

PropertyPro®

Not all property software is the same

Version 21 Release Notes

The screenshot displays the PropertyPro software interface. At the top, the title bar reads "PropertyPro® Copyright 2011 - Comprehensive Solutions Limited - Server". Below the title bar is a menu bar with options: File, Edit, View, Web, Reports, Authorise, Messaging, Maintenance, Diary, Advertising, Help. The main interface features a grid of modules:

- Customer:** Create, View, Open, Check Database
- Property:** Create, View, Open
- Diary:** New Appointment, New Task, Manage Tasks, Manage Viewings
- Publishing:** Details & Window Cards, Advertising
- Search:** Properties, Customers, Group Mail
- Reports:** Property Lists, New Customers, Offers Outstanding
- Statistics:** Properties, Customers, Viewings, Tasks, Offers, Fees

At the bottom left, there is an "Outstanding Tasks" section with a list of tasks:

Date	Time	Task Description	Contact	Status
Thursday 20 Jan 2011	10:44	Heddon's Estate	Mr Pearce Tel: 01604 688026(Home) 01804 626200(Work) 07841715924(Mobile)	<input type="checkbox"/>
Tuesday 25 Jan 2011	15:06	Parkinson Wright LLP - Lettings?		<input type="checkbox"/>
Tuesday 08 Feb 2011	12:23	Changing Home	Mr Jordan Tel: 01244 345664(Work)	<input type="checkbox"/>
Tuesday 08 Feb 2011	16:04	Greenacres Estate Agents	Mr Jones Tel: 01507 604713(Mobile) 0788833133(Mobile)	<input type="checkbox"/>

On the right side, there is a placeholder for the company logo: "Your Company Logo Here." and the PropertyPro logo with the tagline "Not all property software is the same".



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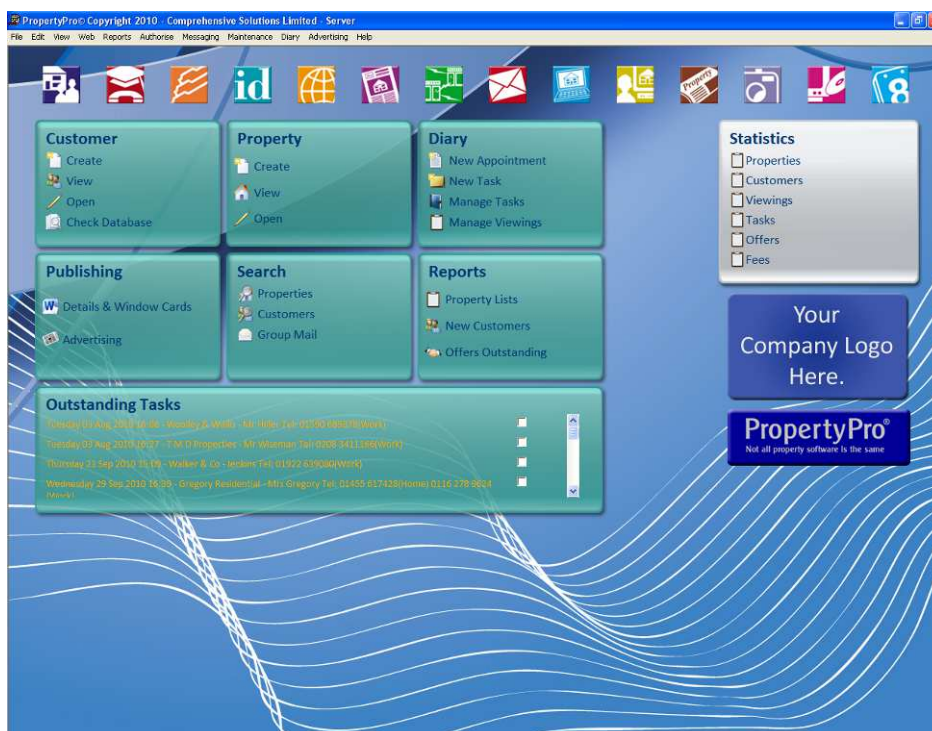
New Login Screen

The login screen has been redesigned



New Front Screen

The PropertyPro front screen has taken on a new design to make a number of functions more easily available. The background image is optional (user configuration).



