

**ICAEW Accreditation Scheme**

**Client Cash Accounting Software (UK lettings market) Evaluation**

**CFP Software Ltd**

**CFPwinMan v4  
(4.5.0.2)**



**Evaluation carried out by: Kevin Salter FCA CTA(Fellow)**

**Date completed: October 2014**

**Signed: *K Salter***

## Table of Contents

<b>1</b>	<b>Summary .....</b>	<b>3</b>
<b>2</b>	<b>Approach to evaluation .....</b>	<b>3</b>
<b>3</b>	<b>Matters to consider before purchase .....</b>	<b>4</b>
<b>4</b>	<b>Evaluation conclusion .....</b>	<b>7</b>
<b>5</b>	<b>Security and continuity of processing.....</b>	<b>16</b>
<b>6</b>	<b>Input of transactions .....</b>	<b>25</b>
<b>7</b>	<b>File maintenance .....</b>	<b>33</b>
<b>8</b>	<b>Processing .....</b>	<b>36</b>
<b>9</b>	<b>Performance of requisite accounting functions .....</b>	<b>37</b>
<b>10</b>	<b>Service charge for block management.....</b>	<b>41</b>
<b>11</b>	<b>Reports.....</b>	<b>46</b>
<b>12</b>	<b>Value Added Tax.....</b>	<b>53</b>
<b>13</b>	<b>User Documentation.....</b>	<b>66</b>
<b>14</b>	<b>Efficiency .....</b>	<b>68</b>
<b>15</b>	<b>Integration and www facilities .....</b>	<b>69</b>
<b>16.</b>	<b>Support and maintenance .....</b>	<b>71</b>
<b>17.</b>	<b>National Approved Letting Scheme system requirements .....</b>	<b>74</b>
	<b>Appendix A.....</b>	<b>87</b>

## 1 Summary

### 1.1 Introduction

The suitability of client cash accounting software for the UK Letting Market for each particular user will always be dependent upon that user's individual requirements. These requirements should therefore always be fully considered before software is acquired. The quality of the software developers or suppliers should also be considered at the onset.

### 1.2 Fundamentally, good accounting software should:

- Be capable of supporting the accounting functions for which it was designed.
- Provide facilities to ensure the completeness, accuracy, confidentiality and continued integrity of these accounting functions.
- Meet relevant legislative requirements.
- Have controls in place to ensure client accounts cannot become overdrawn.
- Be effectively supported and maintained.

It is also desirable that good accounting software should:

- Be easy to learn, understand and operate.
- Make best practical use of available resources.
- Accommodate limited changes to reflect specific user requirements.

It is essential, when software is implemented, for appropriate support and training to be available.

## 2 Approach to evaluation

### 2.1 Objective

To evaluate **CFPwinMan v4** against a set of criteria developed by the ICAEW to ensure that the software meets the requirements of client cash accounting software for the UK letting market, as laid down in the summary.

### 2.2 Approach and Work performed

In order to effectively evaluate **CFPwinMan v4**, a product specialist from the **CFP Software Ltd** completed the detailed questionnaire and provided it to the evaluator to examine. The evaluator then visited the **CFP Software Ltd** office in Redruth, Cornwall and in conjunction with the operation of the various aspects of the software assisted by a member of **CFP Software's** technical staff checked the answers to confirm their validity. The questions were individually reviewed and commented on and the majority of assessments were confirmed.

The evaluator discussed the assessments with a member of **CFP Software Ltd** staff in order to clarify certain points. In the event of disagreement between **CFP Software Ltd** and the evaluator, the evaluator's decision was taken as final and the response changed accordingly.

**CFPwinMan v4**, was used throughout the evaluation. The evaluation covered the lettings agency software. In addition, the optional extra module – Service Charge Module for Block Management was also examined.

When the evaluation had been completed, the responses were completed by the evaluator and a draft copy sent to the ICAEW for review before completion of the final report.

### 2.3 Software/hardware utilised

Dell 64bit laptop 1.8ghz processor running Windows 7 Professional Service Pack 1 -software is version 4.5.0.2.

### 2.4 Report structure

The report has been broken down into its main constituents in the contents page. The evaluation questionnaire was provided by the ICAEW and has been used without alteration or amendment.

## 3 Matters to consider before purchase

### 3.1 General overview

CFPwinMan is a complete lettings and property management software solution providing a Client Cash Accounting system. CFPwinMan also manages all daily tasks, reminders and diary appointments, fully automates all letter/contract production, produces high impact brochures, property lists and window cards, matches and mails to applicants (using SMS, MMS and e-mail) and provides all the required reports. There is a “core” product dealing with all the above and a “service charge module” is available for those dealing with commercial property management (including maintenance and service charge schedules etc).

### 3.2 Supplier background

With over 25 years’ experience, CFP Software claim to be the market leader and the largest supplier of Lettings and Property Management Software with over 3000 clients and tens of thousands of users throughout the UK. CFP claim that the lettings and property management software has become the “industry standard” for lettings and property management businesses up and down the country.

### 3.3 Product background and Suitability for user

The product has been in the market for over 18 years and is claimed to be by far the most widely used property management system in the UK market The company continually monitors legislation and implements changes when they become necessary. NALS, RICS and ARLA have relationships with the agencies and they review the agencies practices directly including their use of software.

### 3.4 Typical implementation

The software is implemented in agents large and small. It is a scalable solution and their clients range from individual users on single computers through to nationwide companies with 150+ branches.

### 3.5 Vertical applications

Lettings, Property Management, Block Management, Commercial Management.

### 3.6 Software and hardware specifications

#### 3.6.1 Development environment

A combination of technologies developed in-house or by third parties in a combination of VB6 / VB.Net / C#.Net / SQL Stored procedures.

#### 3.6.2 Server platforms

File services must be provided via SMB as offered native to any version of Microsoft Windows since Windows XP, and SQL Server 2005 (minimum required but also runs on 2008 and 2012) hosted on any supported operating system.

#### 3.6.3 Databases

SQL Server 2005 (minimum) for the sdb product, Microsoft Access.MDB file for any of the adb variant products.

#### 3.6.4 Operating software

CFPwinMan will install and run on any version of Microsoft Windows since XP.

#### 3.6.5 Protocols

SMB for file transfer (using the operating system's in-built file sharing facilities) / FTP for certain aspects of file upload /SFTP/ TCP/IP for SQL Server and communication with hosted facilities such as the link to LettingsPortal via CFPServices.

#### 3.6.6 Minimum client PC specification

See Appendix A

#### 3.6.7 Support and maintenance

CFPwinMan customers are able to get support from a large telephone helpdesk team. CFP state the team consists of experts available from 09:00

to 17:30 Monday to Friday\* skilled in every aspect of the software with significant prior experience across all areas of the software and hardware industry. (\*Excluding Bank Holidays).

### 3.7 Software installation and support

CFPwinMan is installed remotely by their dedicated team of trained Installation Technicians. The installations team provide a dedicated support service during this time.

### 3.8 Partner network and related accreditation process

- ICAEW accreditation since 2008 ensuring the accounting functions meet the standards set by this world leader of the accountancy and finance profession.
- Microsoft Partner accredited since 1999. CFP Software have access to all of the current and latest development resources, as well as access to future and forthcoming technologies
- National Approved Letting Scheme (NALS) accredited since 2011 ensuring compliance with best practice within the industry
- Safe Agent official supporter, recognising the shared objective of commitment to professional service

### 3.9 Highlighted issues

CFPwinMan is specifically a client cash accounting system developed specifically to manage client funds held by agents on behalf of landlords and tenants. This package should not be confused with other more traditional types of accounting software.

Attention should be drawn to the following limitations of **CFPwinMan v4** as per the ICAEW questionnaire:-

Passwords are not encrypted and can be seen and changed by a super user (but this is common to any software in that someone has to control the passwords).

There is no facility to specify a minimum password age or to enforce password changes after a set period of time (manual systems could be implemented).

Whilst this is a full double entry system it is designed specifically for the niche market of lettings and property management and is not currently suitable for general office accounting.

The software is not multicurrency – but can be used in other currencies.

No system log of error messages or external security violations.

No audit trails of changes to tables – but there is limited data in these static fields in this vertical market software in any event.

The end user cannot produce output in XML format directly (XML is used by CFP to publish data to a letting portal).

There is no report generator but the company consider that all required reports are already supplied and custom reports can be produced on request. There is a report generator for information reports. A wide range of account reports are available and other account reports can be supplied on request should the need arise.

Updated invoices can be reprinted from the history log but are not clearly marked as duplicates.

A Preview watermark is present on invoices that have not been updated.

#### **4 Evaluation conclusion**

There were no areas in the evaluation that gave concern given the highly specific target marketplace for the product. CFPwinMan version 4.5.0.2 is well designed, adequately fulfils the needs for end users in this type of business and is sufficiently specified.

#### **Disclaimer**

*Any organisation considering the purchase of CFPwinMan v4 should consider their requirements in the light of proposals from CFP Software Ltd or its dealers and potential suppliers of other similarly specified products. Whilst the contents of this document are presented in good faith, ICAEW cannot accept liability for actions taken as a result of comments made herein.*

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
----------	-------------------	---------------------

