

# **Regional Revenue Associate Training Adjustments, Zendesk**

# Adjustments




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# Adjustments - Terms

Term	Definition
Accounting Invoice	An invoice that affects the General Ledger <i>once a deal is approved</i> .
Clone	Creating a copy of an existing deal which populates a few, key fields and allows the user to manually complete remaining fields.
Deal Management	Custom Module within NetSuite where Deals are processed
Invoice Staging Record	A record within the Deal Management module that communicates changes from within the Deal Wizard to the GL impacting Invoice. This record is accessed by the user to Print or apply payments to or unapply payments from an invoice.
Pro-Forma Invoice	A draft version of an Invoice that does not affect the General Ledger.
Recurring Revenue	Transactions where 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.
Remove	Replaces the function on Invoices known as <i>Delete</i> in Apto. This will remove the invoice record from the transaction in Deal Management and can only be performed on transactions that have not yet been approved.
Void	NetSuite Deal Management process to reduce revenue and clear receivables related to a partial or total deal collapse.
Write-off	NetSuite Deal Management process to clear uncollectable commission that does not reduce revenue.

# Adjustments: Permission Matrix – Unapproved Deals

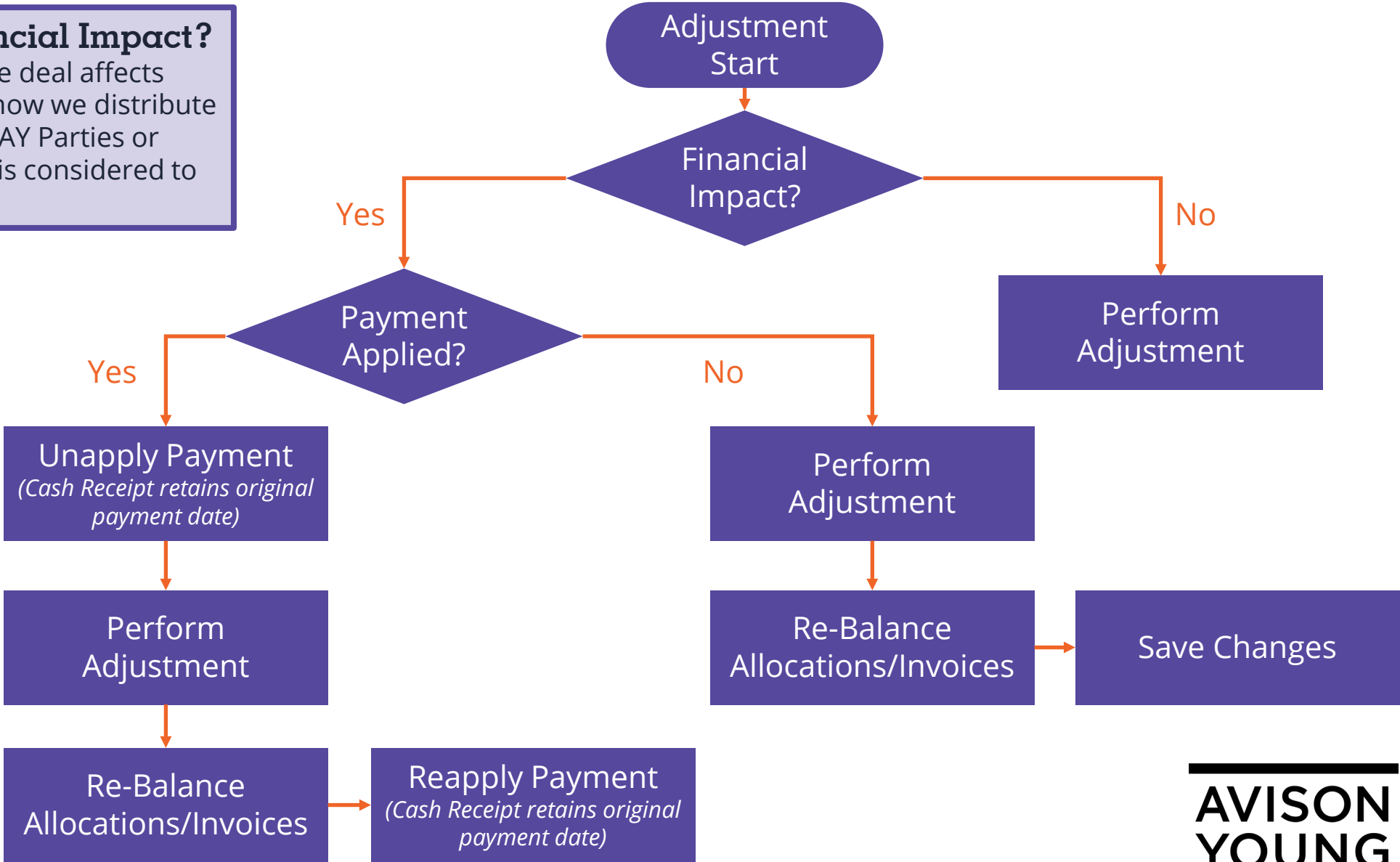
Function	RRA	Deal Admin (Accounting)	Comments
Deal Wizard Adjustments			
Remove Invoices			The Remove function deletes the invoice from the Invoices tab. Should only be used if it's easier to delete the invoice than it is to correct it.
Invoice Date or Payment Terms Changes			RRAs can only change Invoice dates or Payment Terms for accounting invoices on <b>unapproved</b> deals. Once a deal is approved, an approval process to change the date is required (see <a href="#">Appendix</a> for decision tree).
Void Deals			If the transaction contains a Printed Pro-Forma invoice, please inform Accounting

# Adjustments: Permission Matrix – Approved Deals

Function	RRA	Deal Admin (Accounting)	Comments
Deal Wizard Adjustments			
Clone Deals			Cloning copies over most of the original deal. All fields should be verified, key fields will require re-entry.
Invoice Date or Payment Terms Changes			Reach out to Canada Country Finance Lead or US Regional Finance director for invoice date or payment terms changes on Accounting Invoices on Approved deals.
Void Invoices			Using existing void approval procedures. Used for Revenue Reversals or when invoices are combined on a transaction.
Void Deals			Using existing void approval procedures.
Write Off Payments			RRAs can perform Write Offs up to \$10.00 per Invoice.  Any write offs exceeding \$10.00 are performed by A/R Team in the US or Accountants in Canada and an executed Write off/Revenue Reversal form is required.
Void Payments			Payment must be unapplied

# Adjustment Process

**What constitutes Financial Impact?**  
If the requested change to the deal affects how our company is paid or how we distribute payment to anyone else (i.e., AY Parties or External Parties); the change is considered to have a financial impact.



**IMPORTANT:**  
Do not click *Save* or *Save and Continue* between tabs when adjusting a transaction. Ensure all the required tabs are updated before clicking *Save*. *Save* should only be clicked once the adjustment is complete.

# Adjustments: Non-Financial Changes

The following fields can be changed without unapplying existing payments:

Deal Details	Commission Items*	Parties	Expenses	Invoices	Documents	General
<ul style="list-style-type: none"><li>• Landlord/Tenant or Buyer/Seller</li><li>• Client</li><li>• Party Represented</li><li>• Lease Deal Type</li><li>• Property</li><li>• Suite/Floor #</li></ul>	<ul style="list-style-type: none"><li>• Lease Summary Fields</li><li>• Initial Rental Rate</li><li>• Rent Escalations</li><li>• Lease Dates</li><li>• Rent Commencement Date</li><li>• Occupancy Date</li><li>• Lease Term</li><li>• Lease Details Fields</li><li>• Sale Summary Fields</li><li>• Close Date</li><li>• Sale Price</li><li>• Sale Details Fields</li><li>• Commission Notes</li></ul>	<ul style="list-style-type: none"><li>• Halo Revenue</li><li>• Halo Revenue Details Available?</li><li>• Originating Market</li><li>• Enter Originating Market if no on List</li></ul>	<ul style="list-style-type: none"><li>• Adding Additional Expenses</li><li>• Deal must contain at least one unpaid invoice</li><li>• Expense must be less than the outstanding gross allocation for the party</li></ul>	<ul style="list-style-type: none"><li>• Trust Deposit Allocation</li><li>• Trust Amount Paid</li></ul>	<ul style="list-style-type: none"><li>• Documents Location</li></ul>	<ul style="list-style-type: none"><li>• Deal Name</li><li>• CRM Deal ID - if field was left blank previously</li><li>• Notes</li><li>• Jurisdiction</li></ul>

\* Commission Items non-financial changes fields are limited to header fields on the tab. **All fields in the commission items matrix are considered a financial impact adjustment.**

**Questions?**

# Deal Adjustment after Payment Application



Follow along and observe:

- Adjusting a Deal after payment application
  - Non-financial impact adjustments
  - Financial impact adjustments
    - Running Payment Allocation report
    - Unapplying Payment
    - Balancing Allocations
    - Balancing Invoices
    - Reapplying Payment

# Adjustments: AY Payment Allocations (Saved Search) (1/2)

Prior to unapplying any payments to perform adjustments, it is important to identify how, and to which invoices each payment was applied and allocated.

Checking this prior to unapplying payments may prevent any issues with Spiff recalculations upon the payments being reapplied.

This report is available in NetSuite in **two formats, Saved Search and Workbook**. We have provided instructions for both versions.

- 1. Run Payment Allocation report:** Navigate to the *Deal Management* tab, hover over *Reports* and click *AY Payment Allocations*. The report defaults to showing All Payment Allocations.
- 2. Filter Deal ID:** To filter down the results on the report to the specific deal that requires adjustment, click on the “+” next to the filters and enter the Deal ID into the *Deal ID* field. **DO NOT PRESS ENTER**, simply tab or click out of the field to run the search.

The screenshot shows the NetSuite navigation menu. The 'Deal Management' tab is selected. The 'Reports' menu item is highlighted with a red box and a circled '1'. The 'AY Payment Allocations' option is also highlighted with a red box.

The screenshot shows the 'AY Payment Allocations: Results' report. The 'DEAL ID' filter is set to '5000750007' and is highlighted with a red box and a circled '2'. The report displays a table with the following data:

DEAL ID	ID #	CURRENCY	AMOUNT	PREFERENTIAL SPLIT AS PERCENTAGE	RECORD TYPE	ENTITY ID	INTERNAL AGENT NAME	EXTERNAL COMPANY	EXTERNAL AGENT	RELATED INVOICE
5000750007	A-00652014	CAN	50,000.00		Payment Commission Allocation	A9ZJ4R002000	Janitzie, David			A20220325040907
5000750007	A-00652015	CAN	100,000.00		Payment Commission Allocation	ARQJQH000000	Eden, Connor			A20220325040907
5000750007	A-00652016	CAN	7,500.00		Payment Tax Allocation	A9ZJ4R002000	Janitzie, David			A20220325040907



# Adjustments: Unapplying Payment (1/2)

Review the Payment History on either the Deal or the Invoice Staging record to confirm if payments have been applied to the transaction.

- 1. **Locate Deal:** Use the Global search to search by Deal ID or Deal Name to locate the Deal to be adjusted. View the transaction.
- 2. **Navigate to the Invoice Staging Record:** From the Deal record, click on *Invoices* Tab and scroll down to the *Invoices* section. Click on the *Invoice Number* to open the Invoice Staging record.