Outstanding Tasks and tasks due today now appear on the front screen and can be marked as completed. These can be opened by clicking the task.

There are 2 new sections which enable quick access to a new appointment and new task, as well as useful daily reports: Manage Tasks and Manage Viewings; Property Lists, New Customers, and Outstanding Offers.

The wavy background can be changed to solid blue (see new registry settings page 15).

Statistical Reports:



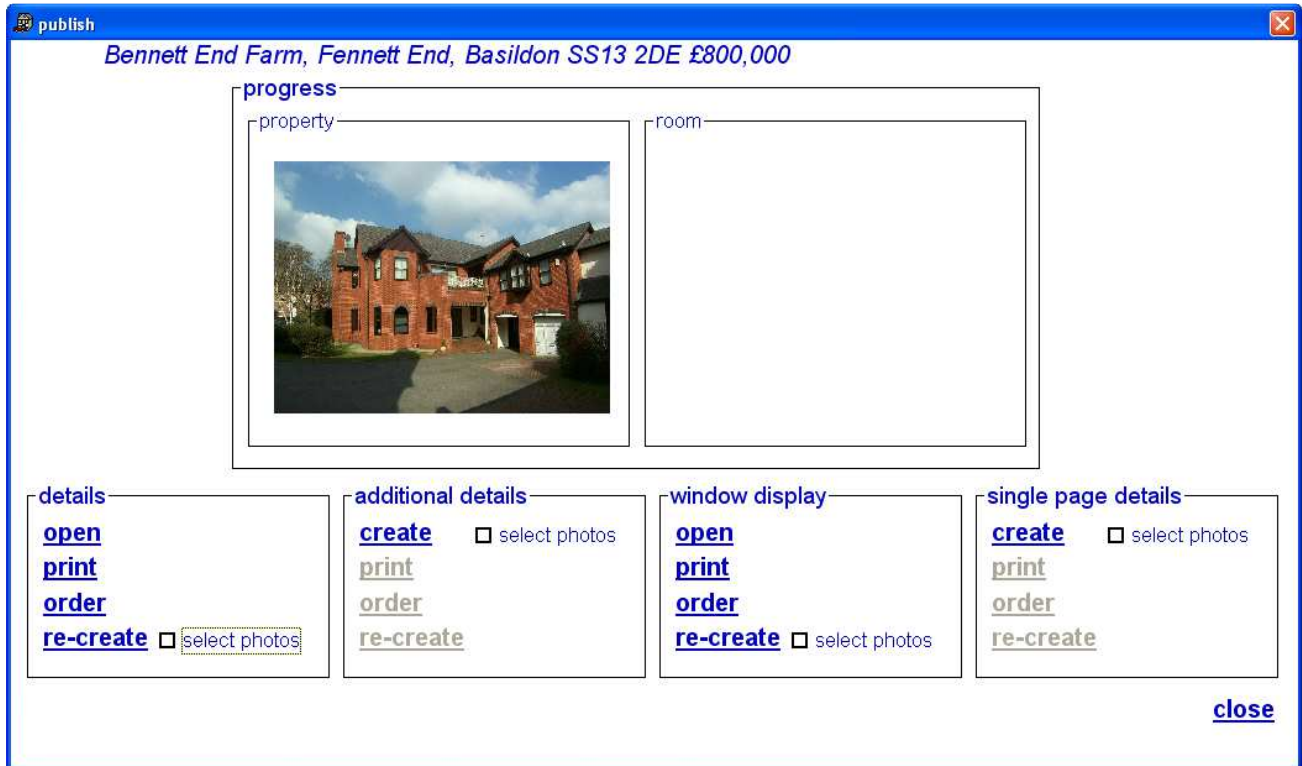
The Statistics reports can all be exported to Excel for further analysis, printing, sorting and filtering.

Property Statistics	This report gives a snapshot of the Branch performance and current status.
Customer Statistics	Customer statistics show new customers, how many customers have been contacted, and customers with searches saved within a year/month/this week.
Viewing Statistics	Shows viewings created, completed, awaiting feedback, unconfirmed, by negotiator.
Tasks Statistics	Shows tasks created, completed, and outstanding by negotiator.
Offers	Shows the number of offers made, rejected, accepted, together with total values – by customer.
Fees	Fees have been broken down into SSTC, Sold, Accepted Offer, and On Market. In addition, the report can be run by Listing Negotiator, Offer Accepted Negotiator, or Vendor Negotiator

V21.0.3 The statistics reports can be password protected (see new configuration settings page 15).

