-rated charges and they could be picked up separately from other charges when you are running an Amended Account. You could tick this if you were going to post another charge after this and don't want the account to pick this later charge up.

Apportion Charges  Invoice Charges Immediately

**Refunds/Charges**

Charge Included	Date	Charge Description	Charge File DBN	Client Invoice No	Charge Amount	Seller Refund	Charge to Buyer
<input checked="" type="checkbox"/>	01/03/2025	Management Fee SJC Test	13165		252.00	-£252.00	£252.00
<input checked="" type="checkbox"/>	12/01/2024	Insurance Policy Adjustment	13034		6576.10	-£4,027.86	£4,027.86

There is no need to tick this if you want to pick up all charges within a certain period.

Once you have added all information you will see a table at the bottom of the screen letting you know who is going to be charged what between the buyer and the seller.

Apportion Charges  Invoice Charges Immediately

**Refunds/Charges**

Charge Included	Date	Charge Description	Charge File DBN	Client Invoice No	Charge Amount	Seller Refund	Charge to Buyer
<input checked="" type="checkbox"/>	01/03/2025	Management Fee SJC Test	13165		252.00	-£252.00	£252.00
<input checked="" type="checkbox"/>	12/01/2024	Insurance Policy Adjustment	13034		6576.10	-£4,027.86	£4,027.86

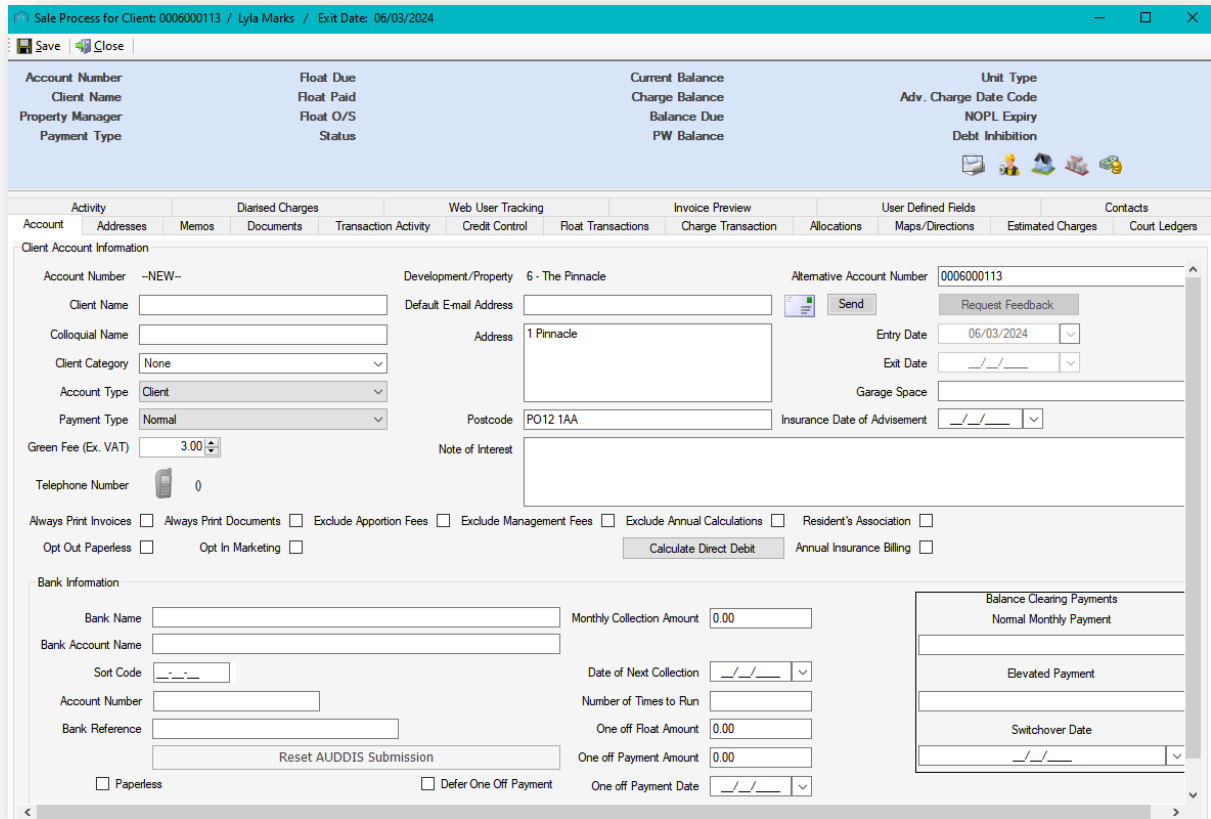
	Seller	Buyer
<b>Current Balance</b>	-£129.34	£0.00
<b>Total Charges</b>	£6,828.10	£0.00
<b>Default Apportionment Fee (Including VAT)</b>	£0.00	
<b>Charge Refunds/Charges</b>	-£4,279.86	£4,279.86
<b>Float Refunds/Charges</b>	-£200.00	£200.00
<b>Overall Position</b>	£2,218.90	£4,479.86

Click on **OK** to process the sale with these pro-rated charges applied to your client accounts.

