



Property Manager

Getting Started Guide



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Section 1: Getting Started

This “Quick Start Guide” is designed as an initial getting started guide to the Farmplan Property Manager program to help you through the first stages of using the program. Please take time to look through our Demonstration Data and plan your own set up carefully so that you get the most out of the program and your own information.

For more detailed instruction we have a number of other solutions to help you get the most out of the program.

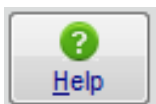
Training

There is no substitute for personalised one-to-one training. We have a number of experienced Farmplan trainers around the country and we can arrange for someone, who is local to you, to visit you for a half or full day. We would recommend that 2 half day sessions are always more effective than a whole day as learning a new computer program takes a lot of concentration. The ideal solution is a half-day session to discuss your business requirements and plan the initial setup and to get you going, followed by another half day once you have had time to enter data to answer your questions, and look at reporting and more advanced use of the software.

If you would prefer you can come to our offices in Ross on Wye, Herefordshire, or we offer ‘remote training’ when we log onto your computer remotely and carry out the training via the phone.

Help Notes

Every screen within the program has a ‘Help’ button at the bottom.



Clicking on this button will take you to detailed instructions of exactly what you should be entering on this screen. For a more detailed view of the whole Help text go to the menu option **Help - Contents**.

Farmplan Software Support

We have a dedicated software support team available on **01594 545022**. It is manned from 9am to 5pm, Monday to Friday, by a number of experienced staff who can talk you through any queries that you may have about the program. Please have your customer number to hand before you phone – if you are not sure what it is, go to **Help – About** within the program.

Alternatively, email us with your question and customer number to support@farmplan.co.uk and we will respond as soon as possible. Our email box is checked regularly throughout the working day.

Farmplan Website – www.farmplan.co.uk

Keep an eye on our website for news and answers to frequently asked questions.

Farmplan Messages

We will also send you an electronic message via the program or email you if we have any important news that we feel that you should know about urgently – for example changes in legislation, such as the VAT rate changes, so make sure that our emails are not blocked as spam.

Section 2: Installation Instructions

*Windows™ 7, Windows™ 8 and Windows™ 10

- The option to install the latest version of the program can be found under **Property Manager** in the Support area of the Farmplan website (www.farmplan.co.uk). You will need your customer number and email address.

- Follow the on-screen instructions to '**Download Program Now**'.

The exact procedure will vary according to the version of Windows and browser that you use but just follow the instructions on the screen. You will download a file called **setup.exe**, supplied by Reed Business Information (our parent company), which should then be 'Run'.

- If Windows SmartScreen (a warning message) appears to block the installation, click on **More Information** and then **Run Anyway**.
- A black box will appear on your screen during the installation. Ignore it – it will disappear when the installation is complete.
- When the installation is complete you will see a confirmation message. Click on '**OK**'. You can now use the program.

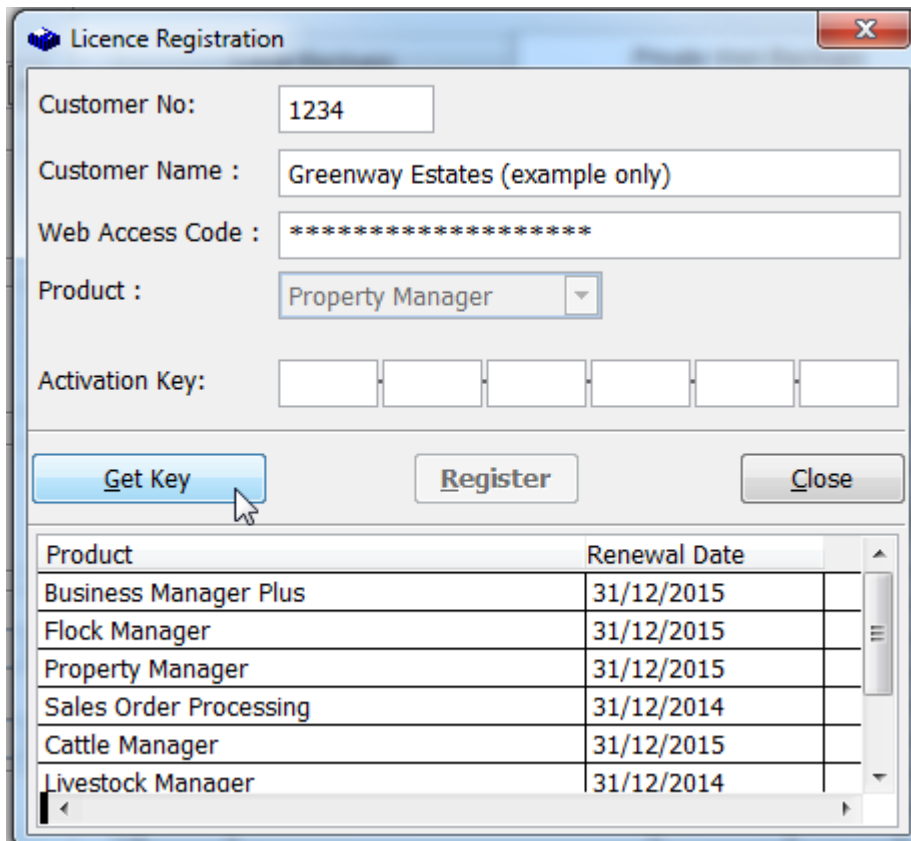
If you have any problems installing the program, please read the document available from the **Download** screen by following the link called '**Having Problems Installing?**' for more details.

Section 3: Security and Licensing

When you first go into the program, it will say 'Unregistered' at the top of the screen and will be displaying the Farmplan Demonstration Data

To licence your data via the Internet

Go to the **File Menu – Licence** and enter your details. For example: -



Product	Renewal Date
Business Manager Plus	31/12/2015
Flock Manager	31/12/2015
Property Manager	31/12/2015
Sales Order Processing	31/12/2014
Cattle Manager	31/12/2015
Livestock Manager	31/12/2014

Click on the '**Get Key**' button which will have been activated, to instruct the program to look for your licence details using an internet link. Once the Activation Key has been filled in, click on '**Register**'. You will get a message saying **Property Manager has been registered successfully** – click OK.

Click **Close** and it will take you back into the program

IMPORTANT – Please keep the Web Access Code details safe and only give them to authorised users. Any computer licensed with this unique combination of Customer Details will be able to access your Farmplan licence details, messages and any Web backups that you make. For security reasons, if you lose this Web Access code or you wish it to be changed for any reason we will supply a replacement via the post only. We will require written authorisation and will only send it to the person named on our records as your business's main contact.

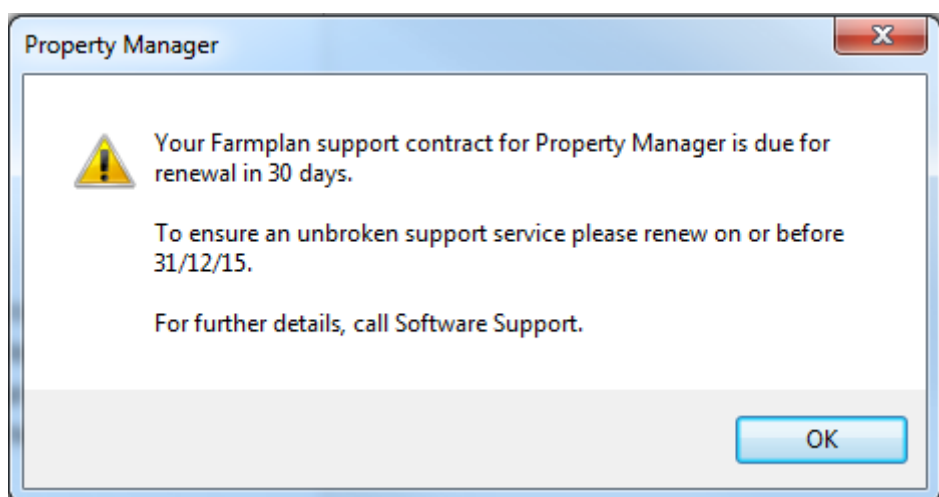
To licence your data manually

If you do not have an internet connection you will need to enter the Activation Key manually.

Enter your Customer Number and Name as above but enter the Activation Key instead of the Web Access Code. If you have not been given the Activation Key details please contact Farmplan on 01594 545022.