New Publish Screen

The screen has been redesigned to give better defined options for opening existing documents and re-creating details/display.



Choosing 'Details and Window Cards' from the front screen produces a similar Publish screen. However there is an extra button now which allows you to open another property and perform the various tasks.

Additional Set of Details

It is possible to create an additional set of details – useful for external printing, different paper size details, or alternative design. This allows an additional level of marketing for property particulars – for example you may have A4 and A3 details for the same property.

Floorplans

It is now possible to view Floorplans when viewing a property in the Property Search screen.

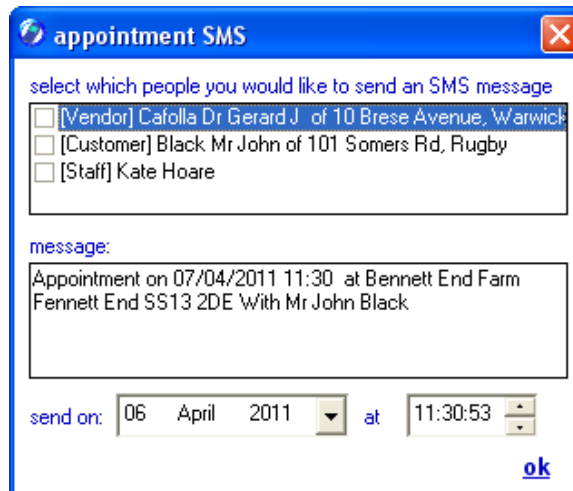
Email

- When sending an email to a customer about a property, it is now possible to reference the property in the email. Not only will the email display in the customer notes, but will also be recorded in the Marketing History under the 'Contact' tab, previously named 'telephone activity'.
- It is now possible to configure email templates and the covering email.
- Emails now include the salutation.
- An internal email notification of property status changes and events will be generated – for instance, offer accepted/rejected, price change, withdrawal, SSTC/instruct/sold, etc. Email notifications can be set for specified staff members as required.
- **V21.0.7** It is now possible to send emails to the vendor and customer directly from the appointment or task screen.
- **V21.0.7** It is also possible to send emails directly from the customer and property screens to both vendor and customer.
- **V21.1.9** The price is now hidden Price on Application and Offers Invited properties when creating emails, HTML details and web pages.

SMS

- It is now possible to have individual signatures for different staff members and have different email addresses for replies.
- Postcode has been added to SMS appointment confirmation message.
- **V21.0.6** It is now possible to check the number of remaining SMS credits from the front screen, View / SMS Credits. The client can see if they have enough texts left to send a large mail out.

- **V21.0.7** SMS appointment confirmation can be sent 24 hours before appointment. This defaults to 24 hours beforehand, but if the appointment is in less time, then it goes at the next possible time. The appointment confirmation message gives the option of when to send.



- **V21.1.9** There is a new option available to agents where they can set all customers to allow SMS by default when a mobile number is entered. (see P.15)

This isn't something we enable by default as there is a legal requirement to ask permission to send these, if you would like support to turn it on then they will.



Advertising

V21.0.2 It is now possible to export a selection of properties from the newspaper advert screen, with their advertising history, to Excel.

Customer and Property Records

V21.0.3 For those who do not have Access installed, a new program has been created that can be run to create indexes if they don't already exist. This will particularly assist with the speed of opening customer and property records and searches.

V21.0.8 The open customer screen – it is possible to open a customer by the email address or customer reference, and also open properties by property reference.

The mailing options have been repositioned on the Customer screen to below the email address. This will help to remember to choose 'email preferred' after entering the email address.

V21.1.3 The Open Property screen shows the sold date against sold properties.

V21.1.4 It is now possible to view and open recently opened property and customer records. A new menu item, File Recent - Properties and Customers, has been added on the front screen, property and customer screens, which will list the last 10 of each by default. This can be configured (see new config settings p.15)

V21.1.5 It is now possible to create a new customer from within the Open Customer screen (from the front screen, diary and property). An additional link [create new customer](#) has been added.