4178521456  
Deal: 4178521456

Global Search: Deal Results

Customise

FILTERS

EDIT View

EDIT	NAME	SCRIPT ID	DEAL NAME	CONSIDERATION	PROPERTY	DEAL TYPE	APPROVAL STATUS	SURFACE AREA (SQ.FT)	TRUST BALANCE
Edit	View	4178521456	VAL_6363947_3857081_SB1_958	ARMS-547 Lease JK Retest 2.14	234,125.00	00009057	Lease	Approved	3,250

Invoices 2



VOID	INVOICE TYPE *	INVOICE NUMBER	USE DEFAULT	BILL TO *	BILL TO ADDRESS SELECT	BILL TO ADDRESS *	ATTENTION	TEMPORARY BILL TO	NOTES	SYNC STATUS	TAX GROUP *	INVOICE TEMPLATE *	PAYMENT TERMS *	DUE UPON	PRO-FORMA DATE *	ESTIMATED INVOICE DATE *	SPECIFIC INVOICE DATE *	COMMISSION AS %	COMMISSION %	COMMISSION AMOUNT *	TRUST DEPOSIT ALLOCATION	TRUST AMOUNT PAID	PRO-FORMA AMOUNT *	REVENUE CAN BE RECOGNIZED *	PRINTED
	ACCOUNTING INVOICE	A20220227072614	Yes	00001381 Canadian		10572 - 105 Street Edmonton AB TSH 2W7 Canada				SUCCESS	CA-GST only - 5%	Detail - English	Due Upon Receipt			3/1/2022		Yes	100	21,921.88			Yes	Yes	

# Adjustments: Unapplying Payment (2/2)

- 1. Access Unapply Payment module:** From the Invoice Staging record, click on *Unapply Payment*. You will be directed to another screen to select payments for unapplication.
- 2. Select Payment(s) to Unapply:** Click the *checkbox* in the Select column next to the Payment you wish to unapply. If there are multiple payments, they can be selected all at once. Click *Unapply*.
- 3. Cancel:** If you do not wish to unapply any payment, click *Cancel* to leave the page without making any changes.
- 4. Payment History:** Payment amount for all selected payments in the *Payment Application (INP)* section on the Invoice Staging record and on the Deal record will be changed to 0.00.

## AY Invoice Staging <sup>▲</sup>

A20220127006231

Print Print & Email Print Pro-forma Preview Invoice **Unapply Payment**   Actions ▾

### Primary Information

## Unapply Payments More

Unapply Cancel

### Previous Payments •

SELECT	INP	▲ PAYMENT AMOUNT	DEAL	STAGING INVOICE	STAGING PAYMENT	PAYMENT TYPE	RELATED NS PAYMENT	NS INVOICE
<input checked="" type="checkbox"/>	INP-72543	80,000.00	2345678901	A20220127006231	PY-65026	Co-broker Trust	Journal #PY-65026	Invoice #A20220127006231.4
<input type="checkbox"/>		6,022.70	2345678901	A20220127006231	PY-65057	Check	Payment #PY-65057	Invoice #A20220127006231.4

Unapply Cancel

**Unapply**

Payment Application (INP)				PAYMENT AMOUNT	DATE	PAYMENT APPLICATION DATE	PAYMENT UNAPPLIED DATE
ID ▲	RELATED INVOICE	RELATED PAYMENT	PAYMENT AMOUNT	0.00			
INP-72519	A20220127006231	PY-65026	0.00	0.00	2/1/2022 10:24:39 AM	2/2/2022 2:30:32 AM	
INP-72543	A20220127006231	PY-65026	0.00	0.00	2/3/2022 10:14:17 AM	2/11/2022 3:32:13 AM	
INP-72544	A20220127006231	PY-65057	0.00	0.00	2/3/2022 10:15:53 AM	2/11/2022 3:32:13 AM	

**Questions?**

# Closed Deal Adjustments

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# Impact Overview

## The Top Gun Conversion Scope:

- ALL APPROVED DEALS WITH UNPAID INVOICES based on Accounts Receivable as of the Conversion Date – Wednesday, March 16, 2022, at 9:00 PM CST
- ALL UNAPPLIED PAYMENTS based on Accounts Receivable as of the Conversion Date – Wednesday, March 16, 2022, at 9:00 PM CST
- ALL NOT SUBMITTED DEALS THAT CONTAIN A CRM (HUBSPOT) DEAL ID as of the Conversion Date – Wednesday, March 16, 2022, at 9:00 PM CST
- ALL UNDER-REVIEW DEALS THAT CONTAIN A CRM (HUBSPOT) DEAL ID as of the Conversion Date – Wednesday, March 16, 2022, at 9:00 PM CST
- DEAL IDS NOT SUBMITTED OR UNDER REVIEW WITHOUT A CRM (HUBSPOT) DEAL ID as provided by the RRAs by **END OF DAY Tuesday, MARCH 15, 2022**
  - A deal on this list that is approved on Wednesday, March 16, 2022, and is not paid in full should be part of the AR scope (will be automatically included based on our scope definition)
  - A deal on this list that is approved and paid in full as of Wednesday, March 16, 2022, should not be converted (will be automatically excluded based on our scope definition)
  - If an RRA does not submit a list or does not include a deal on this list, the RRA will need to re-enter the deal in NetSuite's Deal Management manually
  - Deals created on March 16, 2022, without a CRM Deal ID will be Converted
  - Deals for TORVAL will be converted



# Adjustments to Closed Deals

Deals that were paid in full as of March 16, 2022, CANNOT be adjusted or edited NetSuite. A step-by-step guide for adjustments to these deals has been provided to the admins to support RRAs and Accountants through the process

Deals that were paid in full as of March 16, 2022, were not converted in NetSuite.



Submit a Zendesk ticket and our team will provide the desired process to adjust these closed transactions.

Typical Scenarios:

1. Add a new broker/ co broker
2. Remove a brokers/ co broker
3. Increase commission on the deal
4. Decrease commission on the deal
5. Adding or deleting an expense on the deal

# Adjustments to Closed Deals

Deals that were paid in full as of March 16, 2022, CANNOT be adjusted or edited NetSuite. A step-by-step guide for adjustments to these deals has been provided to the admins to support RRAs and Accountants through the process

## Day 1 - NetSuite

Rebook the closed deal in NetSuite with the CORRECT commission, parties, allocations, expenses and apply payments to the new deal.

## Day 1 - Spiff

Spiff AMS team will manually update the transactions to reflect the correct amounts before the nightly pipeline run occurs.

## Day 2 - NetSuite

Void the deal created on Day 1 (unapply/void payments, void deal).

## Day 2 - Spiff

Spiff AMS Team will create offsetting transactions (PPAD/manual overrides) in Spiff as needed.

# Questions?

# Adjusting CTS/Realbroker Converted Deals

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# Adjusting CTS/RealBroker Migrated Deals

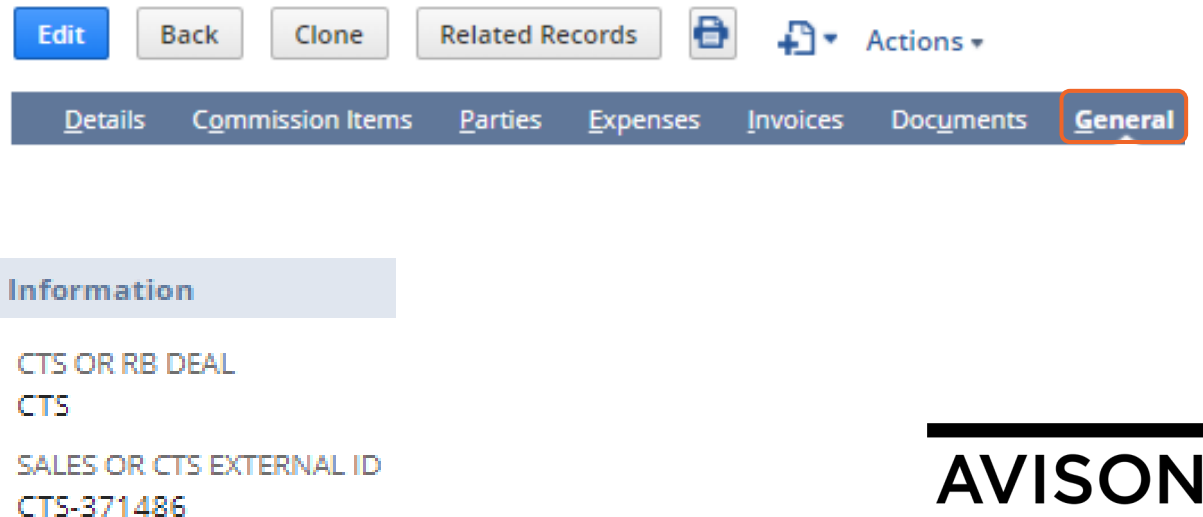
## What are Migrated CTS/RealBroker Deals?

Prior to Deal Management in NetSuite, we were using Apto as our system of record for deals, which we began to use in August 2019. Prior to using Apto, our company was using two systems: CTS (Catalyst) for US and most of Canada, and RealBroker in British Columbia.

In order to have access to deals that were not yet completed, any deals with open balances as of December 31, 2018 as well as all deals booked in 2019 were migrated into Apto. Any of these deals that were still open as of March 16<sup>th</sup> 2022, have also been migrated into the Deal Management System within NetSuite. If you have an adjustment that needs to be processed on any of these migrated deals, there is a special process outlined for both US and Canadian deals in the following slides.

## How can I tell if a deal is migrated from CTS or RealBroker?

If the deal has been migrated, two fields on the General tab of the Deal record will be completed: *CTS or RB Deal* and *Sales or CTS External ID*. If these fields are blank on the transaction, it is not a migrated deal from CTS or RealBroker.

