SmoothPay Limited

HAPI User Guide

Contents

What is HAPI?

A brief history

The name came about during development, as the intended solution would tie Harcourts HPS (Trust) system into the Pastel accounting system – hence Harcourts Pastel Accounting Integration became HAPI for short.

HAPI began it's life in 1999 as an inspired solution to a difficult problem: How to extricate Trust Accounting entries and transform them into terms that your accounting and payroll systems could use.

Such a solution would save franchises from having to do a mountain of accounting processing, such as create and pay off customer invoices for deal commissions, create and pay off supplier invoices for franchise fees, outside agents etc, and generate payments for agents.

HAPI's goal at that time was to generate all the necessary financial transactions from entries exported from the Trust system, directly into Pastel. This it did exceptionally well, given the tools and systems available at that time.

However, over the years the system has not been kept up to date, poorly documented, and support has been rather sporadic. The Pastel system has evolved, and many sites are now using different accounting systems, such as MoneyWorks, MYOB and Quicken.

So, something had to be done. In 2006, SmoothPay Limited (the original developers) rescued HAPI and began redevelopment and provision of user support for the product.

What does it do?

At it's most basic level, HAPI provides a conduit to SmoothPay payroll for commissions payable to agents, based on trust account disbursements received per deal.

But folks, that's not all it can do.

HAPI provides the following:

- Monitors of the status of deals based on transactions imported from the Trust system (so you know how much you owe suppliers, how much customers owe you, and how much you owe agents for each incomplete deal)

- Provides detailed audit trails and reports of:

  o   the transactions imported from Trust

  o   payroll entries generated

  o   bank deposit supplements

  o   financial transactions that would be required in your accounting system

  o   agent commissions remaining unpaid where disbursements have been partially or not released yet

  o   balances owed to suppliers, from customers, to agents etc on any or all deals

  o   reprinting of transactions imported from Trust

  o   reprinting of batch reports

- Generates SmoothPay payroll batches for agent's commissions payable (as lister and/or seller). SmoothPay will automatically create agent's if a corresponding badge number is not found, and add the commission payments automatically to their pay input.

As is usual with SmoothPay products, the following features are available:

- Reports may be previewed, printed, or exported to a number of formats including PDF, DOC, XLS etc

- Exported reports may also be emailed direct to any email recipient

- Backup and archived HAPI data may be easily emailed to the SmoothPay HelpDesk for analysis

The new version of HAPI provides a fresh interface, support for standard accounting code formats for MYOB, Pastel and Quicken, as well as a Generic format to suit any accounting system, enhanced reporting and enquiry facilities, and acts a conduit to SmoothPay payroll and optionally to accounting systems.

SmoothPay Ltd is committed to providing a product that is useful, well documented and supported. We will adapt HAPI over time to suit the requirements of it's users, and to add support for accounting systems on a case-by-case basis.

Installation

Prerequisites

- Windows XP or later operating system

- To install HAPI you must be logged on as an administrator

Installing HAPI

- Visit www.smoothpay.co.nz and select HAPI 2006 Install and Update from the Quick Links list (this may be moved – contact SmoothPay HelpDesk if link not available)

- Click the fresh install option (the new version is NOT an update to the old version). All programs available on the SmoothPay website are digitally signed, so you can be confident you are actually installing the right software from a legitimate source.

- If using Internet Explorer as your browser:

    o Run or Open the application (setup.exe) and follow the wizard prompts

- If using Mozilla/Firefox etc, you may be given a choice of opening or saving the install application (setup.exe)

    o If saving the install application, save it somewhere you can find it so you can run it after download, then run the saved application and follow the wizard prompts

    o If opening the install application directly (disallowed in many browsers), Run or Open the application and follow the wizard prompts

- PRINT THIS USER GUIDE (just a suggestion :-)

- HAPI is now ready for use – you can import settings and transactions from an old version of HAPI, or otherwise configure HAPI with your franchise details and branch settings, then start importing transactions from the Trust system.

Importing settings from an old version of HAPI

If you are currently using the old version of HAPI, you can easily import the data and settings from the old version.

NOTE: This REPLACES any data you currently have in the new version of HAPI.

- Exit HAPI (old version)

- Start HAPI 2006 (new version)

- Choose Settings (the Cog icon)

- Choose *Tool Box*

- Choose *Import data from old version* (this option is only available if the franchise name is still set to "Demonstration" or a valid password is obtained from the SmoothPay HelpDesk.)

- Select the folder the old HAPI data is stored in (it is selected by default as C:\HAPI\DATA, so you normally need only to click OK)

- The data will be retrieved from the old HAPI system and placed into the new version.

