



CRM Version 5.6.0.0 Release Notes

August 2021

Welcome to Fin365 CRM v5.6.0.0. This release is a major release with some new features, as well as improvements to existing features.

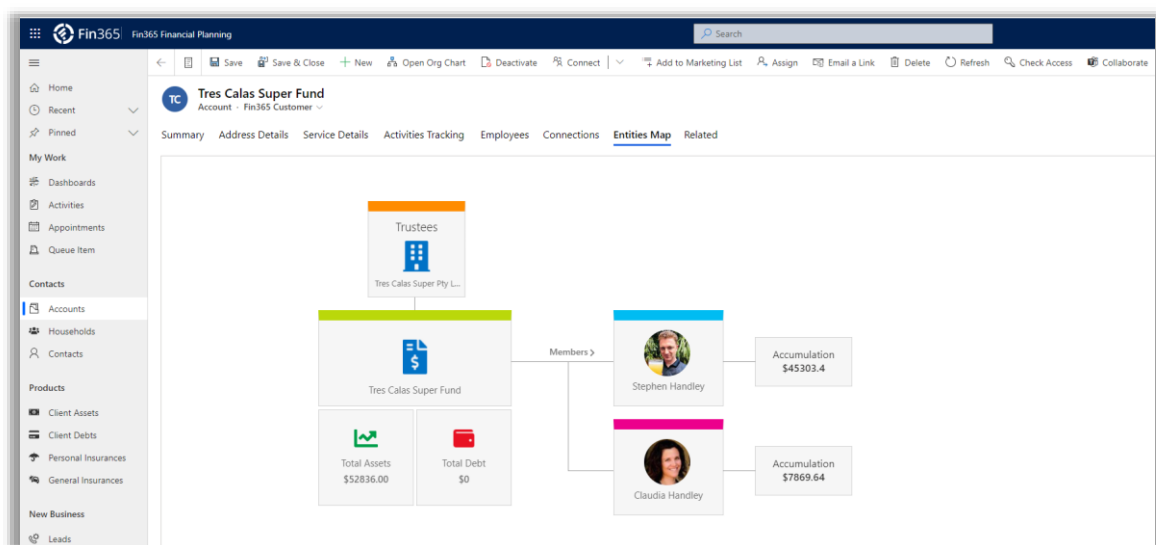
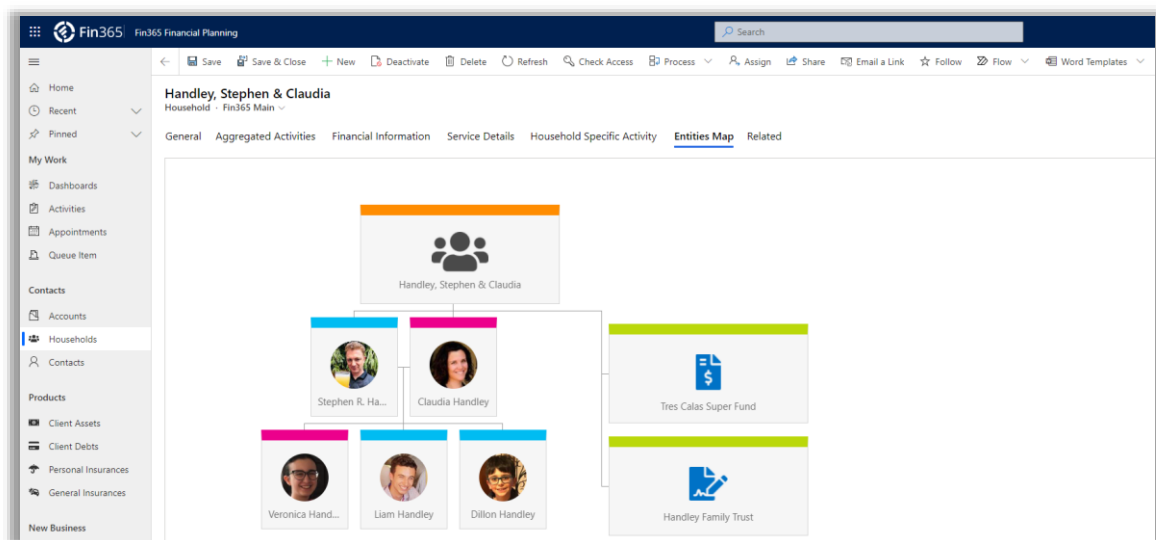
Just a reminder that all new features can be found in the Fin365 standard applications. Any customers with customised applications may not see them without further customisation work.

New Features

Entity Maps

We have added an Entity Map diagram to Households and Companies where the Company Type field is set to SMSF, Trust, Estate or Pty Ltd.