**5 Security and continuity of processing**

5.1 What security features are included to control access to the application?	User login name and password plus workstation has to contain a licence	Confirmed
5.2 Can access to application functions be managed so users can only see (in menus and other links) and access those functions they are authorised to access?	Specific sections of the program can be locked so that only authorised users can have read only access or read/write access	Confirmed
5.3 Is this access to the application managed by:- 5.3.1 Individual user profiles? 5.3.2 User groups based on their job roles?	Both, profiles can be set either individually or by role	Confirmed
5.4 If menus can be tailored would this override the application access control?	Menus cannot be tailored	Confirmed
5.5 Passwords	Yes	Confirmed
5.5.1 Is access to the software controlled by password?		
5.5.2 Please state the basis of control available (e.g., role based etc).	Individual or Role – both options are available	Confirmed
5.5.3 If there is no password facility please state how confidentiality and accessibility control can be maintained within the software?	N/A	N/A
5.5.4 Are single user systems access controlled by password?	Yes	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
<p>5.5.5 Does the software allow for each user to have separate log on (user ids)?</p> <p>If No:-            5.5.5.1 How does the software track user activity?</p>	Yes	Confirmed
<p>5.5.6 Is each user required to have a personal password?</p>	Yes	Confirmed
<p>5.5.7 Are passwords one-way encrypted? [i.e. Is it impossible for anyone to see other user's passwords in the software?]</p>	No, if you have access to passwords then you can see and change other users passwords – usually only a super user (administrator) would have this access (which is common to most software)	Confirmed
<p>5.5.8 Are passwords masked when entered by any user logging in?</p>	Yes	Confirmed
<p>5.5.9 Is password complexity available at application level?</p> <p>If Yes:-            5.5.9.1 Please specify [e.g. Number of digits, requirement for special characters, numeric, upper/lower case etc.]</p>	Passwords controlled by the “superuser” who can set it to be as complex or as simple as they like	Confirmed
<p>5.5.10 Is there a facility to enforce password changes after a chosen period of time?</p>	No	Accepted
<p>5.5.11 Is there a facility to specify a minimum age for passwords (e.g. 1 day)?</p>	No	Accepted
<p>5.5.12 How many previous passwords are retained by the system to limit users</p>	None	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
recycling passwords (e.g. 24 or 32)?		
5.6 Please state how security allows for access to be specified separately for :- 5.6.1 Read?	Security allows for Read only	Confirmed
5.6.2 Read and write?	Read/Write access is default setting. Read/Write includes delete/amend if available – but delete cannot be applied to an accounting entry once an account exists.	Confirmed
5.6.3 Delete and amend?	See above – read and write also allows deletion where applicable	Confirmed
5.7 Are any data files, such as budgets or price updates, imported by users validated by the application software before main data files are updated?	N/A	N/A
5.8 Does the software require higher or specific levels of user access for changes to sensitive data, such as customer credit limits?	Access is defined on setup of an individual and access rights determined at that stage	Confirmed
5.9 Please specify the specific security procedures (by passwords or warnings) over the:- 5.9.1 Update of ledgers	N/A client accounting – cash book	Confirmed
5.9.2 Closing of accounting periods	N/A – not an annual accounting software	Confirmed
5.9.3 Deletion of transactions	Items cannot be deleted, if they are wrong they are reversed – recorded in audit trail	Confirmed
5.9.4 Archiving of transactions.	N/A	Confirmed
5.10 Is it impossible to delete a transaction? If No:-	Yes – a reversing transaction is recorded	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
5.10.1 How are deletions controlled by the system?		
5.11 Are deleted transactions retained in the audit trail and denoted as such?	Cannot delete transactions – another entry is required to correct the original	Confirmed
5.12 Can a report be produced detailing all current users, via user groups, if relevant, and their authority levels and/or access rights?	Yes – available to superuser only	Confirmed
5.13 If data can be accessed by separate reporting facilities, such as ODBC or separate report writer, is the user access security control applied?  If No:- 5.14 Please explain any other protection in place to prevent unauthorised access to data with such facilities.	Reports are only available within the system and need security access. Custom reports can have security set at report level. These custom reports are generally a revision to an existing layout.	Accepted
5.15 Is the level of security (described with this section) appropriate for the expected size of business using the software?	Yes	Confirmed
5.16 Is there a clear indication in the software or manuals as to how the data is:- 5.16.1 Backed-up? 5.16.2 Recovered?	Off site backup covered as part of training - auto backup on exit of software and this backup is to the server. Recovery would be assisted by support if needed. Helpsheets are provided.	Accepted



**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
5.21 Are user responses properly structured to ensure that erroneous key strikes do not lead to inappropriate actions?	Yes, e.g. date validations etc	Confirmed
5.22 Is there a software log which details:- 5.22.1 Error messages?	No in access, Yes in SQL – standard Microsoft reporting	Accepted
5.22.2 Security violations?	No	Accepted
5.23 Audit trail		
5.23.1 Does the software have a detailed audit trail?	Yes – separate audit trails for cash and “non-cash” (invoices) transactions	Confirmed
5.23.2 Is it <u>impossible</u> to turn off or delete the audit trail?	Yes – cannot be turned off	Confirmed
5.23.3 Does the software allocate a system generated sequential unique reference number to each transaction?	Yes – in the background – not visible to end user	Accepted
5.23.4 Is this stamped with a user id?	Yes – every transaction has a user id and this is visible to the end user in any accounting report	Confirmed
5.23.5 Is this unique reference number presented to the user at time of input?	The system generated number is not visible, however items such as invoices also have a unique invoice number, these are presented to the user.	Confirmed
5.23.6 Is this unique reference number available to view, by the end user and by way of a report?	If a user needed a report of the system generated number a custom report could be created (as long as under support contract it is likely that no charge would be made for this specific report). The system generated number is not available to the user, but, items such as invoice numbers are.	Accepted

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
5.23.7 Is the transaction date and time stamped?	Yes - both recorded in the underlying table – both are visible in a history log.	Confirmed
5.23.8 Are all master file changes recorded in the audit trail?	No – e.g. change of address for a property owner not recorded but history logs and files would have original data. This could be put in place in SQL version on request (probably no charge if under support). Everything is recorded in the accounting functions.	Confirmed
If Yes:- 5.23.8.1 Does each change have a system generated reference allocated?	N/A	Confirmed
5.23.8.2 Are the originator and authoriser identified?	Yes	Confirmed
5.23.8.3 Is the change date and time stamped?	Yes – date viewable on screen – time recorded in history log	Confirmed
5.23.9 Are all standing data changes recorded in the audit trail?	Financial – yes, information – no	Confirmed
If Yes:- 5.23.9.1 Does each change have a system generated reference allocated?	Yes – in backend – not generally visible to end user	Accepted
5.23.9.2 Are the originator and authoriser identified?	Yes	Confirmed
5.23.9.3 Is the change date and time stamped?	Yes	Confirmed
5.23.10 Is all input data included	Yes – two separate audit trails as	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
within the audit trail, including amendments, deletions, journals etc.?	mentioned above	
5.23.11 Does the software allocate a system generated unique reference number to each amendment, deletions journal?	Yes in underlying tables	Confirmed
5.23.11.1 Is this stamped with a user id?	Yes	Confirmed
5.23.11.2 Is this unique reference number presented to the user at time of input?	Yes for invoice numbers, not for the underlying table. Could be produced if requested (if under support likely that no charge would be made)	Confirmed
5.23.11.3 Is the transaction date and time stamped? 5.23.11.4 How is it linked to the original transaction?	Yes  Automatically via table linking	Confirmed  Accepted
5.23.12 Are imported /interfaced transactions detailed in the audit trail?	Yes-only import is a standing order – generated reference number but not generally visible to the end user	Confirmed
5.23.12.1 Is each stamped with a user id?	Yes	Confirmed
5.23.12.2 Is this unique reference number presented to the user at time of input?	Yes where applicable in financial transactions – e.g. when entering an invoice the number to be allocated will be displayed on screen	Confirmed
5.23.12.3 Is the transaction	Yes	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
date and time stamped?		
5.23.13 How are transactions differentiated within the audit trail?	The only import feature is standing order receipts which is a bank provided file. There is a batch number which is a non-user editable field.	Confirmed
5.24 What are the procedures for handling dates? (E.g. 2 digit years, 4 digit years).	4 digit years	Confirmed
5.24.1 In the case of two digits what is the break point for the century?	N/A	N/A
5.24.2 Are dates handled consistently throughout the software?	Yes	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
----------	-------------------	---------------------

**6 Input of transactions**

The following sections in Input of transactions, File maintenance, Processing and Reports are primarily aimed at the three main accounting ledgers and where applicable Sales Order Processing, Sales Invoicing, Purchase Order Processing and Stock Control.

6.1 Is data input controlled by self-explanatory menu options?	Yes – choice of tabs or icons	Confirmed
6.2 Are these menus application-specific?	Yes	Confirmed
6.3 Does the software provide input validation checks such as account code validation, reasonableness (limits, VAT or discount checking) and validity checks (VAT check-digit calculations)?	Yes e.g. date, address format, VAT checking of amount etc. Date defaults to today's date when entering invoices for example.	Confirmed
6.4 Can the user amend data on an input screen prior to update?	Yes	Confirmed
6.5 What control features are within the software to ensure completeness and accuracy of data input?	Messages issued and update not possible unless transaction valid. On batches totals must equal individual entries.	Confirmed
6.6 Are all input transactions subject to this control?	Yes	Confirmed
6.7 How does the software ensure uniqueness of the input transactions? (i.e. to avoid duplicate transactions)	database generated unique ID's are allocated to transactions – warnings are generated if inputting duplicate numbers e.g. invoices with a number already used.	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
6.8 Does the software allow for batch control totals? If Yes:- 6.8.1 Are batches automatically numbered?	Yes in certain areas e.g. Fast Track Receipts  Yes	Confirmed  Confirmed
6.8.2 Are batches forced to balance before ledger update?	Yes for "fast track receipts"	Confirmed
6.8.3 Does the software allow the temporary halting of input of a batch to allow for queries or other activities to take priority (e.g. set up a new account)	Yes – various drilldown facilities are available whilst in fast track receipts	Confirmed
6.8.4 Is the user forced to confirm batch totals?	Yes – fast track receipts	Confirmed
6.9 Is attempted posting of unbalanced journals rejected? (G/L).	N/A No general ledger	Confirmed
6.10 Are input errors highlighted? If Yes are they:-	Yes	Confirmed
6.10.1 Rejected and reported on screen?	Yes	Confirmed
6.10.2 Rejected and error reports generated?	Yes – error displays on screen	Confirmed
6.10.3 Accepted and posted to suspense?	No – has to balance before batch accepted for posting	Confirmed
6.11 Does the software have an automatic facility to correct/reverse/delete transactions?	Yes	Confirmed
If Yes:- 6.11.1 Are all the double entry transactions documented in the audit trail?	Yes	Confirmed
6.12 What are the controls to ensure the internal integrity of the	"Reconcile balances" report can be run at any time. Also bank	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
ledger(s) or the accounting information, e.g., control of accounts.	reconciliation reports.	
6.13 Is it possible to allocate input values directly to ledger control accounts?	No – N/A – No ledgers as such	Confirmed
If Yes:- 6.13.1 Please note the mechanisms available to allow the user to establish why the total balances on individual accounts do not agree to a respective control account?	Reconcile balances allows for this	Confirmed
6.14 Can automatic accruals or prepayments be generated? If Yes:-	N/A as client cash accounting	N/A
6.14.1 Will these automatically be reversed after the period end? (G/L)	N/A	N/A
6.15 Does the software have a purchase invoice register?	N/A	N/A
6.16 Does the software permit multi debit/credit journals?	N/A client cash accounting	N/A
6.17 Can journals be saved as template with GL codes and cost centres and either with or without monetary amounts?	N/A client cash accounting	N/A
6.18 Can journals be set up to distribute amounts in a fixed percentage against GL/Cost centre codes?	N/A client cash accounting	N/A
6.19 How are transactions		