- You are ready to begin processing.
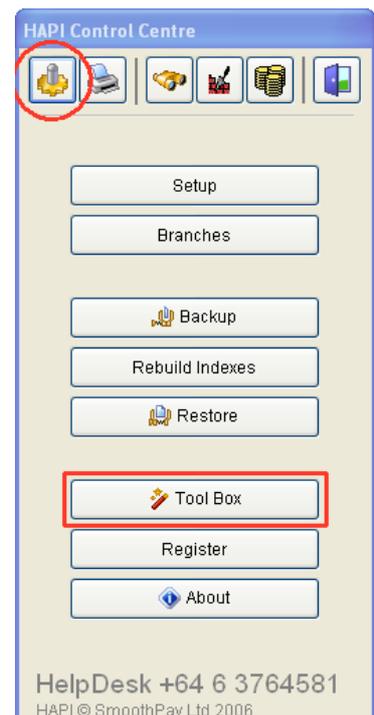
Using HAPI

Typical Process

HAPI operates as an intermediary between your Trust (also referred to as HPS) system, and your accounting and payroll systems.

So, the procedure required to be followed is generally:

1. **Complete any processing required in the Trust system**

2. **Export new batch from the Trust system**

3. **Use HAPI to Process the Trust system transactions exported above**

4. **Use HAPI to process all deposits received,** including Trust disbursements and payments received direct at the franchise (not just for settlement on deals, but any and all funds received – HAPI will produce a Bank Deposit Supplement for you, saving time doing bank deposits)

   STEPS 1-4 SHOULD BE PERFORMED EACH MORNING

5. **Every pay period, start SmoothPay and import the agent commissions to be processed (usually automatic)**

These operations are detailed in the following pages.

If you need Help…

Steps 1 and 2 are the domain of the Trust Accounting System, not HAPI – contact the Harcourts HelpDesk.

Harcourts HelpDesk 0800 477 435

Steps 3, 4 and 5 – support is provided during your evaluation period and for current subscribers for HAPI and SmoothPay Payroll by the SmoothPay HelpDesk

SmoothPay and HAPI HelpDesk 06-353 6462

Step 1: Trust system processing

- Logon to Trust system

- Add any new deals, update any existing deals if the arrangements need changing (such as commission, agents involved in the deal) and process any disbursements of trust funds

Step 2: Export Trust system transactions

- From HPS, choose *General..HAPI export* – the following screen will be displayed:
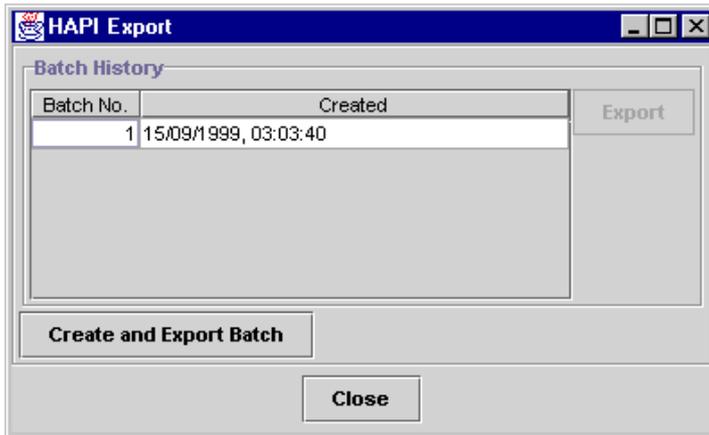
- Click the "*Create and Export Batch*" button, then choose *Close*.

  Any available unexported data from HPS will be *added* to the file C:\HAPI\HPS.DAT for processing by HAPI. You can perform this procedure as often as required – HAPI will process whatever it finds in this file.

  WARNING: The other *Export* button (on the right of the form) is provided to allow you to "re-export" any previous batch if required – the *Export* button should **only** be used when advised by the SmoothPay HelpDesk. Repeated use of the Export button may cause duplicate disbursement entries to be processed, so caution is advised.

Step 3: HAPI processing

- Start HAPI from the icon created on your desktop during the install process

- If you wish, you can check the Trust system transactions that will be imported by clicking the Binoculars icon in the toolbar.

- Import the data exported from Trust system by clicking the "*Import Trust system transactions*" toolbar option. The process of backup, allocation of a HAPI batch number, printing import audit trails etc all happens automatically.

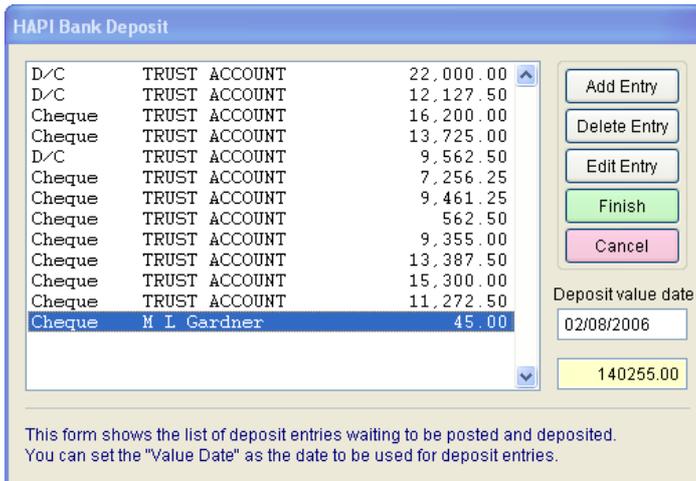IF ANY ERRORS OCCUR DURING THE PROCESS – CONTACT SMOOTHPAY HELPDESK IMMEDIATELY.