	Seller	Buyer
<b>Current Balance</b>	-£129.34	£0.00
<b>Total Charges</b>	£6,828.10	£0.00
<b>Default Apportionment Fee (Including VAT)</b>	£0.00	
<b>Charge Refunds/Charges</b>	-£4,279.86	£4,279.86
<b>Float Refunds/Charges</b>	-£200.00	£200.00
<b>Overall Position</b>	£2,218.90	£4,479.86

## NEW CLIENT DETAILS

This screen will now be replaced by a new **Sale Process for Client xxxxx** screen where you can enter the details for the buyer.



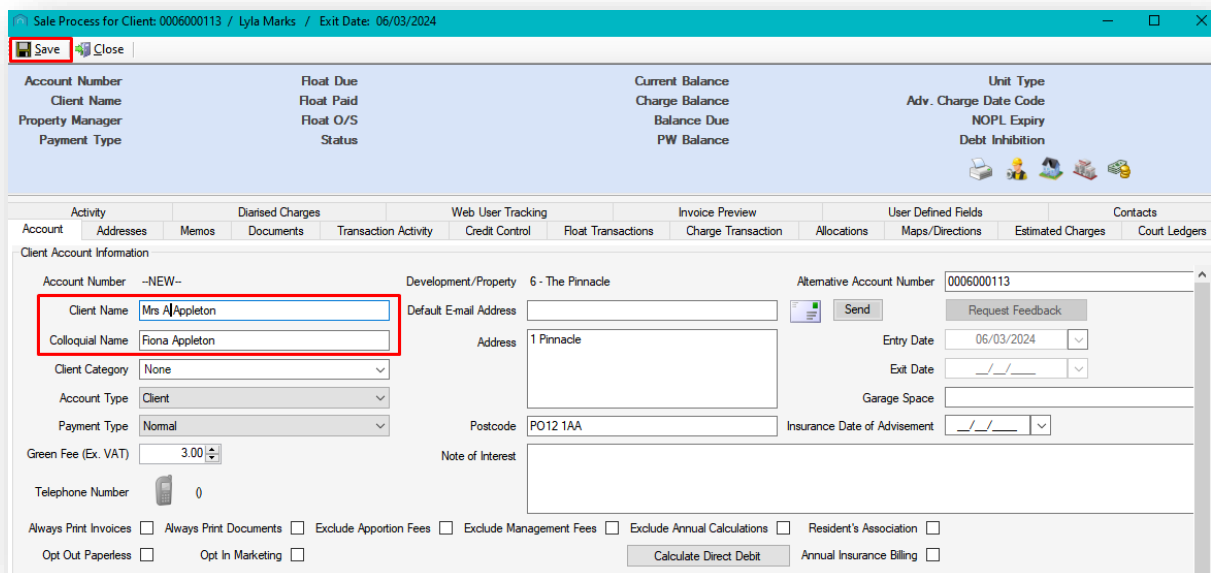
The screenshot shows a software window titled "Sale Process for Client: 0006000113 / Lyla Marks / Exit Date: 06/03/2024". The window has a menu bar with "Save" and "Close" buttons. Below the menu bar is a header section with labels for Account Number, Client Name, Property Manager, Payment Type, Float Due, Float Paid, Float O/S, Status, Current Balance, Charge Balance, Balance Due, PW Balance, and Unit Type, Adv. Charge Date Code, NOPL Expiry, Debt Inhibition. There are also several icons on the right side of the header.

The main area of the window is divided into several tabs: Activity, Disbursed Charges, Web User Tracking, Invoice Preview, User Defined Fields, and Contacts. Below these tabs is a sub-section for "Client Account Information". This section contains various input fields and checkboxes:

- Account Number: --NEW--
- Client Name: (empty field)
- Colloquial Name: (empty field)
- Client Category: None (dropdown)
- Account Type: Client (dropdown)
- Payment Type: Normal (dropdown)
- Green Fee (Ex. VAT): 3.00 (spin box)
- Telephone Number: 0 (input field)
- Development/Property: 6 - The Pinnacle
- Default E-mail Address: (empty field)
- Address: 1 Pinnacle (text area)
- Postcode: PO12 1AA (input field)
- Note of Interest: (empty text area)
- Alternative Account Number: 0006000113 (input field)
- Entry Date: 06/03/2024 (calendar)
- Exit Date: (calendar)
- Garage Space: (input field)
- Insurance Date of Advisement: (calendar)

At the bottom of the form, there are several checkboxes for printing and payment options, and a "Calculate Direct Debit" button.

