Local Revenue Processor Learning Series

November 16th, 2022

AVISON YOUNG

Objectives

- **Organizational Changes/Updates**
    - Welcome New LRPs
    - Regional Revenue Processing - Houston

- **Reminders and Updates: NetSuite Deal Management System:**
    - Revenue Reversal/Write-Off Form (Canada)
    - Lease Expiry - Tableau
    - Re-Submitting A Rejected Deal
    - Vendor Search On Parties Tab
    - Deal Form Standardization

- **Reminders: Year End**
    - Applying Payments to Invoices with 2023 Due Dates
    - Adjusting Transactions from 2018 or Earlier

- **Finance Systems Updates**
    - Zendesk Updates
    - October 29th Finance Systems Updates

- **Additional Topics**
    - Zendesk Coverage Friday, November 25th
    - **LRP Spotlight** – Nominees

- **Appendix**
    - Payroll Calendars

Welcome new members of the LRP community

Bianca Acosta

Revenue Coordinator

Northern California Region

Sierra Stroebert

Operations Coordinator

North Carolina Region

Reminders/Updates: NetSuite Deal Management

DMS: Revenue Reversal/Write-Off Form (Canada)

The Revenue Reversal/Write-Off Form **for Canada** has been revised to include an additional full revenue reversal option for duplicate transactions.

This form (v2022.11) can be found on Zendesk: https://avisonyoung.zendesk.com/hc/en-us/articles/360039945791-AR-Revenue-Reversal-or-Write-Off-Form

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CANADA Accounts Receivable
Revenue Reversal or Write Off
Authorization Form

INSTRUCTIONS: Please complete this form and email to Controller/Senior accountant for your market with appropriate approval signatures. Please cc Jennifer Kosloski and Karina Sondek.
Full revenue reversals are processed by ZenDesk, partial revenue reversals are processed by the LRP, and write off's are processed by Accounting.

Receivable Information:

Reporting Market __________
Billed To __________
Deal Name __________
Lead Broker __________

Total Gross Receivable			Revenue Recognition Date	
Less Co-broker Payable			Due Date	
Less AY broker Payable			Apto Deal ID	
Total Net Receivable	$ -	<Net Reversal or WO	AY Invoice #	

Reason for Revenue Reversal or Write Off (Select One):

- ☐ Full Revenue Reversal (deal collapse, email to ZenDesk required)
- ☐ Full Revenue Reversal (duplication, email to ZenDesk required)
- ☐ Partial Revenue Reversal - Contingency not satisfied
- ☐ Partial Revenue Reversal - Subsequent Fee Adjustment

Lease Expiry Report - Tableau

Our Tableau Lease Expiry Report is almost ready! We're hoping to have it available to Brokers and LRPs by next month.

Deals with no expiration date will appear on the report with a blank field. They will not be filtered out.

Please make every effort to include this data when you're booking new deals. We have 1300+ Apto deals and 143 NetSuite deals with either partial or no lease date information.

The report will only be as good as the data in the system.

DMS: Re-Submitting a Rejected Deal

When a deal has been Rejected, the LRP will need to Edit & Save the Deal in order to view and select the "Proceed for Approval" Button.

If the rejection reason is missing documentation, the LRP will need to attached this necessary document(s), then click EDIT and SAVE so that the Proceed for Approval button displays.

DMS: Vendor Search in Parties Tab

We've made an enhancement to the Vendor Search in the Parties tab to assist LRPs in linking the correct vendor to the deal.

The Tax ID # now displays on the search results, so if you have the co-broker or client's W-9 (US) or tax number (Canada), you can match it to the Tax ID in NetSuite.

PARTY TYPE*	CO-BROKER NAME	CO-BROKER COMPANY	CLIENT COMPANY	VENDOR
AY Internal Party				List Search
Co-Broker	Angnes Lam	Universal Realty		00028357 Lee & Associates