Licence messages

You will receive messages when you start to approach your support contract renewal date, which will be displayed when you go into the program. For example: -



To renew your licence

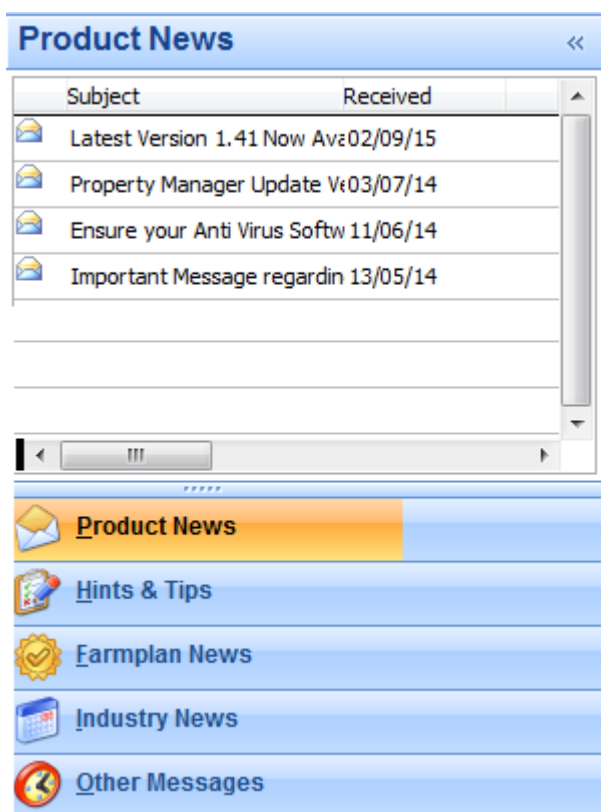
Once your support contract has been renewed, we will send you an electronic message to tell you that your new Activation Key is ready. Go back to the option **File – Licence** and just click on '**Get Key**'. If you do not have an internet access on this computer please contact us a few days after payment and we will give you the new Activation Key to be entered manually.

NB If your support contract has expired and you have not yet entered your updated licence details, **you will still be able to continue to use this version of the program** but you will not be able to load any future updates of Property Manager until it has been re-activated. **Please note** that you are NOT eligible for telephone advice or data fixes after this date if your old support contract has expired and has not been renewed.

Messaging

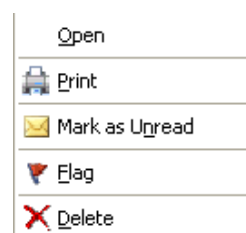
Farmplan can send electronic messages directly to you via the program. For example we will tell you when a new version of the program is available or that you have an updated licence. In addition we pass on handy hints and tips, warn you of important news such as changes in VAT rates or remind you of local training seminars.

If there is a new outstanding message, you will see a reminder when you go into the program. To read your messages, click on the red link from your home page to go to the list of messages:



To **Read** a message, click on the subject to display it on the right hand side of the screen.

Right-click on the message subject to bring up the following menu:



Open (or double click) to display the message in a new screen so that you can save it or email it.

Use the **Flag** to highlight important messages.

Delete – will remove the message from being displayed on your computer.

Click on the column headings to sort messages.

Section 4: The Home Page

The Home Page gives an overview of your data and is displayed when you first go into the program.

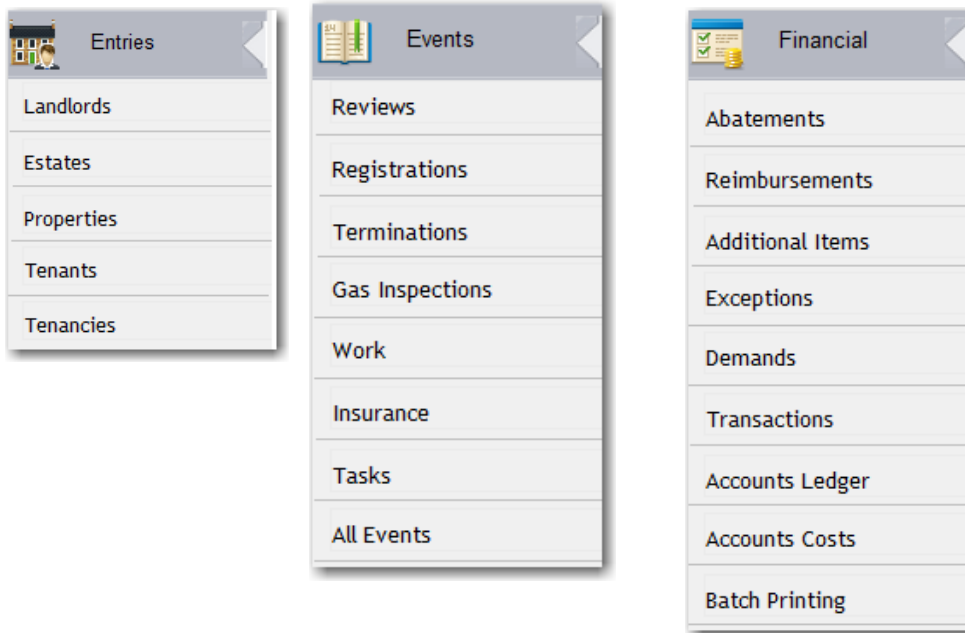
The screenshot shows the Home Page of the Property Manager software. The page is titled "Greenway Estates" and displays the date "Thursday 3 September 2015". The main content area is divided into several sections:

- Next Demand Information:** Shows "Date Range 01/07/2015 to 31/07/2015" and "For 7 tenancies". A callout box points to this section with the text: "The next rent demands that are due. Click here to run the demands."
- Status:** Lists "Landlords (3)", "Estates (4)", "Properties (28)", "Tenants (22)", and "Tenancies (28)". A callout box points to the "Tenancies (28)" count with the text: "The number of each type of record. Click on the category to see a full list."
- Events:** Lists "Reviews (12)", "Registrations (1)", "Terminations (6)", "Gas Inspections (0)", "Work (18)", "Insurance (7)", "Tasks (29)", "Block Dates (6)", and "Notify Dates (3)". A callout box points to the "Events" section with the text: "Click on an event type to filter and view them in detail. Alternatively use the Events button at the top of the screen to see the full diary."
- Latest backup information:** Shows "Date: 06/07/2015 10:21 AM" and "Location: Web Backup - PRIVATE slot 5". A callout box points to this section with the text: "Taking regular backups is very important. This is when the last one was made and where it stored."
- Farmlplan Message Centre:** Shows "Latest Message: Latest Version 1.41 Now Available to Download". A callout box points to this section with the text: "Keep an eye out for messages that we send you. We will tell you when there is an updated program, your licence has been renewed or if we know of any important legislation changes."
- Online Support Centre:** A green button with an information icon. A callout box points to it with the text: "Need some help? The Online Support Centre will take you to our website. Alternatively use the program's inbuilt Help or phone or email us."
- Links:** Lists "Software Support Phone : 01594 545022", "Software Support Email", "LogMeIn", and "Help Contents & Index". A callout box points to the "LogMeIn" link with the text: "Need some help? The Online Support Centre will take you to our website. Alternatively use the program's inbuilt Help or phone or email us."
- Go to the Message Centre:** A button at the bottom right.

The top navigation bar includes "File", "Edit", "Setup", "Entries", "Financial", "Reports", "Tools", and "Help". The left sidebar contains "Refresh Criteria", "Events", "Run Demands", and "Generate". The bottom navigation bar includes "Home", "Landlords", "Estates", "Properties", "Tenants", and "Tenancies". A callout box points to the bottom navigation bar with the text: "Most of the main options can also be accessed from the side bar. Pick an option to list all the entries in the main working area of the screen."

Side Toolbar

Selecting an option from the left hand side toolbar will display the relevant records on the main screen. The list can be filtered using selection boxes on the Top Toolbar, data sorted by double clicking on the column headings.



Top Toolbar

The exact options will change depending on the menu options currently being used and these will include options for data filtering and selection.



Multiple Screens

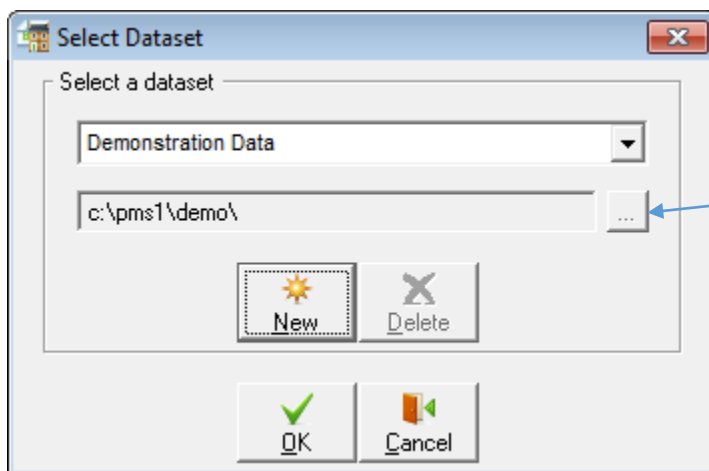
You may have several screens open at once i.e. you may be creating your properties and setting up the classification codes and unit types at the same time. There is no need to shut one screen before you open another.

Section 5: Create your own Business

Before you start setting up your own data we recommend that you spend some time investigating the options available from the **Home Page** using the Farmplan Demonstration data to see how a complete set of data can be interrogated.