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
identified on screen/reports as to:- 6.19.1 Type?	"comPCODE" - letters indicate the type of transaction	Confirmed
6.19.2 Debit or credit?	Yes – separate columns	Confirmed
6.20 Can separate nominal analysis codes be input for each invoice line?	Yes – income based on predefined headings tailored to the circumstances. Expenses are user definable.	Confirmed
If Yes:- 6.20.1 Does this cover:- 6.20.1.1 Sales ledger?	N/A – no ledgers	N/A
6.20.1.2 Purchase ledger?	N/A	N/A
6.20.1.3 Stock?	N/A	N/A
6.21 Can receipts and payments be matched to specific invoices?	Yes, they must be matched	Confirmed
If Yes:- 6.21.1 Automatic?	Automatic if amounts match but user can override	Confirmed
6.21.2 Manual?	Yes	Confirmed
6.21.3 Both?	Yes	Confirmed
6.22 Will the software permit part payments?	Yes – if paying landlord. In development and should be available within 3 months	Confirmed
6.23 Will the software allow:- 6.23.1 Payments to be made to customers?	N/A	N/A
6.23.2 Receipts to be received from suppliers?	N/A	N/A
6.24 Does the software handle purchase credit notes?	N/A no purchase ledger	N/A
6.24.1 Is there an ability to automatically amend stock, if applicable?	N/A no stock	N/A
6.25 Can the software generate sales credit notes?	Not a sales ledger as such but a credit can be entered	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
If yes:-		
6.25.1 Is there an ability to match to a sales invoice?	Yes – has to be matched against a sales invoice	Confirmed
6.25.2 Is there an ability to automatically amend stock, if applicable?	N/A	N/A
6.26 Does the software handle discounts and promotions?	N/A	N/A
6.27 Does the software provide for early settlement discounts?	No - N/A	N/A
6.27.1 Can early settlement discounts be automatically generated?	N/A	N/A
6.27.2 Are there controls over accepting settlement discounts (e.g. time limits)?	N/A	N/A
6.27.3 Is VAT treated correctly on early settlement discounts?	N/A	N/A
6.28 Will the software permit the posting of unallocated cash to the ledgers?	Yes	Confirmed
Does this apply to:-		
6.28.1 Sales ledger?	No Ledgers as such but unallocated cash received can be posted to an Unallocated Money account. Cannot post a payment without an “invoice” being entered	Confirmed
6.28.2 Purchase ledger?	N/A	N/A
6.29 Are unallocated cash/credit notes specifically reported for follow up?	Yes – displayed on screen and specific report available	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
6.30 Are outstanding transactions displayed for allocation? If Yes:- Does this apply to:- 6.30.1 Sales ledger?	Yes  Yes in receipts, not applicable to expenses as cannot post unallocated payments	Confirmed
6.30.2 Purchase ledger?	N/A	N/A
6.31 Does the system allow the user to post or allocate a payment or receipt with a date prior to the invoice transaction date?  If Yes:- 6.31.1 Is the user warned that the aged balance values may not agree to the trial balance values?	Yes, but, all transactions will always appear in chronological order in the accounts (uneditable) and, in addition, the history log will record the actual dates of receipt and payment.  N/A – no trial balance – purely cash book entries	Confirmed  Confirmed
6.32 Is it possible for new accounts to be created during input?	New Landlords/tenants/tenancies etc can be created at any time	Confirmed
If Yes:- Does this cover:- 6.32.1 Sales?	N/A	N/A
6.32.2 Purchases?	N/A	N/A
6.32.3 General?	N/A	N/A
6.32.4 Stock?	N/A	N/A
6.33 What controls are there over the creation of new accounts?	User Security – whilst a user could create a new landlord for instance, permissions could be set to prevent any financial postings to that account.	Confirmed
6.33.1 Is the originator and/or authoriser identification logged by the software?	Yes in history log	Confirmed
6.34 Is the user prevented or warned from overriding credit limits or discounts? (S/L).	N/A but warnings are given where payments due exceed monies available	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
6.35 Does the software have a bank reconciliation facility?	Yes	Confirmed
6.36 Does the software enable transactions to be posted to the ledgers whilst performing a bank reconciliation (e.g. standing charges, bank charges etc)?	Yes	Confirmed
6.37 Are these adequately reported?	Yes	Confirmed
6.38 Does the software accept input files from other computer packages? If Yes:- 6.38.1 What formats are accepted?	Yes.  We support a template driven standing order import file – with new templates being generated as per the customer's preferred banking system requirements. All the major banks are supported. List available on request.  Additionally, we support import of AUDDIS "Bank Returned DDI" XML instruction files to create new D/D instructions.	Confirmed
6.38.2 What controls are in place over the interface?	File has to match requested sum and tenant code. There are integrity tests applied.	Confirmed
6.39 Does the software have a facility for calculating interest on late payments?	Yes. There is a separately chargeable "service charges module" required for this. (Guide price £1,400 + support). Additional "bank accounts" may also be needed at a further additional cost. This can charge simple or compound interest on rent,	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
	ground rent, sundries, fees, deposit held or service charge items.	

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
<b>7 File maintenance</b>		
7.1 Are ledgers:- 7.1.1 Open item?	Open Item	Confirmed
7.1.2 Balance forward?	N/A	N/A
Does the above cover:- 7.1.3 Sales ledger?	No ledgers – but expenses and income are open item	Confirmed
7.1.4 Purchase ledger?	N/A	N/A
7.1.5 General ledger?	N/A	N/A
7.2 Is a month end routine required to be undertaken?	N/A – No month or annual closedowns required.	Confirmed
7.3 Is the creation or amendment of standing data (e.g. customer account details) controlled by menu options?	Yes	Confirmed
7.4 Are menus:-	Application specific	Confirmed
7.4.1 Application specific?		
7.4.2 User specific?	N/A – either greyed out or function not available when making selection	N/A
7.5 Is it <u>impossible</u> to delete accounts if the balance is Nil but transactions have been recorded against the code.	Archive available – for properties, landlords and tenants. Transactions still held but not displayed unless specifically requested. Cannot delete anything.	Confirmed
Does this apply to:-		
7.5.1 General Ledger?		
7.5.2 Sales Ledger?	N/A	
7.5.3 Purchase Ledger?	N/A	
7.5.4 Stock?	N/A	
7.6 Are there any other constraints over the deletion of accounts?	Once accounts exist records can not be deleted	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
7.7 What is the size and format of reference numbers and descriptions within:- 7.7.1 General Ledger?	N/A but tenant codes – 8 alphanumeric, expenses text – 50 characters	Confirmed
7.7.2 Sales Ledger?	N/A	N/A
7.7.3 Purchase Ledger?	N/A	N/A
7.7.4 Stock?	N/A	N/A
7.8 Is the scope of the reference number adequate to permit sufficient depth of analysis?	Yes	Accepted
7.9 How does the software guard against/warn about, duplicate account numbers on set up?	Duplicates not allowed on tenants, properties, landlords, contractors, bank etc.	Confirmed
7.10 How does the software enable the traceability - from, to and through the accounting records - of any source document or interfaced transaction?	Various search facilities e.g. code, name,	Confirmed
7.11 What drill down/around functionality is available within the software?	All screens allow drill down and multi screens to be opened	Confirmed
7.12 Can reports be invoked which identify all the fields which have been modified?	Certain field changes are recorded. All accounts are set once entered, they need to be reversed to remove so fully traceable. Can be invoked in SQL if ever required – but would make system very slow.	Accepted
7.13 If the software uses a lot of standing information which changes frequently or regularly, does the software allow for such changes to be effected through the use of parameters or tables?	Tables are used where appropriate but there is very little standing information	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
If Yes: – 7.13.1 Is the use of such parameters or tables adequately reported?		
7.14 What controls are within the software over changes to parameters and tables e.g. reporting, password etc?	Some are recorded in history log. Superuser only can change passwords.	Confirmed
7.15 Does the software allow selective archiving of old data on a user-defined basis?	Yes for zero balance records.	Confirmed
7.16 What controls are in place over the handling of archived data?	Users can search and view archived records in line with security set for that user. All data still available – just stops it appearing on reports (unless a balance exists).	Confirmed
7.17 Can archived data be used for reporting purposes?	Yes	Confirmed
7.18 Does the software allow for the restoration of archived data for audit without affecting current accounting data?	Yes – can be included in reports if required.	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
<b>8 Processing</b>		
8.1 Does the software ensure that menu options or programs are executed in the correct sequence (e.g. ensure outstanding transactions are processed before month end procedures run)?	The Organiser –an internal action planner - prompts where necessary. In making payments to contractors etc invoices need to be entered before the payment can be entered.	Confirmed
8.2 After an external document (e.g. sales invoice or cheque payment) has been generated and posted to the accounts is it impossible to amend this data?	Only by a reversing entry so full audit available	Confirmed
8.3 Is there an audit trail of all changes to transactions which have updated the ledgers?	Yes	Confirmed
8.4 Can the software calculate prices or values by reference to master file data?	It can calculate VAT and commission fees	Confirmed
8.5 Does the software provide automatic recalculation, where appropriate, of data input? (e.g. VAT)	Yes	Confirmed
8.6 Does the software warn the user when the ledger is out of balance?	Yes – but should never happen. Database corruption is only circumstance.	Accepted
8.7 How is this done e.g. when the software is switching on or on ledger update?	The Report – “reconcile balances” will have a tick on the screen to indicate all is fine – a cross if there is an issue. Users are trained to check this report on a daily basis.	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
----------	-------------------	---------------------

**9 Performance of requisite accounting functions**

9.1 What control features are provided by the software to support effective user controls?	Password logins and the forcing of balanced postings	Confirmed
9.2 Is there:	Yes	Confirmed
9.2.1 Transaction sequencing?	Offers current date with ability to override displayed date	
9.2.2 Automatic dating of posting transactions?	Yes – comcode generated	
9.2.3 Identification of user id or source of document?	identifies source and user ID is also shown	
9.3 Is the software available as multi user?	Yes	Confirmed
9.4 Can the same function be used by more than one person at the same time, whilst still retaining the separate user identities?	Yes for individual transactions, where batches are involved records are locked for the first user to access e.g. paying landlords.	Accepted
9.5 Is the software available as multi-company?	Yes – if required – multi-branch is standard	Accepted
If Yes:-		
9.5.1 How many companies are supported?	Unlimited	Accepted
9.6 Is a group consolidation facility available?	If each company is set up as a branch – Yes	Confirmed
9.7 Can the software consolidate entities with different charts of accounts?	N/A	N/A
9.8 How many levels of nominal analysis can be handled by the software?	N/A for this type of vertical market software	N/A
9.9 How does the software handle cost centres, departments,	Branches are available as are fee earner reports (treated as cost	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
divisions?	centres)	
9.10 How are periods handled by the software?	N/A – no accounting periods as such	N/A
9.11 How many:- 9.11.1 Accounting periods can be set up?	N/A	N/A
9.11.2 Years can be set up?	N/A	N/A
9.12 Can the length/ number of periods be adjusted to suit different customer requirements?	Reports can be produced between any two dates at any time	Confirmed
9.13 How many accounting periods can be open at any one time?	N/A	N/A
9.14 How many years can be open at any one time?	N/A	N/A
9.15 Can a period or year be re-opened after it has been closed?	N/A	N/A
If Yes:- 9.15.1 What controls are in place over this function?		
If No:- 9.15.2 Is the data archived on the server?		
9.15.3 Is this accessible for reporting purposes?		
9.15.4 Can a previous year be restored from backup?		
9.16 Can data from all accounting periods and years be accessed at any one time?	All data available to report between any dates	Confirmed
9.17 Can previous months and years be accessed for enquiries or reports?	All data available to report between any dates	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
9.18 Does the software handle posting date as well as document date? If Yes:- 9.18.1 Are transactions analysed by posting date or document date?	Only displays document date – posting date held in underlying database	Confirmed
9.19 Can transactions be posted to more than one accounting period at any point in time?  9.20 Does this cover:- 9.20.1 General ledger? 9.20.2 Sales ledger? 9.20.3 Purchase ledger?	N/A	N/A
9.21 Is it possible to allocate transactions to: 9.21.1 Future periods? 9.21.2 Previous closed periods? 9.21.3 A previously closed year?	N/A – No periods as such	N/A
If Yes:- 9.21.4 What controls are in place e.g. level of authorisation and on screen warnings?  9.21.5 Will the software revise subsequent periods accordingly?		
9.22 How will transactions outside the current period be:- 9.22.1 Reported 9.22.2 Accounted for in the VAT return?	N/A	N/A

