Deal Management Training

Recurring Revenue and Cloning Deals

AVISON YOUNG

Overview

- Define Recurring Revenue
- Define when to use Deal Clone Functionality
- Creating a New Deal
- Deal ID Display
- Deal Clone functionality
- Recurring Deals Subtab
- Historical Deal Impacts

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Define Recurring Revenue

Over the past weekend, changes were made within DMS to enhance the Deal Clone functionality and introduce new features to better accommodate recording Recurring Revenue transactions. As we look to bring more teams into HubSpot and DMS, these features will help improve efficiency when booking many different types of deals.

What is Recurring Revenue?

These are transactions in which AY has a contract to perform services over a period of time. These transactions are billed on a schedule based on a contract which often include fees and/or expenses that may fluctuate between billings. Due to these factors, these transactions are often recorded as separate deals within DMS.

> Examples: Project Management and Consulting/Professional Services - Consulting deals where fees and expenses fluctuate between periods.

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Define Recurring Revenue

When to use Clone Deal/Copy Deal function?

- **Cloning Recurring Revenue**
  - Cloning any of the deals booked for a recurring revenue contract (can be first, latest or any of the deals booked in between) will copy over most of that deal's information, which will greatly improve LRP processes.
    - CRM Deal ID and Extension will automatically populate when recurring revenue is selected

- **Cloning Non-Recurring Revenue** - Transactions of any deal type (including leases, sales and flex leases) can be cloned. Examples are:
  1. A previously booked transaction needs to be voided due to incorrect transaction date or currency, for example. The voided transaction can be cloned to expedite data entry.
  2. When booking a complex deal that is similar to another previously booked transaction, the original deal can be cloned to pull in most of that deal's data. This will reduce the time spent on data entry. The new deal can be reviewed and modified as needed.
     - CRM Deal ID and Extension need to be manually entered

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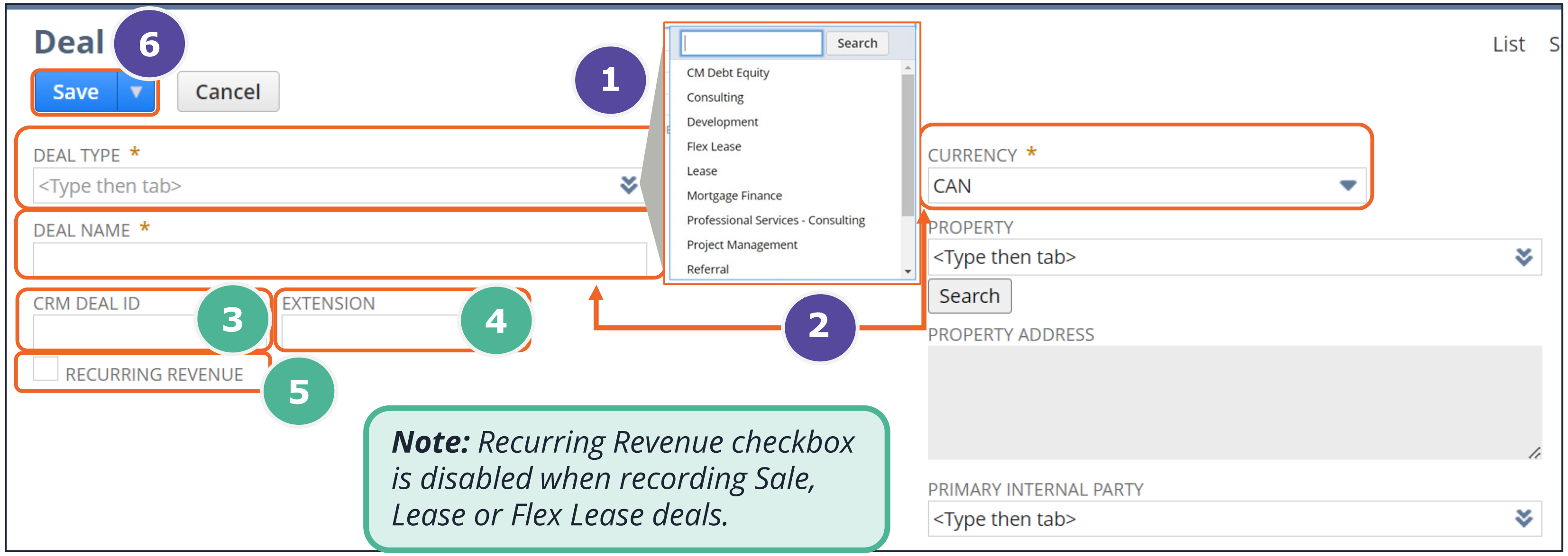
Recurring Revenue - New Deal