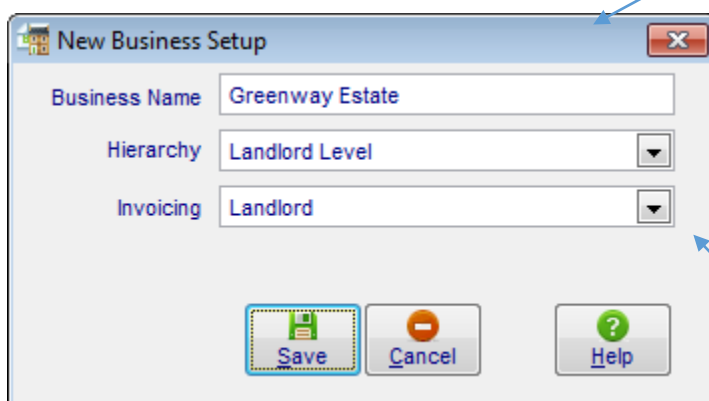
It is important that you take some time to plan the type of information that you wish to get out of the program relating to your own business, as this will affect how you set up your coding structure.

To create your own business take the option **File – Select Dataset**.



Data location – if you are storing your data on a network you will need to change the location of the data after you have completed the **New Business Setup** screen and have returned to this screen.

- Click **New**
- Complete the following screen:



The **business name** will be shown at the top of the screens and on reports.

It will normally appear at the top of Rent Demands, although this can be customised.

It is important to get the **hierarchy** correct at this stage as it will determine how your data is structured. For more details see [page 13](#).

Do you want the sequential **invoice numbering** to cover the whole business (agency) or to be automatically incremented independently for each landlord or estate?

Data Hierarchy

When you are creating a new business you must select the **'hierarchy'** required. This hierarchy provides a flexible approach to how your data is structured for data entry, running the rent demands, diary events and all reporting.

You choose between either LANDLORD or ESTATE hierarchy. Once selected this will determine which option is displayed at the top of the side

Hierarchy

This needs to be considered carefully before the data is created. If Landlord hierarchy is chosen, each landlord may have several estates assigned or linked to them. Each property is then assigned to the Estates.

```
graph TD; Landlord --> Estate1[Estate 1]; Landlord --> Estate2[Estate 2]; Estate1 --> PropertyA[Property A]; Estate1 --> PropertyB[Property B]; Estate2 --> PropertyC[Property C]; Estate2 --> PropertyD[Property D];
```

However, if Estate hierarchy is chosen, each Estate is assigned Landlords/Trustees and Properties are assigned to Landlords/Trustees.

```
graph TD; Estate --> Landlord1[Landlord 1]; Estate --> Landlord2[Landlord 2]; Landlord1 --> PropertyA[Property A]; Landlord1 --> PropertyB[Property B]; Landlord2 --> PropertyC[Property C]; Landlord2 --> PropertyD[Property D];
```

NB - The top level - i.e. the hierarchy is the one that will be used to link to the Business Manager program. You are not limited to the number of landlords or estates and hence may have links to several independent sets of accounts within one dataset.

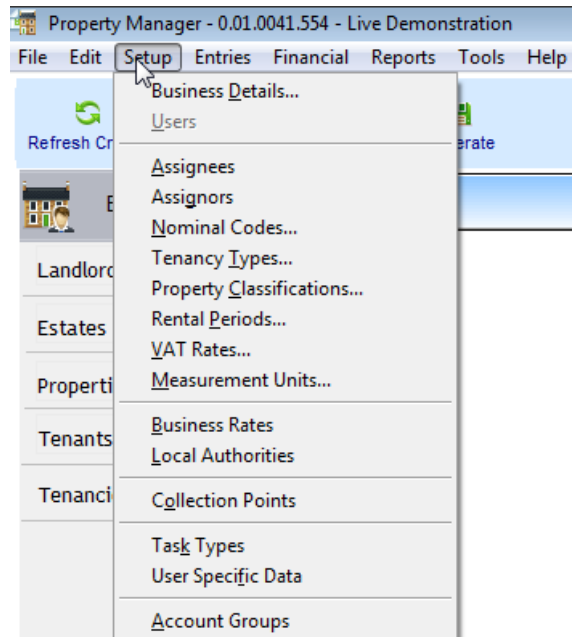
The **top level (hierarchy)** is important as it determines:

- the level at which data is exported to your financial accounts. An account group is assigned to each Landlord or Estate at the top of the hierarchy. There is no restriction on the number of landlords or estates that may be linked to a single set of accounts
- the way records may be filtered and displayed on all entry screens, the rent demand run and reports
- the normal layout of the Rent Demand (although this may be customised to suit your requirements, see example on [page 35](#)).

Section 6: Set Up Business Structure

The framework of a newly created business must be defined or 'set up' so that you can create your own records.

Work your way through the **Setup** menu to ensure that you have the codes available that you may require. Some have been created for you but you will probably want to add your own as well.



Do not worry if you do not put everything in now as you can come back to these later when needed. However it would be useful to think about:

Properties/Tenancies

- **Types, Nominal codes and Classifications** will allow you to pick out details when reporting
- **User Specific Data** – To record particular pieces of information that are useful to you against each property – for example number of bedrooms, central heating type

Rent Demands

- **Rental Periods** – How often is rent demanded? Is it in arrears or advance? There are several combinations already present but you can add new variations including specific recurring dates.
- **Collection Points** – To be added to the bottom of rent demands specifying how the rent is to be paid or delivered.
- **Account Groups** – The Business Manager data associated with a landlord or estate

Tasks

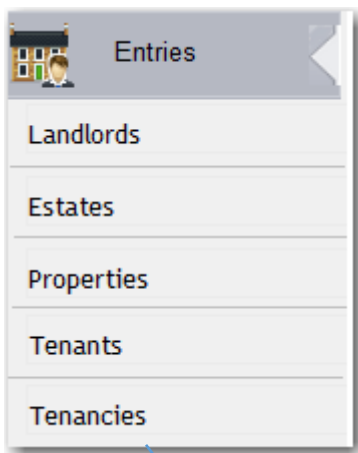
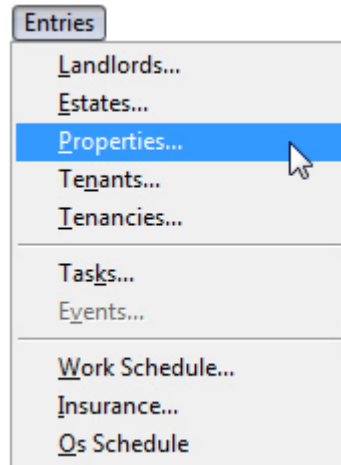
- **Assignees/Assignors** – Are you going to be allocating tasks to specific members of staff. Will you be emailing them details?
- **Task Types** – It is useful to split tasks or jobs into sub-groups - for example inspections or maintenance.

Section 7: Entries

To create your own records use the **Entries** menu at the top of the screen.

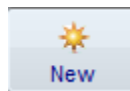
You will need to start at the top of the hierarchy – in this example the landlords – and then add the estates and properties that belong to each landlord.

Each tenancy contains all the details needed to run a rent demand and is a unique combination of a tenant and their property.



Alternatively use the side bar options or click on the status section on the Home Page to view any existing records.

Use the **New** button on the top tool bar to create a new record.



Tenancies (28)

Refere...	Tenancy	S/Cut	Property	Tenant	Tenant S/Cut	Start	End
21	15 Prospect Terrace	15P/HU	15 Prospect Terrace	Hutchins, Mr P	HUTP	21/4/1999	
32	2 Acacia Way - Bandali	2AC/BA	2 Acacia Way	Bandali, Mr J	BANJ	5/1/2012	10/7/20...
?	Blackford Cottage	2	Blackford Cottage	Gilliat, Mr A	GLA	15/2/1963	24/...
	Blackford Cottage/Tapp		Blackford Cottage	Tapp, V	VT	25/3/20...	
			Blackbell Farm House	Cartwright, T			

Landlords/Estates

Landlord and Estates records are used to store contact details. The exact layout of the screen will vary according to the hierarchy of the dataset. Single or multiple landlords and estates can be set up and depending on the hierarchy selected will be linked to an Account Group for exporting data to Business Manager.

The examples we have given below assume data is set up with Landlord hierarchy but the principles are similar for Estate hierarchy.

Landlord

Enter the contact details of each Landlord. Each box of information can be used on user defined reports in the **Report Library** or included on a **Rent Demand**.

Use the binoculars to see a list of all the landlords and the arrows to scroll through each record one at a time.

Accounts – this is the accounts data that is associated with this Landlord –i.e. the Business Manager dataset. See **Setup – Accounts Groups** to create the details.

Name – i.e. how you want to see the name presented in alphabetical lists as opposed to the **Full Name** which is the name you would like to see on Rent Demands.