Step 4: Process Bank Deposit via HAPI

Use HAPI to process all deposits received, including Trust disbursements and payments received direct at the franchise (not just for settlement on deals, but any and all funds received – HAPI will produce a Bank Deposit Supplement for you, saving time doing bank deposits)

- To begin the deposits process, choose the "*HAPI Deposit Process*" toolbar option (looks like piles of coins).

- Any Trust Account disbursements imported from HPS will automatically generate deposit entries in HAPI's Deposits

screen (as either direct credit entries, or cheques if the reference used is a number – you can change this per item if you need to).

- You can add any additional payments that have been received, along with the details of the deal/invoice/customer or ledger account they relate to.

- When you have completed all your deposit entries, Choose Finish. You can:
  - *Save and Process* your work (which generates bank deposit audit trail, bank deposit supplement and payroll entries).
  - *Save work for later*, or
  - *Discard work* – discarding any changes you have made.

- **Do not** manually add trust account disbursements – they will be created for you from the HPS export/HAPI import.

- The process of backup, allocation of a HAPI batch number, printing import audit trails etc all happens automatically.

- You should perform this process every time you wish to perform a banking.

IF ANY ERRORS OCCUR DURING THE PROCESS – CONTACT SMOOTHPAY HELPDESK IMMEDIATELY.

If support for ledger integration batches is available for your ledger system (support is made available by arrangement with the SmoothPay HelpDesk), then you may import batches of financial transactions into your accounting system.

Step 5: Pay agents and employees via Payroll

HAPI automatically generates any payroll entries that are required to the SmoothPay data folder as part of the Deposits process.

- Every pay period (or more often if you prefer), start SmoothPay and import the agent commissions to be processed (usually automatic)

You can also start the import manually using the Wizards option:
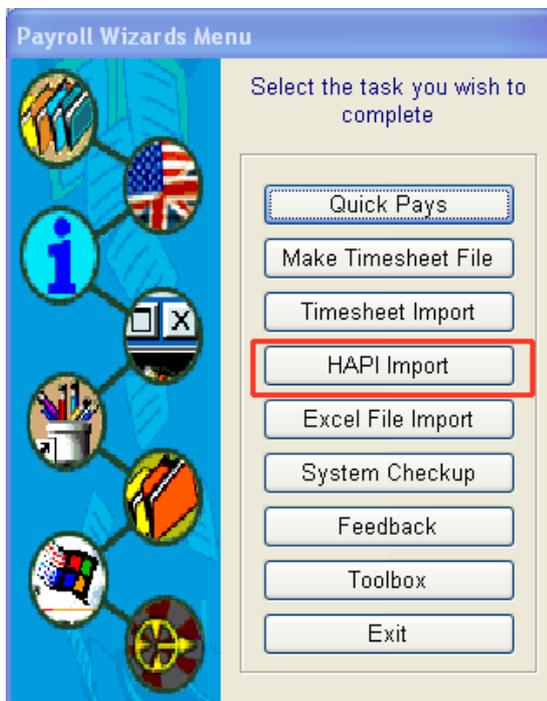
SmoothPay provides settings for various ledger types (MYOB, Pastel, Profax etc), and a flag to indicate the system is being used with HAPI (which then triggers the automatic detection and import of agent commission transactions and creation of any new agents whenever SmoothPay starts.)

Make sure the HPS/HAPI import option is ticked in SmoothPay to ensure detection of agent commissions file is turned on.

Select from one of the many accounting system support options available in SmoothPay – see SmoothPay CD or website for more information about SmoothPay and integration with accounting systems.