Customer Search Screen

V21.1.5. As you scroll down through a list of customers, a label now moves down with the scroll bar showing the customer name that will appear at the top of the list if you were to stop at that point.

The Diary

V21.0.8 A new menu option has been added, Edit Screen Options, that enables the row height, font size and the start time to be altered on individual PCs. This is in addition to the way that the start time is changed in the configuration table (see



New Configuration Settings page 15). This will allow for the situation where users have different screen sizes/resolutions and will also maximise the advantages for those with larger screens.

V21.1.4 When closing the stand-alone diary it now asks if you are sure that you want to do this.

V21.2.0 When creating a task from a property it now brings through the vendor as well as the property.

V21.2.0 When creating a task in the diary of a property or customer the staff member who is logged on is assigned the task by default, this was previously left blank.

Follow Up Tasks and Linked Tasks

The screenshot shows a form with a checkbox labeled 'create follow up task' which is checked. Below it is a dropdown menu labeled 'task type'. The dropdown is open, showing a list of options: '<standard>', '<standard>', 'Vendor Contact', and 'Take On'. The first two options are highlighted in blue.

When the follow up task box is ticked, there is now an option to select a Linked Task that has been set up.

When property letters are generated from the property screen eg Take On, Offers, Sales Letters, the letters grid will include the Task Type option and your last selection will be remembered in each letter type. The letter screen, eg Marketing History, Withdrawn, will show this option also.

V21.0.2 When you create a new customer without creating a customer note, viewing, or task, there is now a prompt for a follow up task.

V21.1.0 Useful sample linked tasks have been included in new installations and upgrades.

Valuation Appointments

Valuation appointments show up in a different colour from other appointments in the diary.

Appointment Types

The wording has been changed to make appointment types clearer. The drop-down list now lists: Viewing, Valuation, Appointment, Task, Event.

Viewings Feedback

SMS - It is now possible to text feedback to the Vendor (if vendor is SMS enabled).

Email - This option is greyed out for customers who have not given email address.

Viewings Management Reports

The Viewings List is now 2 separate reports to make it easier to distinguish between appointments and viewings:

- ‘List of Viewings’ Shows all viewings with a property attached, whether or not a customer is attached.
- ‘List of Other Appointments’ Shows all other appointments (no property attached) whether or not a customer is attached
- ‘List of All Appointments’ Shows **all** appointments and valuations
- ‘List of All Viewings and Valuations’ Shows viewings that have a property attached and valuations.

The screens have been changed and can be displayed showing viewings as defined by the user to include All / unconfirmed / confirmed, uncompleted / completed. All columns can be sorted by start / end date, created by staff member or creation date.

subject	date/time	accompanied by	completed	CWW	CWA	CWAc	comments	Created By	Create
Viewing at Peartrees Willowhayne Close With J Bear	21/04/2011 14:00 - 14:00	Un-Accompanied	NO	YES	YES	YES		Kate Hoare	20/04/2011
Viewing at 999 Lesbe Avenue With Mrs Juliet Nyarai	05/07/2011 10:03 - 11:03	Liam McClean	NO	NO	NO	NO	These are the comments	Liam McClean	05/07/2011
Viewing at 4, The Gables Vale Of Health With Mr John	21/04/2011 16:30 - 17:00	Kate Hoare	NO	NO	YES	YES	Liked the property - considering it	Kate Hoare	13/04/2011
Viewing at Bennett End Farm Fennett End With Mr Jc	01/07/2011 13:30 - 14:00	Kate Hoare	NO	NO	NO	NO		Kate Hoare	30/06/2011

Viewing Sheets

V21.1.0 Viewing sheets can be generated from a link on the viewing management screen and appointment screen which can be printed and taken on appointments, showing:

- Accompanier, appointment date and time
- information about the property – photo, price, description, and details from the checklist tab
- vendor and applicant contact details
- Viewing notes and information

New Lettings Templates

V21.1.4 New templates have been developed for lettings Offers and Sale Agreed. When working in the offers screen of a rental property, the template used for the offer letters will automatically default to the appropriate Lettings Offer letter – made, rejected, accepted. Similarly, the letters grid will default to the appropriate lettings ‘Let Agreed’ or ‘Let Amended’ templates.