The screenshot shows a software interface for entering landlord details. The form is divided into several sections:

- Name:** Name (Ashton Brown), Full Name (Sir James Ashton Brown).
- Address:** Greenway Estate, Plump Hill, Mitcheldean, Glos, Postcode (GL17 0SN), S/Cut (1), Finished checkbox.
- Contact Information:** Home Tel. (01594 545039), Work Tel. (01594 545022), Mobile Tel., email (Jamesab@famersweekly.net).
- VAT/Commission:** VAT Reg. No. (GB 335 6788 90), Commission (1.50 %).
- Accounts:** Account Name (Greenway Estate), Account No. (98752586), Bank Sort Code (25-89-78).

The interface includes a toolbar at the top with a dropdown menu (Ashton Brown), a list view icon, and navigation arrows. A bottom toolbar contains buttons for Report, Delete, New, Edit, Close, and Help.

Estate

When you create a new Estate you will be asked to link it to a Landlord as it is the second level of the hierarchy (or vice versa if you have chosen Estate Hierarchy).

Details

*Estate Title – i.e. how you want to see the name presented in alphabetical lists as opposed to the **Full Title** which is the name you would like to see on Rent Demands.*

*The **Landlord** that this Estate is linked to.*

Estate Title Greenway Estate
Full Title Greenway Estate and Land
Estate Desc. Houses/ Cottages And Commercial Units In Gloucestershire.

Landlord Ashton Brown

Address The Office
Tibberton
Mitcheldean
Glos
Postcode GL17 0SN
Shortcut 1
 Finished

VAT Reg. No. GB 876 889 6753
Invoice No. 864

Our example is set up using Estate Invoicing so sequential invoice reference numbers are set for each Estate.

Report **Delete** **New** **Edit** **Close** **Help**

Dates

Year Start Date 01/04/2015

Rent Quarter Days 25/03/2015 24/06/2015 29/09/2015 25/12/2015

If you charge rent quarterly using irregular dates, set the quarter days in here.

Message

Message

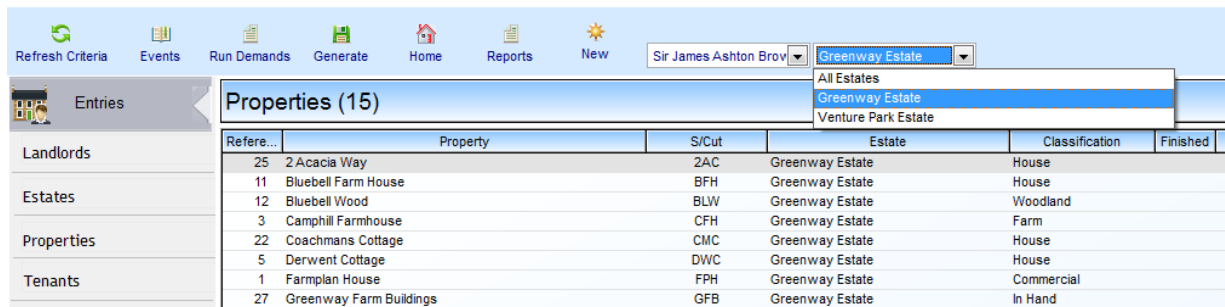
Estate Wide Demand Message
Please note that the estate office will be shut for two weeks in March. Any enquiries to Mrs J Earl on 01594 545022.

A message can be added to the demands of tenancies that belong to this Estate.

Properties

Properties are assigned to either an estate or landlord depending upon the hierarchy selected. A property is any individual unit for which rent is charged or have tasks assigned to them i.e. domestic properties, commercial units, fields, outbuildings, fishing licences and rent free tied cottages.

Each property has its own unique reference number and shortcut to allow easy filtering and reporting. All data may be filtered by Landlord and Estate.



Refere...	Property	S/Cut	Estate	Classification	Finished
25	2 Acacia Way	2AC	Greenway Estate	House	
11	Bluebell Farm House	BFH	Greenway Estate	House	
12	Bluebell Wood	BLW	Greenway Estate	Woodland	
3	Camphill Farmhouse	CFH	Greenway Estate	Farm	
22	Coachmans Cottage	CMC	Greenway Estate	House	
5	Derwent Cottage	DWC	Greenway Estate	House	
1	Farmplan House	FPH	Greenway Estate	Commercial	
27	Greenway Farm Buildings	GFB	Greenway Estate	In Hand	

Many fields available within the Property record are optional, however if used will help you obtain maximum benefit from the Terrier side of the program. Information stored about each property may be reported on using the **Property Analysis Report** or within the **Report Library**.

The property card is split into a number of sections:-

- **Details** – Name, classification, number of rooms etc. Insurance and tasks can be created from this screen. Any drop down selections are entered in **Setup**.

Tasks are any actions, jobs or diary entries that are planned against this property.

*We recommend that you use **Task Types** to categorise them for example inspections, maintenance. **NB This means that we recommend that you do not use the separate Work or Gas Inspection option as task types will keep all diary entries together.***

*The **annual rental value** is calculated within the Tenancy screen so will be more accurate than a figure entered manually in here.*

***Accounts details** (expenditure costs for example) can be imported from Business Manager. This is the linked Business Manager search code.*

- **Authority** – Split into two sections for Council Tax or Business Rates
- **Miscellaneous** – Deed and mortgage information, parish, water authority reference, construction type etc.
- **Address** – This property address can be used when setting up any tenants who will subsequently be living in this property.
- **Specifics** - Up to 30 different fields may be added to each property.

The screenshot shows a software window titled 'Property Details' with a search bar containing 'Coachmans Cottage'. Below the search bar are fields for 'Reference' (22) and 'Estate' (Greenway Estate). A tabbed interface at the bottom includes 'Details', 'Authority', 'Miscellaneous', 'Address', 'Specifics' (selected), 'Notes', and 'Images/Links'. The 'Specifics' tab contains a grid of fields:

C/heating Type	Oil	Boiler installed	10/11/2007	Windows Installed	01/01/2012
Thatched	<input checked="" type="checkbox"/>	Boiler Type		Integrated Appliance	dishwasher
Date Built	1850	Septic Tank	<input checked="" type="checkbox"/>		
No Of Chimneys	3	Garage	<input checked="" type="checkbox"/>		
Garden	<input type="checkbox"/>				
Tenants Agent		Elec Meter location			
Car Park Spaces	2		//		
Pets Allowed	<input checked="" type="checkbox"/>	EPC Rating			
Aga	<input type="checkbox"/>		//		
Fire Extinguisher	<input checked="" type="checkbox"/>	Window Type	upvc	Salutation	

At the bottom of the window are buttons for 'Report', 'Delete', 'New', 'Edit', 'Close', and 'Help'.

They may be expressed either as text, numeric, date or logical fields (tick box). The names of the Specifics and their formats are entered in the **Setup** menu.

Specifics can be reported on using the **Property Analysis Report** or within the **Report Library** when designing reports.

- **Notes** – Free typing notes about this property
- **Images/Links** – Links to up to 10 files relating to this property – for example photos, mortgage agreements or inventories.

Tenants

Record the contact details for all your tenants.

Enter the **lead tenant** details on this screen. Enter it as you would wish to see it alphabetically e.g. Smith, P not Peter Smith.

Any additional tenant contact details can be added to the **Additional Tenant Details** screen.

If you want to email demands to more than one email address just separate them with a ;

Use the binoculars to find the address of the property that this tenant will be occupying, if applicable.

The **invoice name** is the full name that is to be displayed on the rent demand. The **invoice address** will normally be populated as the property address but you can overwrite it.

When exported to Business Manager the contact details including the invoice address details will be included and linked to a customer ledger record.

If this tenant has multiple tenancies they will be combined into one customer ledger in Business Manager. If you wish to maintain separate ledgers within the accounts we recommend you set up a separate tenant for each tenancy.

Tenancies

The Tenancy record creates the link between a specific **Tenant** and a **Property** and is used to create the all rent demands and other financial transactions.

The tenancy card is split into a number of sections:-

Demand

Dates entered within this section are key to the successful production of the rent demands and care should be taken to ensure accurate information is entered.

See [page 35](#) to see how the layout of the rent demand is built up from information entered in this option.

The screenshot shows the 'Tenancy Details' window for 'Unit 3 Venture Park'. The 'Demand' section is active, displaying a table with one entry: 'Rental for Unit 3 Venture Park' with an amount of 495.00. To the right, there are fields for 'Start Date' (14/04/2002), 'End Date' (//), 'Due Date' (01/06/2014), 'Payee' (Agent), 'Period' (Monthly, Calendar, Advance), and 'Calc. Annual Rent' (5940.00). There are also checkboxes for 'Annual Rent', 'Use Estate Quarter Dates', 'Apportion', 'Email Invoices', 'Print Demand', 'Suppress Period', and 'Finished'. A 'Block Date' field is also present at the bottom.