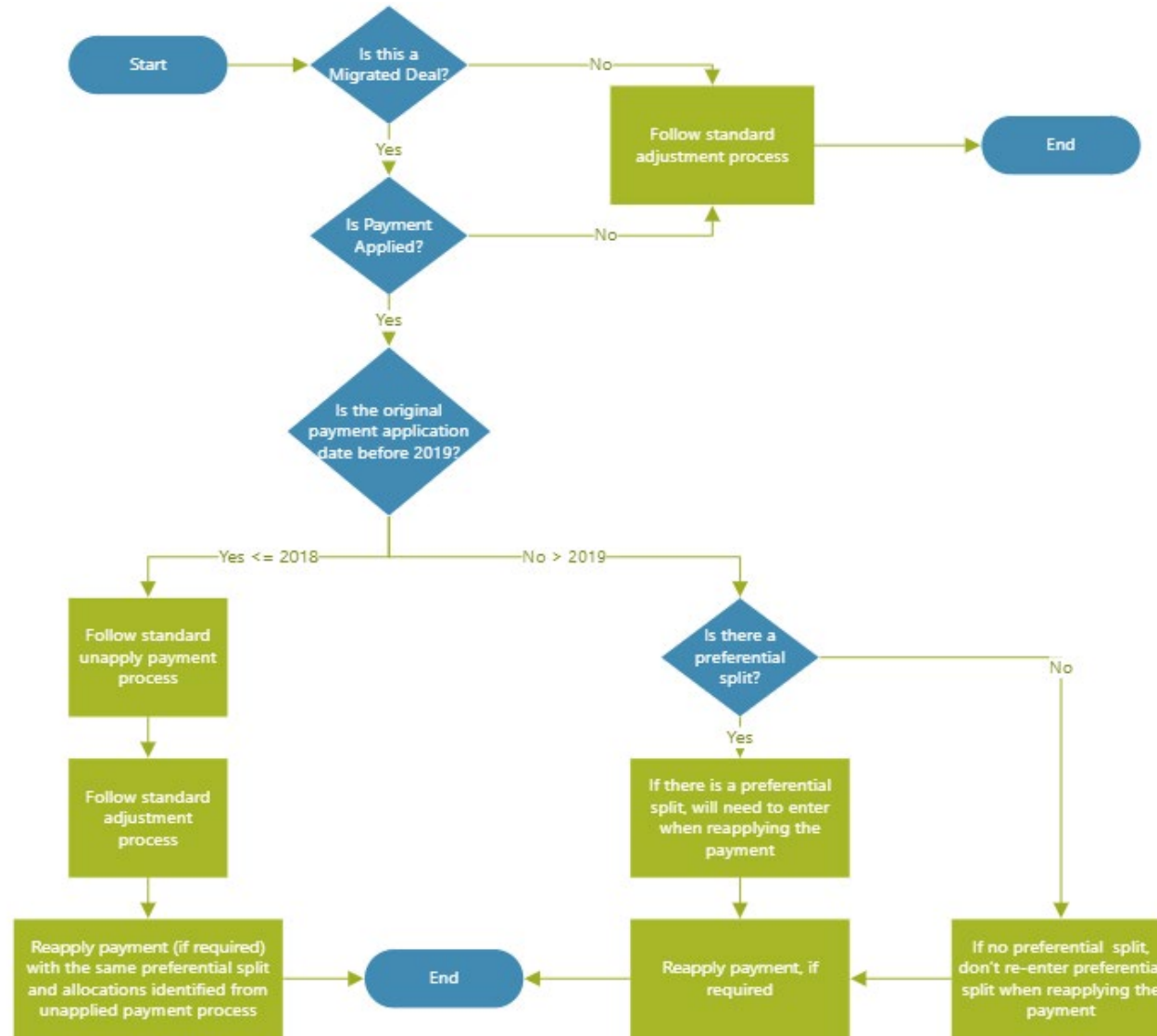


The screenshot shows a NetSuite interface for a deal record. At the top, there is a navigation bar with buttons for 'Edit', 'Back', 'Clone', 'Related Records', a printer icon, a plus icon, and 'Actions'. Below this is a tabbed interface with tabs for 'Details', 'Commission Items', 'Parties', 'Expenses', 'Invoices', 'Documents', and 'General'. The 'General' tab is selected and highlighted with a red border. Below the tabs, there is a section titled 'Information' with a light blue background. This section contains two fields: 'CTS OR RB DEAL' with the value 'CTS', and 'SALES OR CTS EXTERNAL ID' with the value 'CTS-371486'.

# Special Process for Migrated Deal Adjustments

## USA Process Flow

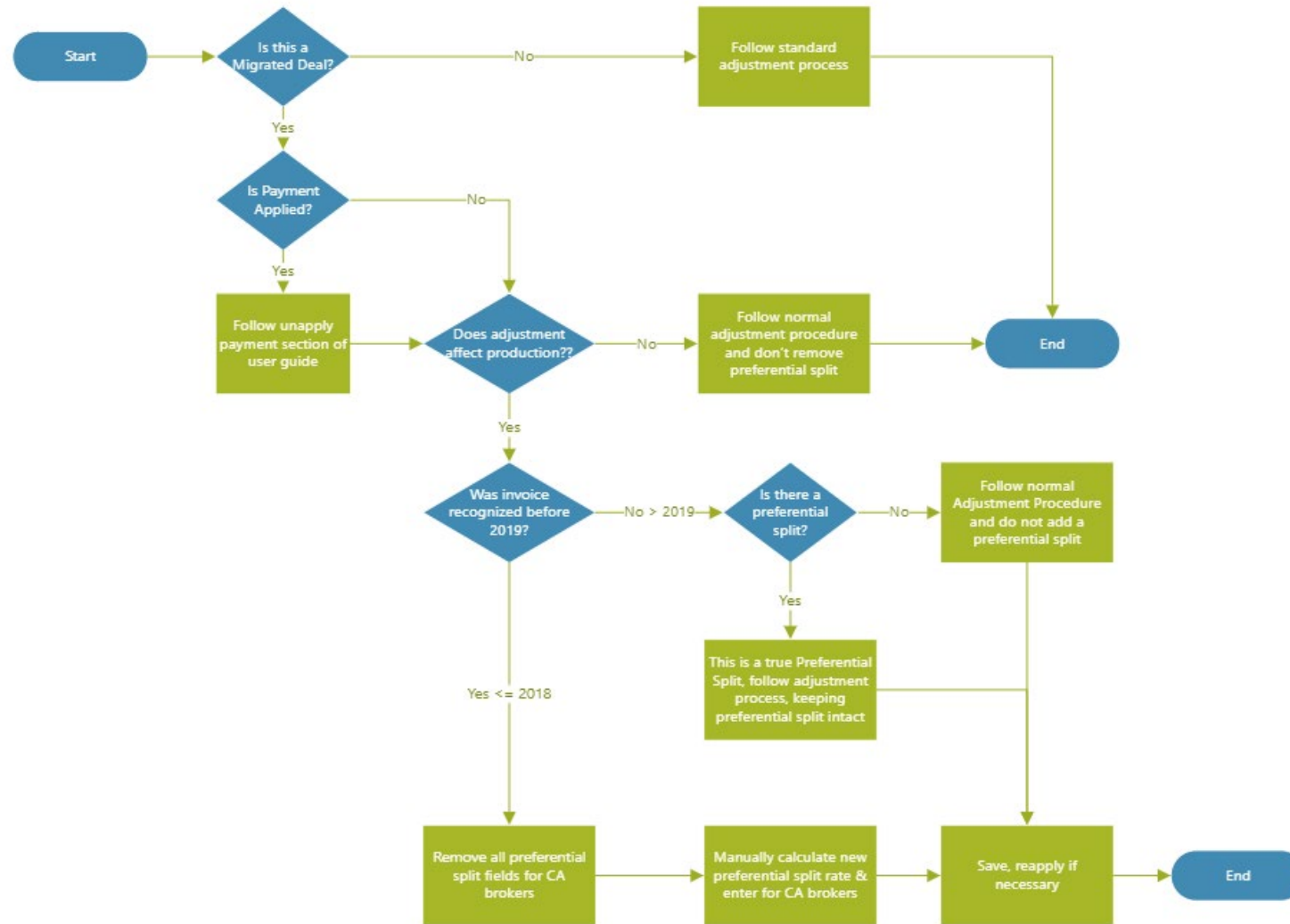
*Note: for USA, preferential splits are on the Payment*



# Special Process for Migrated Deal Adjustments

## Canada Process Flow

*Note: for Canada, preferential splits are on the Deal*



# Adjustments: Migrated Deals – United States

- 1. Locating the Original Payment Application Date:** Access the Deal Record, click on *Related Records*, click on *Deal Transactions* and click on *Payment Application (INP)*. On any applied payments where the amount is NOT 0.00, click on the INP- record ID to access the INP record. On the INP record, note the Original Payment Application date. *This may be in different years for different INPs.*
- 2. Invoices with Payment Application in 2018 or Before:** Identify and note the preferential split and amounts used in the original application of the payment. This can be located by running the Payment Allocation w/Deal Filter report in NetSuite Deal Management. Unapply the payment, make the adjustment required, re-apply the payment ensuring you populate the same preferential split you made note of, and, if required, the allocations identified from the adjustment process for payments.
- 3. Invoices with Payment Application 2019 and Beyond:** Any Preferential splits on payments in Apto are True Preferential splits. If one was entered on the payment, you will need to enter this when re-applying the payment. If there was not a preferential split entered on the payment, do not enter a preferential split. Allow the system to process.

**AY Payment Application (INP) <sup>a</sup>**  
**INP-72573**

Cancel |

ID: INP-72573 PAYMENT UNAPPLIED DATE **1**

DATE CREATED: 2/7/2022 6:59 am ORIGINAL PAYMENT APPLICATION DATE: 2/7/2022 6:34:25 AM

LAST MODIFIED BY: 2/7/2022 6:59 am 91919362

INACTIVE

RELATED INVOICE: A2019068629411

RELATED PAYMENT: PY-65081

PAYMENT AMOUNT: 8,000.00

PAYMENT APPLICATION DATE: 2/7/2022 6:59:10 AM

RELATED DEAL: 0022-4633

RELATED PY DATE: 2/9/2022

RELATED DEAL TYPE: Lease

SALESFORCE (APTO) ID:

AY Brokers

AY INTERNAL PARTY	PREFERENTIAL SPLIT	PREFERENTIAL SPLIT	DEAL TOTAL	DEAL BALANCE	DUE FOR THIS INVOICE	▲ PREVIOUS PAYMENT	PAYMENT ALLOCATED	INVOICE BALANCE
1BZB6R40Z Wilson, Michael	<input checked="" type="checkbox"/>	85	161,000.00	161,000.00	161,000.00	0.00	87,500.00	73,500.00

PREFERENTIAL SPLIT

PREFERENTIAL SPLIT

85



# Adjustments: Migrated Deals - Canada

- 1. Locate the Revenue Recognition Date:** Access the Invoice Staging record by viewing the Deal Record, click on the *Invoices* tab and click on the Invoice number. Take note of the Revenue Recognition date of the invoice(s) on the transaction.
- 2. Invoices recognized in 2018 or Before:** For deals with invoices recognized in 2018 or before, remove existing Preferential splits for Canadian Brokers, recalculate the new split based on best practices. Enter the new splits in the Preferential split fields in the Parties tab of the Deal Wizard.
- 3. Invoices recognized in 2019:** For deals with invoices recognized in 2019, if a Preferential Split is included in the Preferential Split field for Canadian Brokers, it is a True preferential split that should be retained, and normal adjustment processes should be followed. If there was not a preferential split entered, do not enter a preferential split. Allow the system to process.