When payments are due to be made to employees, use your payroll to process the pays.
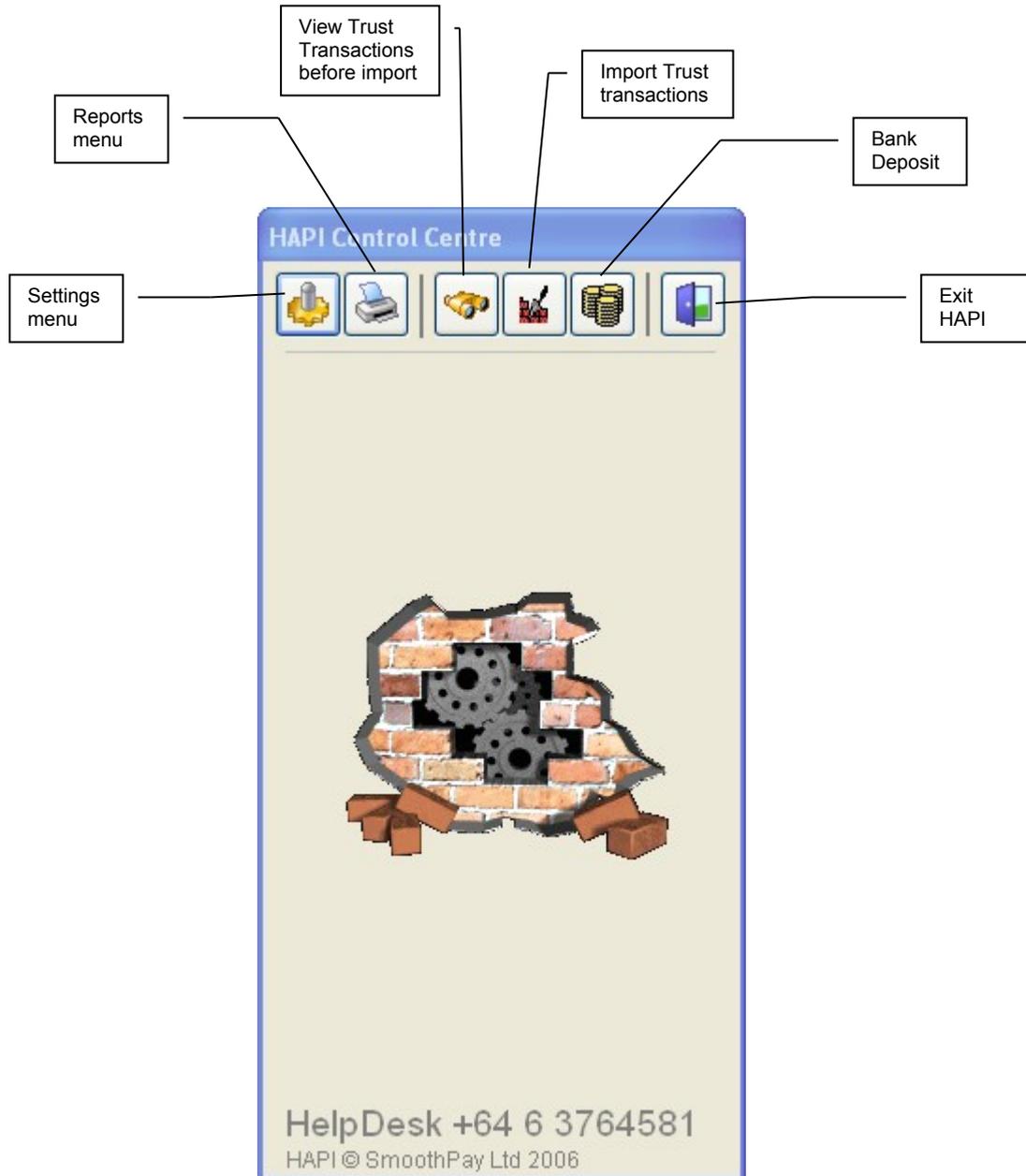
The payroll process can also automatically generate a costing file that can (if you wish) be used to update your accounting system with costing journals.

SmoothPay provides build-in support for costing transfer to most accounting systems.

HAPI screens and reports

Control centre

This screen is displayed when you start HAPI, and provides a toolbar at the top for accessing each of the program functional areas.

Settings menu

Setup

This screen provides basic franchise information, but also, importantly, identifies the type of accounting system you are using, and points to the accounting ledger and payroll folders.
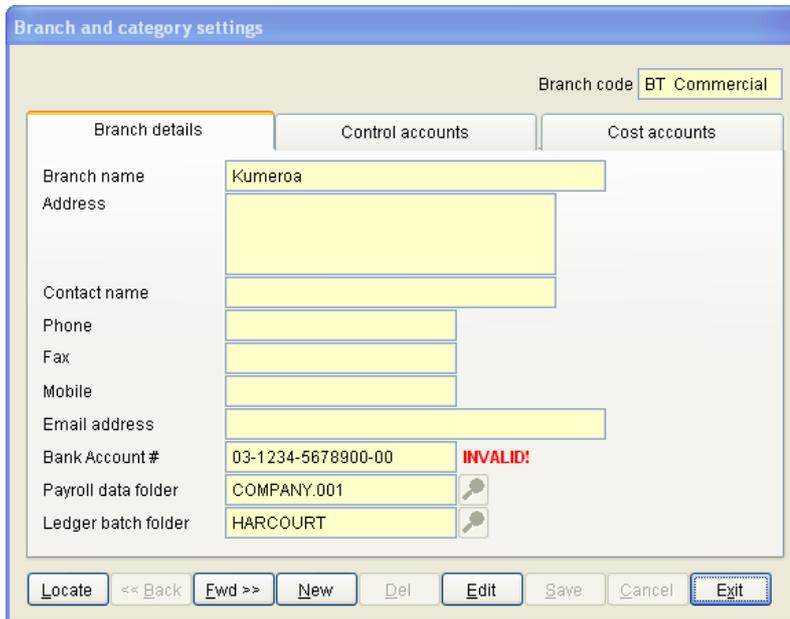
Branches

The branch parameters screen allows editing of branch details and the account numbers to be used in financial transactions per category within each branch.