The **Due Date** will be automatically incremented after each demand run according to the **Period** chosen.

This is normally the rental value to be demanded on each rent demand.

However if **Annual Rent** has been ticked it should be the total for the whole year and the program will work out how much rent is due according to the exact number of days in the demand period.

A **Block Date** will put the rent demands for this tenancy on hold, and will be displayed on the Event Manager and exception reports.

Apportion – do you want to pro-rata the rent demanded if the tenancy starts or finishes part way through a demand period?

Print Demand – If you are paid by standing order you may not need to print a rent demand to send to your tenant so remove this tick.

All drop down lists e.g. rental periods, classifications, collection points and payment methods may be edited within the **Setup** menu.

Review/Abatement

- **Reviews**

The review process tracks when rent reviews are due to be carried out and any rent increases are automatically implemented when the correct dates are reached. All dates are recorded in the **Events Diary**.

Review Notice – when to give notice of the next rent review. The **Next Review** is the date the review will actually take place.

The screenshot shows a software interface with two tabs: 'Demand' and 'Review / Abatement'. The 'Review / Abatement' tab is active, showing a 'Review' section. This section contains several input fields and a checkbox. The fields are: 'Review Notice' (01/05/2015), 'Next Review' (15/07/2015), 'Effective Date' (30/09/2014), 'Advance In Months' (0), 'New Amount' (2000.00), 'New Annual Rent' (24000.00), a 'Rent Agreed' checkbox, 'Assignor' (Victor Tapp), and 'Assignee' (Philip Hutchins). Blue arrows point from text boxes to these fields.

If you want to increment all the dates automatically once the new rent has become effective, put the number of months under **Advance in Months**.

If the **Rent Agreed** box has been ticked the rent increase will be implemented seamlessly when the appropriate Demand is run. If it is not, you will be prompted to confirm before the Demand is calculated.

The **New Amount** will be automatically implemented on the **Effective Date**. If it is part way through a rental period there will be one line pro-rata'ed at the old rate and a second line at the new rate.

A member of staff (**Assignor**) can allocate this job to another member of staff (**Assignee**). The **Event Diary** can be filtered by either person which will also allow you to send an email reminder to the Assignee.

- **Stepped Rent Increases**

Use Stepped Rent Increases

	Effective Date	New Amount	Agreed		Effective Date	
(1)	30/09/2015	2200.00	<input type="checkbox"/>	(6)	//	<input type="checkbox"/>
(2)	30/09/2016	2500.00	<input type="checkbox"/>	(7)	//	<input type="checkbox"/>
(3)	//		<input type="checkbox"/>	(8)	//	<input type="checkbox"/>
(4)	//		<input type="checkbox"/>	(9)	//	<input type="checkbox"/>
(5)	//		<input type="checkbox"/>	(10)	//	<input type="checkbox"/>

If you have several future rent increases already scheduled put the first one in the Effective Date and New Amount in the Review section as above, but put the 2nd and subsequent increases under the **Stepped Rent Increases**. As each one is implemented the next one will be automatically transferred over to the boxes on the left hand side.

- **Registered Rent**

If this tenancy has a registered rent enter a tick in here and a date for the next review. It will appear in a separate section in the **Event Diary**.

Registered Rent Date //

- **Notify Date**

A general diary entry to set yourself a reminder to be recorded in the **Event Diary**:

Notify Date 01/10/2015 Notify Reason Check progress on staircase repairs.

- **Abatement**

If you wish to show a reduction to the rent demanded on the Rent Demand, set up an Abatement. It will be deducted from every demand until it reaches the end date. If it is ongoing leave the end date empty.

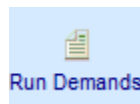
Abatement Information

Reason Reduction in rent due to repairs to staircase Value 420.00

End Date 31/12/2015 Nominal Code Internal Building Repairs (PE) VAT Exempt

NB to add extra items to a rent demand see **Additional Items** – page 25.

Section 8: Financial



Rent Demands

To run the Rent Demands go to **Financial – Demands** or select the option from the Home Page.

The program will look for the earliest due date and present all of the demands due in the same period.

This date range can be extended to include more demands if required.

The list of demands presented can be filtered using any of these filters.

Exceptions – if the program detects any potential exceptions from the normal rent due they will be marked with a red code – for example a rent increase is effective during this period. If the new amount is the same or lower than the original amount it will be shown in red.

The screenshot shows the 'Rental Demand Control' window. At the top, there are filters for 'Choose a Date Range' (01/07/2015 to 31/07/2015), 'Choose a Landlord / Estate' (All Landlords, All Estates), and 'Choose a Property / Tenancy' (All Properties, All Tenancies). Below these is a table with columns: Tenancy, Rental Period, Amount, Next Due, Period Start, Period End, Exception Date, New Amount, Demands, Income (Est.), OK, and Print. The table contains several rows of data, including '2 Acacia Way - Bandali - Ba', 'Lower Lydbrook Lake - New', 'No 2, Elm Row - Beech, Mrs', 'Unit 3 Venture Park - Ventur', 'Walkers Farm - South - Mars', 'Farmplan Computers Ltd - U', and 'Littlewood Cottage/Bandal'. At the bottom of the window are buttons for 'Exclusions', 'Report', 'Create Demands', 'Close', 'Help', 'Publish All', and 'Projections'. A legend on the right side of the window defines exception key codes: B (Block Date), E (Effective Date), R (Review Date), and X (Ending/Partial).

? - to view or edit the details of each tenancy.

To produce a summary or detailed listing report. Go to **Tools-Options** to change the layout.

Publish All – will allow you to view or print all demands, even if they are not normally printed. This option will not save the final demand or increment the dates.

Exclusions - to see any rents that are being excluded – perhaps because there is block date in force or the dates that you have entered do not make sense to the program.

Create Demands- when you are ready to calculate the rent demands click on **Create Demands**. **NB** only those that have been marked to 'Print' will be produced on paper at this point. The dates will then increment to the next demand period.

Calculated emails can also be emailed see **Reports – Batch Emailing**.

See **Appendix 1, page 35**, to see the standard layout of a Rent Demand. See **Appendix 2, page 37**, for a flow chart to show the process you should follow to create the demands.

Additional Items

Additional items allow you to charge a tenant for additional non-rental items i.e. service or utility charges. These may either produce a separate sales invoice, either as a one off or regularly recurring, or can be added to the next rent demand.

Go to **Financial – Additional Items** to see a list of all previous entries and click on **New** to enter a new one.

Copy additional items ON or OFF – if you are entering multiple similar invoices you may wish to keep copying the previous entry so turn this ON (Tools – Options).

Meter readings – if applicable enter the opening and closing meter reading and the program will calculate the total quantity. Ignore these boxes if this is not relevant.

Pick the tenancy that this relates to by clicking on the binoculars.

Type - is this a one off invoice (either added to the next demand or to create a unique invoice) recurring (added to all rent demands until end date is reached) or frequency – i.e. to produce regular independent sales invoices?

- **One Off** - when you save the entry you will be asked if you want to create a new sales invoice or just add this item to the next demand.

Sales invoices can either be printed now or left to do in a batch – see Tools – Options.

If you have chosen the batch option go to Reports – Batch Printing. Invoices can also be emailed – see Reports - Batch Emailing.

- **Recurring** – recurring additional items will be added to each future rent demand between the start and expiry dates.
- **Frequency** – if you select the type as ‘frequency’ you can set up regularly recurring additional items at a different frequency to the rental period – for example a quarterly recharge that is applied to a rent demand that is normally produce monthly. The recharge will be added every 3rd month.

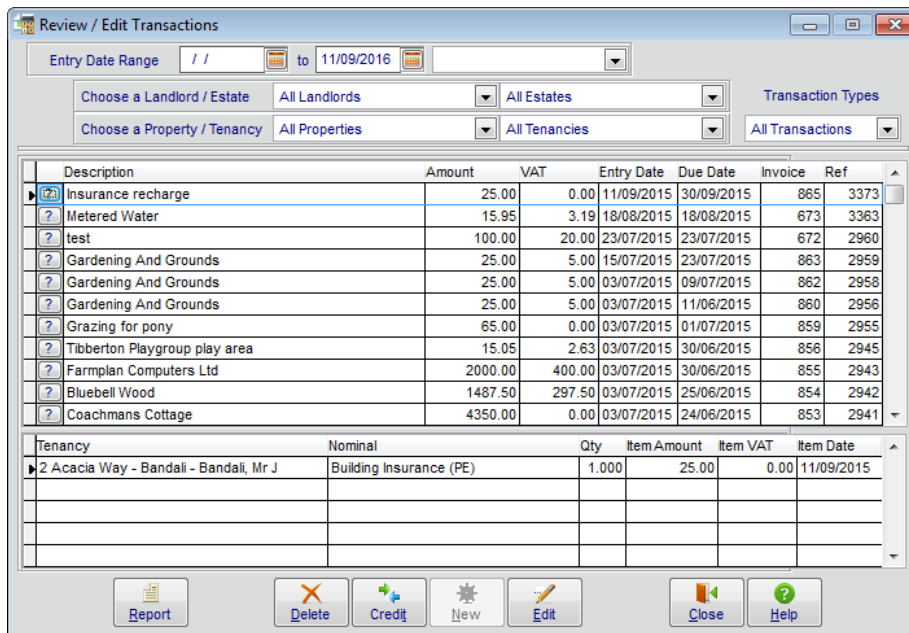
If you tick this box separate sales invoices are created rather than adding the amount to the next rent demand.