A20220227072113

**Primary Information**

INVOICE NUMBER A20220227072113	CURRENCY US Dollar
INVOICE TYPE ACCOUNTING INVOICE	INVOICE DATE 6/3/2022
DEAL NAME ARMS-508 Clone CM Debt Equity - JK Retest 2.13	DUE DATE 6/3/2022
RELATED DEAL 145278965412	

**Billing Information**

NETSUITE INVOICE ID Invoice #A20220227072113.1	TEMPORARY BILL TO
BILL TO 00000004 Securfund Development Corp.Project 12 Inc.	REVENUE CAN BE RECOGNIZED Yes
ATTENTION	REVENUE RECOGNIZED DATE TIME 2/13/2022 3:00:17 PM

PREFERENTIAL OPTION	PREFERENTIAL SPLIT AS %
Yes	85

PARTY TYPE*	CO-BROKER NAME	CO-BROKER COMPANY	CLIENT COMPANY	VENDOR	INTERNAL PARTY	PRIMARY INTERNAL PARTY	MARKET/COST CENTER	ROLE	PREFERENTIAL OPTION	PREFERENTIAL SPLIT AS %	COMMISSION AS %	COMMISSION %	COMMISSION AMOUNT*	SUBSIDIARY	DEPARTMENT	CATEGORY
AY Internal Party					8SYBX70000K0 Rodger, Nairn	Yes	Alberta : Calgary : CALB - Calgary Brokerage	<Type then tab>	Yes	85	Yes	100	21,921.88	010 - 011 - AY Commercial Real Estate Services, LP	SBK - Svc Line - Brokerage	1 - Default

# Canada: CLER Project Deals in DMS

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# What is CLER (formerly CSR)?

The **Canadian Legal Entity Rationalization (CLER)** project (previously known as the Canada Subsidiary Rationalization (CSR) project) encompasses the change of the Canadian Legal Entity Structure from the previous structure which was primarily by Province, then by service line; to a new structure, which has removed the provincial structure and is focusing on service lines.

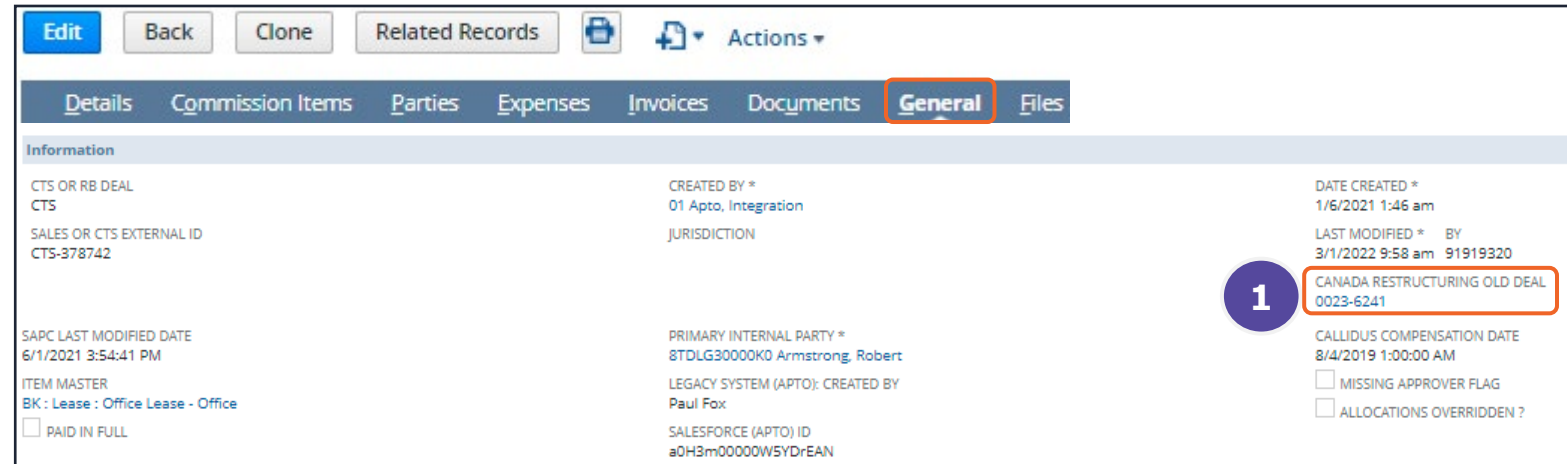
This has eliminated 8 legal entities in Canada and combined all operating subsidiaries into 5 business line partnerships owned by AYCI.

## What does this mean for the RRAs?

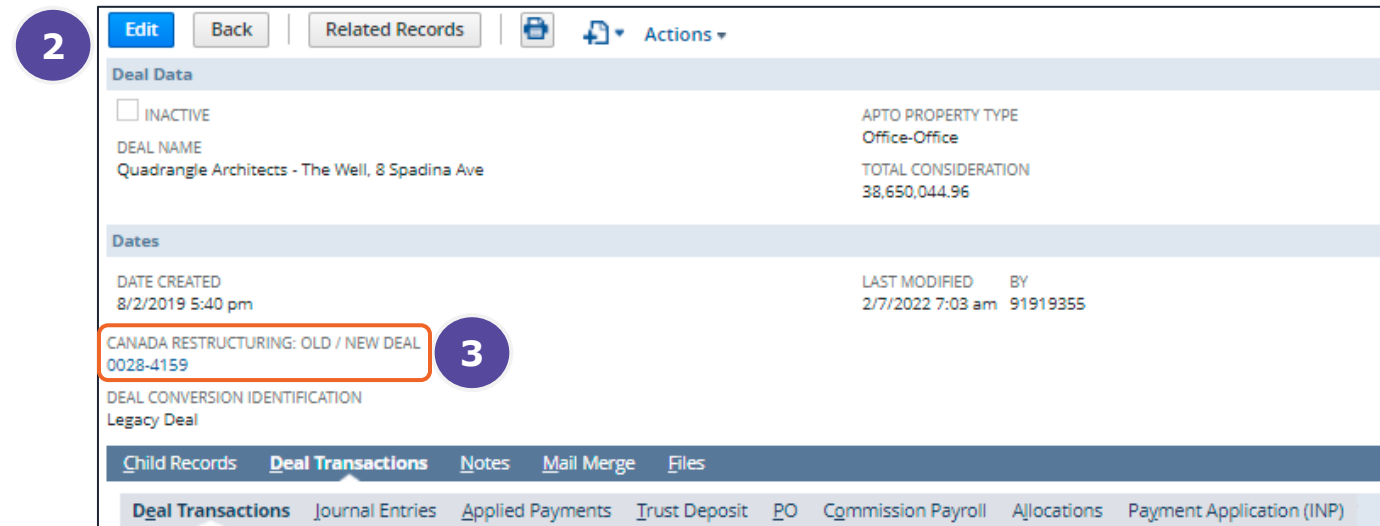
- All Brokers and other employees were transferred to the new subsidiaries
- New bank accounts were created under the new subsidiaries
- Bill to and Client records were assigned to the new subsidiaries
- Any deals with **open balances as of December 31, 2020 were converted** to the new subsidiaries
  - Legacy Deals were collapsed/voided in Apto (including invoices and any payments that were applied)
  - New (Cloned) Deals were created in the new subsidiary in Apto (including invoices and any payments that were applied)
    - Of these cloned deals, **any with outstanding balances as of March 16<sup>th</sup>, 2022 have been converted to NetSuite Deal Management System**. The old voided deals and their related records will not be migrated.

# Identifying CLER Deals in DMS (1/2)

- 1. CLER Field on Deal record:** To identify whether the transaction in DMS was originally included as part of the CLER conversion, view the Deal, access the *General* Tab and locate the *Canada Restructuring Old Deal* field in the Information Section. If there is a deal ID in that field, this is a converted CLER deal. The Deal ID is a hyperlink to the NetSuite legacy Deal record for the original transaction.
- 2. CLER Voiced Deal Record:** This record is formatted as a legacy NetSuite Deal Record before DMS. It won't include the Deal Wizard module as that deal was voided prior to DMS conversion.
- 3. Link to CLER converted deal:** This deal will link back to the DMS converted deal through the *Canada Restructuring Old/New Deal* field.



This screenshot shows the 'General' tab of a deal record in DMS. The 'Information' section contains several fields. A red circle with the number '1' highlights the 'CANADA RESTRUCTURING OLD DEAL 0023-6241' field, which is a hyperlink to a legacy deal record. Other fields include 'CTS OR RB DEAL CTS', 'SALES OR CTS EXTERNAL ID CTS-378742', 'CREATED BY \* 01 Apto, Integration', 'JURISDICTION', 'DATE CREATED \* 1/6/2021 1:46 am', 'LAST MODIFIED \* BY 3/1/2022 9:58 am 91919320', 'SAPC LAST MODIFIED DATE 6/1/2021 3:54:41 PM', 'PRIMARY INTERNAL PARTY \* 8TDLG30000K0 Armstrong, Robert', 'LEGACY SYSTEM (APTO): CREATED BY Paul Fox', 'ITEM MASTER BK : Lease : Office Lease - Office', 'SALESFORCE (APTO) ID a0H3m00000W5YDrEAN', and 'CALLIDUS COMPENSATION DATE 8/4/2019 1:00:00 AM'. There are also checkboxes for 'PAID IN FULL', 'MISSING APPROVER FLAG', and 'ALLOCATIONS OVERRIDDEN?'.



This screenshot shows the 'Deal Data' tab of a deal record in DMS. A red circle with the number '2' highlights the 'INACTIVE' checkbox. The 'DEAL NAME' is 'Quadrangle Architects - The Well, 8 Spadina Ave'. The 'APTO PROPERTY TYPE' is 'Office-Office' and the 'TOTAL CONSIDERATION' is '38,650,044.96'. The 'Dates' section shows 'DATE CREATED 8/2/2019 5:40 pm' and 'LAST MODIFIED BY 2/7/2022 7:03 am 91919355'. A red circle with the number '3' highlights the 'CANADA RESTRUCTURING: OLD / NEW DEAL 0028-4159' field, which is a hyperlink to a legacy deal record. The 'DEAL CONVERSION IDENTIFICATION' is 'Legacy Deal'. The bottom navigation bar includes 'Child Records', 'Deal Transactions', 'Notes', 'Mail Merge', 'Files', 'Deal Transactions', 'Journal Entries', 'Applied Payments', 'Trust Deposit', 'PO', 'Commission Payroll', 'Allocations', and 'Payment Application (INP)'.

# Identifying CLER Deals in DMS (2/2)

- 1. CLER Field on Invoice Staging record:** On the Invoice Staging record, in the *Others* section, the related voided Invoice from the original deal is noted in the *Canada Restructuring: Old Invoice* field. This will not be a hyperlink as there is not an equivalent Invoice staging on the voided deal as it's not being migrated as part of DMS.
- 2. CLER Field on Payment Staging record:** On the Payment Staging record, in the *System* section, the related voided payment from the original deal is noted in the *Canada Restructuring: Old Payment* field. This will not be a hyperlink as there is not an equivalent Payment staging on the voided deal as it's not being migrated as part of DMS.