OK | Cancel | Remove

NAME	EMAIL	PHONE	HRISID	PRIMARY SUBSIDIARY (NO HIERARCHY)	ADDRESS	TAX ID
Lee & Associates Riverside				020-11 - Avison Young (USA) Inc.	Lee & Associates Riverside 3240 Mission Inn Avenue Riverside CA 92507	33-0355610
Lee & Associates Riverside				020-11 - Avison Young (USA) Inc.	Lee & Associates Riverside 25240 Hancock Ave. Ste. #100 Murrieta CA 92562	33-0355610
Elite Fleet Courier				000 - Avison Young CONSOLIDATED (AYCI)	Elite Fleet Courier PO Box 121, 1K 200 Barclay Parade SW Calgary AB T2P 4R5	133126979
Linda Lee Charters LLC		(952) 474-7660		020-11 - Avison Young (USA) Inc.	Linda Lee Charters LLC PO Box 10 Excelsior MN 55331 United States	45-2900284
Lee & Associates Charleston LLC				020-11 - Avison Young (USA) Inc.	Lee & Associates Charleston LLC 960 Morrison Drive Suite 400 Charleston SC 29403 United States	45-5267080
Lee & Assoc AZ Commercial RE Services		(602) 956-7777		020-11 - Avison Young (USA) Inc.	Lee & Assoc AZ Commercial RE Services 3200 East Camelback Rd Suite 100 Phoenix AZ 85018	86-0687857
Lee & Assoc Commercial RE Serv Atlanta LLC				020-11 - Avison Young (USA) Inc.	Lee & Assoc Commercial RE Serv Atlanta LLC 3500 Lenox Road Suite 1600 Atlanta GA 30326	27-3215213
Cutting Edge Sign Art				020-11 - Avison Young (USA) Inc.	Cutting Edge Sign Art 1765 Commerce Ave Suite A Vero Beach FL 32960	20-2944117
DFW Lee & Associates, LLC				020-11 - Avison Young (USA) Inc.	DFW Lee & Associates, LLC 15455 Dallas Parkway Suite 400 Addison TX 75001 United States	75-3203411
DFW Lee & Associates, LLC				020-11 - Avison Young (USA) Inc.	DFW Lee & Associates, LLC 14950 Quorum Drive Suite 100 Dallas TX 75254	75-3203411
EOP Realty Inc				020-11 - Avison Young (USA) Inc.	EOP Realty Inc 4355 Forman Avenue Toluca Lake CA 91602	20-2355833
Lee and Associates of Illinois LLC		(773) 355-3010		020-11 - Avison Young (USA) Inc.	Lee and Associates of Illinois LLC 9450 W Bryn Mawr Ave Suite 550 Rosemont IL 60018 United States	61-1419208

Poll: Deal Form Standardization

We are currently working on creating a standard online Deal Form that will pre-populate with HubSpot data, then will be manually updated by brokers/broker teams to add content to fields needed by the Finance systems. This will enhance the integrations between HubSpot and NetSuite as well as reducing double entry by broker and LRP teams where possible.

As we are obtaining requirements for the integrations of the data, we are looking to get more information from LRPs:

1) **Do you edit a deal in NetSuite at any time BEFORE you receive the deal form or deal documents from the brokers or their teams?**
   a) **If so – please provide more information as to the different scenarios where this is needed and which fields you are entering.**

Jessica will follow up with those who respond yes to get further information as to when/why this is done.

We will use this information to plan the integrations of the deal form and decide whether to update fields at time of submission.