Each *branch* comprises a setup record for each of the following categories:

- Commercial
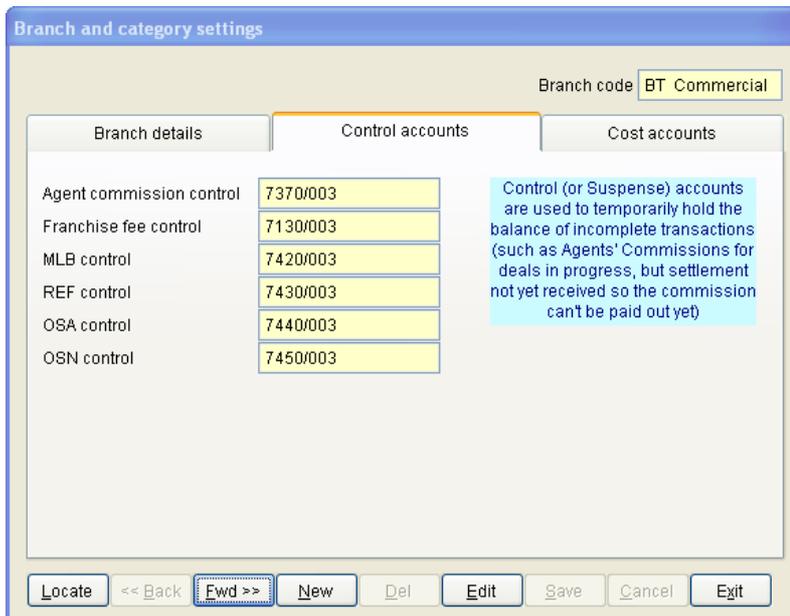
- Rural

- Urban/Residential

When you add a new branch to your HAPI system, three records are actually created for each of the categories provided. This permits you to specify different account numbers per branch/category if you wish.

The following screen shows the Commercial category record for the branch BT (this is the same as the code used to identify the branch in the Trust system).

The *Control accounts* tab (below), lets you specify the account codes to be used for controlling and monitoring what is owed for each item. The amounts owed normally reduce when trust disbursements are received.
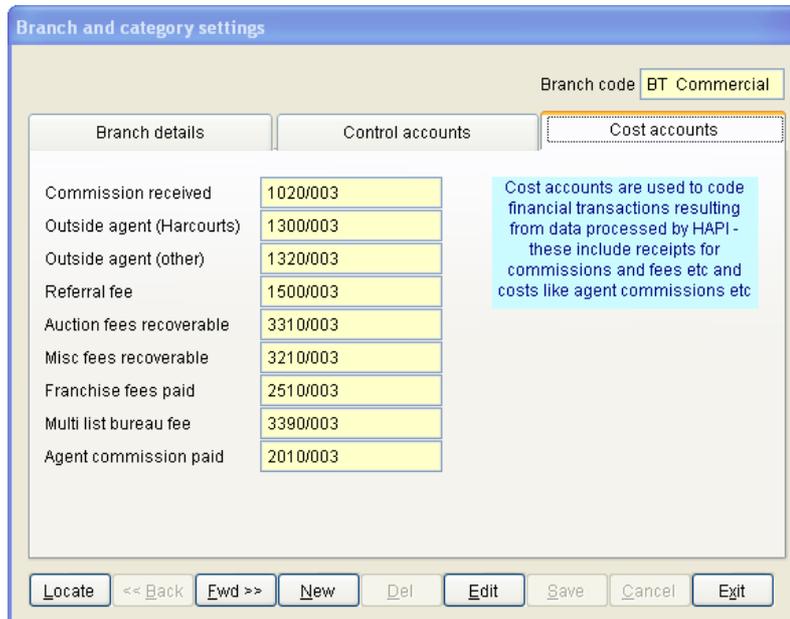
The Cost accounts tab (below), lets you specify the account codes to be used for the actual cost centres charged or credited with aspects of each deal (this occurs when the deal is first presented as an import from Trust system to HAPI, and may be amended by an Trust system transactions that might follow after the original import details.)

Note that the account code formats are controlled by the ledger type and account code format option in the *Setup* screen.

It is your responsibility to ensure the account codes actually exist in the destination accounting system – especially if you expect any financial transaction files that might be generated to import into those systems correctly.

Backup

Backups of HAPI data are normally performed automatically during the *Import Trust transactions* and *Bank Deposit* processes.

