

Deal Management System Training Invoicing, Payments, Payroll Process



**AVISON
YOUNG**



Invoicing



Invoicing - Terms



Term	Definition
Accounting Invoice	An invoice that affects the General Ledger <i>once a deal is approved</i> .
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 an invoice.
NetSuite File Cabinet	Storage within NetSuite for files related to records within the system.
Pro Forma Invoice	A draft version of an Invoice that does not affect the General Ledger
Process Invoices	In NetSuite, a custom-designed process to allow bulk processing of invoices to edit dates, recognize revenue, print and reprint.
Invoice Date	Determined from the related payment term documentation regarding the date for when an invoice can be sent. This date is reflected on the Invoice.
Total Invoiceable Fees	This is the total amount that Avison Young will invoice the Bill To Party for a Transaction. This includes Commission and any amounts due to outside parties such as a Co-broker, a Client Fee Share arrangement, or (Canadian) tax authority. This is not necessarily the amount for revenue recognition.
Trust Balance	Balance of trust monies held by AY. This will be calculated as the Deposits received plus interest recorded minus funds released.

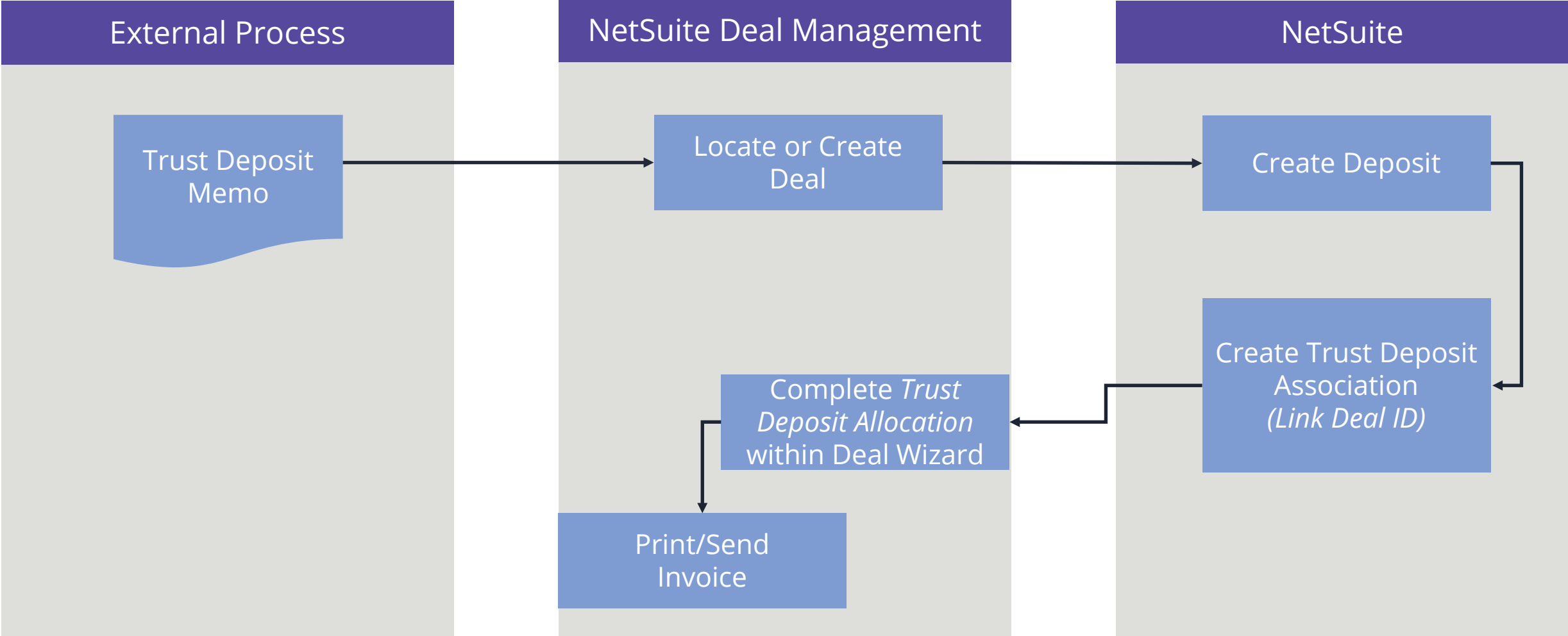
Entering Trust Deposits



Follow along and observe:

- Viewing Trust Balance within the Deal Wizard
 - Trusts can also be used for Retainer deposits for Valuations transactions
- Assigning Trust Deposit Allocation onto an invoice

Trust Deposits: Entering Trust Deposits



Trust Deposits: Adding to Invoice

- Invoices Tab:** Access the Deal, click on *Edit*, then navigate to the *Invoices* Tab
- Trust Balance:** If there is an outstanding Trust Balance on the Trust Deposit record, it will display in this field. This may be referenced in allocating the trust among the invoice(s) on the deal.
- Trust Deposit Allocation:** Click on the invoice on the summary at the bottom to open the Edit function. Enter Total amount of Trust Deposits to be applied to this invoice. This field has NO financial impact and is for display purposes ONLY.
- Save/Save & Continue:** Once invoice has been updated, *Save* the changes or click *Save & Continue* to complete the deal processing.

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	A20211018571326	Yes	00025447 Crestpoint Real Estate (1400 Castlefield) Inc.		Crestpoint Real Estate (1400 Castlefield) Inc. 130 King Street West Suite 1400 Toronto ON M5X 1C8		Crestpoint Real Estate (1400 Castlefield) Inc. c/o Crestpoint Real Estate Investments Ltd.		SUCCESS	CA-HST-ON - 13%	Detail - English	Due Upon Receipt	Lease Execution		1/1/2022		100		50,733.68	57,493.17			Yes	

Trust Deposits: Invoice Display


- 1. Print Invoice:** Follow instructions provided in Invoices training to print the invoices (either single invoice or through Process Invoices)
- 2. Trust Amount Display on the Invoice:** After the Subtotal, Taxes and Total, a line displays *Less Amount Applied from Trust* and shows the amount that was entered in the Trust Deposit Allocation on the Invoices tab.
- 3. Amount after Trust application:** The final line on the invoice will be one of the following: *Amount to be Returned* if AY is holding funds in excess of commission or *Balance Due* if the funds in trust are less than the commission amount on the invoice.

- 4. Signature Lines:** There is room for one signature on the bottom of the invoice after the Remit to and Wire Instructions. This allows for a Signature, Date of Signature, Name & Title, and Company.

Please Remit Payment To:	Wire Instructions	Deal ID	Invoice #	Balance Due
Avison Young Commercial Real Estate Services, LP 18 York Street Suite 400, Mailbox #4 Toronto, ON M5J 2T8	Beneficiary Name: Avison Young Commercial Real Estate Services, LP Beneficiary Address: 18 York Street, Suite 400, Toronto, ON M5J 2T8 Bank Name: CIBC Bank Address: Commerce Court - 199 Bay Street, Toronto, ON M5L 1A2 SWIFT Code: CIBCCATT Transit #: 00002 Account#: 19-12216	0031-7173	A20211018571326	
		Terms	Due Date	\$ (164.11)
		Due upon receipt	01/01/2022	

Please sign and return this invoice authorizing the release of funds held in trust may be applied as shown above.

Signature	Date
Name & Title	Company




Avison Young Commercial Real Estate Services, LP
 77 City Centre Drive
 Suite 301
 Mississauga, ON L5B 1M5

Invoice

Bill To	Invoice Date	Due Date	Invoice #
Crestpoint Real Estate (1400 Castlefield) Inc. Crestpoint Real Estate (1400 Castlefield) Inc. 130 King Street West Suite 1400 Toronto ON M5X 1C8	01/01/2022	01/01/2022	A20211018571326
	Terms	Deal ID	
	Due upon receipt	0031-7173	