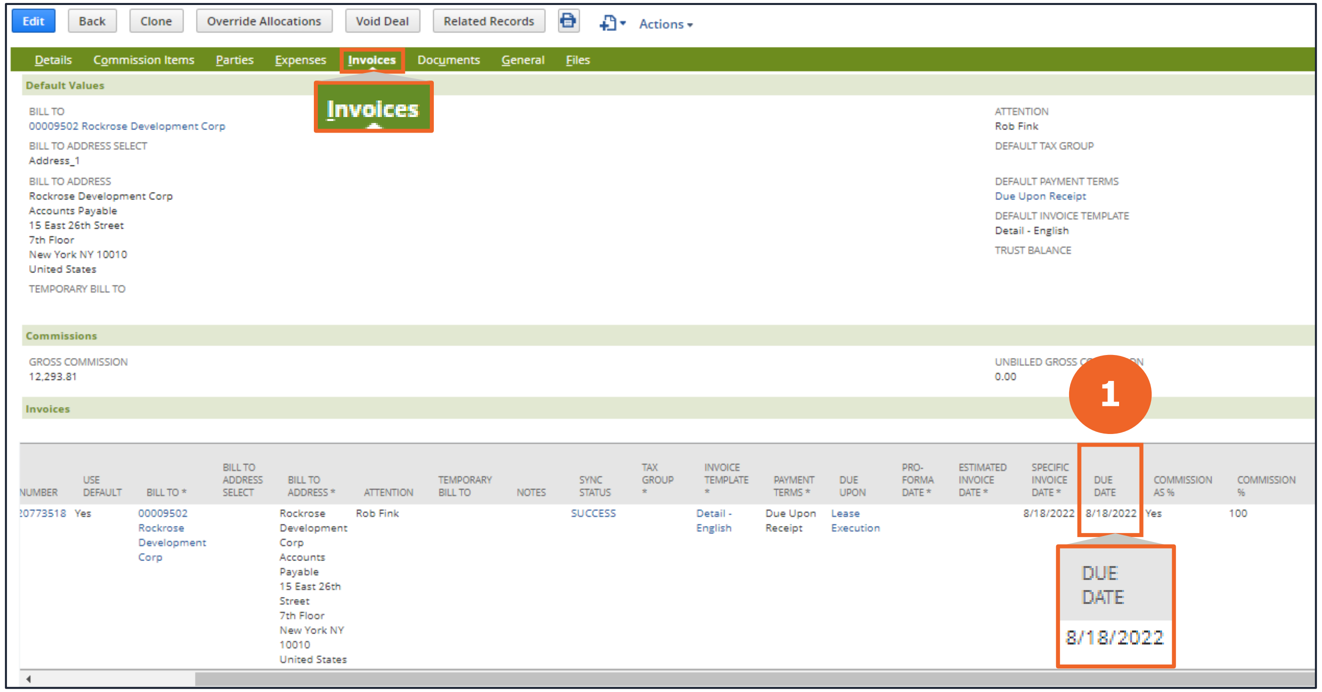
Reminders: Year End

Applying Payments to Invoices with 2023 (or later) Due Dates

This is especially important for Transactions including US Brokers as it affects their estimated AGP Calculation in SAPC. Invoices that have future year due dates are included in that year's estimations. SAPC is already accumulating estimated AGP for future years, and we need to remove the amount of this paid invoice from the estimated AGP so that the calculations are correct for 2023 (and beyond).

1. When applying a final payment to an invoice; for the remainder of this year, **BEFORE APPLYING A PAYMENT**, please ensure that the due date for the invoice is a 2022 date.

- If the due date is 1/1/2023 or beyond:
    - Please submit a ticket to financeappsupport@avisonyoung.com
    - Include the invoice # and a copy of the payment (check or wire) that you are applying.
    - Approval from Dana Schneider is not required for this change

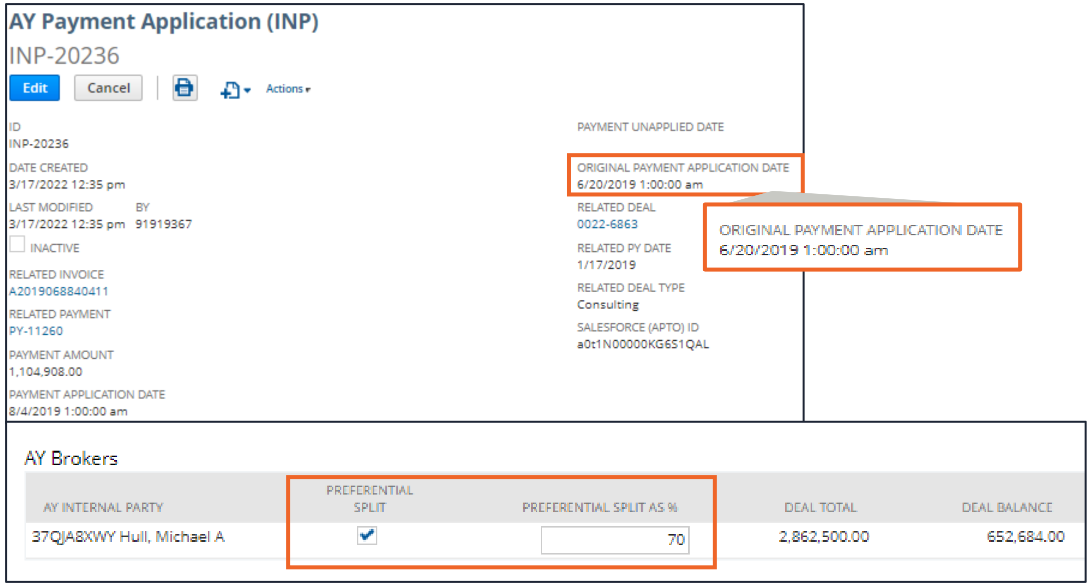


Please allow Meg or Lauren to change the due date to 12/31/2022 before you apply payment.