These entity maps are constructed based on connections between the root record (e.g. SMSF) and related records (e.g. Trustees & Members)



Fin365 Entity Maps

Feature Enhancements

Client Incomes

In anticipation of our upcoming integration with [Voyant](#) modelling system we have added the following features to the **Client Income** entity

Taxable? Field

The taxability of an Income can now be set to Yes or No. When set to No the **Tax Paid** field will be set to \$0 and hidden from the form.

The screenshot shows the 'Family Tax Benefit' form in the 'Income Details' tab. The 'Primary Client' is Claudia Handley, and the 'Household' is Handley, Stephen & Claudia. The 'Income Type' is 'Government Benefit' with a sub-type of 'Family Tax Benefit'. The 'Income Frequency' is 'Fortnightly', 'Gross Income' is '\$600.00', and 'Pre-tax Spending' is '\$0.00'. The 'Taxable?' field is highlighted in yellow and set to 'No'. The 'Net Income' is '\$600.00'. Other fields include 'Start Date' (1/01/2019), 'End Date' (---), 'Currency' (Australian Dollar), and 'Quick Notes' (---).

Fin365 Income Tax Status

Income Sub-Type fields

We have added Sub-Type fields for Incomes where the **Income Type** field is set to **Investment Income**, **Government Benefit** or **Other**

This screenshot shows the 'Family Tax Benefit' form with the 'Income Type' field set to 'Investment Income'. A dropdown menu for 'Investment Income Type' is open, showing options: Account Based Pension, Annuity Income, Defined Benefit Pension, Dividend Income, Interest, Regular Payment Plan, Rental Income, and Transition to Retirement Pension. The 'Taxable?' field is set to 'No'.

Fin365 Investment Income

This screenshot shows the 'Family Tax Benefit' form with the 'Income Type' field set to 'Other'. A dropdown menu for 'Other Income Type' is open, showing options: Discretionary Trust, Income Protection, Special Disability Trust, Testamentary Trust, and Work Cover. The 'Taxable?' field is set to 'No'.

Fin365 Other Income

Fin365 Government Benefit Income

Note: The Government Benefit Sub-Type is currently only for Australian customers. Post release, we discovered a bug preventing this field from displaying. A fix will be rolled out shortly. If you need immediate access to this field, please let us know.

Household Expenses

Connect Household Expense to Client Debt

We have added the ability to create an Expense of type **Debt Expense**. When an expense record is set to this type, a Connected Debt field will appear requiring you to connect the expense record to the associated debt. The Repayment Amount and Repayment Frequency fields on the debt record will be set to match the connected expense record.

Fin365 Debt Expense

Cases

Auto Naming Global Variable

A new Global Variable has been added to allow you to switch on auto-naming of Cases. When this switch is set to On, Cases will be named using the convention **YMMM – Customer Name – Case Type**

Fin365 Auto-Naming of Cases

Activity Tracking

Several enhancements have been added to our automated tracking of customer activity

Tracking of time for (File) Notes

While in most cases we recommend attaching Notes to a corresponding Activity (e.g. Task), which has a corresponding **Duration** field, in some cases it is appropriate/preferable to simply add a Note directly to a non-Activity record (e.g. Contact, Household, Case).

To capture an indication of time spent on these Notes, we have added a Global Variable that allows you to set an average time per Note.

The screenshot shows the configuration for a Global Variable named 'Notes Time Spent in minutes'. The 'General' tab is active, showing the variable's name, owner (API DemoFinPal), value type (Int), and value (10). A description explains its purpose: 'Number of minutes assumed to be spent on average handling each note. Used in Activity Tracking calculations.'

Name	Notes Time Spent in minutes	Description
Owner	API DemoFinPal	
Value Type	Int	
Value	10	

Fin365 Time Spent per Note

The value captured here will be applied to each Note record that is attached directly to a non-Activity record.

The screenshot shows a case page for '210624 - Roger - Support Backlog'. The 'Activities' tab is active, displaying a summary of activities. A table shows the number and time spent on various activities, with the 'Notes' row highlighted by a blue border.