1. **Create New Deal:** On the Deal page, select Deal Type
2. **Complete The Required Fields:** These fields are identified with an asterisk (*) and includes **Deal Name**, and **Currency**. *Primary Internal Party* may also be entered at this time to setup security limitations on the transaction, if available.
3. **CRM Deal ID:** If applicable, enter the CRM Deal ID found in HubSpot for this transaction. *This field cannot be changed once the deal is Saved.*
4. **Extension:** *This is not a required field -* If the deal is either a recurring revenue transaction or if it is being booked to replace an existing deal that was incorrectly entered, enter an extension. This will link recurring revenue deals together or differentiate a replacement deal from the original. *This field cannot be changed once the deal is Saved.*

   Note: *Sale, Lease or Flex Lease deals allow for extensions from numbers 1-9. All other deal types allow for extensions from 1-99 to accommodate recurring revenue processing.*
5. **Recurring Revenue:** Check this box to indicate whether this is a recurring revenue transaction. *This field cannot be changed once the deal is Saved.*
6. **Save**



Note: See Appendix for a list of deal types and locations that are exempt from the CRM Deal ID requirement.

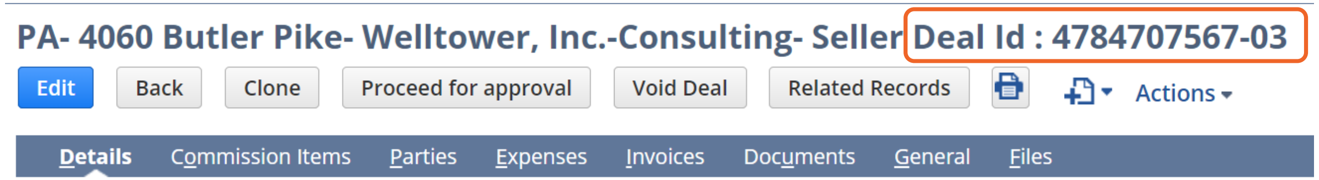
Recurring Revenue – Deal ID

Once a deal has been saved, you will be automatically directed to the Deal Wizard

Deal Name and Deal ID: Populated once the deal is saved. This is the Deal ID that will communicate to SAPC. The Deal ID that displays in the header of the deal is a combination of the following:

1. CRM Deal ID <u>OR</u> the NetSuite assigned ID *(if no CRM Deal ID is indicated)*
2. Extension (if entered).
   - For all deals EXCEPT Sales, Leases, Flex Leases – if the extension is a single digit, it will display in the header with a leading zero (i.e. 8764658697087-01).

Example of a **Consulting deal with a CRM Deal ID and single digit extension**:



Example of **a Lease deal with a CRM Deal ID and single digit extension**:

Example of a **deal without a CRM Deal ID and single digit extension**:

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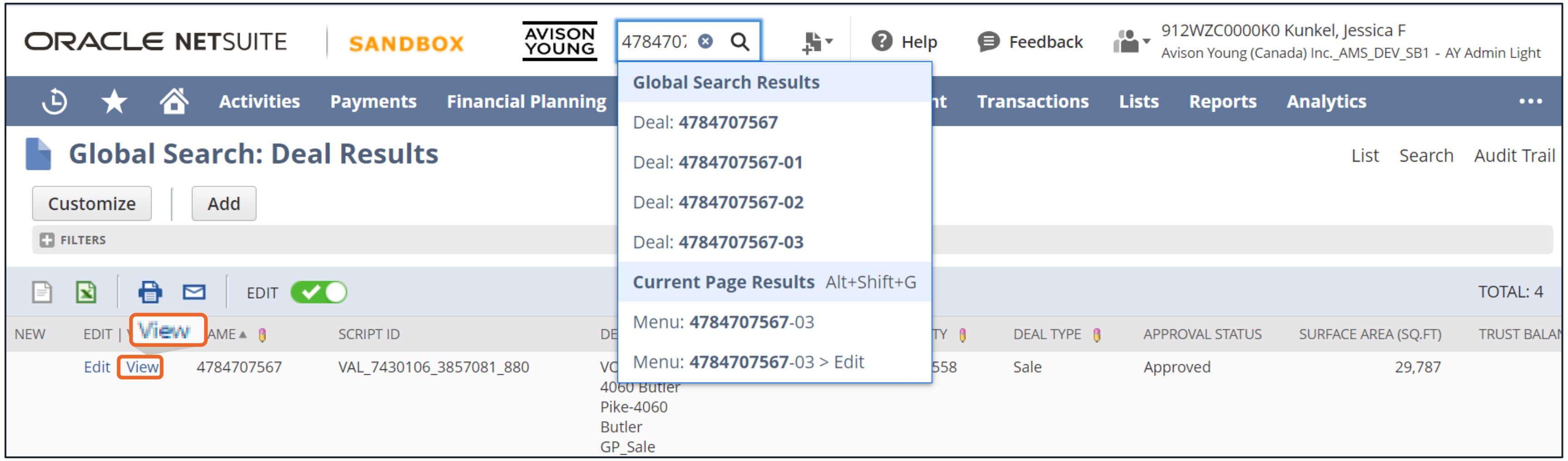
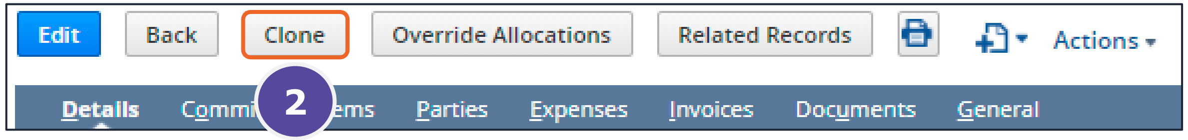
Cloning Deals (1/4)

1. **Locate Deal:** Use the Global search to search by Deal ID or Deal Name to locate the Deal to be cloned. *View* the Transaction.
2. **Clone:** When you're ready to copy the transaction, click *Clone.* You will be directed to a new deal page. Wait for the system to process and direct you to the *General* tab.

1





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Cloning Deals (2/4)

1. **Complete required Deal Fields:** Before proceeding through the Deal Wizard tabs, enter the *Deal Name* and *CRM Deal ID* (where applicable).

   Non-Recurring Revenue:

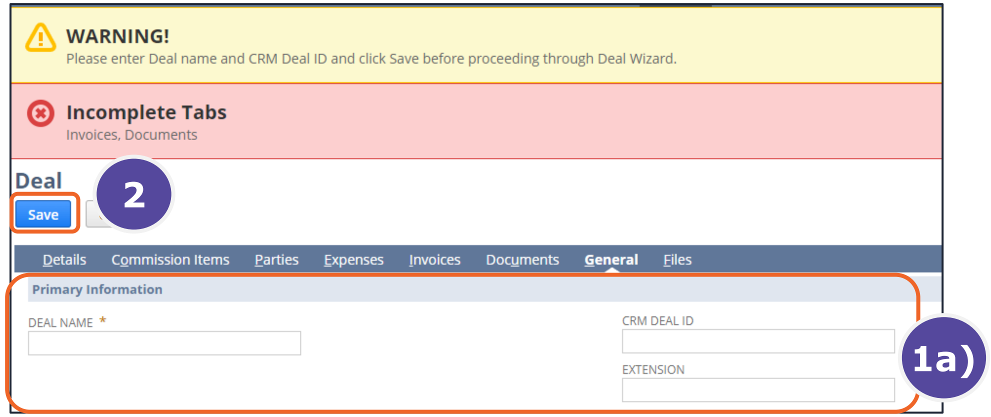
   a) Recurring revenue is disabled for Lease, Sale or Flex Lease. Enter CRM Deal ID and Extension (if applicable) manually.