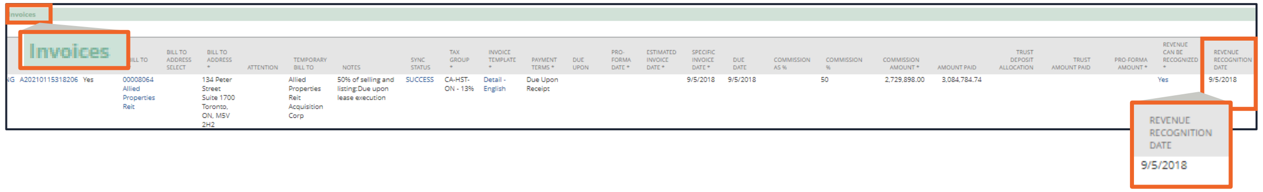
Adjusting Transactions from 2018 or earlier

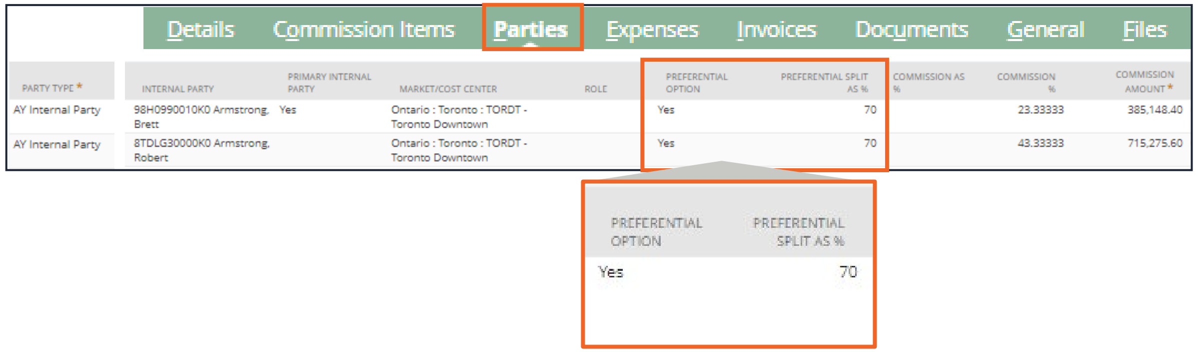
A reminder to follow the CTS/RB Deal Adjustment process outlined in the Adjustments Training deck ([DMS Training - Adjustments, CLER Deals, CTS, RB Deal Adj..pdf]) for all transactions from 2018 or earlier.

1. **US** – when adjusting a transaction where a payment was applied in 2018 or earlier, ensure you obtain the Preferential Splits and Payment Allocations prior to unapplying and adjusting the deal. These can be found by running the **AY Payment Allocations** report.
   - You will need to reapply the payment using the Preferential Splits and allocations after the adjustment is complete.