*Go to **Financial – Generate Invoices** to create sales invoices that are due in this period.*

Once the invoices have been created they can be printed from the option **Reports – Batch Printing** or emailed from **Reports – Batch Emailing**.

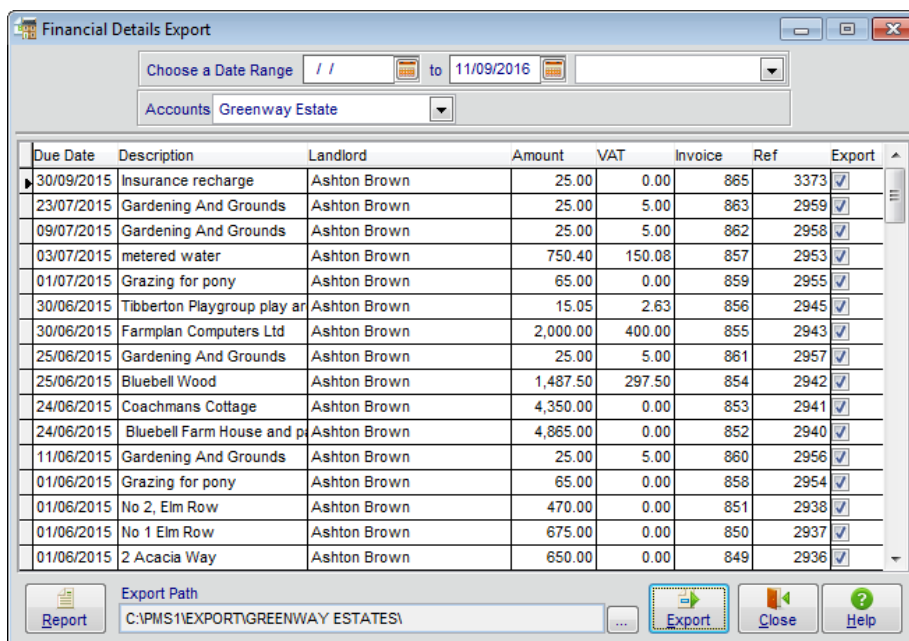
Review/Edit Transactions

Once you have created Rent Demands and/or Sales Invoices they can be viewed, reprinted and edited in the option **Financial – Transactions**.



Exporting to Business Manager

When you are happy that the Rent Demands and/or Sales Invoices are correct they can be exported to a file that can then be imported into Farmplan's Business Manager using the option **File – Export**.



Remember to take a backup of your Property and Business Manager data first.

Section 9: Events

Tasks

Tasks are used for any jobs and regular activities that require action and completion. They can be set to automatically repeat once they have been completed.

These tasks can be assigned to a member of staff who have been sent details via email or Microsoft Outlook tasks.

Details of each scheduled task will also appear in the **Event Diary** as a reminder.

Copy Task ON or OFF – if you are entering multiple similar tasks you may wish to keep copying the previous entry so turn this ON (**Tools – Options**).

Repeat tasks from Completed OR Due Date – if the task is to be automatically repeated, which date to you want it to be based on (**Tools – Options**)?

The screenshot shows the 'General Tasks' window with the following details:

- Task Title:** Copy tasks OFF- Repeat tasks from Completed date
- Set the Landlord / Estate:** Ashton Brown (dropdown), Greenway Estate (dropdown)
- Set the Property / Tenancy:** No 1 Elm Row (dropdown), No 1 Elm Row (dropdown)
- Reference:** July - E1
- Description:** Annual Meter Check
- Type:** Electricity/Gas Inspection
- Notified:** // (calendar icon)
- Due Date:** 12/07/2015 (calendar icon)
- Completed:** // (calendar icon)
- Prompt Repeat On Completion:** (highlighted with a dashed box)
- Period Increment:** 12 (spinner), Months (dropdown)
- Notes:** Meter is in shed by backdoor
- Cost:** VAT 0.00 (dropdown)
- Nominal:** (dropdown)
- Assignor:** Philip Hutchins (dropdown)
- Assignee:** Ed Wilson (dropdown)
- Buttons:** Report, Delete, New, Edit, Notify Assignee

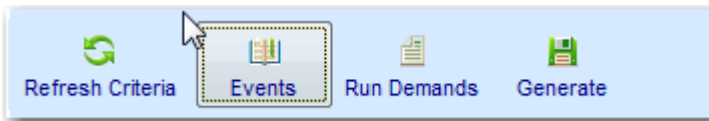
Task Types allow you to group similar tasks together e.g. inspections, maintenance. See **Setup – Task Types**.

Who is the task to be allocated to? If this is not applicable leave the boxes unassigned.

A task can be automatically repeated when the completion date has been entered.

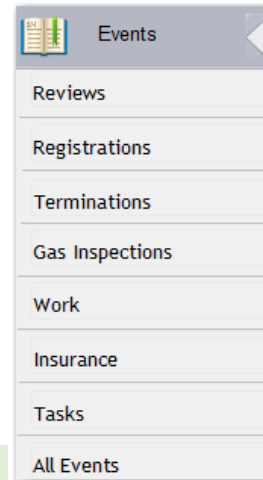
To send the details of this task to the assignee via an email or, if you both have Outlook, as a task, click on **Notify Assignee**. NB the assignee must have an email address in **Setup – Assignees**.

Event Diary



The Event Diary shows all diary entries including reviews and tasks. All activities may be filtered and sorted by different criteria.

All entries shown can be accessed directly either from the side tool bar or alternatively by selecting the **Events Manager** screen from the Top Tool Bar.



Use the filters at the top of the screen to pick out the diary entries that you are interested in. The default date range can be customised in **Tools – Options**.

Property Manager Events

Choose a Date Range: 01/01/2014 to 31/12/2014 (Current Year)

Filter By: All Landlords, All Estates, All Properties, All Tenancies, All Assignees

Rent Review Filter: Review Field Search: Effective Date, Rent Agreed Status: All Rent Reviews, Registered Status: All Tenancies

Tasks Filter: Task Type

Event	Allocation	Description	Due Date	Completed	Task Type	Assignee
Rent Reviews (12)	15 Prospect Terrace	Gas Inspection	30/9/2014		Electricity/Gas Ins...	Chris Newent
Registered Rent (1)	2 Acacia Way	Fit New Bathroom	30/6/2014		Property Mainten...	Ed Wilson
Terminations (2)	Blackford Cottage	Gas Inspection	10/9/2014		Electricity/Gas Ins...	Victor Tapp
Gas Insp. (0)	Bluebell Farm House	Repair To Guttering.	10/8/2014		Property Mainten...	Ed Wilson
Work (0)	Bluebell Farm House And Paddock	Oil Inspection To Boiler And ...	10/7/2014		Tenancy Inspection	Peter Morrison
Insurance (2)	Court Lodge Cottages	Inspect And Service Boiler	5/7/2014		Boiler Service/ins...	Jill Smith
Tasks (16)	Froxfield Estate	Tenants' Annual Party - Goa...	5/12/2014		Tenant Events	Unassigned
Block Dates (4)	Froxfield Estate	Remember To Confirm Numb...	15/3/2014		Tenant Events	Unassigned
Notify Dates (3)	Froxfield Estate	Estate Van Mot Due	1/8/2014		Estate Events	Philip Hutchins
	Greenway Estate	Hunt Meeting At Greenway ...	25/11/2014		Miscellaneous	Unassigned
	Greenway House	Shooting Party - Lunch And ...	3/10/2014		Miscellaneous	Jill Smith
	Littlewood Cottage/Bandalil	Phone To Review Stepped ...	30/9/2014		Tenant Enquiries	Victor Tapp
	No 1 Elm Row	Annual Meter Check	12/7/2014		Electricity/Gas Ins...	Ed Wilson
	The Maltings	Gas Inspection	30/6/2014		Electricity/Gas Ins...	Philip Hutchins
	Tibberton Playgroup Play Area	Cut Grass Weekly In Summer	30/6/2014		Tenancy Inspection	Chris Newent
	Venture Park Estate	Estate Secretary's Birthday...	29/6/2014		Staff Events	Victor Tapp

Click on the Event type that you are interested in to display all the events in the middle of the screen.