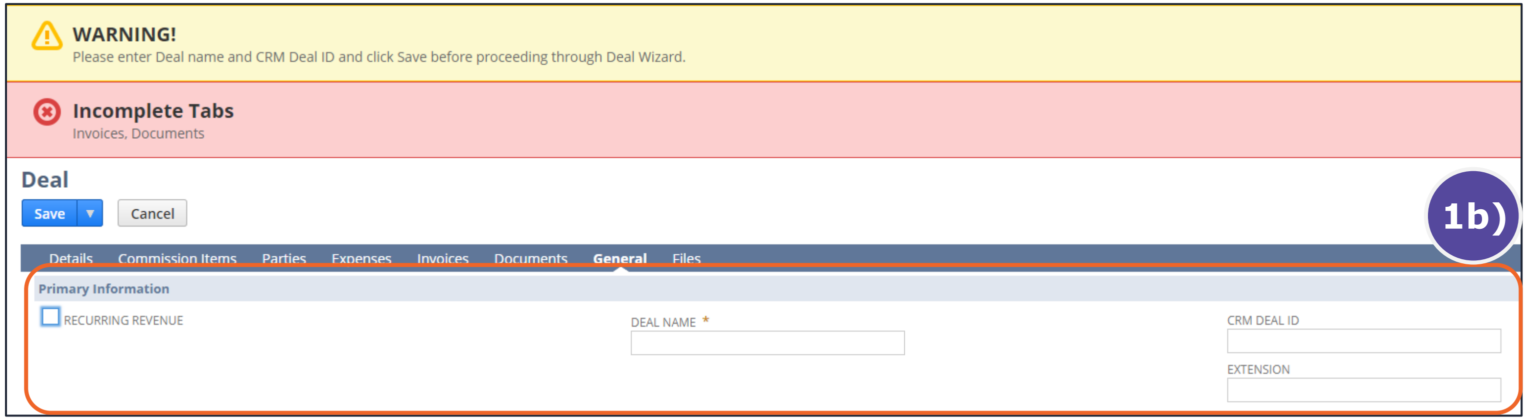
   b) If copying from a recurring revenue deal, the box may be left unchecked and the CRM Deal ID and Extension (if applicable) may be entered manually.

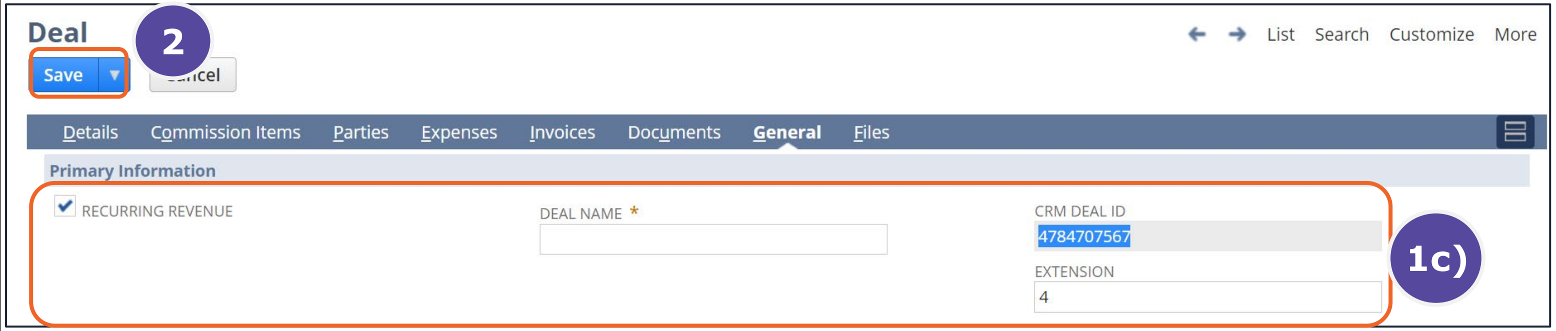
   Recurring Revenue:

   c) Click Recurring Revenue box. Once that is selected, the CRM Deal ID and extension will automatically populate. Extension may be changed, if needed, but cannot be adjusted to a lower number.