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
9.23 Does the software permit use of budgets and provide comparisons between budgets and actuals? If Yes:- 9.23.1 How many versions of budgets/forecasts can be maintained on the system?	N/A	N/A
9.24 Are budgets available for: 9.24.1 General ledger?	N/A	N/A
9.24.2 Sales ledger?	N/A	N/A
9.24.3 Purchase ledger?	N/A	N/A
9.24.4 Overheads?	N/A	N/A
9.24.5 Balance sheet?	N/A	N/A
9.25 Can budgets be set by: 9.25.1 Period?	N/A	N/A
9.25.2 Annually?	N/A	N/A
9.26 Can the software automatically generate budgets? Please state how this is achieved.	N/A	N/A
9.27 What is the maximum value of transactions and of totals that can be handled by the software?	No maximum	Accepted
9.28 What is the maximum number of transactions that can be handled by the software?	Limited by database size only	Accepted
9.29 What is the maximum number of accounts on each ledger:	Limited only by the database itself – never likely to be an issue	
9.29.1 Sales ledger?	N/A	N/A
9.29.2 Purchase ledger?	N/A	N/A
9.29.3 General ledger?	N/A	N/A

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
----------	-------------------	---------------------

**10 Service charge for block management**

10.1	Does the system warn the user if a transaction could render the client account to become overdrawn?	Yes	Confirmed
10.2	How does the system handle Non Resident Landlord tax deductions in relation to:- 10.2.1 The landlord's account?	In line with HMRC regulations – quarterly reporting, depends on landlord having exemption, whether landlord is VAT registered, whether expenses are tax deductible etc. Receipt and payment dates also taken into account.	Confirmed
	10.2.2 Payments to HMRC?	Payments are due once per quarter and a report is produced. An annual report which is a form substitute is also produced.	Confirmed
	10.2.3 How does the system ensure that tax deductions relating to non resident landlords are in accordance with current guidelines?	There are user definable expense codes which can be tagged as either deductible or non-deductible.	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
10.3 How does the system handle tax exemptions -		
10.3.1 Can the tax exemption certificate be linked to the landlord's account?	<p>Yes – tax is deducted if the overseas tax rate is set but a FICO* reference can be entered so that no tax is deducted.</p> <p>*FICO used to be the name of the tax office that is now CNR (Centre for Non Residency) but some items still use the term - Financial Intermediaries and Claims Office.</p> <p>A link can be set to the actual document.</p>	Confirmed
10.4 How are payments to HMRC handled by the system?	At the end of a quarter a report is run of sums payable and this indicates also if funds need to be transferred to meet the payment.	Confirmed
10.5 How does the system handle refunds due to a landlord from HMRC?	<p>Net amounts due are automatically calculated and the net reported to be paid to HMRC. It will automatically check the entitlement to a refund based on the tax paid in that tax year and will not allow a greater amount to be repaid.</p> <p>Where e.g. a tax exemption certificate is processed in a tax year a refund can be obtained up to the amount of tax already deducted. If there is nothing net due to HMRC i.e. a repayment, HMRC will send a cheque which can then be processed in the normal way.</p>	Confirmed  Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
10.6 Are all transactions including refunds and deposits shown on the landlord's statement?	All transactions appear on a statement of account internally in the software – however currently the only circumstance where a transaction does not appear on a landlord's statement is where a refund of overseas tax is made. It cannot be "hidden" as it appears in other reports.	Confirmed
10.7 Does the system provide a list of property expenses?	Yes	Confirmed
10.8 Can the user add to this list?	Yes	Confirmed
10.9 Can the system differentiate between tax deductible and non tax deductible expenses?	Yes	Confirmed
10.10 Can these be user defined?	Yes	Confirmed
10.11 Can the system handle multiple landlords for one property?	Yes	Confirmed
10.12 Can the percentage split (of income and expenditure) be user defined?	Yes	Confirmed
10.13 Can one off expenditure be allocated to a specific landlord?	Yes - via landlord screen as opposed to property screen – only applies to fees. Expenses have to be entered at a property level.	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
10.14 Can the system produce consolidated statements by landlord?	A summary statement is available (total rent, expenses by category and total fees)	Confirmed
10.15 Can the system produce letting agents (section 19) reports?	Yes – option to include overseas landlords (as some HMRC offices think they should be included) and option to create a csv file	Confirmed
10.16 Can the software handle service charges i.e. Charges directly to tenants for shared services?	Yes	Confirmed
10.17 Is there any limit to the number of units in a block to which service charges may be raised?	No	Confirmed
10.18 Can the charge periods for expenses be defined?	Yes – weekly, monthly, 4 weekly, 3 or 6 monthly, annual etc.	Confirmed
10.19 Can user defined expenses be added to the list of expenses of service charges?	Yes	Confirmed
10.20 Can service charges expenses be treated as composite?	Yes	Confirmed
10.21 Is there a RICS translation table for expenses under the service charges?	Yes	Confirmed
10.22 Is there a schedule of contributions report to show invoices to be raised to tenants?	Yes	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
10.23 Do the reports generated comply with the recommendations in the Commonhold and Leasehold Reform Act 2002?	Yes	Confirmed
10.24 Does the system permit under/over apportionments of 100% of the services charges?	Yes – for properties defined as commercial  No – for properties defined as residential  In accordance with the Act	Confirmed
10.25 Is it possible when creating a new period to:- 10.25.1 Copy the prior period? 10.25.2 Apply a % increase?	Yes  Yes	Confirmed  Confirmed
10.26 Are year end balancing statements laid out as per the s 21(5) of the Landlord and Tenant Act 1985?	Yes	Accepted
10.27 Are Summary of Obligations and Rights statements produced as required under:- 10.27.1 s153 – relating to service charges 10.27.2 s158 – relating to administration charges 10.27.3 s166 – relating to ground rents	Yes – all comply with the style and format as set out in the legislation	Accepted

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
<b>11 Reports</b>		
11.1 Are all reports adequately titled and dated? (E.g. report name, client name, data, period, batch, last entry number, period end, pages, numbers etc.)	Yes – as required	Confirmed
11.2 Do the reports provide totals where applicable?	Yes	Confirmed
11.3 Are these totals calculated or taken from a control file?  Please state the reports that do not feature calculated totals.	Calculated	Accepted
11.4 Is it clear when the report has ended? (totals or end markers)	Yes	Confirmed
11.5 Can reports be saved in electronic format (as distinct from just printing)?	Yes. Options for csv,pdf, rtf	Confirmed
11.5.1 Are such files adequately protected from deletion or amendment?	Users can amend/delete-this is how they were designed. PDFs cannot generally be amended.	Confirmed
11.6 Is a report writer provided as part of the software or as an add-on?  Please state the name of any third party package.	Part of the software (see 5.13 above)	Confirmed
11.7 What level of knowledge is required to use the report writer e.g. beginner, regular user, expert?	Regular user	Confirmed
11.8 Can the report writer make use of user-defined fields (including external fields)?	Yes but not external	Accepted

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
11.9 Does the report writer enable:- 11.9.1 Separate access to each system area?	Yes	Confirmed
11.9.2 Reports to be prepared which combines related data from a number of system areas (e.g. Customers – Sales – Stock items) in the same report?	Yes – e.g. relational reports such as properties belonging to a landlord, tenant's arrears details etc.	Confirmed
11.10 Can users define the parameters, columns, fields and selection criteria used on reports reported?	Yes – except for accounts reports – comprehensive reports are provided	Confirmed
11.11 Are standard reports always produced, even when they are nil returns?	Yes	Confirmed
11.12 Is there an option for reports to exclude nil balances, this year or where there are nil balances this year and last year, to enable a comparative report to be produced with the completeness of both years' being maintained?	Comparison reports N/A  Nil balances are usually excluded but some reports have option to include them.	Confirmed
11.13 Can screen layouts, reports and transaction formats be easily adapted to users' requirements?	Yes, each user can define and store layouts	Confirmed
11.14 Can a hard copy be produced of all screen enquiries?	Yes	Confirmed
11.15 Can transaction files for all previous periods of the year be retained in the software to permit enquiries and reports?	N/A - all transactions always available	Confirmed
11.16 Are reports of all changes to	Available if required	Accepted

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
standing data on customers, suppliers, tax rates etc automatically generated or stored for later printing?  If Yes:- 11.16.1 Is the report able to capture the nature of the change, user id and data and time of the change?		
11.17 Are all transactions on all reports individually identifiable?	Yes	Confirmed
11.18 Do the reports show whether items are debit or credit?	Yes	Confirmed
11.19 Do reports give sufficient narrative and coding to enable cross referencing?	Yes	Confirmed
11.20 Is it possible to drill down from reports to the ledgers and original transactions?	Yes	Confirmed
11.21 Can the software produce all requisite reports:- 11.21.1 Day books	N/A – a report “Reconcile Balances” in a trial balance format with Debits and Credits can be produced.	N/A
11.21.2 Trial balance	N/A	N/A
11.21.3 Profit and loss account	N/A	N/A
11.21.4 Balance sheet	N/A	N/A
11.21.5 Aged debtors	Equivalent report is Rent arrears which can be produced	Confirmed
11.21.6 Aged creditors	N/A	N/A
11.21.7 Aged stock	N/A	N/A
11.21.8 Aged unallocated cash (debtors)	See 11.21.5	Confirmed
11.21.9 Aged unallocated cash (creditors)	N/A	N/A
11.21.10 Budgets	N/A	N/A