However, you may choose to backup your data and send it to the SmoothPay HelpDesk for analysis, or backup prior to making a series of changes – giving you the opportunity to restore easily back to the current state if you decide the changes you made are incorrect (say changing accounting systems and options)
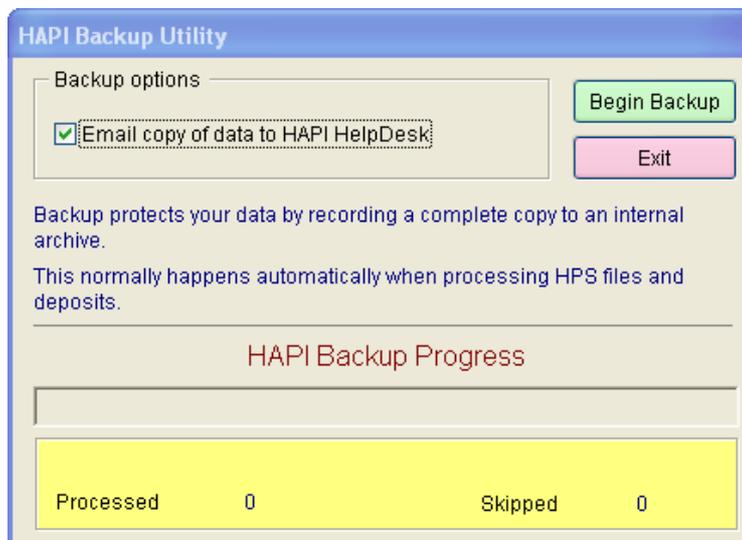
If you tick the *Email copy of data to HAPI HelpDesk*, then *Begin Backup*, the backup file will be created containing your current HAPI data, and an email will be prepared with the archive just created as an attachment:

Rebuild indexes

This option simply rebuilds the data table indexes and removes any deleted records. May be performed as often as you wish, however it is generally not required.

Restore

Restore permits you send any archived HAPI backup to the SmoothPay HelpDesk for analysis, to test the integrity of any internal backup, and to actually restore HAPI to the state it was in immediately before the archive file was created (anything that has happened since the archive was made will no longer exist)
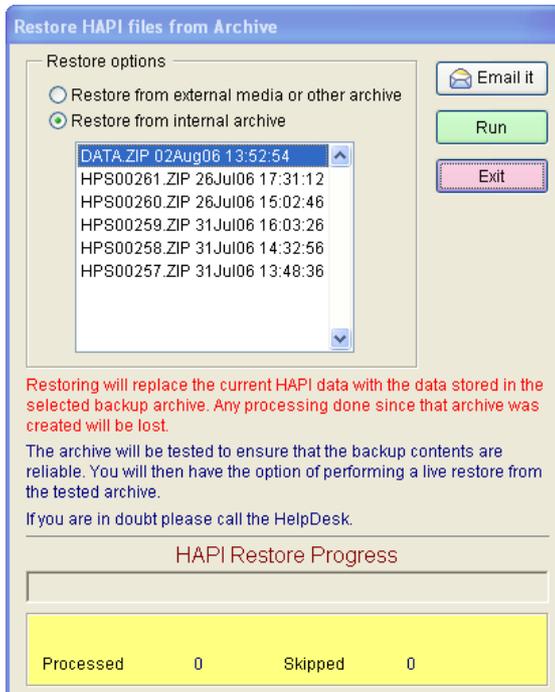
Note that the naming convention used for archive files is HPSnnnnn.ZIP, where the *nnnnn* is replaced by the batch number allocated at the time the *Import trust transactions* or *Bank Deposit* was processed. Batch numbers are printed on your processing audit reports.

Restore should only be used on the advice of the SmoothPay HelpDesk.

Tool Box
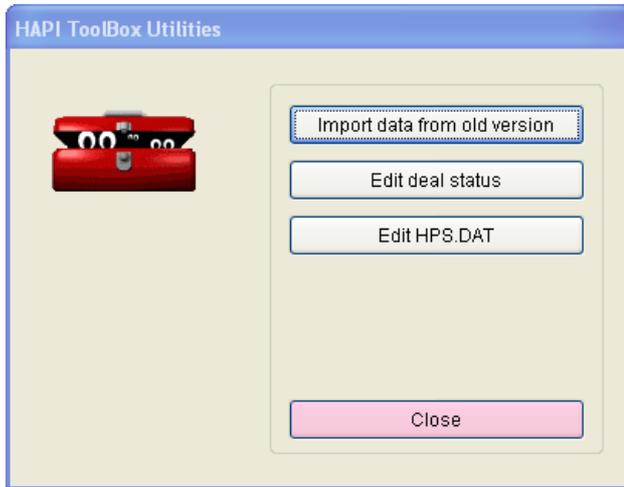
The *Tool Box* provides the following options:

- Import data from old HAPI system – this is normally only performed once when upgrading from the old version of HAPI, refer Installation section of this document

- Edit deal status – lets you change the current status of a deal within HAPI (you must also change the status in Trust system)

- Edit HPS.DAT – this permits you to view and optionally change the contents of the HPS.DAT file which contains transactions downloaded from Trust system.

Register

HAPI 2006 will allow up to 30 days free trial before requiring to be registered.