### AY Invoice Staging

**Others**

NOTES  
Selling fee - \$12.00 PSF x 47,526 SF x first 50%  
Listing fee - \$5.60 PSF x 47,526 SF x 100%

USE DEFAULT  
 OVER-THE-TERM INVOICE

**1** CANADA RESTRUCTURING : OLD INVOICE  
2019089773502  
COMMISSION ID

PRO-FORMA TO ACCOUNTING CONVERTED  
 PRINTED AS PRO-FORMA

**Integration**

SYNC STATUS  
SUCCESS

### AY Payment Staging

**System**

DATE CREATED  
2/8/2022 2:51 am

LAST MODIFIED BY  
2/11/2022 2:50 pm 91919320

NAME  
PY-42350  
 VOID

VOID DATE TIME

SYNC STATUS  
SUCCESS

SALESFORCE (APTO) ID  
a123m00000owH2HAAU

**2** CANADA RESTRUCTURING: OLD PAYMENT  
PY-23327



# Questions?

# Zendesk

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# Demonstration: Zendesk



Follow along and observe:

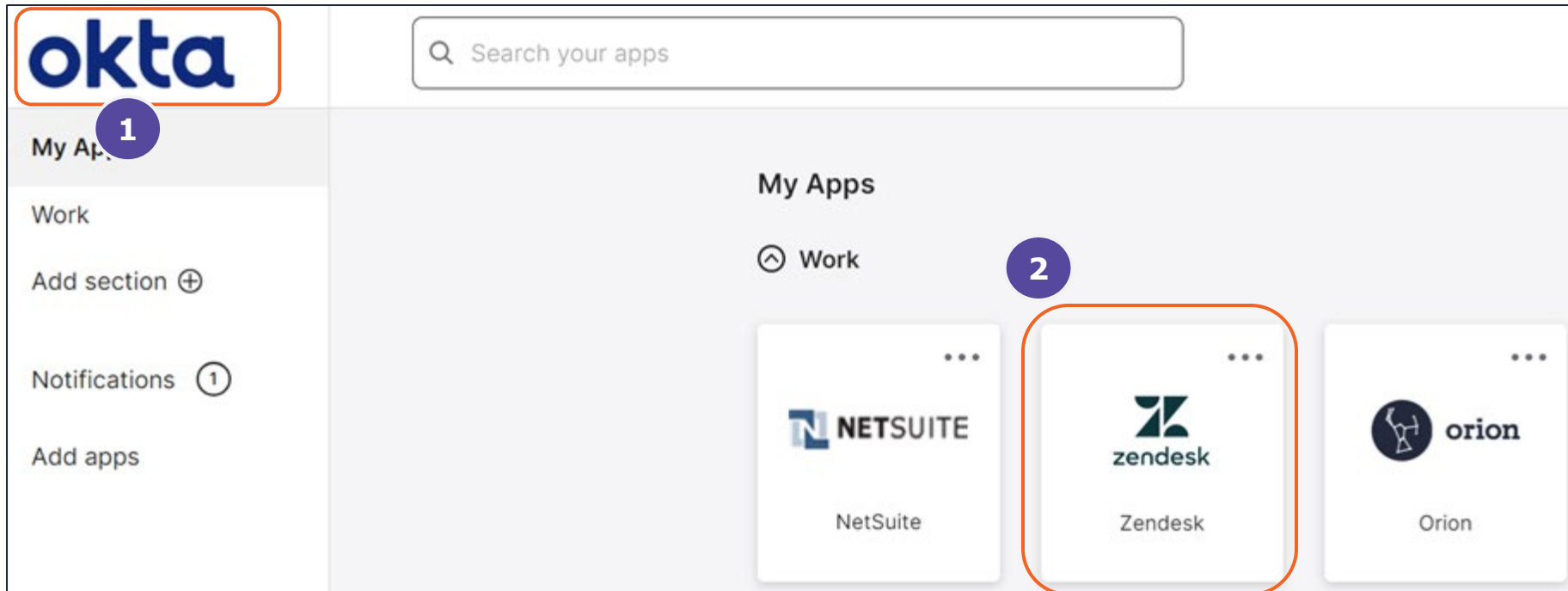
- Accessing and Locating Documents
- Submitting a support request on Zendesk
- Promoted Articles
- Recent Activity
- NetSuite Deal Management System
- Announcements
- Commission (Spiff) Support
- NetSuite Support

# Zendesk: Accessing and Locating Documents

*Zendesk is our repository for documentation regarding Finance Apps.*

1. **To Access**, login to Okta
2. **Click** on the Zendesk tile

*\*\*If the Zendesk tile is missing, please submit a ticket to MyIT to have it added\*\**



# Zendesk: Accessing and Locating Documents (cont'd)

- 1. Submit a Request:** Requests for support can be submitted directly on Zendesk by clicking this link. Alternatively, you can email [financeappsupport@avisonyoung.com](mailto:financeappsupport@avisonyoung.com) for assistance.
- 2. Search:** Use keywords to search existing knowledge articles.
- 3. Categories:** All articles are organized into Categories. Click on a Category to view related articles.

The screenshot shows the Avison Young Zendesk support page. The browser address bar is [avisonyoung.zendesk.com/hc/en-us](https://avisonyoung.zendesk.com/hc/en-us). The page features the Avison Young logo, a search bar, and a grid of support categories. Annotations 1, 2, and 3 highlight the 'Submit a request' button, the search bar, and the category grid respectively.

**1** Submit a request Sign in

**2** Search

**3**

<b>NetSuite Deal Management System</b> Training and Support Documents for the Custom code within NetSuite for Deal processing; known as NetSuite Deal Manage...	<b>Robotic Process Automation (RPA)</b> Robotic Process Automation (RPA) Document Repository	<b>Apto Financials Support</b> LRP and Accounting User Guides, LRP and Accounting Training decks, LRP On-Going Series training and other training se...
<b>Announcements</b> Welcome to Zendesk!! Check this section for announcements.	<b>Commission (SAPC) Support</b> Commission (SAPC) Application, Dashboards, Reporting & Security	<b>NetSuite Support</b> General Ledger, Accounts Payables, Fixed Assets, Accounts Receivables, Configuration, Reporting & Security
<b>Zendesk Support</b> How to use Zendesk, Search, Submit Questions		

# Zendesk: Submitting a Request on Zendesk

1. **Click** Submit a Request on the Homepage
2. **Choose Form:** By selecting one of the options, the submission form will change. For Finance Apps related questions (ie. Deal Wizard, Invoicing, Expenses, etc), click on the first option. To add new users to the system, click the second option.
3. **Your Email Address:** Enter your Avison Young email address. This is the email address to which the responses to your request will be delivered.
4. **Subject:** A synopsis of your request/question.
5. **How can we help you?:** A detailed description of your issue, including Deal IDs, Invoice numbers or payment related information if needed. Keep it as detailed as possible.
6. **What system are you using?:** Important to include to help us direct your request to the appropriate team
7. **Critical for Month-end or Payroll Processing:** Indicate if this is preventing you from meeting a deadline so the team is aware that the ticket should be prioritized.
8. **Attachments:** Screenshots or documentation can be attached, will help the team troubleshoot.
9. **Submit:** Click Submit once all information has been entered.

**Submit a request**

Please choose your issue below

NetSuite DMS, Commissions (SAPC), NetSuite Financials support ticket

Finance Apps Security Form  
Robotics Process Automation Form  
AVANT

Your email address

Subject

How can we help you?

Please enter the details of your request. A member of our support staff will respond as soon as possible.

What system are you using?

(optional)

Critical for Month-end processing? (optional)

Critical For Payroll Processing? (optional)

Attachments (optional)

Add file or drop files here

Submit

# Zendesk: Promoted Articles

**Promoted Articles:** Any articles marked as “promoted” will display here. These have been indicated as either important or expected to be used often. They are promoted to allow the user easier access to them via this list.

## Promoted articles

[ACES Newsletter - February 21, 2021](#)

---

[LRP Training - Day 1 - January 7, 2021](#)

---

[Training - FINCR-188 - Maintaining Deal Segmentation](#)

---

[AR Revenue Reversal or Write Off Form](#)

---

[Finance Application Security Form](#)

---

[2.24.2021 OLS Session](#)

---

[QRG: CA Broker Annual Production Report](#)

---

[FAQ: SAPC Password Reset - Email not Received](#)

---

[NetSuite Support Assistance](#)

---

[Polish National Bank Rate FX Localization \(RSM\)](#)

---

[NetSuite Release 2020.2 Notes - Fall 2020 Release date](#)

---

[ACES Newsletter - February 7, 2021](#)

---

[FINCR/ACES Tickets Deployed to Production February 20, 2021](#)

---

[FAQ: Apto Financials](#)

---

[Apto Best Practices Quick Reference Sheet](#)

---

[New LRP Training Documents](#)

---

[1.27.2021 OLS Session](#)

---

[Broker Facing Report Training for LRPs](#)

---

[NetSuite CLER Training - Day 2 - January 8, 2021](#)

---

[QRG - NetSuite - Invoice Email Attachment](#)

---

[Oracle NetSuite Training](#)

---

[LRP Training - Day 2 - January 8, 2021](#)

---

[Sprint 15 Tickets Deployed January 30, 2021](#)

---

[ACES User Directory](#)

---

[LRP User Guide](#)

---

[Canada - SAPC Residual Commission Reports](#)

---

[FAQ: SAPC Commissions](#)

---

[QRG: Deal Detail Report](#)

---

[NetSuite CLER Training - Day 1 - January 7, 2021](#)

---

[NetSuite Object Request Forms](#)

---

[Allocation Script Process and Examples](#)

---

# Zendesk: Recent Activity

- 1. **Recent Activity:** Provides a list of articles that have been added in recent days. Provides you with the last 5 articles added to Zendesk. Provides the user with easy access to new articles.
- 2. **See More:** To access a larger listing of recent articles, click on [See More](#).

1 Recent activity

Accounting Training Accounting Training - SAPC Report II	Article created 3 days ago 0
Apto Enhancement Communications ACES Newsletter - March 27, 2020	Article created 3 days ago 0
Apto Lightning Training CRM Pipeline Training - March 18,2020	Article created 6 days ago 0
Apto CRM Video Training CRM Recorded Training Webinars	Article created 6 days ago 0
Ongoing Learning Series 03.19.2020 OLS- Payments, Payroll Validation, ACES System Updates	Article created 7 days ago 0

[See more](#) 2

# Zendesk Categories: NetSuite Deal Management System

Within the category, articles are divided into the following **Sections**. Please note that a **maximum of six articles** are displayed per section and more can be accessed by clicking on *See All Articles*.

## 1. DMS Training Resources

All updated Training documents for ongoing support of DMS will be stored and updated in this section

## 2. Helpful Documents

Documents that will assist in various tasks and may be required for certain requests

## 3. March 2022 Training Documentation

All Training documentation from the initial March 2022 rollout of DMS

## 4. Ongoing Learning Series (OLS)

Includes all OLS sessions and recordings that have occurred since summer of 2019.

## NetSuite Deal Management System

*Training and Support Documents for the Custom code within NetSuite for Deal processing; known as NetSuite Deal Management.*

### DMS Training Resources

★ Deal Admin Training Guide

### Helpful Documents

★ Approval Matrix and Decision Tree

★ Audit Cover Sheet

★ DMS User Directory

★ AR Revenue Reversal or Write Off Form

Scheduling Saved Searches

Flex Office Companies

### March 2022 DMS Training Documentation

★ LRP and Accounting Deal Management Training Session 8 - What to Expect Day 1, Square Works, Trust Deposits, CLER Transactions

★ LRP and Accounting Deal Management Training Session 7 - Reports

★ LRP and Accounting Deal Management Training Session 6 - Adjustments

★ LRP and Accounting Deal Management Training Session 5 - Payments, Closed Deal Adjustments, CTS/RB Migrated Deal Adjustments

★ LRP and Accounting Deal Management Training Session 4 - Approval Workflow, Invoices

★ LRP and Accounting Deal Management Training Session 3 - Deal Wizard Part 2

[See all 8 articles](#)

### Ongoing Learning Series

★ 05.25.2022 OLS Session

★ 04.27.2022 OLS Session

03.30.2022 OLS Session

02.23.2022 OLS Session

01.26.2022 OLS Session

12.15.2021 OLS Session

[See all 34 articles](#)

**AVISON  
YOUNG**

# Zendesk Categories: Announcements

Within the category, articles are divided into the following **Sections**. Please note that a **maximum of six articles** are displayed per section and more can be accessed by clicking on *See All Articles*.