The new template names are:

Let Agreed:

- Instruct Landlord Letter.dot
- Instruct Llegal Letter.dot – Unlikely to be used, not needed normally
- Instruct Tennant Letter.dot
- Instruct Tlegal Letter.dot – Unlikely to be used, not needed normally
- Mem of Let Agreed Letter.dot

Amendment to Let Agreed:

- Relnstruct Landlord Letter.dot
- Relnstruct Llegal Letter.dot – Unlikely to be used, not needed normally
- Relnstruct Tennant Letter.dot
- Relnstruct Tlegal Letter.dot – Unlikely to be used, not needed normally
- Mem of Let Agreed Letter.dot

Offers:

- Offer Made Landlord Letter.dot
- Offer Made Tenant Letter.dot
- Offer Accepted Landlord Letter.dot
- Offer Accepted Tenant Letter.dot
- Offer Rejected Landlord Letter.dot
- Offer Rejected Tenant Letter.dot
- Offer Conditionally Accepted Landlord Letter.dot
- Offer Conditionally Accepted Tenant Letter.dot
- Offer Reserved Landlord Letter.dot
- Offer Reserved Tenant Letter.dot

V21.2.3 New bookmarks have been added for Lettings particulars, window cards and single page details (see New Bookmarks p.14)

The Offers Screen

The offers screen now shows a full history of existing offers, displaying buyer's name, offer date and time, and negotiator.

It is possible to scroll up and down the list of existing offers using the keyboard arrows and update the upper screen.

V21.1.4 From the offer screen you can now view the vendors information

buyer	appraisal price	offer price	offer date	status	negotiator	buyer ref
Lowther Mrs Victoria of 40 Huncote Road,	£474,000.00	£473,000.00	23/11/2010 13:29:13	Rejected	Chris Cunningham	100100161
Hoare Mrs Kate of 4 Chicory Drive, Rugby	£474,000.00	£472,000.00	23/11/2010 13:12:45	Conditionally Accepted	Andrew Swan	200000200
Hoare Mr S & Carson Miss E of 66 Holloway	£474,000.00	£450,000.00	23/11/2010 13:08:48	Rejected	Andrew Swan	100100157

V21.0.7 When an offer has been accepted, the pop up box includes an option to create a simple sales chain and add the buyer to the bottom of the chain. This saves having to manually create the chain for sales letters and memo purposes.

The Chain

V21.0.3 It is now possible to export chain information to a Word document so that it can be printed/ emailed. There are options to include telephone numbers and chain events.

V21.1.5 The printout to Word has been reformatted with a heading, icons and property address in bold text. There are options to choose a template – however it will default to a plain landscape A4. It can be sent to any customer held on the database, and can bring through the customer's address in letter format.

V21.1.5 Allows you to add a buyer to a chain when accepting an offer if there isn't a buyer there, but there is already a chain.

Price Changes

The Price Change Letter now brings through the price qualifier.

V21.0.7 It is now possible for one person to do a price change and reset for mailing and someone else (in the same or different office) to generate the letter and details. If this is used along with the email alert system so the changes get emailed to the appropriate admin person, then it should be possible to change the price in the front office and associated admin in the back office.

V21.1.2 The Marketing History letter now shows the from: and to: prices under price changes, together with the price qualifier.

Exchange Letters

There is an additional item on the 'Letters' drop down menu on a property to deal with property exchange. This works in a similar way to 'sale agreed'. If no exchange letter exists, then it will default to the sale agreed letters.

Default letter names are: Exchanged Vendor Letter.dot, Exchanged Vlegal Letter, Exchanged Buyer Letter.dot and Exchanged Blegal Letter.dot.

Matching and Mailing

The view matching customers and mail matching customers from the property screen have been speeded up.

Property Search

V21.0.3 It is now possible to see the mailing status of properties from the Property Search results, and see whether a property has been mailed before. Also, a tick box has been added when running a previously saved search which will only show properties available to mail.

V21.0.8 A menu option has been added to **save the search and exit** (by-passing the 'exclude properties marked screen) so it is faster, particularly for when people register on the phone or website.

The number of properties that match a search will appear in the title bar of the search screen, as well as the bottom of the screen, so that it is easily recognisable if the search is too broad.