This screen lets you print a registration order form, and permits entry of your workstation activation code (sent back to you after processing your registration form by the SmoothPay HelpDesk).
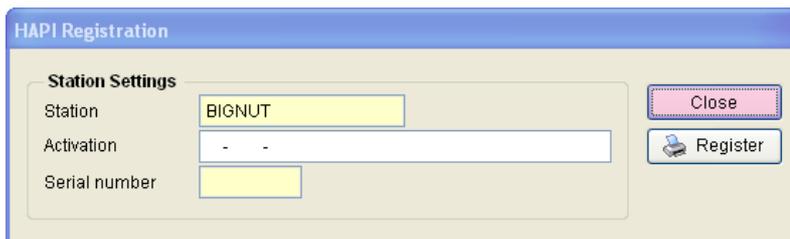
About

Displays information about your HAPI installation, and provides links to your program folder and the SmoothPay website.

Reports menu

Choose the report you'd like to run (you can double-click to activate any report)

- Deal Enquiry – provides quick access to any deal stored in HAPI and reports on the balances owed for the deal. A detail option is also provided

- Deal Balances – as above Deal Enquiry

- Agent Balances – reports on incomplete deals where agent commissions are still owed or may be affected by subsequent transactions from Trust system. Report is produced as a new page per agent (for confidentiality).

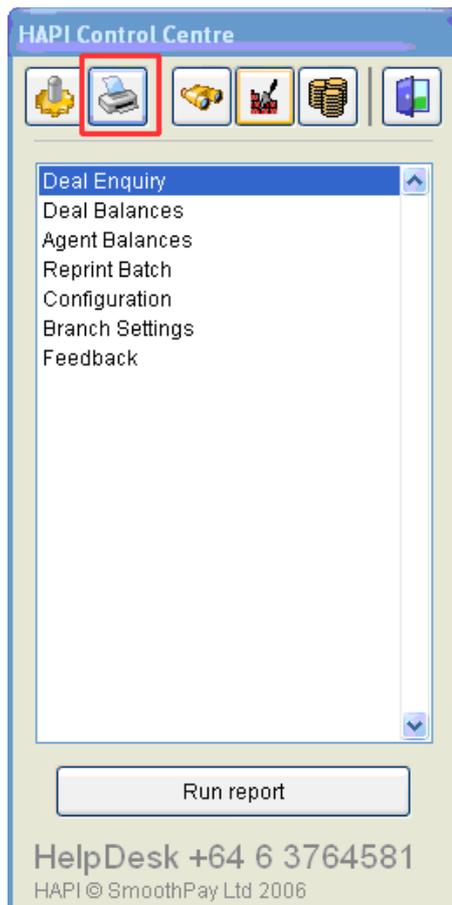- Reprint Batch – reproduces the reports generated by Import and Banking processes. You can select which reports are produced, from: Trust transactions, Financial transactions, and Payroll transactions

- Configuration – prints the *Settings..Setup* information

- Branch Settings – prints the *Settings..Branches* information

- Feedback – provides a means of reporting a problem or requesting a change to HAPI. This can be printed and posted/faxed or emailed direct from HAPI.

View Trust transactions before import

This is an optional procedure, and permits you to view the transactions about to be imported – without actually importing anything:

The report is identical in format to that produced during the Import process, and displays all the transactions brought down from the Trust system, and highlights any problems or records skipped due to incorrect values or content (such as negative entries, invalid codes etc). Any problem items are flagged with a warning message.

If you spot an item of concern on the report, simply send your data from the *Settings..Backup* screen to the SmoothPay HelpDesk along with a description of the problem and we'll take a look for you.

Import Trust transactions

This process checks to make sure there are transactions to be processed, and that no-one else is using HAPI data files.

Then, the process does the following:

- automatically backs up your current data state and the transactions to be imported
- prints the import audit trail and financial reports
- updates the internally stored deal totals and deposit entries (if any)

A status panel displays progress:

- If any red crosses appear, the entire process fails and you should contact the SmoothPay HelpDesk for assistance.
- Typically, after any failure, as long as the backup part of the process worked OK then you need only restore from the backup that was created, correct the problem and attempt the process again
- Failures are NOT a normal part of the process and inevitably are a machine or network problem

Bank Deposit processing

Use HAPI to process <u>all</u> deposits received, including Trust disbursements and payments received direct at the franchise (not just for settlement on deals, but any and all funds received – HAPI will produce a Bank Deposit Supplement for you, saving time doing bank deposits)

- To begin the deposits process, choose the "*HAPI Deposit Process*" toolbar option (looks like piles of coins).

- Any Trust Account disbursements imported from HPS will automatically generate deposit entries in HAPI's Deposits screen (as either direct credit entries, or cheques if the reference used is a number – you can change this per item if you need to).

- You can add any additional payments that have been received, along with the details of the deal/invoice/customer or ledger account they relate to.