Double click on any individual event to see more details and edit if applicable.

Single Event Report | All Events Report | Single Task Report | Details | Close | Help

The **Single Event Report** will list all the filtered entries for the current event type, whereas the **All Events Report** will list all events for the current filter. Any report can be previewed, printed, exported or emailed

To produce a report with the details of a **single task** – perhaps as job sheet to give to an assignee – highlight the task to activate this button.

The layout of any report can be customised – ask for more details.

Section 10: Back Up & Restore

For the security of your data it is very important that you back it up after every data entry session. Each time you enter information it is saved within the computer. However it is potentially vulnerable because if the computer was to break down, even if only through a temporary power failure, that information may be irretrievably lost or damaged.

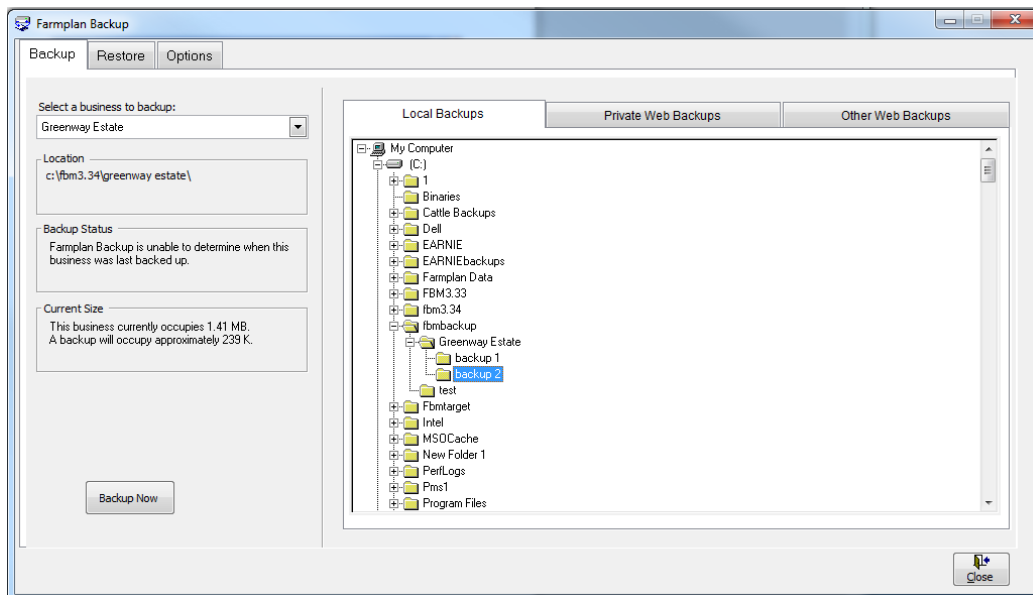
The Home Page will display the last date/time a backup of this business was made.

Latest backup information

Date : **06/07/2015 10:21 AM**

Location : **Web Backup - PRIVATE slot 5**

To backup your data, take the option **File – Backup**.



Local Backups

This allows you to make a copy of your data to be kept in your own office – either on your computer or a removable device such as a memory stick.

- On the left hand side of the screen check that the correct business is displayed.
- On the right hand side of the screen browse to the location where you wish to make the backup. To expand the tree view click on the +.

To create more folders on your C:drive or memory stick, right click on the folder and select the option to create a new sub-folder.

- Highlight the folder that you wish to make the backup in and click on **Backup Now**.
- Enter notes to help identify this backup in the future – for example ‘April demands complete’. A date and time will be automatically added.
- Confirm that you wish to continue.

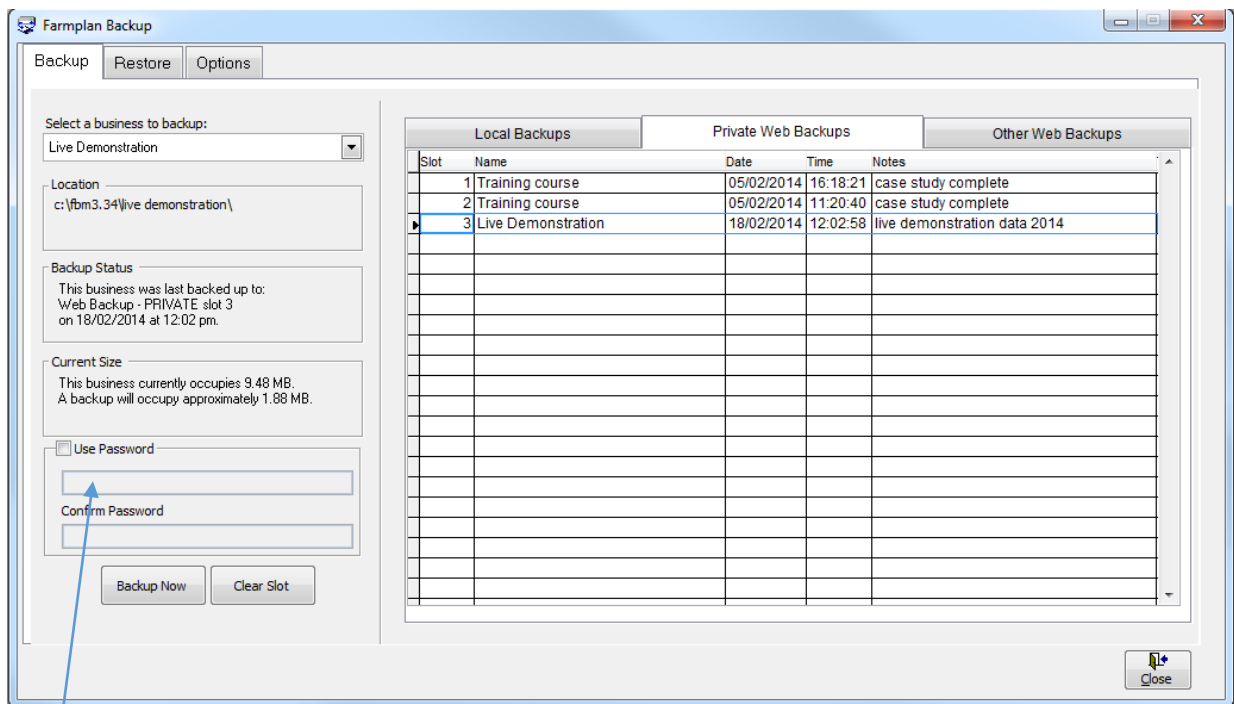
Backups to Removable Devices - While backups on the C: drive (the hard disk on your computer) are useful for every day backups, they could get lost or damaged if something happened to your machine. For that reason it is very important that you back up regularly onto a removable device such as a memory stick which can be stored away from your computer. Plug one into your computer before you go into the Backup option and it will appear under a different letter on the right hand side – for example you may see something like **Removable Disk E:**

Rotation of Backups - Keep a minimum of 2 backups at different stages in time on different sources. We suggest making sub-folders and use them to rotate your backups at different stages in time.

NEVER just rely on one backup – for example a single memory stick, which could get lost or broken.

Private Web Backups

This is the ability to back up your data to a remote web server across the internet. The web server is maintained by our parent company, RBI, and provides a secure location for backups away from your own office environment. The backup can be restored to any computer with internet access regardless of its location, providing it has been registered with your licence details and web access code – subject to your Farmplan licence agreement.



A **password** provides additional security so that even if someone has your licence details, they cannot restore your data without entering the password.

NB – Farmplan do not have access to the password. Therefore it is very important that you keep a record of the password used.

You are provided with **TEN free Private slots** which are available providing your support contract is up to date. More slots are available for a nominal annual fee – for more details please contact the Farmplan’s Software Support on 01594 545022.

- On the left hand side of the screen check that the correct business is displayed.
- Select the tab called **Private Web Backups**.
- Highlight the slot that you wish to use by clicking on it (if there is more than one available).
- Password (optional) – Other users can only access your private backups if they are using a computer with exactly the same licence details – i.e. other members of your organisation who also have a valid licence. However, if you wish, you can also password your backups so that no-one else can restore them without it. Put a tick in the box ‘Use Password’ and enter the password in both boxes.
- Click on **Backup Now**.
- Enter notes to identify this backup in the future – for example ‘April accounts complete’.
- Confirm that you wish to continue.

Please Note – you are transferring data across the Internet so the time taken to make a backup will depend on the size of your data and the speed of your Internet connection.

Other Web Backups

This tab allows you to make Web backups which are available to Farmplan Support staff or authorised third party consultants.

Support Slot - You are allocated **ONE free Support slot** which can only be accessed by yourself or a member of Farmplan staff.

If you contact us with a query, we may ask you to backup a copy of your data to this slot so that we can restore it immediately for investigation – a much quicker and more straightforward method than attaching it to an email.