2. Click *Save* and the system will direct you to the Details tab to continue the deal entry.

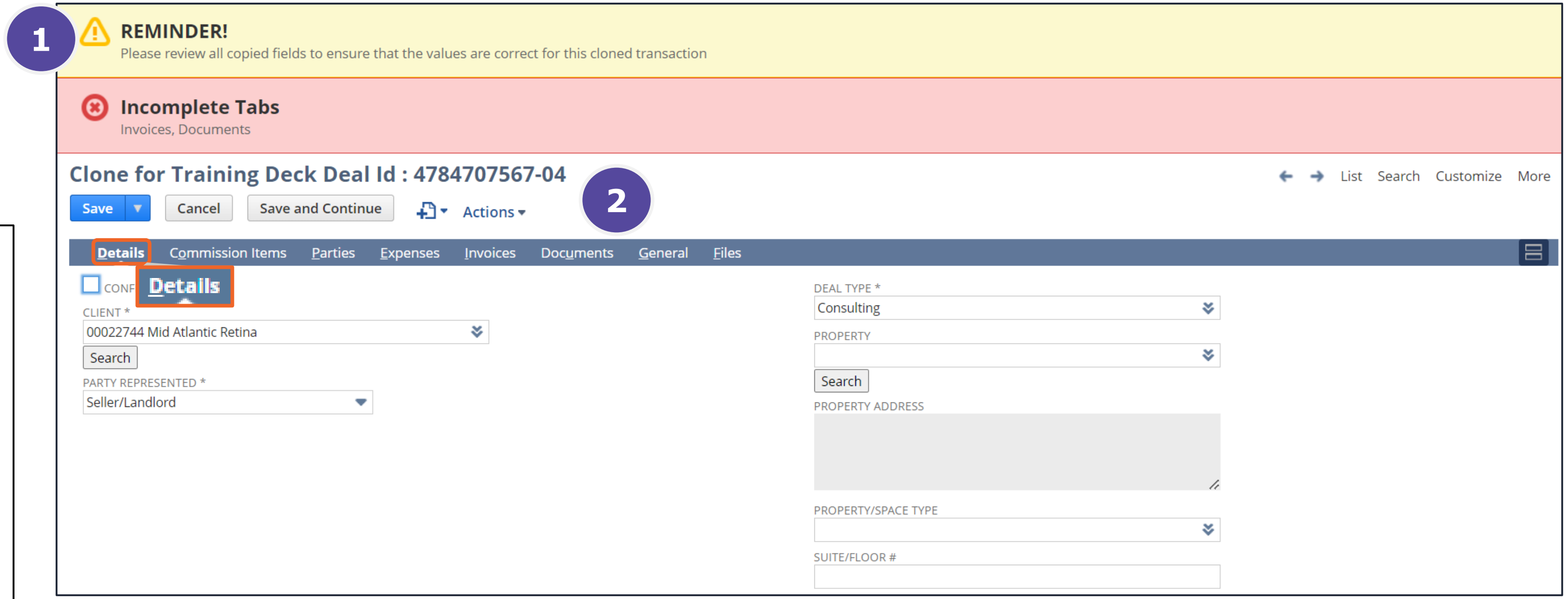


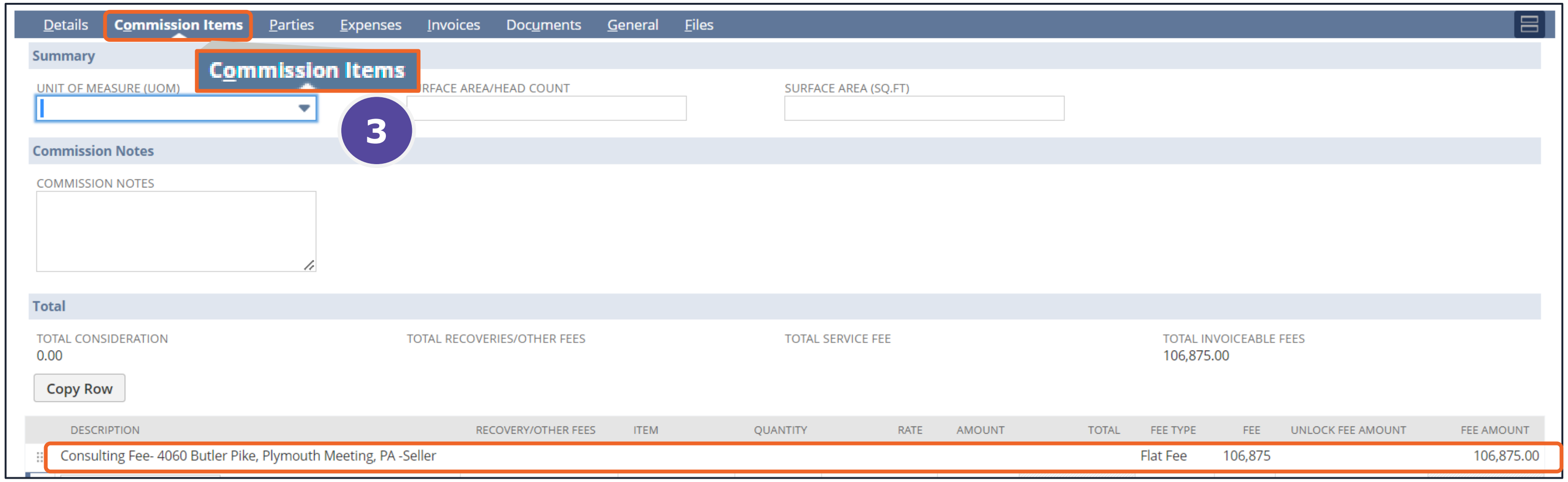




Cloning Deals (3/4)

1. **Reminder Banner:** Until the cloned deal is approved, the yellow reminder banner will display to remind LRP to confirm that all field values are correct.
2. **Details:** All details that were completed on the original transaction will be copied to the new deal. Any of the completed fields may be manually updated as needed.
3. **Commission Items:** : All fields that were completed on the original transaction will be copied to the new deal. Any of the completed fields may be manually updated as needed. Additional items may be added.