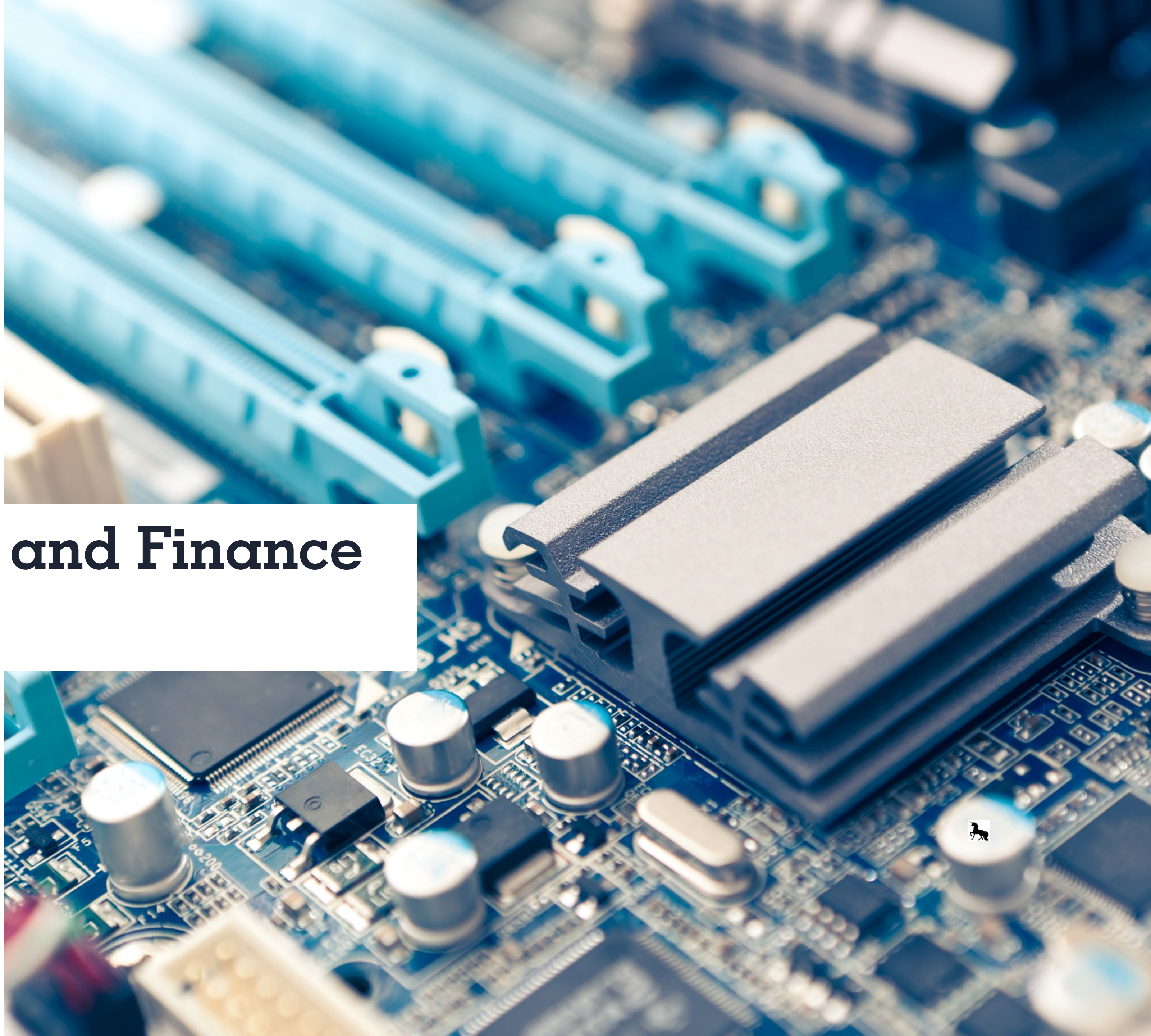
2. **Canada** – When adjusting deals where the invoice revenue recognition date is 2018 or earlier, ensure to recalculate the broker splits and update the Preferential Split on the Parties tab of the Deal Wizard.



