

**CCH PRACTICE MANAGEMENT – KNOWN ISSUES** (January 2021)

DATE RAISED	ITS	DESCRIPTION	WORKAROUND (If Available)	SCHEDULED/ FIXED
15/01/2021	61720	Receipt import issues from Twinfield		<b>2020.3 Hotfix 3</b>
08/01/2021	61712	FIFO - Auto estimates allocated to employees with no active stationed record not being exported to Twinfield		<b>2020.3 Hotfix 3</b>
05/01/2021	61693	Prorata - Auto estimates allocated to employees with no active stationed record not being exported to Twinfield		<b>2020.3 Hotfix 3</b>
03/12/2020	61674	Auto Estimates element used within Bills is not being exported to Twinfield		<b>2020.3 Service Pack</b>
20/11/2020	61661	Create Timesheet entry from Find Clients/Find Assignments element used within bills is not being exported to Twinfield		<b>2020.3 Service Pack</b>
20/11/2020	61660	Create Timesheet entry from Employee Planner element used within bills is not being exported to Twinfield.		<b>2020.3 Service Pack</b>
20/11/2020	61659	Copy Timesheet element used within bills is not being exported to Twinfield.		<b>2020.3 Service Pack</b>
20/11/2020	61658	Est To complete and Misc Charge elements within Repeat Bills are not being exported to Twinfield		<b>2020.3 Service Pack</b>
19/11/2020	60586	Twinfield Integration – Receipt Description is not importing into PM where the description entered within Twinfield is identical.		
22/10/2020	60634	Est To complete and Misc Charge elements within bills are not being exported to Twinfield		<b>2020.3 HF</b>
16/09/2020	60588	Repeat bills generating incorrectly when original bill has ETC's entered against multiple jobs on same assignment		
26/08/2020	59572	Billing - First word of bill paragraph being omitted when text in bill paragraph is justified		

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02/04/2020	59405	Billing Wizard - Unable to proceed with the creation of Bills on Stage 3	<b>Workaround:</b> Please see KB article 12376 for details on how to resolve this issue. <a href="https://www.cch.co.uk/software-support/2015/resources/knowledgebase.asp">https://www.cch.co.uk/software-support/2015/resources/knowledgebase.asp</a>	
23/03/2020	59373	Bulk Bill Extra Field - Duplicate bills when using Client Company	<b>Workaround:</b> Remove and re-add all <b>Client Bill</b> Type Billing templates from File> Maintenance> Documents> Document Styles by Company and Office.	
	55734	Billing - Bill preview can fail filing to Document Management	<b>Workaround:</b> Contact the support department for a script to enable the document to be re-uploaded.	
		GDPR - Group Bill Deletion	<b>Workaround:</b> For GDPR purposes, manually remove any personal data	