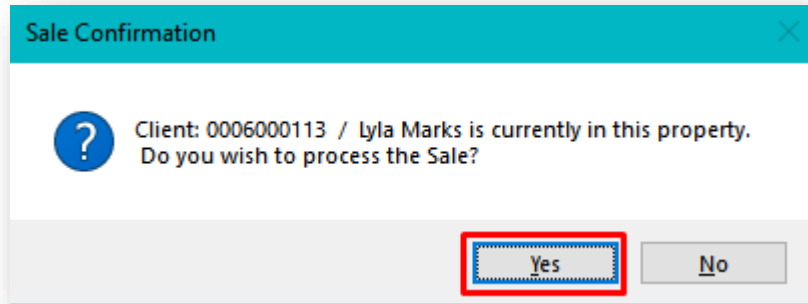
Add any details you have for the new client and then you can click **Save** in the top-left of the window.



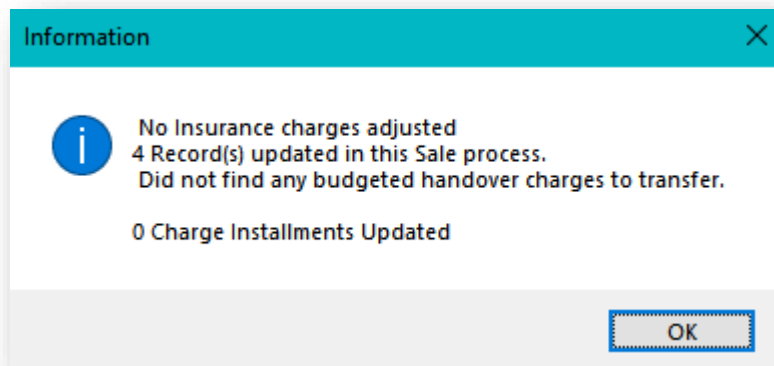
This screenshot is identical to the one above, but the "Client Name" field is now filled with "Mrs Appleton" and the "Colloquial Name" field is filled with "Fiona Appleton". Both fields are highlighted with a red rectangular box. The "Save" button in the top-left corner of the window is also highlighted with a red rectangular box.

You will be presented with a **Sale Confirmation** pop-up window for you to confirm that you are processing the sale for the correct client.

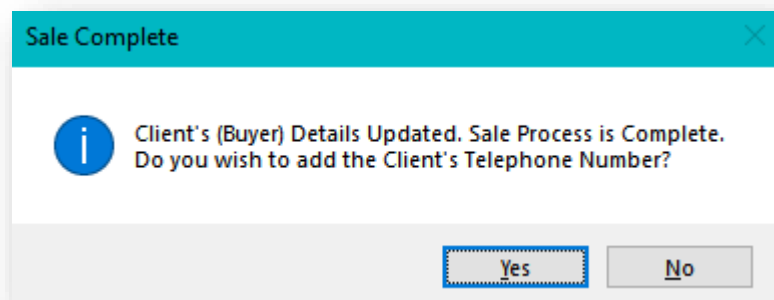
Click on **Yes** to proceed.



You will then be presented with an **Information** pop-up window confirming which charges have been pro-rated between the buyer and the seller. You can click on **OK** to dismiss this pop-up.



Your sale is now processed. You will see a final pop-up window confirming this and asking if you would like to add the new client's telephone number. Click **Yes** if you would like to add this and **No** to dismiss the message.



If you click on the **Charge Transaction** tab for this new client (the buyer) you will see that any charges which were pro-rated sitting in there.

Client Account: 0006000104 / Mrs A Appleton

Save | Close

Account Number	0006000104	Float Due	£200.00	Current Balance	£0.00	Unit Type	Modern
Client Name	Mrs A Appleton	Float Paid	£0.00	Charge Balance	£2,385.78		
Property Manager	Brian Lamb PMSU	Float O/S	£200.00	Balance Due	£0.00		
Payment Type	Normal	Status	Normal	PW Balance	£0.00		

Invoice Preview

Charge Transaction

Trans Date	Batch/DBN	Description	PL Account	Amount	Invoice	Excluded	DType	DR
01/03/2025	1297/13171	Management Fee SJC Test		248.55	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
12/01/2024	1297/13169	Insurance Policy Adjustment		2137.23	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>

If you open the exited client's account and check their Charge Transaction tab you will see the equal but opposite charges on there.

For this new client, you could either choose to run an amended account to go out to them just now or you could leave these charges to be added to their invoice on the next run.

Similarly for the seller client, you may wish to wait to process another invoice to them until you have processed their float repayment (if applicable). You have the option to wait until the end of the charge period to process a standard invoice for them, or to run an Amended Account invoice before the end of the charge period.

#### ADDITIONAL TRAINING GUIDES

There is a separate Amended Account Training Guide available which you may find useful to help with invoicing your buyer and/or seller clients rather than waiting until the end of the charge period for the standard invoice.

There is also a **Sale Amendments and Deletions** Training Guide to cover what to do when a sale date needs to be changed or a sale needs to be deleted altogether.

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

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