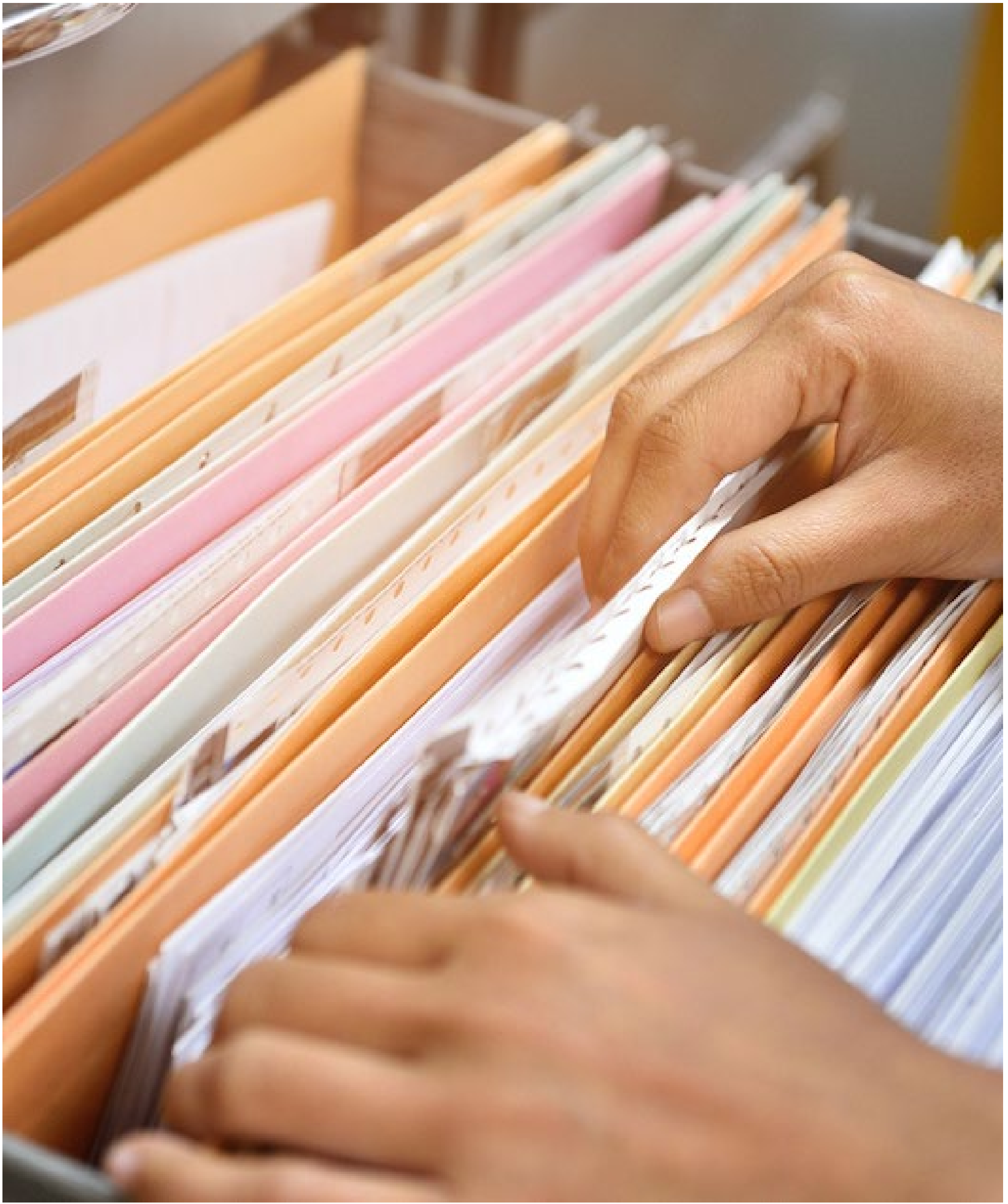


This is important as SAPC is not able to perform calculations on any deals from 2018 or before without a preferential split indicated.

Review: Zendesk and Finance System Updates



Zendesk – Updated Articles



Over the past month, the following articles have been added or updated on Zendesk:

Added:

Ongoing Learning Series – Link to October 26th OLS recording added on October 26th

Updated:

DMS Training - DMS Deal Wizard Part 2 - updated October 27th to include new Rev Rec Decision tree

DMS Training – NetSuite 101, Lists, Deal Integration – updated November 7th to include instructions on reactivating company records (appendix)

Canadian Revenue Reversal/Write-Off Form updated on November 9th (v2022.11)

Please access to review and obtain updated documentation.

Review – October 29th Finance Systems Updates

NetSuite DMS

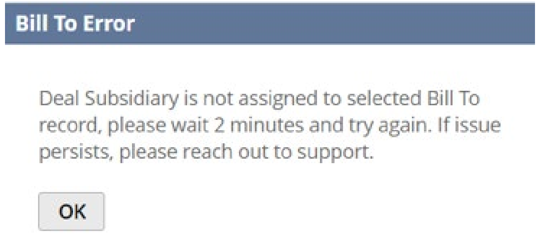
1. Bill To Filter Logic

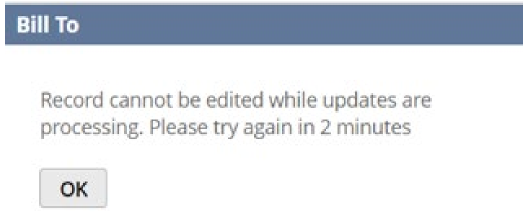
Previously, LRPs were able to link a newly created Bill To on the Invoices tab before the script that assigns subsidiaries was complete. Linking the Bill To prematurely interrupted the script, and if the LRP's subsidiary had not yet been associated, the invoice sync would fail.

There is now be logic in place to ensure that the deal (Primary Broker's) subsidiary is associated with the selected Bill To. If the Bill To was recently created, the LRP is now prompted to wait for the script to complete and try again. NOTE: A primary broker must be identified prior to selecting the Bill To in order for this validation to occur.

Similarly, edits could previously be made to a Bill To (new address added) while the script was still in progress. Logic has been added to prevent saving Bill To edits until the script is complete.