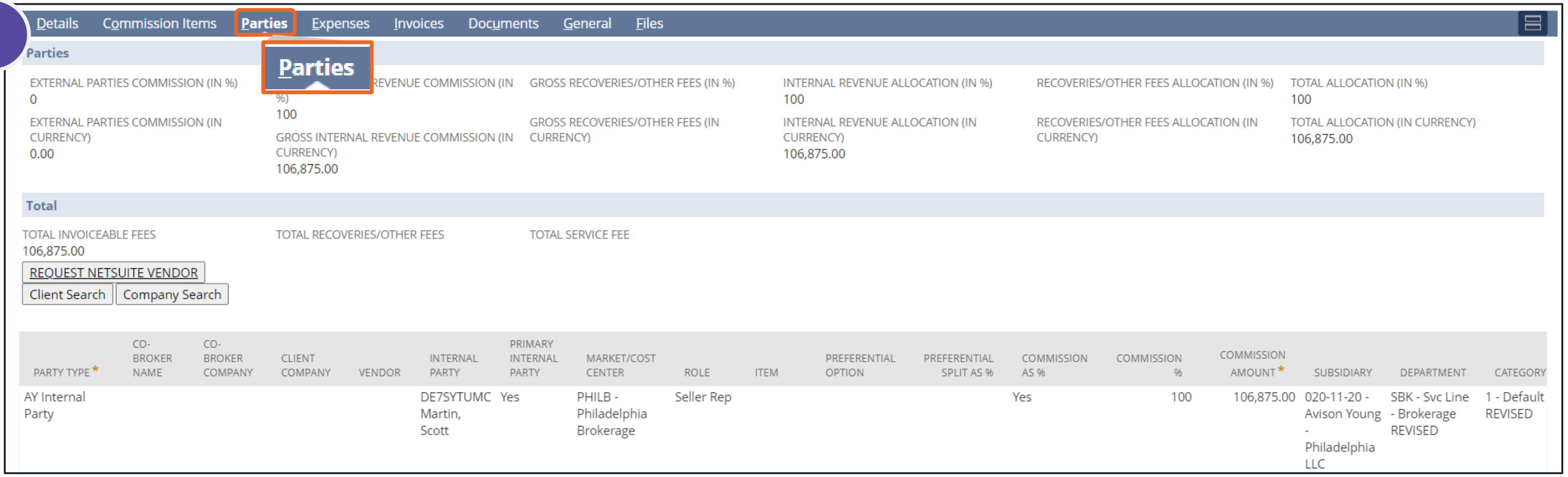




Cloning Deals (4/4)

1. **Parties:** All fields that were completed on the original transaction will be copied to the new deal. Any of the completed fields may be manually updated as needed and additional items may be added.
2. **Expenses:** None of the items from the Expenses tab will be copied to the new deal. Expenses tab will require manual entry.
3. **Invoices:** *Default values* are copied from the original deal but may be updated as needed. <u>Populating the invoices at the bottom of the Invoices tab will require manual entry.</u>
4. **Documents:** None of the items from the Documents tab will be copied to the new deal. Documents tab will require manual entry.