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
11.21.11 Cash flow statement	N/A	N/A
11.21.12 VAT reports	N/A	N/A
11.21.13 VAT form 100	N/A	N/A
11.21.14 EC Sales Listings	N/A	N/A
11.21.15 Intrastat returns (SSD)	N/A	N/A
11.22 Are the above reports standard within the software or do they have to be written?	Standard	Confirmed
11.23 Is the age criteria fixed or user definable?	N/A report by date	Confirmed
11.24 Can the aged analysis and day book reports be in summary and detail?	N/A	N/A
11.25 Do standard reporting options give sufficient flexibility to tailor individual reports?	Yes	Confirmed
11.26 Can all reports be reproduced after the period end but at the month end date:- 11.26.1 Transaction listings?	Reports can be run at any time for any period	Confirmed
11.26.2 Day books?	N/A	N/A
11.26.3 Trial balance?	N/A	N/A
11.27 Is it possible to print out retrospective month end aged sales and purchase ledger reports that agree back to the month end trial balance control account figures as at the month end?	Purchase ledger N/A For debts there is a report that shows arrears for any specified date range, an organiser that displays all outstanding debts with a column to indicate age and an automated arrears letter feature which allows the user to send arrears letters based on age of debt	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
11.28 Do the standard budget reports provide sufficient analysis of variances?	N/A	N/A
11.29 Do such reports provide exception reporting, percentage analysis and comparatives?	N/A	N/A
11.30 Do standard reports show sufficient analysis of trading results? (E.g. sales analysis by region)?	N/A	N/A
11.31 Are all movements during each accounting period shown on sales, purchase, general, stock ledger detail reports?	N/A	N/A
11.32 Do the sales and purchase ledger reports show how all partial payments or allocations (unallocated cash) have been treated?	N/A – but there are reports available showing unallocated cash receipts	Confirmed
11.33 Is there a general ledger report that shows balances brought forward and carried forward plus all posted transactions in the period?	N/A	N/A
11.34 Is a trial balance available? 11.34.1 Is this in summary or detailed format?	N/A	N/A
11.35 Can the management accounts, profit and loss account and balance sheet be sufficiently analysed by: 11.35.1 Project/job	Fee income can be reported by 3 criteria - fee earners, department, branch and by fee type across any date range	Confirmed
11.35.2 Cost centres	See 11.35.1	Confirmed
11.35.3 Department	See 11.35.1	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
11.35.4 Division	See 11.35.1	Confirmed
11.35.5 Company	See 11.35.1	Confirmed
11.35.6 Group (if applicable)	See 11.35.1	Confirmed
11.35.7 Can the above be user defined by Period and/or range?	Any date range	Confirmed
11.36 What controls are there in place so that the user is aware of partly processed transactions:- 11.36.1 Unposted invoices	The Organiser – internal to do list – has reports of e.g. invoices to post, rents to calculate, arrears due, landlords with money due etc.	Confirmed
11.36.2 Uninvoiced dispatches	N/A	N/A
11.36.3 Payments	N/A	N/A
11.36.4 Receipts	As 11.36.1	Confirmed
11.37 State the controls that are in place to ensure that the correct price/discount has been applied to invoices/credit notes? (e.g. Gross Margin reports)	N/A	N/A
11.38 Detail all automatically generated documents for external use. (E.g. sales invoices and statements, remittance advices.)	Rental invoices and fee notes, letters, landlords remittance notices, contractor payments, paying in slips etc	Confirmed
11.39 Can the software reproduce source documents? [E.g. sales invoices; POs, Remittance advices.....]	Yes	Confirmed
11.40 Are the duplicates an exact replica of the relevant financial and VAT accounting information as stored on original documents [i.e. they do not take account of any subsequent changes to the standing data?	Yes	Confirmed
11.41 Are these clearly identified as	No	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
duplicates?		
11.42 Does the software force the production of month-end reports?	N/A	N/A
11.43 Can the reporting function make use of external data files?	N/A and not considered Necessary	N/A
11.44 Does the report writer have the facility to scroll up and down when output to screen?	Yes	Confirmed
11.45 Can all reports be run without the need for period-end procedures to be initiated?	Yes – No period-end procedures	Confirmed
11.46 Does the report writer allow print previews of all reports?	Yes	Confirmed
11.47 Can transactions and standing data be output directly to other formats e.g. CSV, txt, XML, PDF etc. for any period of time required?	Yes (XML files cannot be generated by end users directly – XML is however used to publish data to a letting portal).	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
----------	-------------------	---------------------

**12 Value Added Tax**

The following sections detail the general requirements/features of an accounting package in handling VAT. It cannot cover all eventualities or all users and where necessary members should contact their local HMRC office for detailed guidance. The overall objective is to accurately record the accounting for VAT in order to support VAT returns to HMRC.

12.1 Does the software have the facility to hold the following VAT information:-	Yes for letting agent	Confirmed
12.1.1 UK VAT registration number?		
12.1.2 Intrastat code?	N/A	Confirmed
12.1.3 EC Code?	N/A	Confirmed
12.1.4 EC VAT registration numbers (10)?	No	Confirmed
12.1.5 VAT rates (please specify number available)	Yes – unlimited	Confirmed
12.2 How does the software handle roundings?	Inbuilt Rounding function in software	Confirmed
12.3 Is this applied consistently?	Yes	Confirmed
12.4 Does the software handle VAT Scale charges with automatic double entry processing?	N/A	N/A
12.5 Does the software handle VAT calculation tolerances?	N/A	N/A
If Yes do any discrepancies produce:-		
12.5.1 Warning?		
12.5.2 Appear in the audit		

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
trail?		
12.5.3 Appear in the VAT exception report?		
12.6 What security features (password/ audit trail) are in place to control changes made to:		
12.6.1 General ledger VAT control accounts?	N/A	N/A
12.6.2 VAT tables set up and change?	User Security	Confirmed
12.6.3 Tolerance levels?	N/A	N/A
12.6.4 Invoice sales number table?		
12.6.5 Changes on VAT code on customer files?	Only 1 rate in use for VAT on fees charged – No VAT rate on Landlord files	Confirmed
12.6.6 Changes on VAT code on stock files?	N/A	N/A
12.6.7 VAT calculated on sales invoices or credit notes?	If permitted to raise an invoice the VAT can be amended with an appropriate warning	Confirmed
12.7 Does the software store and report a VAT return identifier [VRI]?	Not automatic – but the reports will pick up entries that have been “backdated” in error. The Pay Agency Fees report is the key.	Confirmed
12.8 How does the software ensure that that each eligible posting is reported only once in a VAT return?	Pay Agency Fees report can only pick up figures once. The agencies using the software charge fees for their services and those fees attract VAT so as the agency “earns” fees the system charges VAT and the Pay Agency report shows all Agency fees	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
	<p>earned plus all VAT charged on those fees. Agencies would then put this information into whatever software they use for managing their own business (e.g. Sage)</p>	
<b>Method of operation</b>		
<p>12.9 VAT basis. Can the software handle:  12.9.1 Invoice (standard) accounting?</p>	<p>Yes</p>	<p>Confirmed</p>
<p>12.9.2 Cash accounting?</p>	<p>N/A  The agents can get reports for fees charged via both types of VAT methods but for the Agencies this would be dealt with in a separate accounting package such as Sage 50. Agents cannot process any agency expenses through the software (they are not allowed to process expenses from a client cash account). They would withdraw fees from the clients cash account and pay the fees into their business account. CFPwinMan would then have no further involvement and the agencies VAT return would be done from whatever other package the agency uses.</p>	<p>N/A</p>
<p>12.10 If the software can handle both invoice (standard) and cash methods</p>	<p>N/A – depends how entered into prime accounting records</p>	<p>Confirmed</p>

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
of accounting for VAT is the basis clearly identified during set up?		
12.11 Does the software allow for a switching between methods? If Yes:-	N/A	N/A
12.11.1 Is the change fully supported by audit trails to ensure proper VAT treatment of all transactions?		
12.11.2 Is this ability to change a basis of accounting clearly flagged, i.e. users warned etc.		
12.11.3 Does the software alert the user that they require HMRC authorisation if they attempt to apply, retrospectively, the 'Cash Accounting Scheme' for VAT accounting?		
12.11.4 Does the software provide useful and relevant information on switching in the software help section?		
12.12 Can the software handle the following VAT schemes:-		
12.12.1 Annual accounting scheme?	N/A	N/A
12.12.2 Flat rate scheme?	N/A	N/A

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
12.12.3 Retail schemes?	N/A	N/A
12.12.4 Account for VAT on the margin?	N/A	N/A
12.13 Can the software be configured to handle partial exemption methods?	N/A	N/A
12.14 Please state the number of VAT codes available for VAT analysis.	N/A	N/A
12.15 How does the software handle:-	N/A	N/A
12.15.1 Outside scope?		
12.15.2 Distance selling (supply to an unregistered EC customer)?	N/A	N/A
12.16 How the software handle EC VAT:-	N/A	N/A
12.16.1 Goods and related service?		
12.16.2 Services only?		
12.16.3 Process?		
12.16.4 Triangulation?		
12.17 Does the software include the functionality to identify EU acquisitions?	N/A	N/A
If Yes:-		
12.17.1 Can the software generate acquisition tax?		
12.18 Can a report be generated of all EU acquisitions and the amounts of acquisition tax generated?	N/A	N/A

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
12.19 Does the software include the functionality to identify transactions liable to reverse charge VAT?	N/A	N/A
If Yes:- 12.19.1 Can the software generate reverse charge VAT?		
12.20 Can a report be generated of all transactions liable to reverse charge VAT, and the amounts of tax where so generated?	N/A	N/A
12.21 Does the software have a facility to reconcile the VAT returns amounts for input, output and net VAT payable/recoverable to the General ledger control account?	N/A - CFPWinman does not manage the agencies business it only manages the clients cash account and therefore only manages and reports on the charging of fees with VAT.	N/A
12.22 How does the software handle late transactions posted outside the closed VAT return period?	Any backdated fee would be picked up on the next pay agency report and the agency would then need to process that information appropriately in their own business software.	Confirmed
<b>Input VAT (purchases)</b>		
12.23 Can the software handle VAT inclusive amounts and automatically calculate the input VAT?	N/A	N/A
12.24 Does the software require the following to be entered:- 12.24.1 Supplier reference?	N/A	N/A

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
12.24.2 Supplier document reference?		
12.24.3 Internal document reference?		
12.24.4 Invoice tax point date?		
12.24.5 Invoice posting period date?		
12.24.6 Invoice gross total?		
12.24.7 Invoice VAT amount?		
12.24.8 Individual invoice lines:- 12.24.8.1 Net amount?		
12.24.8.2 VAT rate?		
12.24.8.3 VAT code?		
12.25 Does the software validate individual invoice line VAT amounts against the total invoice of VAT (less early settlement at discount) and accept or reject the amount subject to the software tolerance?	N/A	N/A
12.26 Can the user override the software derived input VAT amount and input VAT as shown on the supplier invoice?	N/A	N/A
12.27 Does the software allow VAT to be reclaimed on the basis of registered but unposted invoices?	N/A	N/A