- When you have completed all your deposit entries, Choose Finish. You can:
  - *Save and Process* your work (which generates bank deposit audit trail, bank deposit supplement and payroll entries).
  - *Save work for later*, or
  - *Discard work* – discarding any changes you have made.

- **<u>Do not</u>** manually add trust account disbursements – they will be created for you from the HPS export/HAPI import.

- The process of backup, allocation of a HAPI batch number, printing import audit trails etc all happens automatically.

- You should perform this process every time you wish to perform a banking.

IF ANY ERRORS OCCUR DURING THE PROCESS – CONTACT SMOOTHPAY HELPDESK IMMEDIATELY.

If support for ledger integration batches is available for your ledger system (support is made available by arrangement with the SmoothPay HelpDesk), then you may import batches of financial transactions into your accounting system.

Troubleshooting

Problems with transactions not appearing in SmoothPay from HAPI etc are typically caused by processing things out of order, or continuing past a system or procedural fault without taking corrective action or calling the SmoothPay HelpDesk.

If in any doubt at all, it pays to call the SmoothPay HelpDesk and ask.

The following troubleshooting tips may assist you in correcting common problems.

Errors reported by HAPI on the Trust System (HPS) Import audit trail	Most errors are due to invalid record contents, and will generally cause the offending entry to be skipped (eg. A negative agent commission, an unknown branch being processed etc).
SKIPPED:Unrecognised code	Occurs if the transaction code in the file exported from Trust in unrecognised. You should report this to the SmoothPay HelpDesk. You may continue processing.
SKIPPED:Agreement does not exist	No agreement number has been specified in the record exported from the Trust system. You may continue processing.
SKIPPED:Agreement fallen	You have set the status for this deal in HAPI to "fallen" – any transactions received from the Trust system for this deal will be ignored by HAPI. You should ensure the deal is flagged as fallen in Trust. You may continue processing
SKIPPED:Disbursement is zero	The disbursement entry in the Trust export has a zero value and will be ignored.
SKIPPED:Negative values not permitted	The value of the amount (or GST content) of the transaction is negative. This is not permitted, and any offending records will be skipped. You may need to process manual adjustments, say for incorrect agent payments etc.
REJECT:Invalid branch/category	The branch and or category codes in the Trust export record are unrecognised. These must be established in Settings..Branch Settings before the Trust export transactions file can be processed.

Errors reported during Trust (HPS) file import, or Bank Deposit posting	These types of errors usually indicate a setup problem or a networking or hardware issue.
Backup failed	If a cross appears beside the Backup entry, then the files were not able to be backed up correctly (possibly due to a file being accessed by another user after your backup started, or a disk or file error). You should contact the SmoothPay HelpDesk immediately.
Other failures	A tick beside backup, but crosses next to any other entry indicate a catastrophic failure due to any or all of hardware failure, network access, file permissions or program logic faults. You should contact the SmoothPay HelpDesk immediately, unless you are able to determine the cause of the problem (such as correcting file permission issues, logging back on to your network etc). Generally, you would need to restore from the backup made automatically at the start of the failed process, correct any technical issues, then resubmit the process.

HAPI Application messages	These may be displayed if your system is not set up correctly
This application must not be placed in C:\HAPI	Occurs if HAPI 2006 has been relocated from it's installed location to where the old version of the software was installed. The application must be moved somewhere else (preferably back to where it came from)
Your trial period has expired	HAPI must be registered after the free 30-day trial period. A registration request form (shows prices and options) may be printed from the Settings..Register screen
Another user is currently using the database	The procedure being performed required exclusive access to the HAPI database. Make sure any other HAPI clients exit HAPI
Application cannot be started a second time	Only one instance of HAPI may be currently running on any one workstation. Usually due to HAPI being minimised and attempting to start again from the desktop icon – simply click HAPI in the task bar to bring it back up.
Another user [NAME] is currently running a critical HAPI process…	The procedure being performed required exclusive access to the HAPI database. Make sure any other HAPI clients exit HAPI
There was a problem appending/copying c:\hapi\hps.dat to…	Usually due to file permission problems. Refer to message "and solution below, or call the SmoothPay HelpDesk.
This program cannot perform the requested file operations…	Regrettably, Windows security makes a mess of real-world file access by setting permissions on new files moved into the application folder according to the security level of the person who created them (because it bases permissions on the user, not the application). This means if a user with administrative permissions installs HAPI, a user with lesser permissions may not be able to process files exported from Trust system as they don't have authority to overwrite or append the file previously created. This can be remedied by having the administrator reset the permissions on the HAPI application folder and all subfolders.
Error trying to locate SmoothPay Payroll or accounting data folder!	The path to the SmoothPay or accounting data is invalid (from this workstation). You must set the paths to your accounting and payroll application/program folders correctly in Settings..Setup. You must also ensure that the correct sub-folder is set in Settings..Branches for the payroll and financial transactions exported to by HAPI.
Other errors	Are intended to be self-explanatory, however if you're unsure as to how to proceed, please call the SmoothPay HelpDesk.