1



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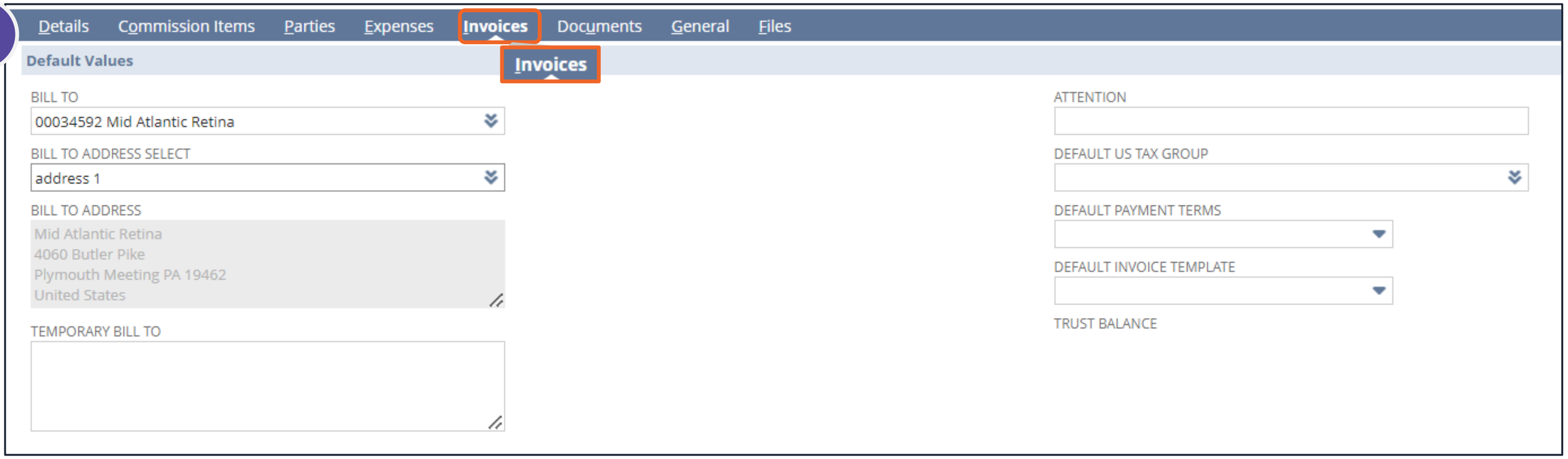

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Recurring Revenue - General Tab

General Tab is a summary of Deal Details that do not belong within the rest of the Deal Wizard. It is broken down into four sections:

1. **Primary Information** contains Recurring Revenue, Deal Name, CRM Deal ID and Extension. The Deal Name field can be edited if needed to match the Deal Naming Convention: State/Province – Property Address – Tenant/Buyer Name.

Primary Information

☑ RECURRING REVENUE	DEAL NAME SS Deal to Check accTabs 2	CRM DEAL ID 134567898765
		EXTENSION 2

2. **Information** contains miscellaneous details such as CTS/RB information for deals originally migrated into Apto. Also includes the name and date of deal creation and date it was last modified. Jurisdiction can be entered here for markets that require it.
   a) Parent Deal ID – Displays on Recurring Revenue transactions. This will show the first deal that was recorded using the CRM Deal ID (or NetSuite Deal ID if a CRM Deal ID is not indicated).