A warning on the property search screen will appear when a search matches more than a set number of properties. This will default to 30 but will be configurable .

The property search fits better on screen – particularly for Windows 7 users.

V21.1.9 The wording has been changed slightly in the File menu of the search results screen – from File / **Print**, to File / **Print or Email**.

The Print Options screen also has the option **Print** replaced by **OK**.

V21.1.9 The property search screen now loads faster. To achieve this there is a new database table that stores all the out bound postcodes used by the properties in your database and the property types that you can search on are based on the defined available options, rather than the ones that are used by properties.

New EPC Regulations

V21.2.0 There is now an option to add a URL linking to the EPC for a property.

V21.2.0 It is possible to attach the PDF to the property for uploading to the website and/or printing. When attaching a PDF document it is now possible to specify it is printed automatically at the same time as the details are printed, and whether or not to upload them to websites.

V21.2.1 An extra option has been added when right clicking over the attached PDF to enable printing of the file. We have added a link to **attached documents** in the Publish Screen to view the attached documents.

New Report

V21.2.3 A new report has been added showing SSTC properties by solicitor, excluding sold, and adding Date SSTC and Date Sold.



New Bookmarks

AdditionalCustomer	All property letters that already have the customer address
FeePercent	Available in all property letters
FeeAmount	
FeeMinimum	
ListingNegotiator	This comes through for all the property letters run from the property screen.
Bullets	Available to details, window cards, SP details, which brings through property portal bullets separated. (V21.0.7)
OfficePhone1	(Advert) Brings through office telephone number associated with the first property in the list
Negotiator1-99	(Advert) Brings through Negotiator associated with property
NegotiatorPhone1-99	(Advert) Brings through Negotiator's telephone number
NegotiatorEmail1-99	(Advert) Brings through Negotiator's email address
Postcode	Bookmark for Postcode on Window Cards
Garden	Bookmark for Details, Window Card, Single Page (V21.2.3)
Garage	Bookmark for Details, Window Card, Single Page (V21.2.3)
Furnished	This brings through the value in a generic field called "Furnishings" – if this doesn't exist the bookmark does nothing
Smoking	This brings through the value in a generic field called "Smoking" – if this doesn't exist the bookmark does nothing
Pets	This brings through the value in a generic field called "Pets" – if this doesn't exist the bookmark does nothing
Managed	This brings through the value in a generic field called "Managed" – if this doesn't exist the bookmark does nothing (V21.2.3)
CentralHeating	Bookmark for Details, Window Card, Single Page (V21.2.3)
AvailableDate	Bookmark for Details, Window Card, Single Page (V21.2.3)
Deposit	Bookmark for Details, Window Card, Single Page (V21.2.3)



New Configuration Settings

ShowPostcodeOnSummary	Allows postcode to be brought through in Summary mailings
PasswordProtectStats=true	The statistics on the front screen can be password protected (V21.0.3)
PostTownSentenceCase=true	Changes the post town to sentence case rather than upper case. The new way of interfacing to AddressC makes them capital letters. (V21.0.3)
DiaryTimeOffset	This shows time slots in the diary from 9 am instead of 7 am. (V21.0.5)
MaximumSearchResults	Sets the maximum property search results – defaults to 30. (V21.0.8)
RecentPropertyMaxCount	Sets the maximum number of recent properties shown on File Menu – defaults to 10 (V21.1.4)
RecentCustomerMaxCount	Sets the maximum number of recent properties shown on File Menu– defaults to 10 (V21.1.4)
AcceptedOffersAlwaysSSTC	There is now an option when marking an offer as accepted to mark the property as SSTC, enabled by default. Previously this just happened (no option). “YES” in the configuration will remove this option. (V21.1.7)
AskWhichTextSummary=True	Allows you to select which text to use when doing summary mailouts and emails. (V21.1.9)
AllowSMSByDefault = True	Set all customers to allow SMS by default when a mobile number is entered (V21.1.9)

New Registry Settings

Solidbackground=true	Removes wavy background graphic and sets it to blue. Can be set on individual pc's for those who find the wavy image difficult to work with. (V21.0.2)
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Fixes