Description	Amount
Deal ID: 0031-7173	
Property: 1400 Castlefield Avenue Toronto, Ontario, Canada M6B 4C4	
Space: Unit B	
Tenant: Julie Charbonneau Design Inc. c/o Keller Williams Referral Realty	
Landlord: Crestpoint Real Estate (1400 Castlefield) Inc. c/o Crestpoint Real Estate Investments Ltd.	
SF: 9,682.00	
Total Consideration: CAD 1,065,020.00	
Calculation of Commission	
Term: 05/01/2022 - 04/30/2027	
Year 1: 05/01/2022 - 04/30/2023 - 9,682.00 SF x \$ 21.00/SF/Year x 1.00 Year x 8.00%	= \$ 16,265.76
Year 2: 05/01/2023 - 04/30/2024 - 9,682.00 SF x \$ 21.50/SF/Year x 1.00 Year x 4.00%	= \$ 8,326.52
Year 3: 05/01/2024 - 04/30/2025 - 9,682.00 SF x \$ 22.00/SF/Year x 1.00 Year x 4.00%	= \$ 8,520.16
Year 4: 05/01/2025 - 04/30/2026 - 9,682.00 SF x \$ 22.50/SF/Year x 1.00 Year x 4.00%	= \$ 8,713.80
Year 5: 05/01/2026 - 04/30/2027 - 9,682.00 SF x \$ 23.00/SF/Year x 1.00 Year x 4.00%	= \$ 8,907.44
Total Commission:	= \$ 50,733.68
Due Upon: Lease Execution	
Sub-Total	\$ 50,733.68
Taxes: GST/HST Registration #70583 9074	\$ 6,595.38
Total	\$ 57,329.06
Less Amount Applied from Trust	\$ 57,493.17
Amount to be Returned	\$ (164.11)



We do not accept or request changes to bank account wiring instructions via email or fax. **Always call to verify.**

Please contact us if you have any questions at (905) 712-2100.



Follow along and observe:

- Editing Invoice Allocations
- Printing a Single Invoice
 - Print
 - Print & Email
- Process Invoices
 - Recognizing Revenue
 - Printing Invoices
 - Reprinting Invoices
- Accessing Invoice History

Invoicing: Invoice Allocation Override (1/3)

Invoice allocation overrides can only be performed after the deal has been approved.

- 1. View the deal** in Deal Management. To access the Allocation Override Feature, click **Override Allocations**
- 2. Related Invoice** – Displays the invoice number related to the Allocation
- 3. Total Invoice Amount** – Displays the Commission amount associated with the invoice
- 4. Total Party Amount** – The total amount allocated to a specific party for the deal
- 5. Internal Agent/External Agent/External Company/External Client** – Party to which the amount on the specific line is allocated
- 6. Allocation Amount** – System generated allocation for the specific party on the specified invoice
- 7. Amount to be Overridden** – Field used to update the system-generated allocation amount to the desired allocation for the specific party on the specified invoice.

Edit
Back
Clone
Override Allocations
Related Records
📄
📄
Actions ▾

Details
Commission Items
Parties
1
Penses
Invoices
Documents
General

Override Allocations More

DEAL ID: 2145875293-4

Allocation ID	Related Invoice	Total Invoice Amount	Related Commission Party	Total Party Amount	Internal Agent	External Agent	External Company	External Client	Allocation Amount	Amount to be Overridden	Difference
A-00470813	A20220227018001	19,383.90	C-00510167	4,845.97	98GZYE0010K0 Olejnik, Matthew				1,938.39	1,938.39	0.00
A-00470824	A20220227018001	19,383.90	C-00510168	29,075.85		00004780 CBRE Limited	CBRE Ltd - Toronto Downtown		11,630.34	11,630.34	0.00
A-00470812	A20220227018001	19,383.90	C-00510166	4,845.98	8TDLG30000K0 Armstrong, Robert				1,938.39	1,938.39	0.00
A-00470811	A20220227018001	19,383.90	C-00510165	9,691.95	9KIMQY001000 Walman, Adam				3,876.78	3,876.78	0.00
A-00470823	A20220227018101	12,114.94	C-00510168	29,075.85		00004780 CBRE Limited	CBRE Ltd - Toronto Downtown		7,268.96	7,268.96	0.00
A-00470810	A20220227018101	12,114.94	C-00510167	4,845.97	98GZYE0010K0 Olejnik, Matthew				1,211.49	1,211.49	0.00
A-00470809	A20220227018101	12,114.94	C-00510166	4,845.98	8TDLG30000K0 Armstrong, Robert				1,211.49	1,211.49	0.00
A-00470808	A20220227018101	12,114.94	C-00510165	9,691.95	9KIMQY001000 Walman, Adam				2,422.99	2,422.99	0.00
A-00470825	A20220227018201	16,960.91	C-00510168	29,075.85		00004780 CBRE Limited	CBRE Ltd - Toronto Downtown		10,176.54	10,176.54	0.00
A-00470814	A20220227018201	16,960.91	C-00510165	9,691.95	9KIMQY001000 Walman, Adam				3,392.18	3,392.18	0.00
A-00470815	A20220227018201	16,960.91	C-00510166	4,845.98	8TDLG30000K0 Armstrong, Robert				1,696.09	1,696.09	0.00
A-00470816	A20220227018201	16,960.91	C-00510167	4,845.97	98GZYE0010K0 Olejnik, Matthew				1,696.09	1,696.09	0.00