Information

CTS OR RB DEAL	OWNER 91919355 Sahoo, Sourajeet	DATE CREATED 7/11/2023 9:52 am
SALES OR CTS EXTERNAL ID	JURISDICTION	LAST MODIFIED BY 7/11/2023 9:57 am 91919355
		CSR OLD / NEW DEAL
SAPC LAST MODIFIED DATE 7/11/2023 9:57:49 am	LEGACY SYSTEM (APTO): CREATED BY	☐ ALLOCATIONS OVERRIDDEN ?
		☐ PAYMENT RECEIVED
ITEM MASTER BK : CONS Consulting	SALESFORCE (APTO) ID	PRIMARY ITEM BK : CONS Consulting
☐ PAID IN FULL	CALLIDUS COMPENSATION DATE	a) PARENT DEAL ID 134567898765-01
PRIMARY BROKER 8SYBW40000K0 Zabloski, Ryan	☐ MISSING APPROVER FLAG	

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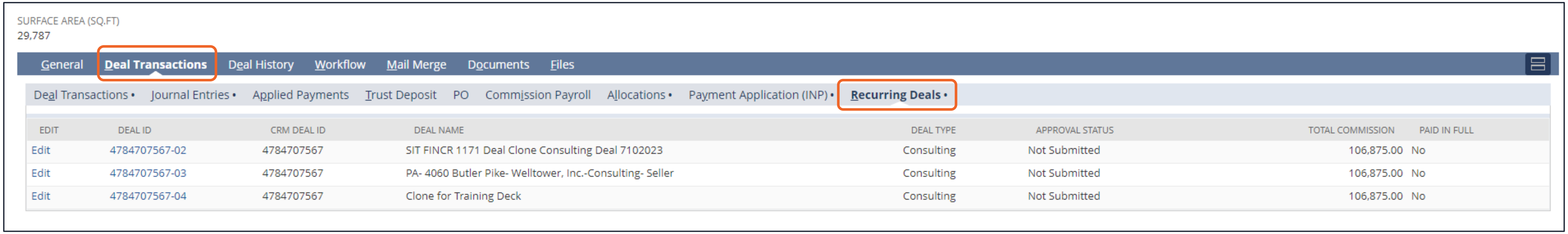
Recurring Revenue – Recurring Deals Tab

Recurring Deals tab provides a list of deals that have been recorded that are linked to the same Deal ID on which the recurring revenue checkbox has been selected. ***This tab will only be populated on the Parent Deal (first deal recorded using the Deal ID)***.

1. After navigating to the Parent Deal, click on the **Related Records** button

2. Click on the **Deal Transactions** tab, then the **Recurring Deals** subtab. A list of the related transactions will appear, including key details for the transactions including: Deal ID (including extension), CRM Deal ID (where applicable), Deal Name, Deal Type, Approval Status, Commission and Paid status.

   Note: Deals will appear on the list once they've been created in the system.



EDIT	DEAL ID	CRM DEAL ID	DEAL NAME	DEAL TYPE	APPROVAL STATUS	TOTAL COMMISSION	PAID IN FULL
Edit	4784707567-02	4784707567	SIT FINCR 1171 Deal Clone Consulting Deal 7102023	Consulting	Not Submitted	106,875.00	No
Edit	4784707567-03	4784707567	PA- 4060 Butler Pike- Welltower, Inc.-Consulting- Seller	Consulting	Not Submitted	106,875.00	No
Edit	4784707567-04	4784707567	Clone for Training Deck	Consulting	Not Submitted	106,875.00	No

Historical Deal Impacts

These features were implemented on July 22nd, 2023. Any deals that were entered into the system prior to this date used the previous method for recording these deals and have been converted to ensure they continue to be supported under the amended deal recording procedures.

The key changes that have occurred to existing deals include:

1) **Separation of CRM Deal ID and Extension**
   a) All deals that used a Deal ID that included a dash digit (i.e. 3456789321-1) have been updated to separate the CRM Deal ID and the Extension into two fields
2) **Recurring Revenue Checkbox – Unchecked** on converted deals
   a) The Recurring Revenue checkbox will NOT BE SELECTED on the historical deals. Any deals recorded for these going forward can be selected as recurring revenue.
      i. The Recurring revenue subtab will not be complete for historical transactions.
3) **Deal ID impacts – NetSuite and SAPC**
   1) For all deal types except Sale, Lease and Flex Lease; the system is now adding a preceding zero on single digit extensions.
      a) To avoid any negative impacts to SAPC for these deals, the leading zero will now display in NetSuite, but the Deal ID communicated to SAPC will remain without the leading zero.

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Questions?

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