- On the left hand side of the screen check that the correct business is displayed.
- Select the tab called **Other Web Backups**.
- Highlight the support slot that you wish to use by clicking on it (if there is more than one available).
- Password (optional) – Other users can only access your support backups if they are using a computer with exactly the same licence details – i.e. other members of your organisation OR an employee of Farmplan. However, if you wish, you can also password your backups so that no-one else can use them if they do not know that password. Put a tick in the box 'Use Password' and enter the password in both boxes.
- Click on **Backup Now**.
- Enter notes to help identify this backup in the future – for example 'April accounts complete'. If you have been asked to make this backup by a Farmplan member of staff you may be given a reference number to quote.
- If necessary, please email Farmplan (support@farmplan.co.uk) to confirm that the backup is now available. Don't forget to tell us the password if you have used one.

Appendix 1 - Sample Rent Demand

The **Business Name** entered when the data was created is shown at the top of the demand followed by the address entered in the Business Details. However this may be replaced with the Name and Address of the Landlord/Estate at the top of the hierarchy OR left off altogether by selecting the option to use headed notepaper (see **Tools – Options**).

Invoice Date: due date of the demand

Invoice Ref: Following on in sequence from the last invoice number (first number entered in business details for agency, estate or landlord invoicing).

Our Ref: the first number refers to the ID of the tenancy, the 2nd to the entry number allocated by the program.

Greenway Estates

The Estate Office, Plump Hill, Mitcheldean, Gloucestershire, GL17 0SN
Tel: 01594 545022 Fax: 01594 545012
email: Greenway@fwi.co.uk

To
Mr N Unitt
C/o Reed Elsevier
Prospect House
Sutton
Surrey
GU12 9UK

Invoice Date	31/07/2015
Invoice Ref	867
Our Ref	1 / 3369

Demand Period : 01/07/2015
to : 31/07/2015

Demand Period: calculated by program using Invoice Due Date and the rental period – in the above example the demand is due on the 25/05/06 in advance for 6 months.

Demand Header entered in tenancy details

Farmplan Computers Ltd

We hereby request the payment of rent or charges set out hereunder on behalf of :
Sir James Ashton Brown, VAT Registration No. GB 335 6788 90

RE : Farmplan House

Landlord or Estate name and VAT number (according to hierarchy of the business.)

Description	Amount	VAT	VAT %
rent For Farmplan House	2000.00	400.00	20.00
Recharge water rates	100.00	0.00	0.00
1.000 x Service Charge	47.50	8.31	20.00
1.000 x Gardening & Pruning	25.00	5.00	20.00
Reduction in rent due to repairs to staircase	-420.00	0.00	0.00

Property name

Each item of rent, abatements, reimbursements and additional items is listed individually.

Please note that the estate office will be shut for two weeks in March. Any enquiries to Mrs J Earl on 01594 545022.

Please return the key to the Estate Office. Remember to switch off the water

Estate wide and tenancy messages.

Net Total	1752.50
Output Vat	408.31
Input Vat	5.00
Invoice Total	2165.81

REMITTANCE ADVICE - PLEASE RETURN WITH YOUR PAYMENT TO :

Sir James Ashton Brown
Greenway Estate, Plump Hill, Mitcheldean, Glos, GL17 0SN Home Tel: 01594 545039 Work
Tel: 01594 545022 email: Jamesab@famersweekly.net

Standing Order - Greenway Estates
Sort Code - 52-86-52
Account - 08542632...

Collection point details. May include payment instructions.

Payee details entered in the tenancy details.

Ref : Unitt, Mr N - UNIN/ Farmplan House

Tenant Name and property

Invoice Date	31/07/2015
Invoice Ref	867
Our Ref	1 / 3369
Net	1752.50
Output Vat	408.31
Input Vat	5.00
Total	2165.81

This is the default layout of both the standard **Rent Demand** and the standard **Sales Invoice**.

The program will use the demand layout for Rent Demands and the invoice layout for Sales Invoices created through the **Additional Items** option - see [page 25](#).

Balance Brought Forward - both layouts also have a variation that includes the brought forward sales ledger balance for this tenant from Business Manager:

Bluebell Farm Rent		
We hereby request the payment of rent or charges set out hereunder on behalf of Sir James Ashton Brown, VAT Registration No. GB 335 8788 90		
RE : Bluebell Farm		
<hr/>		
Brought Forward		7435.31
	Amount	VAT
	0000.00	

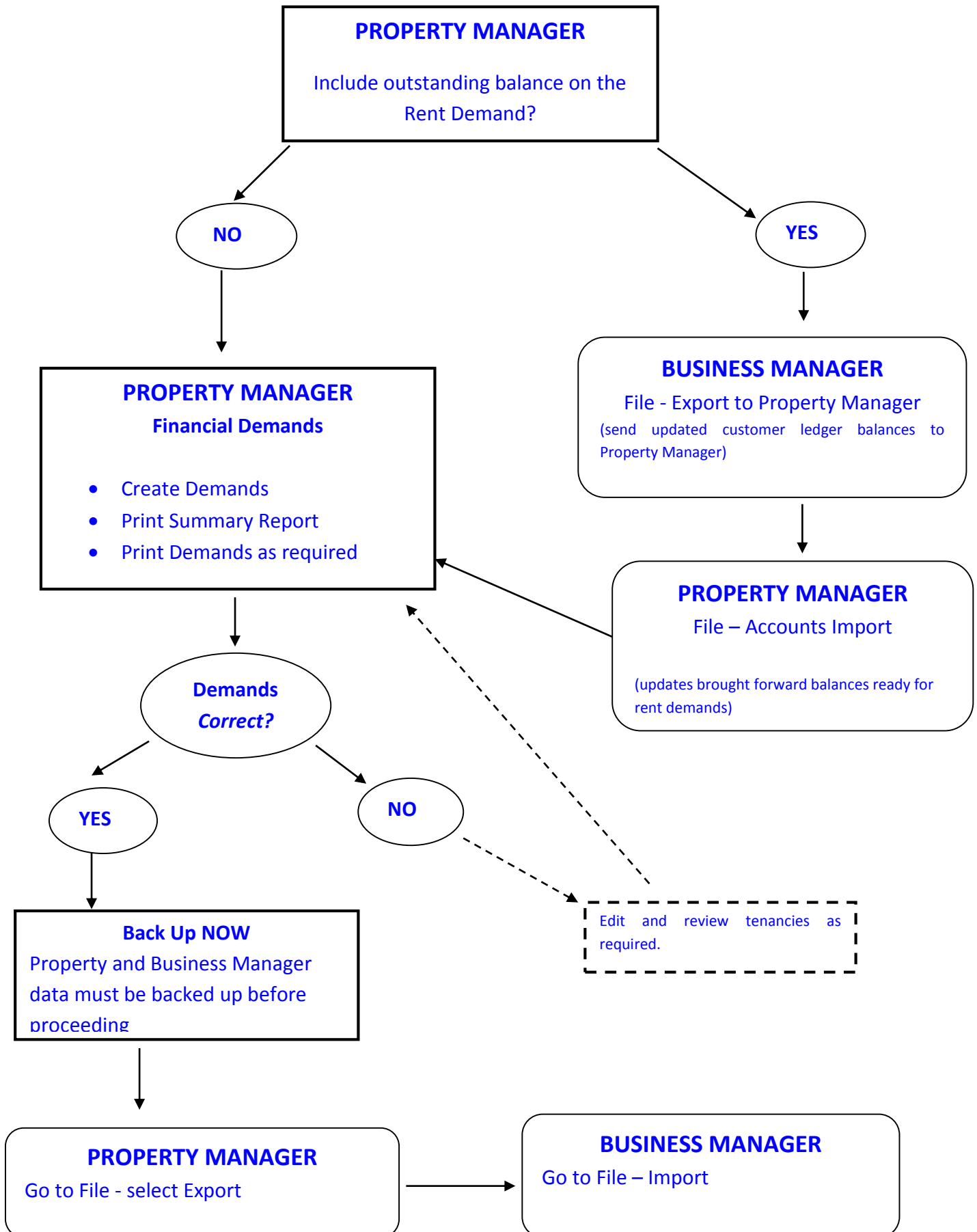
To implement this tick 'Show Demand Balance' in **Tools – Options**.

Customising the Demand/Invoice Layout

The information in several of the boxes on the demand can be affected by settings in **Tools – Options**. For example do you want the date to be the 'due date' or the date you created the demand?

In addition, any of these 4 layouts can be customised – perhaps to add additional information, add a logo or change the fonts, using the **Report Editor**. See **Help** for more details.

Appendix 2 - Running the Rent Demands





Farmplan Computer Systems
Alton House
Alton Road
Ross-on-Wye
Herefordshire
HR9 5BP

Phone: **01594 545011**

Fax: **01594 545012**

www.farmplan.co.uk

support@farmplan.co.uk

Crops | Livestock | Business & Accounts | Training | IT Solutions | Support