Activity	Number	Time
Appointments - Number	0	0 minutes
Phone Calls - Number	0	0 minutes
Tasks - Number	0	0 minutes
Appointments - Time		0 minutes
Phone Calls - Time		0 minutes
Tasks - Time		0 minutes
Emails - Number	1	15 minutes
Notes - Number	3	30 minutes

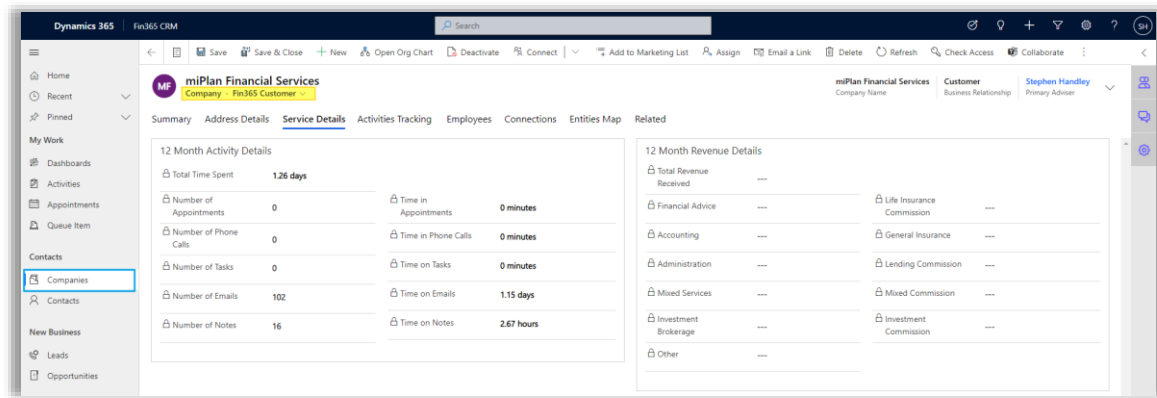
Fin365 Number and Time Spent on Notes

Tracking of time for Company Customers

An increasing number of our customer deal directly with entities where there is no corresponding Household (e.g. Estates, SMSFs, Companies) and want to track activity directly against the Company record, rather than the Household. This is now possible.

Similar to aggregation of Activities at the Household level, a new **Fin365 Customer** form now shows 12-month summary of activities that are attached either:

- Directly to the Company record
- To a Case that has the customer field set to the Company record
- To a Contact that is listed as an employee of the Company



Fin365 Activity Tracking on Companies

Duplicate Detection Rules

To aid with data cleanliness, Microsoft Dynamics includes Duplicate Detection rules that give a User alert when trying to save a record that is an exact match with another record (e.g. Same First Name, Last Name & Email address). These rules can be found in the Advanced Settings area. To reduce We have edited the standard Duplicate Detection rules to ignore Inactive records.

Dynamics 365 Settings Data Management					
New Alerts (11) Latest: You've got an alert for the mailbox 'Stephen Handley'. Yesterday 8:41 PM View Alerts					
Duplicate Detection Rules					
Entity Type: All View: Published Duplicate Detection Rules					
New Publish Unpublish More Actions					
Rule Name	Base Record Type	Matching Record Type	Created By	Modified On	
Accounts with the same Account Name	Company	Company	Stephen Handley	18/04/2021 11:49 AM	
Accounts with the same e-mail address	Company	Company	SYSTEM	18/04/2021 11:49 AM	
Accounts with the same phone number	Company	Company	SYSTEM	18/04/2021 11:49 AM	
Accounts with the same website	Company	Company	SYSTEM	18/04/2021 11:48 AM	
Contact - Same first name, last name & email	Contact	Contact	API DemoFinPal	22/06/2021 1:46 PM	
Households - Same Name	Household	Household	API DemoFinPal	22/06/2021 1:46 PM	
Leads with the same e-mail address	Lead	Lead	SYSTEM	18/04/2021 10:13 AM	

Fin365 Duplicate Detection Rules

Form Changes

Entity	Form(s)	Change/Purpose
Company	Fin365 Customer for	Added a new customer centric form to display data that is only relevant when the Company record is a Customer.

Field Changes

Entity	Field(s)	Change/Purpose
Client Asset	Asset Type	We have added Defined Benefit to the list of Asset Types
Client Income	Taxable?	As per above
	Sub-Category fields	As per above
Household Expense	Expense Type	Added Debt Expense to list of Expense Type options
	Connected Debt	Use to connect a Debt Expense record to the corresponding Debt

Coming Soon to Fin365 CRM

Revenue Management

Tracking of Revenue for Company Customers

Like the addition of providing a 12-month summary of Activities for Company customers, we will also report on the revenue received for these customers, allowing you to report on per-customer profitability in the same as is currently possible on Household records.

12-months vs 365 days

To help improve accuracy of reporting for Revenues, we will soon rollout the ability to use **Previous 12 months** or **Last 365 days** as the period for which we'll sum revenues on related records.

Automated Currency & Exchange Rate updates

An increasing number of our customers have clients with investments in multiple currencies. We are close to rolling out support for automated daily updates to currencies and exchange rates, which will allow you to accurate report on all records in the base (local) currency.