- 1. System Enhancement Communications:** Includes a copy of all past System Update newsletters that have been sent to the team via email.
- 2. Accounting Communications:** Includes a copy of any past System Update newsletters that are accounting specific that have been sent to the team via email.
- 3. News**
- 4. Link to all Financial Applications:** An article with the links to the various financial applications (NetSuite, Spiff)

## Announcements

Welcome to Zendesk!! Check this section for announcements.

### System Enhancement Communications

★ Finance Systems Update for June 24, 2022

Finance Systems Update for May 20, 2022

Finance Systems Update for April 22, 2022

ACES Update for December 10, 2021

ACES Update for November 20, 2021

ACES Update for November 5, 2021

[See all 42 articles](#)

### News

★ Finance Application Security Form

### Accounting Communications

FINCR/ACES Tickets Deployed to Production February 20, 2021

Sprint 15 Tickets Deployed January 30, 2021

### Link to all Financial Applications

Financial Application Links

# Zendesk Categories: Commission (SAPC) Support

Within the category, articles are divided into the following **Sections**. Please note that a **maximum of six articles** are displayed per section and more can be accessed by clicking on *See All Articles*.

- 1. Commission (SAPC) Application:** Any documents or training regarding SAPC will be added. Currently, the Pay Weeks Calendar is saved here.
- 2. Reporting:** Links to Broker Facing Training on AY University and Quick Reference Guides for SAPC reports
- 3. Dashboards:** Quick reference Guides for SAPC Dashboards
- 4. Security:** Information regarding SAPC security, currently an FAQ regarding SAPC Password reset troubleshooting.

## Commission (SAPC) Support

*Commission (SAPC) Application, Dashboards, Reporting & Security*

### Commission (SAPC) Application

2019-2021 SAPC Calendar Pay Weeks Calendar

### Reporting - SAPC

- ★ Broker Facing Report Training - AY University
- ★ QRG: Broker YTD Detail of Payments Received (previously named YTD Commission Compensation Detail Report)

QRG: Broker Cash Receivable Report

QRG: Managing Director Revenue to Goal Report

QRG: Broker Commission Compensation Detail Report

QRG: Broker Expense Ledger Report

### Dashboards - SAPC

QRG: US Broker Dashboard

QRG: Canada Broker Dashboard

### Security - SAPC

- ★ FAQ: SAPC Password Reset - Email not Received

# Zendesk Categories: NetSuite Support

Within the category, articles are divided into the following **Sections**. Please note that a **maximum of six articles** are displayed per section and more can be accessed by clicking on *See All Articles*.

1. **Solution 7**
2. **Concur & NetSuite Integrations**
3. **Canadian Legal Entity Rationalization**
4. **Quick Reference Guides – NetSuite**
5. **NetSuite Forms**
6. **NetSuite Poland Localization**
7. **NetSuite Germany**
8. **Training Documents:** Includes Allocation Script Processes and the template to request NetSuite Bill Tos and Clients
9. **Accounting Policies**
10. **New Release Notes**

## NetSuite Support

General Ledger, Accounts Payables, Fixed Assets, Accounts Receivables, Configuration, Reporting & Security

### Solution 7

- ★ Solution 7 - Troubleshooting
- ★ Solution 7 Sample Reports
- ★ Solution 7 User Guides

TEST ARTICLE

### Canadian Legal Entity Rationalization Training

NetSuite CLER Training - Day 2 - January 6, 2021

NetSuite CLER Training - Day 1 - January 7, 2021

### NetSuite Forms

- ★ NetSuite Object Request Forms

### NetSuite Germany

Germany - Accounting Context and Adjustment

### Training Documents

- ★ NetSuite Sales Order Import
- ★ NetSuite - Property template and instructions.
- ★ NetSuite credit memo import reference guide
- ★ NetSuite Project Creation - User Manual and Template
- ★ Oracle NetSuite Training
- ★ Allocation Script Process and Examples

See all 9 articles

### New Release Notes

- ★ NetSuite 2022.1 Release Notes
- ★ NetSuite ReleaseNotes\_2021.2.0
- ★ NetSuite Release 2020.2 Notes - Fall 2020 Release date
- NetSuite Release 2019.1 Notes - Spring 2019 Release date
- NetSuite Release 2019.2 Notes - Released to AY August 23, 2019

### Concur & NetSuite Integrations

- ★ Concur NetSuite Connect Documentation

### Quick Reference Guides - NetSuite

- ★ NetSuite Support Assistance
- ★ QRG - NetSuite - Invoice Email Attachment

### NetSuite Poland Localization

- ★ Polish National Bank Rate FX Localization (RSM)

### NetSuite Prod Link

### Accounting Policies

- ★ NetSuite - US Property and Project Management Process Flow
- NetSuite Close Process

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# Questions?

# Appendix

# Adjustments - Appendix Directory

1. [Due Date Change Decision Tree](#)
2. [Cloning Deals](#)
3. [Voiding Payments](#)
4. [Voiding Deals](#)
5. [Processing Write Offs](#)



# Adjustments: Due Date Change Decision Tree

Invoices **MUST** currently have a high probability of collection

**Every time a date change is needed, the deal documentation needs to be reviewed, and the deal needs to be re-assessed.**

Was revenue originally recorded according to the Commission Agreement terms?

Yes

Have there been any changes to the deal since initial recognition?

Yes

No

If this is still good revenue, explain & provide documentation, if not; reverse / write off



- Things to consider:
- How many times has the invoice date been moved since recognizing revenue?
  - Were we paid on the 1<sup>st</sup> half (if applicable)?
  - Did anything in the deal change since we first recorded revenue?

Was a termination option / contingency originally missed? Was the invoice originally recorded outside of CA terms?

No

Yes

Has the termination option or contingency been met/satisfied?

No

Revenue needs to be reversed

Yes

Explain what was missed, why the revenue is still good and provide supportive documentation

Explain & provide supportive documentation

# Adjustments: 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.

The screenshot shows the Oracle NetSuite interface. At the top, there's a search bar with '4784707' entered. A dropdown menu titled 'Global Search Results' is open, listing four deal IDs: 4784707567, 4784707567-01, 4784707567-02, and 4784707567-03. Below the search bar, there's a table with columns for 'NEW', 'EDIT', 'View', 'NAME', 'SCRIPT ID', 'DE', 'TY', 'DEAL TYPE', 'APPROVAL STATUS', 'SURFACE AREA (SQ.FT)', and 'TRUST BAL'. A row is visible with deal ID 4784707567 and script ID VAL\_7430106\_3857081\_880. The 'View' button in the table is highlighted with a red box. A circular '1' is placed to the left of the search bar. Below the table, there's a toolbar with buttons for 'Edit', 'Back', 'Clone', 'Override Allocations', 'Related Records', and 'Actions'. The 'Clone' button is highlighted with a red box. A circular '2' is placed over the 'Clone' button. At the bottom, there's a navigation bar with tabs for 'Details', 'Comm', 'Items', 'Parties', 'Expenses', 'Invoices', 'Documents', and 'General'. The 'General' tab is selected.

# 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:*

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

- 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.

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

**WARNING!**  
Please enter Deal name and CRM Deal ID and click Save before proceeding through Deal Wizard.

**Incomplete Tabs**  
Invoices, Documents

Deal

Save

2

Details Commission Items Parties Expenses Invoices Documents **General** Files

Primary Information

DEAL NAME \*

CRM DEAL ID

EXTENSION

1a)

**WARNING!**  
Please enter Deal name and CRM Deal ID and click Save before proceeding through Deal Wizard.

**Incomplete Tabs**  
Invoices, Documents

Deal

Save Cancel

1b)

Details Commission Items Parties Expenses Invoices Documents **General** Files

Primary Information

RECURRING REVENUE

DEAL NAME \*

CRM DEAL ID

EXTENSION

**WARNING!**  
Please enter Deal name and CRM Deal ID and click Save before proceeding through Deal Wizard.

**Incomplete Tabs**  
Invoices, Documents

Deal

Save Cancel

2

← → List Search Customize More

Details Commission Items Parties Expenses Invoices Documents **General** Files

Primary Information

RECURRING REVENUE

DEAL NAME \*

CRM DEAL ID  
4784707567

EXTENSION  
4

1c)

# Adjustments: Cloning Deals (3/4)

**1** **REMINDER!**  
Please review all copied fields to ensure that the values are correct for this cloned transaction

**Incomplete Tabs**  
Invoices, Documents

**Clone for Training Deck Deal Id : 4784707567-04** **2**

Save Cancel Save and Continue Actions

**Details** Commission Items Parties Expenses Invoices Documents General Files

**Details**

CONF \*  
CLIENT \*  
00022744 Mid Atlantic Retina  
Search  
PARTY REPRESENTED \*  
Seller/Landlord

DEAL TYPE \*  
Consulting  
PROPERTY  
Search  
PROPERTY ADDRESS  
PROPERTY/SPACE TYPE  
SUITE/FLOOR #

**Details** **Commission Items** Parties Expenses Invoices Documents General Files

**Summary** **Commission Items** **3**

UNIT OF MEASURE (UOM) SURFACE AREA (SQ.FT)

Commission Notes  
COMMISSION NOTES

**Total**

TOTAL CONSIDERATION	TOTAL RECOVERIES/OTHER FEES	TOTAL SERVICE FEE	TOTAL INVOICEABLE FEES
0.00			106,875.00

Copy Row

DESCRIPTION	RECOVERY/OTHER FEES	ITEM	QUANTITY	RATE	AMOUNT	TOTAL	FEE TYPE	FEE	UNLOCK FEE AMOUNT	FEE AMOUNT
Consulting Fee- 4060 Butler Pike, Plymouth Meeting, PA -Seller							Flat Fee	106,875		106,875.00

- Reminder Banner:** Until the cloned deal is approved, the yellow reminder banner will display to remind RRA to confirm that all field values are correct.
- 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.
- 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.

# Adjustments: 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. Populating the invoices at the bottom of the Invoices tab will require manual entry.
4. **Documents:** None of the items from the Documents tab will be copied to the new deal. Documents tab will require manual entry.