Finally, the "+" next to the Bill To field on the Invoices tab has been removed. Users will be required to create new Bill To records outside of the Deal Wizard using Deal Management → Lists → Bill To → New





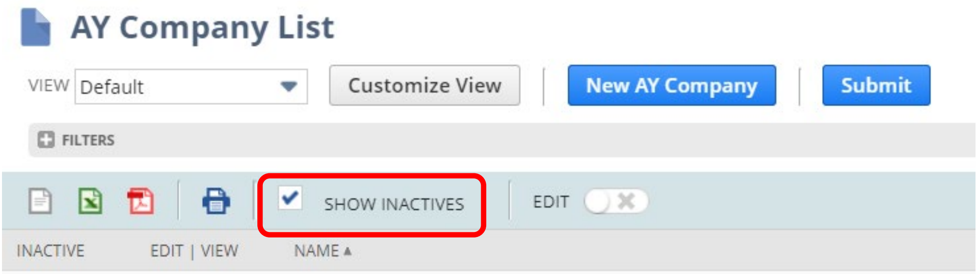
Review – October 29th Finance Systems Updates (con't)

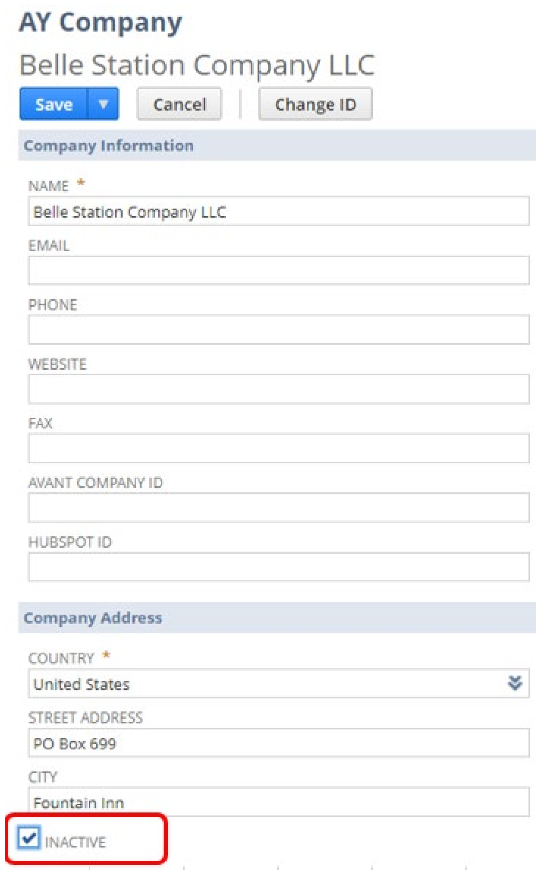
NetSuite DMS

2. Company Record Inactive Flag

The "inactive" flag on company records has been added to the record display and can now be modified by the LRP. If a company record (Landlord/Seller, Tenant/Buyer or Co-Broker) is set to inactive, it will not appear in Company searches. LRPs will now be able to re-activate company records as needed for deal booking.

To locate inactive company records, you can use the "Show Inactive" checkbox on the Company record search.





Detailed instructions related to locating and reactivating Company records can be found in the Appendix of the *DMS – Day One – NetSuite 101, Lists, Deal Integration* slide deck, under "New LRP Training" in Zendesk.

Review: Additional Topics

Zendesk Coverage – November 25th

Please note, **we will not have full Zendesk coverage on Friday November 25th** as the US team will be out for Thanksgiving and Jessica is also out of office on that day.

The AMS team will be monitoring for urgent issues, however most tickets submitted on Friday will be addressed once the team returns on Monday, November 28th.

LRP Spotlight Nominees

Donna Martin

Nominated by Michelle Warren - *Donna has done an amazing job taking on additional LRP duties to help support the acquisition with Madison Marquette adding more brokers and properties to her workload. You have been a rockstar throughout this process and it does not go unnoticed.*

Arielle Lubbers White

Nominated by Beth Burke - *I would nominate Ari multiple times this month if I could. We started the MMRG integration and invoicing process this month, and she was amazing. She has worked with me at all hours of the day to get their invoices out and improve the process. She deserves extra applause.*

Ashley Wiers

Nominated by Anonymous - *Recently, our team has been assigned many new and different responsibilities. In spite of our increased workload, Ashley has brought the same intensity throughout every task. When new problems arise, Ashley has confronted them head on and has opened them as opportunities for other teammates to have learning experiences. Her determination in maintaining our productivity has not only increased our efficiency, but also our morale and mentality as we enter the end of the year. Her ability to get into that "work mode" is really something special – and it is something that we believe deserves recognition.*