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
<p>If Yes:- Does the software flag the status as:- 12.27.1 VAT not yet reclaimed?</p>		
12.27.2 VAT claimed?		
<b>Output VAT (sales)</b>		
12.28 Does the software generate sales invoices?	Yes	Confirmed
12.29 For each invoice generated is the following information included on the sales invoice:- 12.29.1 Unique software generated invoice sequential reference?	Yes	Confirmed
12.29.2 Company name, address, EC country code and VAT number?	Yes – not EC country code though	Confirmed
12.29.3 The time of supply (tax point)	Yes	Confirmed
12.29.4 Date of issue (if different to the time of supply)	N/A	N/A
12.29.5 Customer's name (or trading name) and address, EC country code and VAT number (if applicable)	Name and address – does not show customers VAT number N/A	Confirmed
12.29.6 The unit price [applies to countable goods or services. E.g. an hourly rate; or a price for standard services.]	N/A No unit price Applicable	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
12.29.7 A description which identifies the goods or services supplied?	Yes	Confirmed
12.30 Does the software identify supplies that are zero-rated, exempt, no VAT applicable? 12.30.1 Is this on the face of the invoice?	The agency would only ever charge fees to a landlord so all transactions would have VAT at the standard rate.	Confirmed
12.31 Does the software handle Proforma invoices?	Preview invoices available where invoice raised but not posted	Confirmed
If Yes:- 12.31.1 Are the invoices clearly identified as "this is not a tax invoice"?	N/A	N/A
<b>VAT Reporting</b>		
12.32 Does the software produce a VAT 100 form as standard?	N/A	N/A
If No:- 12.32.1 Does the software have a means of producing reports that support the completion of the VAT return?	N/A	N/A
12.33 Is the VAT return information available by report on a three monthly basis or any other specified period?	N/A	N/A
12.34 Is there a detailed and summary analysis of all	N/A	N/A

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
<p>transactions included in each return sorted by VAT code and transaction type making up the total in each of the boxes on the VAT 100 Form?</p>		
<p>12.35 Can the VAT return be recreated showing all the transactions which were included in the original VAT return?</p>	N/A	N/A
<p>12.36 Does the software have a separate VAT audit log?</p>	N/A	N/A
<p>12.37 Note where the software details the following non routine event in the audit trail or VAT audit log etc:-            12.37.1 Changes to VAT tables.</p>	N/A	N/A
<p>12.37.2 Change from invoice/cash VAT accounting or other Schemes.</p>	N/A	N/A
<p>12.37.3 VAT tolerance.</p>	N/A	N/A
<p>12.37.4 Changes to VAT rates on customer, supplier, product master files. Please specify</p>	N/A	N/A
<p>12.38 Are the above changes noted above stamped with a:-            12.38.1 User id?</p>	N/A	N/A
<p>12.38.2 Software generated unique reference number?</p>	N/A	N/A

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
12.38.3 Date and time?	N/A	N/A
12.39 VAT postings 12.39.1 Are all VAT postings recorded in the audit trail or VAT audit log?	N/A	N/A
12.39.2 Does the software denote whether each transaction has been included in a reconciled VAT return?	N/A	N/A
12.39.3 How does it denote which VAT Return the transaction has been included in?	N/A	N/A
12.40 Does the software produce a VAT Exception report detailing such transactions as:- 12.40.1 VAT amounts outside tolerance levels?	N/A	N/A
12.40.2 Manual changes to software generated VAT?	N/A	N/A
12.40.3 Write offs	N/A	N/A
12.40.4 Zero value invoices?	N/A	N/A
If No for any of the above:- 12.40.5 How does the software document these occurrences?	N/A	N/A
12.41 Does the software handle "intra-community" supply of goods?	N/A	N/A

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
12.42 Does the software support production of an EC Sales List?	N/A	N/A
If Yes:- 12.42.1 Does the report show the country code, the customer name, their EC VAT number, the invoice reference and indicators for different types of despatches?	N/A	N/A
12.43 Does the software produce invoice level reports that enable every value on each EC Sales List report to be traced to source documents?	N/A	N/A
12.44 Does the software have a means of ensuring that each eligible posting on the EC Sales List is reported only once? (Please state how this is done within the software).	N/A	N/A
12.45 How does the software handle triangulation? E.g. a movement of goods without a related invoice transaction.	N/A	N/A
12.46 Does the software produce the relevant documents in a format [e.g. CSV or XML] that can be uploaded direct to the HMRC gateway?	N/A	N/A

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
12.47 Can these be electronically transmitted direct from the system?	N/A	N/A
12.48 Does the software produce Intrastat reports where applicable?	N/A	N/A
12.49 How are errors on VAT accounts corrected?	N/A	N/A
12.50 How does the software handle the VAT on purchase and sales ledger contras?	N/A	N/A
12.51 How does the software handle partially allowable expenditure, e.g. VAT on petrol invoices where employees are provided with petrol (adjustment required for own use)?	N/A	N/A
12.52 Can the software handle cheque refunds to customers? If Yes:- 12.52.1 How is the VAT accounted for under cash accounting?	N/A	N/A
12.53 Can the software handle invoices with multiple rates of VAT?	N/A	N/A
12.54 How does the software handle write off of bad debts and the related VAT?	N/A	N/A

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
----------	-------------------	---------------------

**13 User Documentation**

This section applies to any of: online, hardcopy or other (e.g. WWW) documentation – specify which are applicable.

13.1	Is the manual clearly laid out and understandable?	Yes – online and on PC/server	Confirmed
13.2	Is the manual comprehensive and accurate?	Yes	Confirmed
13.3	Is there an index to the manual?	Yes	Confirmed
13.4	Is it easy to locate specific topics in the manual when required?	Yes	Confirmed
13.5	Is it easy to follow through all procedures in the manual?	Yes	Confirmed
13.6	Does the manual include:		
	13.6.1 A tutorial section?	Separate help sheets	Confirmed
	13.6.2 A guide to basic functions?	Yes	Confirmed
	13.6.3 Pictures of screens?	Yes	Confirmed
	13.6.4 Completed examples included in the manual?	Yes	Confirmed
	13.6.5 Specific “error correction” procedures?	Yes	Confirmed
	13.6.6 VAT information?	Yes	Confirmed
13.7	Does the documentation clearly specify the actions to be taken by users at each important stage of processing?	Yes	Confirmed
13.8	Are help screens available relating to the task in hand? (context sensitive help).	No but there are tool tips	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
13.9 Do they provide on-line instructions on how to use particular features of the software?	N/A	N/A
13.10 Can they be edited or prepared by the user?	No	Confirmed
13.11 Will the Software House make the detailed program documentation (e.g. file definitions for third party links) available to the user, either directly or by deposit with a third party?	Yes	Accepted

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
<b>14 Efficiency</b>		
14.1 Are the various functions of the software menu-driven, or otherwise easy to initiate?	Yes	Confirmed
14.2 Is there a good response time in the initiation of functions?	Yes	Confirmed
14.3 Is data entry easily repeated if similar to previous entry?	Not necessary in this type of software	Confirmed
14.4 Does the software prevent access to a record while it is being updated?	Yes	Accepted
14.5 Is there locking at file or record level?	Record level	Accepted
14.6 Does the software allow for the running of reports whilst records are being updated?	Yes	Accepted
14.7 Does the software retain a log of file updates until the next occasion on which the relevant information is reported or the relevant file used in a regular control procedure?	N/A	N/A
14.8 Can regular reports be easily duplicated if required?	Yes	Confirmed
14.9 Does the software warn the user when space is becoming short?	Unlikely to be an issue	Accepted

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
<b>15 Integration and www facilities</b>		
15.1 Are the different accounting modules integrated?	N/A as regards accounting modules	Accepted
15.2 Are they integrated on real time basis or batch basis?	N/A	N/A
15.3 Can the integration of batches be by batch, weekly or monthly?	N/A	N/A
15.4 Is the ledger updating process satisfactorily controlled by the production of control reports?	N/A	N/A
15.5 What operating systems does the software run under?	Windows XP, Windows 7, Windows Vista, Windows 8 / Windows 8.1 / Windows Server Terminal Services (2003, 2008 and 2012).	Accepted
15.6 Which databases can be used?	Access or SQL – see 3.6.2/.3	Confirmed
15.7 Can more than one software function be performed concurrently?	Yes	Confirmed
15.8 Can the software be linked to other packages e.g. word processing, graphics, financial modelling, to provide alternative display and reporting facilities?	There is an internal diary and word processor- syncs diary with Google Calendar, integrates with Outlook for email. Reports can be exported to Excel for manipulation.	Accepted
15.9 Can definable links to spreadsheets be created?	Export to xls or csv/txt file only	Accepted
15.10 Does the software integrate with any web trading software? 15.10.1 External or 15.10.2 Suppliers own?	N/A	N/A

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
15.11 Note which other business application software that can be linked to the software:	N/A	N/A
15.11.1 Payroll?		
15.11.2 Time/fees?		
15.11.3 MRP?		
15.11.4 Fixed assets?		
15.11.5 Document management software?		
15.11.6 Job costing?		
15.11.7 CIS?		
15.11.8 Other – please specify?	Tenancy Deposit Scheme (Deposit Protection Service) link – supplies details of tenants' deposits and returns a registration number and protection certificate to prove registered	Accepted
15.12 Is the software compatible with XML standards? If so in what respect? (input/ output/ other)?	Can produce XML output if Required – see 11.47 above	Accepted

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
<b>16. Support and maintenance</b>		
16.1 How is the software sold: 16.1.1 Direct from Software House?	Direct Only	Confirmed
16.1.2 Via Value Added Reseller (VAR)?	N/A	N/A
16.2 How is the product supported:- 16.2.1 Direct by Software House?	Software House	Confirmed
16.2.2 By VAR?	N/A	N/A
16.3 Is the software sold based upon number of users or number of concurrent users?	Both options available	Confirmed
16.4 Do VARs have to go through an accreditation process?	N/A	N/A
If Yes:- 16.4.1 Please note the process.		
If No:- 16.4.2 Please explain how organisations are chosen to be VAR?		
16.5 In the event of a dispute between Supplier and VAR how can the situation be resolved?	N/A	N/A
16.6 Detail the types of cover available.	N/A	N/A
16.7 Please note all method of support available :- 16.7.1 Telephone.	Yes	Confirmed
16.7.2 Modem link.	Yes	
16.7.3 Internet.	Yes	
16.7.4 Other – specify.	Remote support + helpsheets available to customers	
16.8 Please provide an indicative cost	Guide price - 1 database + 3-4	