1

Details Commission Items **Parties** Expenses Invoices Documents General Files

**Parties**

EXTERNAL PARTIES COMMISSION (IN %)	100	INTERNAL REVENUE COMMISSION (IN %)	100	RECOVERIES/OTHER FEES ALLOCATION (IN %)	100	TOTAL ALLOCATION (IN %)	100
EXTERNAL PARTIES COMMISSION (IN CURRENCY)	0.00	GROSS INTERNAL REVENUE COMMISSION (IN CURRENCY)	106,875.00	RECOVERIES/OTHER FEES ALLOCATION (IN CURRENCY)	106,875.00	TOTAL ALLOCATION (IN CURRENCY)	106,875.00

**Total**

TOTAL INVOICEABLE FEES	TOTAL RECOVERIES/OTHER FEES	TOTAL SERVICE FEE
106,875.00		

REQUEST NETSUITE VENDOR

Client Search Company Search

PARTY TYPE*	CO-BROKER NAME	CO-BROKER COMPANY	CLIENT COMPANY	VENDOR	INTERNAL PARTY	PRIMARY INTERNAL PARTY	MARKET/COST CENTER	ROLE	ITEM	PREFERENTIAL OPTION	PREFERENTIAL SPLIT A5 %	COMMISSION A5 %	COMMISSION %	COMMISSION AMOUNT*	SUBSIDIARY	DEPARTMENT	CATEGORY
AY Internal Party					DE7SYTUMC	Yes	PHILB - Philadelphia Brokerage	Seller Rep				Yes	100	106,875.00	020-11-20 - Avison Young - Philadelphia LLC	SBK - Svc Line - Brokerage REVIS	1 - Default REVIS

3

Details Commission Items Parties Expenses **Invoices** Documents General Files

**Default Values**

**Invoices**

BILL TO: 00034592 Mid Atlantic Retina

BILL TO ADDRESS SELECT: address 1

BILL TO ADDRESS: Mid Atlantic Retina, 4060 Butler Pike, Plymouth Meeting PA 19462, United States

TEMPORARY BILL TO:

ATTENTION:

DEFAULT US TAX GROUP:

DEFAULT PAYMENT TERMS:

DEFAULT INVOICE TEMPLATE:

TRUST BALANCE:

# Adjustments: Voiding Payments (1/2)

Users with access to Payment application may void payments.

- 1. Obtain the PY- ID:** Use the instructions provided in Payment training to access the Payment History and note the PY- ID number of the Payment that needs to be voided. The Payment must not be applied to any invoices.
- 2. Locate Payment Staging record:** Search for the Payment Staging record by searching by the PY- ID in Global search. Click on the related AY Payment Staging Record
- 3. Check for Payment Application:** Once you've accessed the Payment Staging record, check to ensure the Payment is not applied to any invoices, by clicking on the *Payment Application (INP)* tab near the bottom of the screen. There should either be zero records, or 0.00 payment applications, showing that the payment has been unapplied. If there are any applied payments with values, please unapply all payments prior to voiding.

ORACLE NETSUITE | SANDBOX AVISON YOUNG

PY-70457

Payment: PY-70457 (00000191 Avison Young (Canada) Inc.) Edit

AY Payment Staging: PY-70457

2

Notes Files Workflow **Payment Application (INP)**

EDIT	ID	RELATED INVOICE	RELATED PAYMENT	PAYMENT AMOUNT	ORIGINAL PAYMENT APPLICATION DATE	PAYMENT APPLICATION DATE	PAYMENT UNAPPLIED DATE
No records to show.							

Void Payment | Actions

3

# Adjustments: Voiding Payments (2/2)

- 1. **Void:** To void the payment, click *Void Payment* at the top of the record. Wait and allow the system to process the change.
- 2. **Check Status:** Once Payment Staging refreshes, ensure the Void status and Void Date/Time fields are completed.

**AY Payment Staging**<sup>a</sup>

PY-70457

**1** Actions ▾

**Payment Info**

PAYMENT TYPE	PAYMENT AMOUNT	WRITE-OFF REASON
Cash	10,000.00	
BILL TO	DEPOSIT ACCOUNT	WRITE-OFF EXPLANATION
00000191 Avison Young (Canada) Inc.	10101-210 10101-210 AYCRS AB COMM TR - CIBC 19-04817	
SUBSIDIARY	A/R ACCOUNT	RELATED TRANSACTION
000 - Avison Young CONSOLIDATED (AYCI) : 010 - Avison Young (Canada) Inc. : 010 - 011 - AY Commercial Real Estate Services, LP	12100-000 Brokerage Commissions Receivable	Payment #PY-70457
CURRENCY	MEMO	UNAPPLIED AMOUNT
CAN		10,000.00
MARKET COST CENTER	DEPOSIT SCANNER ID	
Alberta : Calgary : CALB - Calgary Brokerage		
PAYMENT DATE	CHECK/EFT NUMBER	
5/10/2022		

**System**

DATE CREATED	SYNC STATUS
5/10/2022 8:59 am	SUCCESS
LAST MODIFIED BY	
5/30/2022 12:03 pm 912WZC0000K0	
NAME	SALESFORCE (APTO) ID
PY-70457	
<input checked="" type="checkbox"/> VOID	CANADA RESTRUCTURING: OLD PAYMENT
VOID DATE TIME	
5/30/2022 12:03:07 pm	

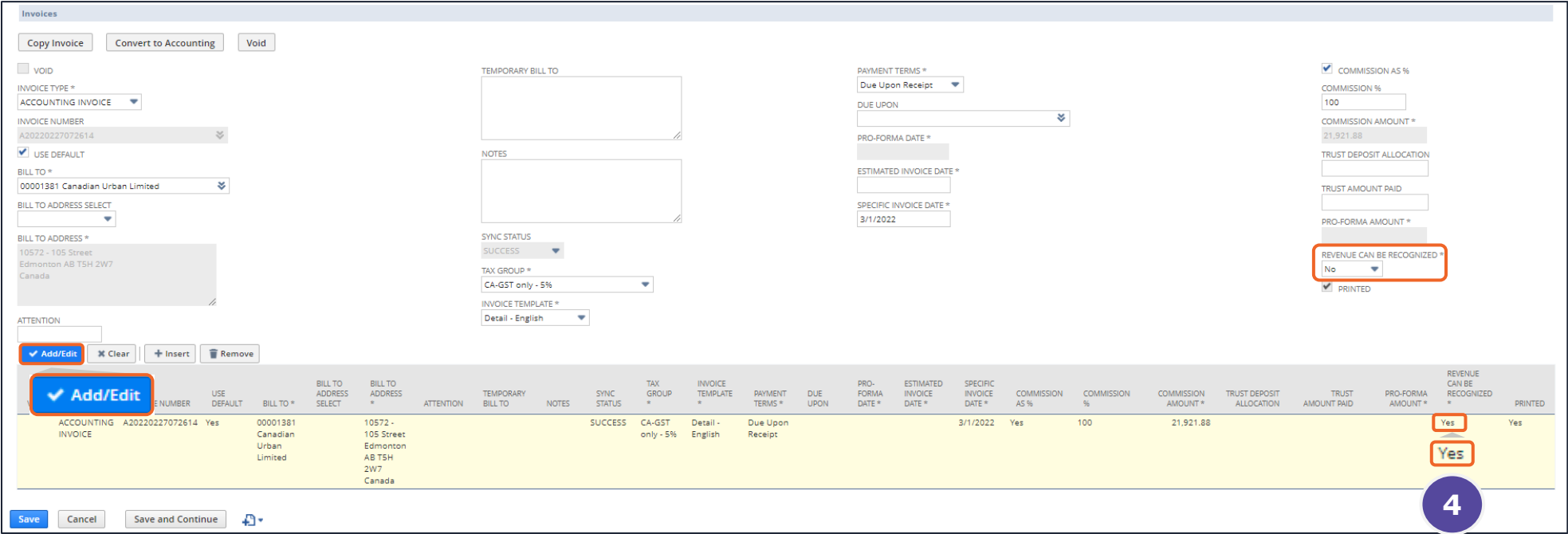
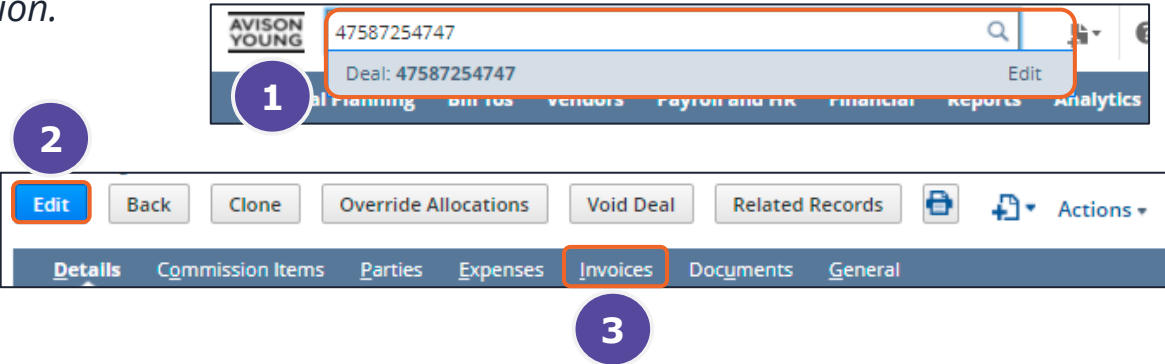
**2**

# Adjustments: Voiding Deals (1/2)

RRAs can void transactions if the Deal has not yet been approved. If the deal being voided contains a Printed Pro-Forma invoice, please inform Accounting.

Only users logged in with a Deal Admin role may void approved deals, and the request should be accompanied by a completed Revenue Reversal/Write off form. There cannot be any payments applied to the transaction.

- 1. Locate Deal:** Use the Global search to search by Deal ID or Deal name to locate the deal record to be voided.
- 2. Edit:** Once you've accessed the Deal record, *Edit* the Deal to access the Deal Wizard.
- 3. Invoices:** Navigate to the *Invoices* Tab.
- 4. Check Revenue Recognition Status:** Review the invoices at the bottom of the tab and locate any invoices where Revenue Recognition is set to *Yes*. Click on the invoice line to edit and change Revenue Recognition to *No*. Click *Add/Edit* to save the change. Repeat for all invoices on the transaction.



# Adjustments: Voiding Deals (2/2)

- 1. Update Deal Name:** Click on the *General* Tab, click on the Deal Name field and add VOIDED to the beginning of the name. This will help differentiate the transaction in any searches.
- 2. Save:** Click *Save* to save the changes to the deal. Once complete the Deal Record will open *View* mode.
- 3. Void Deal:** Click *Void Deal* to void the transaction. Click the button only once and wait, as it takes a moment for the system to process. A confirmation box will display to ensure the void is intentional. Click *OK* to void the deal, click *Cancel* to cancel the void request. Once voided, a dialog box will appear stating "Deal has been voided".
- 4. Check Sync status:** Once the change is saved, refresh the Deal Record. Click the *Invoices* tab. Ensure that the Invoice sync status is *Success* on all the related invoices. If status is *Failure*, submit a ticket for assistance.
- 5. Check the General Tab:** Now that the deal is voided, the *Void* checkbox and the *Void Date/Time* fields will be updated in the *Deal Status* section of the *General* Tab.