Annie Tran

Nominated by Matt Wittekiend & Trey Brunn - *We would like to nominate Annie Tran for the November-2022 Spotlight. She was instrumental in helping us get a large commission deal over the line, on broker payroll cutoff. Annie assisted us getting the deal booked in NetSuite, communicated with the title company to confirm wire information & commission amount, and ensured that payment was applied in time to meet cutoff. Her selflessness is evident through her work and how she communicates with others. Annie is someone I am proud to call a teammate, and thank you again to her for helping us out*

LRP Spotlight Nominees (con't)

Marci Anderson

Nominated by Anonymous - *Marci is one of the hardest working people I've worked with. She is always on top of her game and ready to be a resource if needed and is always so pleasant! Thank you Marci!*

Ashley Wiers

Nominated by Anonymous - *Ashley is always available to jump in and help with deal processing and cash application when needed. She is so down to earth and easy to work with - a true breath of fresh air! Thank you, Ashley!*

Liliane Rizkallah

Nominated by Ewa Filipek - *Liliane is a very dedicated LRP. Her attitude always amazes me even when the work is overwhelming.*
Nobody is safe from Liliane as she catches all mistakes 😊

LRP Spotlight Nomination Process

We are continuing our LRP Spotlight program through 2022! Although we are spread across North America, we are one large team and often rely upon one another to do our jobs effectively. We encourage you to recognize teamwork, responsiveness and other best in class performance by your co-workers.

LRPs can be nominated by Accountants and other LRPs, and there is no limit to the number of nominations an LRP can receive. We will send out a reminder two weeks ahead of each OLS to request nomination submissions, however you can nominate someone at any time.

To nominate an LRP for the Spotlight, please:

1) Send an email to Jessica and Meg with "Spotlight nomination" in the Subject Line.
2) In the body of the email state: Your nominee for the Spotlight and the reason why you are nominating them.
3) Whether we can use your name as the nominator, or if you'd prefer to be anonymous.

We will include the nominee list on the next OLS call and we will announce the winner.

Questions?

Next OLS Call: December 14th, 2022

Meeting is being re-scheduled from December 21st.
Revised meeting invite will be sent shortly.

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Appendix

Payroll Calendar – November 2022

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2 Week 44 Ends	3 Week 45 Begins BFRs: Compensation Detail & YTD Detail of Payments Received Published for Week 43	4 Pay Date for W43-Y22 (October 20-26)	5
6	7	8	9 Week 45 Ends	10 Week 46 Begins BFRs: Compensation Detail & YTD Detail of Payments Received Published for Week 44	11 Pay Date for W44-Y22 (Oct 27-Nov 2)	12
13	14	15	16 Week 46 Ends	17 Week 47 Begins BFRs: Compensation Detail & YTD Detail of Payments Received Published for Week 45	18 Pay Date for W45-Y22 (November 3-9)	19
20	21	22	23 Week 47 Ends	24 Week 48 Begins BFRs: Compensation Detail & YTD Detail of Payments Received Published for Week 47	25 Pay Date for W46-Y22 (November 10-16)	26
27	28	29	30 Week 48 Ends			

Payroll Calendar – December 2022

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1 Week 49 Begins BFRs: Compensation Detail & YTD Detail of Payments Received Published for Week 47	2 Pay Date for W47-Y22 (November 17-23)	3
4	5	6	7 Week 49 Ends	8 Week 50 Begins BFRs: Compensation Detail & YTD Detail of Payments Received Published for Week 48	9 Pay Date for W48-Y22 (November 24-30)	10
11	12	13	14 Week 50 Ends	15 Week 51 Begins BFRs: Compensation Detail & YTD Detail of Payments Received Published for Week 49	16 Pay Date for W49-Y22 (December 1-7)	17
18	19	20	21 Week 51 Ends **Last Period to be Paid out in 2022**	22 Week 52 Begins BFRs: Compensation Detail & YTD Detail of Payments Received Published for Week 50	23 Pay Date for W50-Y22 (December 8-14)	24
25	26	27	28 Week 52 Ends	29 Week 53 Begins BFRs: Compensation Detail & YTD Detail of Payments Received Published for Week 51	30 Pay Date for W51-Y22 (December 15-21)	31 Week 53 Ends