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
of cover and what is included.	users £1100- £1300 pa support and maintenance	
16.9 How often are general software enhancements provided?	As and when needed	Accepted
16.10 Will they be given free of charge?	Upgrade from Access to SQL is chargeable – otherwise covered by support contract	Accepted
16.11 How are enhancements and bug fixes provided to customers?	Download from web – CD if Requested	Accepted
16.12 Is “hot line” support to assist with immediate problem solving available?	Yes	Accepted
16.13 If so, is there an additional cost involved?	No – covered by normal support Fees	Accepted
16.14 At what times will this support be available?	9-5.30 Monday- Friday exc Bank Holidays	Accepted
16.15 Who provides training: 16.15.1 Software House? 16.15.2 VAR?	Software House	Accepted
16.16 Is hardware and maintenance provided by: 16.16.1 Software House? 16.16.2 VAR?	Software house provides some hardware (on request) – generally just servers – not essential for the sale	Accepted
16.17 Is a warranty offered in respect of specification of the software?	Yes	Confirmed
16.18 Will the software supplier/dealer make the program source code available to the user, either directly or by deposit with a third party (Escrow)?	Escrow if required but never been done	Accepted

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
16.19 Are there any unduly restrictive conditions in the license for the software?	50 year licence for registration to a company – re-registration charge (£100 but under review) to register if a business takes over another with the software in place.	Accepted

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
----------	-------------------	---------------------

**17. National Approved Letting Scheme system requirements**

17.1	<b>Client Money</b>		
17.1.1	<p>Does the system allow for separate ledger accounts to be set up for each customer (landlord/tenant)?</p> <p>What is the maximum number of accounts that can be set up?</p>	<p>Separate accounts exist for each customer (Landlord/Tenant) and for items such as overseas tax, agency cash etc</p> <p>Unlimited</p>	Confirmed
17.1.2	<p>Do ledger accounts include the following in their title?</p> <ul style="list-style-type: none"> <li>- Name of customer/landlord/tenant?</li> <li>- Description of the account?</li> </ul>	Yes	Confirmed
17.1.3	<p>Are different levels of access provided on customer accounts:</p> <ul style="list-style-type: none"> <li>- For set up?</li> <li>- Write to?</li> <li>- Read only?</li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p>	Confirmed
17.1.4	How are access rights managed?	User defaults passwords/user rights section	Confirmed
17.1.5	Does the system allow for separate bank accounts to be set up for each customer (landlord/tenant)?	It does where relevant, ie Property and Landlord, Tenant receipts go to Property Bank account, deposit bank account or agency bank account	Confirmed
17.1.6	<p>How does the system distinguish different types of bank accounts?</p> <p>Please list all types of accounts handled by the system?</p>	<p>Unique identifier plus description/account name which is then associated to a customer.</p> <p>User definable – any type</p>	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
	of account	
17.1.7	<p>Can the system differentiate between office bank accounts and designated client bank accounts?</p> <p>If Yes: How is this done?</p>	<p>Yes – in terms of client cash bank accounts, but the system does not cater for a general non-client office account.</p> <p>Users can set Banks up within the system and associate them to relevant records. Each Bank has a unique id, a name, a branch, sort code, account number, account name and a “known as”.</p>
17.1.8	<p>What are the prerequisites and procedure for setting up a client bank account?</p>	<p>User has to have authority to access bank accounts section plus user also has to have access to relevant tab on information forms to attach a bank account to a landlord/tenant</p>
17.1.9	<p>Do client bank accounts include the following in their title?</p> <ul style="list-style-type: none"> <li>- Name of customer/landlord/tenant?</li> <li>- Description of the account e.g. designated client bank account?</li> </ul>	<p>They include the account name and “known as”. “Designated” will need to be entered as part of the description when creating the account.(User definable)</p>
17.1.10	<p>Are different levels of access provided on client bank accounts:</p> <ul style="list-style-type: none"> <li>- For set up?</li> <li>- Write to?</li> <li>- Read only?</li> </ul>	<p>Confirmed</p> <p>For access ie you can not open the form at all  For write (including set up)  For read only ie you can open the form but can not edit</p>

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment	
17.1.11	How many client bank accounts can the system operate?	Unlimited	Confirmed
17.1.12	How many client bank accounts can be set up per customer?	unlimited	Confirmed
17.1.13	Can the system link a particular designated client bank account to a customer ledger account?  If Yes: How is this done?	Yes.  By association to the client record either through Property level or Landlord level	Confirmed
17.1.14	Can the system denote that the designated client bank account is held at an authorised institution?	The system ensures that the sort code and bank account number are in the correct format (xx-xx-xx for sort code for example).	Confirmed
17.1.15	Does the system hold any standard letters that can be issued to authorised institutions to advise them that client monies are to be ring-fenced and handled in accordance with NALS accounting standards?	No standard letters are supplied but users could create own letters as merge fields exist for default property bank account details to be merged into letters	Confirmed
17.1.16	Can a current balance on each client bank account be readily ascertained?	Yes	Confirmed
17.1.17	Can the system monitor office bank account credit balances?  If Yes: Does the system produce a report of these or flag any unusual balances?	Yes  It reports them but doesn't flag them, the user would need to manually look down the report	Confirmed
17.1.18	Can the system monitor client bank account credit balances?	Yes-insofar as the system does not actually permit a client bank account to	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment	
	<p>If Yes:</p> <p>Does the system produce an exceptions report and flag these balances?</p>	<p>become overdrawn! Users (with appropriate permissions can override this however).</p> <p>A standard report is produced which would show all balances – both debit and credit</p>	
17.1.19	Is there a central register of client bank accounts?	Yes	Confirmed
17.1.20	Does this register periodically monitor activity on each client bank account?	Manual reports between date ranges can be produced at any time	Confirmed
17.1.21	<p>Will the system highlight client bank account inactive for a significant period?</p> <p>If Yes: How is this done?</p>	No (we could set up a report if required). This would also be identifiable from the date range reports	Confirmed
17.1.22	Will the system highlight any remaining balances left on client bank account if the customer account is closed?	Yes, you cannot close accounts with balances, the system will continue to report on them in reconcile balances	Confirmed
17.1.23	<p>Can the system be set up to ensure that any attempt to make changes to the client account:</p> <ul style="list-style-type: none"> <li>- Is prohibited?</li> <li>- A system warning raised?</li> </ul>	You can only make changes if you have authority to do so but no warnings if authorised people make changes	Confirmed
17.2	<b>Receipts</b>		
17.2.1	What is the procedure for identifying office and client money?	Invoices are raised ahead of any receipts being made, if a receipt is paid into or earned from monies in a client cash account it will appear on the “pay agency fees”	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
	report and will show in reconcile balances as credit belonging to the agency. Any monies received have to be allocated to a client (tenant/landlord) in the system – cannot post direct to bank account.	
17.2.2	Can the system handle all forms of receipts? (e.g. cash, cheques, drafts)	Yes – All types can be handled Confirmed
17.2.3	What facility is in place to ensure all client money is paid into a client bank account first?	Cash receipts must be paid into the bank – no facility for cash payments in the system Confirmed
17.2.4	What facility is in place to ensure all client money is: - Banked without delay? - Posted to the client account promptly?	Items remain outstanding on bank reconciliation if posted. Confirmed
17.2.5	Does the system record cash receipt posting dates?	Yes Confirmed
17.2.6	Does the system record the date the monies appeared on the bank statements?	It batches receipts together and posts a batch to the bank when pay in slip updated Confirmed
17.2.7	Are reports available to highlight the posting and banking dates of client money, by customer?	Yes -the information is stored and is available but on multiple reports Confirmed
17.2.8	Can reports be run to highlight any discrepancies, between posting date and banking date based upon tolerance limits?	No – can be produced on request Accepted
17.2.9	Can the system set specific parameters in order to identify and record client money not held in a designated client	No - preset - Insofar as monies have to be recorded in the system against a specific client Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
<p>account?</p> <p>If Yes:</p> <p>Are these accounts separately identifiable and held on a separate register?</p> <p>If No:</p> <p>What other controls are in place to identify such receipts?</p>	<p>and held in a client bank account.</p>	
17.2.10	<p>No – unallocated monies can be entered.</p>	Confirmed
17.2.11	<p>Reports are available to show outstanding fee notes and available funds for matching</p>	Confirmed
17.2.12	<p>Yes</p> <p>Money is “earned” within the system but has to be paid to an office account before it can be used for any office expenses (see Pay Agency Fees)</p> <p>All monies appear in reconcile balances and alerts to pay to Landlords or to refund to tenants appear on organiser</p>	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment	
	<p>- Payment on account of costs - client account? Please expand.</p>	<p>Contractors bills can be paid directly from client money, this in turn shows on landlord statement</p>	
17.2.13	<p>How is the receipt of mixed payments recorded?</p> <p>If money is placed in a client bank account, can the system trigger a reminder to transfer the office account element within the pre-set timescale?</p>	<p>A single receipt is entered into the system, the money is allocated to relevant invoices at item level so a receipt for say £500 could be entered but this would then be split at item level so could cover two or more outstanding amounts, say £300 for rent and £200 for deposit.</p> <p>No reminder but agencies regularly draw down monies as they can not use it until it is transferred to an office account separate to CFPwinMan (which only deals with client funds).</p>	Confirmed
17.2.14	<p>If receipt of a mixed payment includes professional disbursements incurred can the system trigger a reminder, within a pre-set timescale, to pay the disbursement or transfer a sum from the client bank account in settlement?</p>	<p>Yes, when disbursement charges are received or made the system prompts on organiser (displayed at startup) to pay the bill</p>	Confirmed
17.3	<b>Withdrawals</b>		
17.3.1	Can the system be set up to	Yes (Payments only can	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
<p>ensure a withdrawal can only be made by an authorised person?</p> <p>If Yes: What systems controls are used?</p>	<p>be made)</p> <p>Users need permissions in defaults to pay monies out of the system</p>	
17.3.2	<p>How does the system ensure the withdrawal is for approved purposes?</p> <p>Withdrawals are linked to the type of receipt, monies can only be used for intended purposes, e.g a receipt for Overseas tax can only be refunded to the payer or paid to hmrc – the intended purpose of the monies controls what can happen to it.</p>	Confirmed
17.3.3	<p>Can the system set up particular types of allowable payments so that an authorised user has to specify the type of withdrawal?</p> <p>If Yes:</p> <ul style="list-style-type: none"> <li>- What type of withdrawals will the system record? Please list</li> </ul> <p>Payments to agency  Payments to landlords  Refunds to Tenants  Payments to Contractors  Payments to Deposit Protection Scheme  Payments to Inland Rev (overseas tax)</p> <p>No - as all withdrawal types are pre-set so the behaviour is fully controlled, users can</p>	Confirmed
<p>- Are these types of allowable withdrawals user definable?</p>		