Buttons: Save, Cancel, Save and Continue

Navigation: Details, Commission Items, Parties, Expenses, Invoices, Documents, **General**

DEAL NAME \*  
VOIDED ARMS-547 Lease JK Retest 2.14

CRM DEAL ID  
4178521456

Buttons: Edit, Back, Clone, Override Allocations, **Void Deal**, Related Records, Actions

Navigation: Details, Commission Items, Parties, Expenses, **General**

VOID	INVOICE TYPE *	INVOICE NUMBER	USE DEFAULT	BILL TO *	BILL TO ADDRESS SELECT	BILL TO ADDRESS *	ATTENTION	TEMPORARY BILL TO	NOTES	SYNC STATUS	TAX GROUP *	INVOICE TEMPLATE *	PAYMENT TERMS *
Yes	ACCOUNTING INVOICE	A20220227072614	Yes	00001381 Canadian Urban Limited		10572 - 105 Street Edmonton AB T5H 2W7 Canada				<b>SUCCESS</b>	CA-GST only - 5%	Detail - English	Due Upon Receipt

Deal Status

APPROVAL STATUS \*  
Approved

APPROVAL DATE TIME  
2/14/2022 11:55:23 AM

DM WRITE OFF

DM WRITE OFF DATE/TIME

VOID

VOID DATE/TIME  
2/28/2022 2:14:55 PM

APPROVAL SUBMITTER  
912WZC0000K0 Kunkel, Jessica F

APPROVER [LRP]  
912WZC0000K0 Kunkel, Jessica F

APPROVER [CF/CC]

APPROVER [DIRECTOR/MANAGER]

# Adjustments: Processing Write Offs (1/4)

CA Accountants or US A/R team members who have access to the Deal Admin role are authorized to perform Write Off payments over \$10.00, which require an authorized Revenue Reversal/Write off Form.

Write-offs \$10.00 and under may be performed by RRAs.

- 1. Locate Deal:** Use the Global search to search by Deal ID or Deal name to locate the related deal record for the invoice to be written off. Once on the Deal record, access the Invoice Staging record by clicking on the *Invoices* tab of the Deal record and clicking on the Invoice number located in the invoice summary at the bottom of the page.
- 2. Access Invoice Staging directly:** If you wish to search for the Invoice directly, search for the Invoice Staging record number (including the letter prefix).

VOID	INVOICE TYPE *	INVOICE NUMBER	USE DEFAULT	BILL TO * BILL TO ADDRESS SELECT	BILL TO ADDRESS * ATTENTION	TEMPORARY BILL TO	NOTES	SYNC STATUS	TAX GROUP *	INVOICE TEMPLATE *	PAYMENT TERMS *	DUE UPON	PRO-FORMA DATE *
	ACCOUNTING INVOICE	A20210817934913	Yes	00017223 Mid America Asset Mgmt	Mid America Asset Mgmt ATTN: Account Payable One Parkview Plaza Oakbrook Terrace, IL 60181	Paige Schiesser Mid America Asset Management		SUCCESS		Detail - English	Due Upon Receipt	Lease Execution	
	ACCOUNTING INVOICE	A20210918045401	Yes	00017223 Mid America Asset Mgmt	Mid America Asset Mgmt ATTN: Account Payable One Parkview Plaza Oakbrook Terrace, IL 60181	Paige Schiesser Mid America Asset Management		SUCCESS		Detail - English	Due Upon Receipt	Open for Business	

# Adjustments: Processing Write Offs (2/4)

- 1. Check Print Status:** Invoices should be in the Printed status prior to applying a Write off. If the Printed flag is not checked, please either print the invoice (or if a Deal admin, ask the RRA to print the invoice) prior to proceeding with the remaining steps.
- 2. Log/Apply Payment:** Once the invoice has been printed and the invoice is ready for Write Off, start the process by clicking on *Log/Apply Payment*.
- 3. Payments Search:** The system will perform a search of payments with unapplied balances that match the Currency, Bill To and Subsidiary of the invoice. If you are reapplying an unapplied Write off payment, they will appear in the Payments section of this screen. Click *Apply to Invoice* in the Action column if you wish to use an existing payment.
- 4. Add Payment:** If there are no existing payments, or none of the existing payments should be applied to the invoice in question; click on the *Add Payment* button to create a new payment.

### AY Invoice Staging

A20210817934913

[Edit](#) [Back](#) [Print](#) [Print & Email](#) [Print Pro-forma](#) [Preview Invoice](#) [Unapply Payment](#) [Log/Apply Payment](#) [Print](#) [Refresh](#) [Actions](#)

**Primary Information**

INVOICE NUMBER A20210817934913	CURRENCY US Dollar	INVOICE TEMPLATE Detail - English
INVOICE TYPE ACCOUNTING INVOICE	INVOICE DATE 6/3/2022	PAYMENT TERMS Due upon receipt
DEAL NAME IL - 790 Royal St. George Drive, Suite 139C - X Golf - Naperville, LLC	DUE DATE 6/3/2022	DUE UPON Lease Execution
RELATED DEAL 0031-1728		SALESFORCE (APTO) ID a0f3m00000hiDUAAZ

**Billing Information**

NETSUITE INVOICE ID Invoice #A20210817934913.1	TEMPORARY BILL TO Mid America Asset Management	<input checked="" type="checkbox"/> PRINTED
BILL TO 00017223 Mid America Asset Mgmt	REVENUE CAN BE RECOGNIZED Yes	BILLED DATE 10/14/2021 8:26:14 AM
ATTENTION Paige Schiesser	REVENUE RECOGNIZED DATE TIME 9/1/2021 2:56:07 PM	<input type="checkbox"/> IS VOIDED
BILL TO ADDRESS Mid America Asset Mgmt ATTN: Account Payable One Parkview Plaza Oakbrook Terrace, IL 60181		VOID DATE TIME
		SUBSIDIARY 000 - Avison Young CONSOLIDATED (AYCI) : 020 - Avison Young CONSOLIDATED (AY USA Inc) : 020-11 - Avison Young (USA) Inc. : 020-11-12 - Avison Young - Chicago LLC

### Log Payments

[Cancel](#)

**Billing Info**

BILL TO 00017223 Mid America Asset Mgmt	CURRENCY US Dollar
SUBSIDIARY 000 - Avison Young CONSOLIDATED (AYCI) : 020 - Avison Young CONSOLIDATED (AY USA Inc) : 020-11 - Avison Young (USA) Inc. : 020-11-12 - Avison Young - Chicago LLC	

Payments that match the NetSuite Bill-To, Subsidiary and Currency above that have unapplied payment amounts are shown below.

**Payments**

[Add Payment](#)

PAYMENT ID	PAYMENT TYPE	PAYMENT DATE	MEMO	DEPOSIT SCANNER ID	CHECK/EFT NUMBER	PAYMENT AMOUNT	PAYMENT BALANCE	ACTION
No records to show.								

# Adjustments: Processing Write Offs (3/4)

When recording a Cash Receipt (Payment) directly to an invoice, the following fields are auto populated on the Payment creation screen from the invoice: Bill To, Subsidiary, Currency, Market Cost Center and A/R Account. For Write offs, Deposit Account will reflect the Bad Debt GL Account.

- 1. Payment Type:** Choose Write-Off from the drop-down menu options.
- 2. Payment Date:** Date Write Off payment is being processed.
- 3. Payment Amount:** Write Off Payment Amount (*usually tied to outstanding balance on the invoice*).
- 4. Memo:** Free form field to record memo (*not a required field*).
- 5. Deposit Scanner ID/Check EFT Number:** Enter Scanner ID and Check Number (*not required fields*).
- 6. Write Off Reason/Write Off Explanation:** Choose from Write-Off Reason dropdown options. If *Other* is selected, the *Write-Off Explanation* field must be completed.
- 7. Save** – Click to save the Payment. This will create a new Payment Staging record within Deal Management and the Payment Application screen will open.

**AY Payment Staging**

Save 7

**Payment Info**

**1** PAYMENT TYPE \*  
Write-Off

BILL TO \*  
00017223 Mid America Asset Mgmt

SUBSIDIARY \*  
000 - Avison Young CONSOLIDATED (AYCI)

CURRENCY \*  
US Dollar

MARKET COST CENTER  
CHIB - Chicago Brokerage

**2** PAYMENT DATE \*  
2/28/2022

**3** PAYMENT AMOUNT \*  
0.01

DEPOSIT ACCOUNT \*  
59000-100 Bad Debt Write-off Trade

A/R ACCOUNT \*  
12100-000 Brokerage Commissions Receiv

**4** MEMO  
0031-1728 Write Off 0.01

DEPOSIT SCANNER ID

CHECK/EFT NUMBER **5**

**6** WRITE-OFF REASON  
Other (Specify)

WRITE-OFF EXPLANATION  
Penny Balance Write off

RELATED TRANSACTION  
<Type then tab>

UNAPPLIED AMOUNT  
0.01

WRITE-OFF REASON

Other (Specify)

Not Collectible – Client Bankrupt

Not Collectible – Collection effort unsuccessful

Not Collectible – Per Settlement Agreement

Other (Specify)

# Adjustments: Processing Write Offs (4/4)

- 1. **Payment Allocations:** Unless otherwise required, use the system generated allocations to save the payment. Ensure there are no values in the *Unapplied Amount* and *Unallocated Amount* fields.
- 2. **Apply Payment:** To save the Write-off payment, click *Apply Payment*.

**Payment Allocation** More

Apply Payment | Cancel | Back

Payment Id : **PY-65182**   Payment Type : **Write-Off**   Deal Name : **IL - 790 Royal St. George Drive, Suite 139C - X Golf - Naperville, LLC**   Total Payments to Apply : **0.01**  
Allocation Status : **Ready**   Un applied amount : **0.00**  
Un Allocated amount : **0.00**

**Pay Invoices ()**

DEAL ID	INVOICE NUMBER	BILL TO	DUE DATE	SUB TOTAL	TAXES	TOTAL	AMOUNT PAID	TRUST	▲ BALANCE	PAYMENT AMOUNT
0031-1728	A20210817934913	<u>00017223 Mid America Asset Mgmt</u>	8/13/2021	12,489.60	0.00	12,489.60	12,489.59	0.00	0.01	<input type="text" value="0.01"/>

**AY Brokers**

AY INTERNAL PARTY	PREFERENTIAL SPLIT	PREFERENTIAL SPLIT	DEAL TOTAL	DEAL BALANCE	DUE FOR THIS INVOICE	▲ PREVIOUS PAYMENT	PAYMENT ALLOCATED	INVOICE BALANCE
5GDE7Z9U0 Henry, Timothy L	<input type="checkbox"/>		17,485.43	8,742.72	0.01	8,742.71	<input type="text" value="0.01"/>	0.00
V7JCUKRXD Estes, Nathaniel	<input type="checkbox"/>		5,995.01	2,997.50	0.00	2,997.51	<input type="text" value="0.00"/>	0.00
XYU08ZDPZ Arsenaault, Jeffrey L	<input type="checkbox"/>		1,498.75	749.38	0.00	749.37	<input type="text" value="0.00"/>	0.00



**IMPORTANT:**  
Once you click the *Apply Payment* button, wait for the system to respond. On the browser tab, you will see a circle showing the system is processing the change (*shown in the image on the left*). Once the change is saved, you will be directed back to the Invoice Staging record.



**AVISON  
YOUNG**