- Reports – some reports, such as Exchange Report, produced an error in some configurations. This has been fixed.
- Memorandum of Agreed Sale - When emailing Sales Letters, Memorandum now sends to everyone involved.
- Follow Up Tasks – When creating some letters the old message for follow up tasks displayed. This has now been updated.
- When entering rental information, if 'per building' is selected the error has been fixed.
- There is now consistency in colours between negotiator and office diaries.
- Error when opening a task from the front screen and then opening the property attached to the customer, this has been fixed.
- For those using Addresssc, it is now compatible with Windows 7 64-bit
- Conflicts – bug has been fixed for showing a conflict when there isn't one and not showing a conflict when there is one (e.g. 11-11.30 and 11.15-12).
- It is now possible to email Property Letters (opened from Customer Notes) as well as customer letters.

Version 21.0.2

- Print set up screen – the error has been fixed when uninstalling the printers.
- If you use A4 booklet setting, the A4 setting now displays correctly.

Version 21.0.3

- When viewing the customer in the appointment screen, if an agent is assigned to the customer only the reference shows. This has been changed so that the agent name shows.

Version 21.0.5

- The Marketing History screen now resizes properly on wide screen machines.
- When producing an advert, the number of times a property has been advertised in a previous week could display incorrectly by including it two separate weeks. This has been fixed.
- If you have different line spacing in the database for property descriptions etc. then Word would crash when creating details in Word 2000. This is since we stopped it crashing in Word 2010. Now, the fix only applies to the later version of Word.



Version 21.0.6

- The chain's View All Events screen has been fixed so that when clicking into the last column the screen no longer moves.
- When sending SMS from customer search screen, if you press cancel, it no longer tries to send a blank message.
- A change has been made to use .net picture controls which makes re-sizing better.
- When ticking 'price change' on the search screen and then searching, it was possible to save the search. This has been fixed.

Version 21.0.7

- A bug introduced in V21 has been fixed. When renaming a room, the old one was not always deleted with replication.
- A bug introduced in V21.0.5 was found on the diary screen where some appointments which caused an error. This has been fixed.

Version 21.0.8

- Internal email events showed 'available to let' rather than 'available for sale' and this has been corrected and the formatting of emails has been improved.
- In the Property Search screen, if the postcode is clicked on to select many and only one is selected, this produced an error. This has been fixed.
- The Viewings Management report has been corrected to show 'unconfirmed viewings' correctly.

Version 21.0.9

- The **view** property screen – the address box background colour and text colour has been changed, making the address easier to read.
- The Sales Invoice was not always emailing to the solicitor (if email preferred). This has been fixed
- The email icon on the customer record has been moved so that the whole email address is visible.
- On the View Matching Customers report, the date last updated column has been reformatted so that it sorts correctly in date order.
- Diary Print – office appointments for a staff member now always appear on the print out.



Version 21.1.0

- A problem was reported about Chain replication – this has been fixed by using proper reference numbers.
- Merging Customer Identity Documents – these now merge the information – so if you have identity documents for a customer on two records the customer can be merged.
- Screen Resolution Issue – the diary kept refreshing in office view in the widescreen setup, with lots of appointments on windows 7
- Error when running a “recently added” search with no price range has been fixed.
- Blank document not opening after ordering prints so it errors the next time round – this has been fixed.
- Error handling when search hits are deleted during a group mail, this happened if people deleted a search whilst someone else in the office was doing a group mail that happened to match that search. This has been fixed.
- Details - Select Pictures now brings through Floorplans.

Version 21.1.1

- A problem has been fixed where the office diary kept refreshing in a particular resolution of Windows 7.
- In the Open property screen, the withdrawn date shows alongside withdrawn properties.

Version 21.1.4

- Viewing print out now brings through viewing information as well as property description.
- When archiving viewings the office appointments lost the staff members attached (at most companies), this has now been rectified – newly archived viewings will keep this information
- The market appraisal form has some checks in it to make sure that you enter a number of bedrooms etc, even if the value is 0, as not having a value caused errors
- The e-mail template selection now makes sure that the template exists, to prevent errors
- Fixed a display problem in emails where the customer name at the top was smaller than the rest of the text in emails

Version 21.1.5

- Offers: Fixed a bug when you add an offer for a lettings property with no price
- Mem of Sale Agreed: Now creates a note on every customer it is sent to (didn't save for extra customers)
- Offer Statistics: The accepted offer stats were incorrect, this has been fixed