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment	
	<ul style="list-style-type: none"> <li>- Is the use of these mandatory?</li> </ul>	<p>not set their own withdrawal types.</p> <p>Yes, the user can only withdraw monies using the systems pre set withdrawal methods using these preset methods is mandatory</p>	
17.3.4	<p>What controls are in place to manage the following withdrawal types out of the client bank account:</p> <ul style="list-style-type: none"> <li>- For payment on property authorisation to the person entitled to receive it?</li> </ul>	<p>Property payments can be refunded to tenant or paid to landlord, no other options available (other than for disbursements, which is fully auditable)</p>	Confirmed
	<ul style="list-style-type: none"> <li>- In discharge of a sum owed to the third party by the person otherwise entitled to receive it?</li> </ul>	<p>Controlled by way of entering as a “contractor payment” naming the contractor as the third party.</p>	Confirmed
	<ul style="list-style-type: none"> <li>- To correct an inadvertent overpayment into the account?</li> </ul>	<p>Would show as unallocated and a payment (with the appropriate permissions) would be needed to issue the repayment</p>	Confirmed
	<ul style="list-style-type: none"> <li>- For payment into another customer's client bank account kept by the letting agent?</li> </ul>	<p>Although you could pay into another bank account, the system will still allocate the money to the correct client and report that monies are held in x bank account belonging to y client. A bank transfer can be done (with appropriate permissions).</p>	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment	
	<ul style="list-style-type: none"> <li>- To withdraw interest which has accrued on the account?</li> </ul>	Interest has to be credited to relevant client or appears as an agency fee	Confirmed
	<ul style="list-style-type: none"> <li>- Payment of letting agents' fees</li> </ul> <p>How does the system ensure that payments is only made if the customer has a copy of the letting agents account and authorisation has been received in writing or as part of the terms of engagement between the letting agent and customer?</p>	<p>Agency fees can only be entered onto the system as receipt for an open invoice or as a deduction on a Statement (per terms of engagement). Any deduction made for fees results in relevant paperwork being produced for sending to client.</p> <p>History log shows production of agreement (which can be done from within the system). There is no system to enforce a Terms of Business agreement being in place before paying fees.</p>	Confirmed
17.3.5	What controls are in place to ensure that there are sufficient funds available in the client bank account to cover the required withdrawal?	The system is designed to prevent users from overdrawing the clients cash account, very prominent messages require authorised users to confirm to overdraw and warn this should only do this when reversing something.	Confirmed
17.3.6	What controls are in place over the transfer between different client bank accounts?	You can transfer monies (if you have authority in defaults) but it is fully itemised so would record the monies as belonging to the same client but in the different account	Confirmed
17.3.7	How does the system ensure a withdrawal cannot make a client	The system is designed to prevent users from overdrawing the clients	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment	
	bank account overdrawn?	cash account, very prominent messages require authorised users to confirm to overdraw and warn this should only do this when reversing something.	
17.3.8	What controls are in place to ensure that withdrawals cannot be made in cash?	There is no facility for cash withdrawals within the system	Confirmed
17.3.9	Does the system allow withdrawals against uncleared cheques?	Clearance days are entered into defaults for receipt types, the system will not process payments due until after the clearance periods (set in defaults) unless a user chooses to override.	Confirmed
17.3.10	What controls are in place to block a withdrawal being made out of a client bank account for the payments relating to another customer?	This is not possible, all monies are itemised and allocated to a client	Confirmed
17.3.11	Can the system recognise that interest is due to a client? - At what intervals/ amounts is this triggered? - What rate of interest is applied? - What method is used for calculating interest due to a client?	Yes – determined by status setting in database  All controlled by agent	Confirmed
17.3.12	What controls in place to ensure all interest generated on a designated client account is allocated to that account?	Bank Reconciliations mean that interest would need to be added for reconciliation to balance	Confirmed
17.3.13	Is there a de-minimis level by which interest is not allocated to a client?	Under the control of the agency	Confirmed

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment	
17.3.14	<p>How are customers flagged on the system that are contracted out of the provision of interest?</p> <ul style="list-style-type: none"> <li>- How are such customers and their related client bank accounts determined?</li> <li>- What information is required to enforce this?</li> </ul>	A flag can be set in the system to indicate the status	Confirmed
17.3.15	Are there rules in the system to ensure that interest is paid on cleared funds only e.g. ability to identify immediate and 4 day cleared funds?	No	Noted
17.3.16	Can reports be produced for government requirements for high interest earning clients bank accounts?	Reports could be written if requested	Noted

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
----------	-------------------	---------------------

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
----------	-------------------	---------------------

**Appendix A**

**Minimum Software and Hardware Specifications**

**Dedicated SQL/File Server – not used as a workstation or to run other applications**

**Under 10 users**

<b>Windows</b>	XP Pro SP3, Vista Business or Windows 7 Pro
<b>RAM (Minimum)</b>	2Gb
<b>Processor</b>	2.6Ghz
<b>Hard Disk</b>	At least 160 GB
<b>CD-ROM</b>	YES
<b>SQL</b>	MS SQL Server 2005 / 2005 Express

**Please NOTE a workstation OS cannot accept more than 10 network connections. For network connections over 10 you will need to upgrade the SQL server so that it meets the requirements below with Microsoft Windows 2003 or 2008 server**

**Over 10 users**

<b>Windows</b>	Windows Server - 2003 or 2008 (a dedicated Server OS is recommended rather than Small Business Server)
<b>RAM (Minimum)</b>	4GB
<b>Processor</b>	3.2 Ghz Xeon (or equivalent specification)
<b>Hard Disk</b>	At least 160 GB Raid 1 (ensure that at least 10% is always free space)
<b>CD-ROM</b>	Yes
<b>SQL</b>	MS SQL Server 2005 / 2005 Express

**Please note** the RAM & Processor details provided are a recommended minimum. All business applications and services running on a server will “compete” for resources, so please ensure that your server is not overloaded. CFP advise against SBS for this reason. Note that SBS cannot be used as a TS Server.

**Peer to Peer Server / Single User**

<b>Windows</b>	XP Pro SP3	Vista Business or Windows 7 Pro
<b>RAM (Minimum)</b>	2Gb	4Gb
<b>Processor</b>	2.6Ghz	2.6Ghz
<b>Hard Disk</b>	At least 160 GB (with 10% free space)	At least 160 GB (with 10% free space)
<b>CD-ROM</b>	YES	YES

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
----------	-------------------	---------------------

**Monitor** SVGA monitor or better, capable of displaying at least 256 colours. The monitor display must be at least 1024 x 768 (recommended 17in monitor or above).

**Workstations**

<b>Windows</b>	XP Pro SP3	Vista Business or Windows 7 Pro
<b>RAM (Minimum)</b>	1Gb	2Gb
<b>Processor</b>	2.6Ghz	2.6Ghz
<b>Hard Disk</b>	2Gb Available Space	2Gb Available Space
<b>CD-ROM</b>	YES	YES

**Monitor** SVGA monitor or better, capable of displaying at least 256 colours. The monitor display must be at least 1024 x 768 (recommended 17in monitor or above).

**Please note** the RAM & Processor details provided are a recommended minimum. Increasing the RAM in a workstation and peer – peer server or having a faster processor will have a positive effect on the performance of CFPwinMansdb. All business applications installed on a workstation will “compete” for resources, so CFP would recommend increasing the specification of workstations if numerous applications are installed.

**TS Hardware and Software Requirements**

**Dedicated Terminal Services Server – not used to run applications locally**

Windows	Windows Server - 2003 or 2008 (2008 recommended) (Small Business Server is not suitable)
RAM (Minimum)	4GB (Suitable for approx. 12 connections running CFP applications)
Processor	3.2 Ghz Xeon (or equivalent specification)
Hard Disk	At least 160 GB Raid 1 (ensure that at least 10% is always free space)
CD-ROM	Yes

**Terminals/Workstations - for each user connecting to the Terminal Server**

<b>Windows</b>	XP Pro SP2	Vista Business or Windows 7 Pro
<b>RAM (Minimum)</b>	1Gb	2Gb
<b>Processor</b>	2.6Ghz	2.6Ghz
<b>Hard Disk</b>	At least 160 GB	At least 160 GB
<b>CD-ROM</b>	YES	YES

**Monitor** SVGA monitor or better, capable of displaying at least 256 colours. The monitor display must be at least 1024 x 768 (recommended 17in monitor or above).

The quality of the hardware for a terminal server is key to the performance of the overall system. Every operation of all connected clients takes place on the server. We strongly recommend setting up a separate terminal server to your main file server. This ensures the local network can function to its maximum potential because clients logging in to the terminal server will not take valuable resource from the file

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
----------	-------------------	---------------------

server. Also, a high-performance hard drive system is not essential for the terminal server if the main data is stored on a separate file server – the file server should have the high performance drives(s).

It is further recommended that the server is kept free of all components that are not needed for terminal server operation e.g. sound cards and modems.

**Connection**

Routers are used to connect branch offices to the head office – the one with the file server storing the database.

ADSL (broadband) is the minimum connection type suitable for continuous use. Dedicated leased lines are recommended.

**Citrix (XenApp)**

XenApp is not an operating system – it is just a system extension. However, it is a very good extension! It provides optimised use of resources such as load balancing, to support many more nodes with the same spec, bandwidth control and automatic reconnection. Other features such as support for DOS and Apple are not relevant as our Windows applications are all 32-bit. Please note that use of Citrix is not something that we support, so it relies entirely on your own IT being able to support and configure your system to allow our products to run on it. If your IT cannot support Citrix, DO NOT use Citrix!

**Peripherals**

ADSL internet connection. Remote access software on at least one computer that is running the CFP software application; Printers recommended – HP “business class” laser or inkjet. Please ensure that shared printers are capable of coping with the increased demand. We do not recommend multi-function units for busy offices unless provided for individual workstations.

**Network Requirements**

5 screens or more - Dedicated Server and workstations as detailed on the previous page;

4 or less - peer-to-peer networking. Workstations as detailed above but with ONE PC having the same spec as the Peer to Peer server spec as detailed on the previous page;

We recommend at least 100mbps throughput on all network devices, though ideally 1Gbit throughout. Minimum category 5 cabling, RJ45 connectors, a business class switch. Quality network cards are also recommend in all computers. Other methods of connection may be suitable, but performance may be impaired. Wireless networking is not suitable for database applications!

**Functional requirements questionnaire**  
**Product CFPwinMan**  
**Version 4.5.0.2**

Question	Supplier Response	Evaluator's Comment
----------	-------------------	---------------------

**Virus Checking**

It is vital that you have a quality virus checker, on all computers. It is also essential that this virus checker is updated on a regular basis - which is normally done via Internet download. We have become aware of a new breed of subtle virus that causes persistent system errors that can be very destructive to your operating system. Our support staff are powerless to help with problems caused by viruses and will ask if you have run an up to date virus scan.

It is your responsibility to ensure that you are adequately protected from viruses however, it should be noted that having your AV configured for "on access" scanning of ALL files will have a detrimental effect on speed of file access. Providing you schedule regular scans of unprotected files, it is common practise to leave your main data files "at risk" in order to achieve optimum performance for day to day access. If it is your decision that performance is most important and outweighs the risk of infection, you can disable on access scanning of the CFP data folders.