Version 21.1.6

- Ability to use a new provider for postcode -> address look ups, Capscan
- Errors with an unavailable clipboard should be significantly reduced
- The error log now writes the full error, including quotes – which will make support easier
- When using select pictures to create details, if you selected all the pictures and it was more than the template could hold then floorplans weren't brought through in the right place. This has been fixed
- When reading configuration settings the database is now used read-only. This should have only a very minor effect (probably doesn't need to be in the release notes)
- The SSTC report now works with SQL server
- A new configuration "AutoMortgageReferral" = "YES" is needed to create the customer review used by The Nottingham, this previously worked on the "NPS" = "YES" configuration setting
- View matching properties from a customer now shows rental prices correctly for lettings properties
- When locking a customer PropertyPro now checks to see if you want to update the contacted date and saves any changes.
- When building an advert the ticks/crosses for rooms now follow the re-ordering properly
- When viewing mailing matching properties from a customer record it was possible to double click to bring up an empty window. This has been removed/fixed.

Version 21.1.7

- When naming a room PropertyPro stops you from calling it Floorplan. This previously caused problems.
- The picture input gallery now only shows .jpg and .jpeg files (didn't previously show .jpeg – and did show a lot of files that couldn't be imported). This prevents issues and speeds up the screen
- When exporting the advert screen to excel the date column headings now display properly
- Find customer/property (from the open/edit customer and property screens) now resizes better on larger resolution screens
- There is now an option when marking an offer as accepted to mark the property as SSTC, enabled by default. Previously this just happened (no option). "AcceptedOffersAlwaysSSTC" = "YES" in the configuration will remove this option.
- Fixed a bug on SQL server based installations where #s in text fields caused an error, this would prevent that field from replicating
- Task management now shows archived tasks



- When generating details with select pictures, if you select the correct number of pictures for a template and an additional floorplan (which should come through at the end) it now does – floorplan was missing

Version 21.1.9

- When making an appointment/viewing, if the appointment type is changed the subject and date/time that you entered are now remembered (provided the auto create box is unticked in which case it creates a new automatic subject to fit the new type).
- When a property search from the front screen is saved to an existing customer (or new customer) the user is now switched to the correctly landing page.
- When adding a person to a chain you are no longer forced to create a property when choosing the Create option. This is particularly useful if an Agent has to be created / added. If you don't want to add a property when adding a buyer (ie first time buyer/developers) then you can just cancel the create property wizard and it will no longer error.
- When doing a customer search and looking at customers who have viewed a property, viewings that haven't been marked as completed now show as well as the completed ones.
- The Applicant mortgage information report now works when selecting specific staff members and no longer errors.
- Sales Letters - now emails the solicitors correctly, as well as brings through all the correct details in the documents
- A customer note is now created whenever mailing labels are sent from the customer search screen.
- An error when printing to some sorts of printers has been fixed, which has been related to being unable to assign which tray it would print from.
- If you locked a new customer rather than closed them, in some cases this didn't save. This has been fixed. This also causes the date last updated to be updated for new records.
In v21.1.8 this introduced a bug that has been removed, that you got an error when closing any customer when you were on a tab other than the front (eg the Partner tab).
- Pictures on the property search screen sometimes caused errors on very high resolution computers, this has been corrected.
- If you create a new property search, and then a new customer from there the customer screen ended up behind the front screen, we have changed this to make the customer screen visible.
- If you exited out of the screen that shows the multiple postcodes etc from the search screen this deleted your selection, this now reverts to the selection you had previously (as in clicking cancel)
- The first instructed date report had a bug where it only included properties upto the day that you selected (not inclusive) this has been fixed



Version 21.2.0

- Fixed a SQL Server bug with Withdrawn report
- When sending property details from the customer search screen this now includes the agent name in the subject
- Fixed an error when printing the rooms description list, the default template was wrong
- It is now possible to stop automatic Legal and General referrals, whilst still retaining the option to send them from the menu

Version 21.2.3

- When renaming a room with the same name but with a different case it deleted the picture. This has been fixed.
- When sending emails the default subject no longer shows double &s if these exist in the company name.
- The replication status screen now shows more offices.