Invoicing: Invoice Allocation Override (2/3)

Important Items to note while using Invoice Allocation Override

- 1. Total Allocated to a Broker** - Total amount allocated to a specific party among all the invoices on the deal must add up to the Total Party Amount for that particular party
- 2. Invoice allocations** – Total amount allocated between the parties on a specific invoice must equal the Total Invoice Amount
- 3. Difference** – once an amount is updated in the Amount to be Overridden column, the difference between the system generated allocation and the overridden amount is displayed
- 4. Override Status**
 - a) If the overridden allocation amounts do not add up to either the Total Party Amount for a specific party or the Total Invoice Amount for that specific invoice, a **Red** error message is displayed.
 - b) Once the allocations equal the Total Party Amounts for the parties as well as the Total Invoice Amounts, the Override Status is updated to **Green**, and the allocation can be saved.
- 5. Override Allocations** – click Override Allocations to save the new Invoice Allocations

Adjusting Overridden Allocations

- If the deal is adjusted after this function has been performed, the system will reset the allocations to proportional distribution.
- The following message will display when saving the adjustment. Press **OK** to proceed with the adjustment. Once saved, click **Override Allocations** to update the allocations as needed.

3857081-sb2.app.netsuite.com says

Invoice Allocation Overrides will not reflect the adjustments processed. Please update Allocation Overrides.

OK

Cancel

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Invoicing: Invoice Allocation Override (3/3)

Override Allocations More

[Override Allocations](#) [Cancel](#)

DEAL ID: 2145875293-4

4a **Override Status: Allocations are not ready to be submitted.**

ALLOCATION ID	RELATED INVOICE	TOTAL INVOICE AMOUNT	RELATED COMMISSION PARTY	TOTAL PARTY AMOUNT	INTERNAL AGENT	EXTERNAL AGENT	EXTERNAL COMPANY	EXTERNAL CLIENT	ALLOCATION AMOUNT	AMOUNT TO BE OVERRIDEN	DIFFERENCE
A-00470813	A20220227018001	19,383.90	C-00510167	4,845.97	98GZYE0010K0 Olejnik, Matthew				1,938.39	0.00	1,938.39
A-00470824	A20220227018001	19,383.90	C-00510168	29,075.85		00004780 CBRE Limited	CBRE Ltd - Toronto Downtown		11,630.34	19,383.90	-7,753.56
A-00470812	A20220227018001	19,383.90	C-00510166	4,845.98	8TDLG30000K0 Armstrong, Robert				1,938.39	0.00	1,938.39
A-00470811	A20220227018001	19,383.90	C-00510165	9,691.95	9KIM0Y001000 Walman, Adam				3,876.78	0.00	3,876.78
A-00470823	A20220227018101	12,114.94	C-00510168	29,075.85		00004780 CBRE Limited	CBRE Ltd - Toronto Downtown		7,268.96	9,691.95	-2,422.99
A-00470810	A20220227018101	12,114.94	C-00510167	4,845.97	98GZYE0010K0 Olejnik, Matthew				1,211.49	807.66	403.83
A-00470809	A20220227018101	12,114.94	C-00510166	4,845.98	8TDLG30000K0 Armstrong, Robert				1,211.49	807.67	403.82
A-00470808	A20220227018101	12,114.94	C-00510165	9,691.95	9KIM0Y001000 Walman, Adam				2,422.99	807.66	1,615.33
A-00470825	A20220227018201	16,960.91	C-00510168	29,075.85		00004780 CBRE Limited	CBRE Ltd - Toronto Downtown		10,176.54	0.00	10,176.54
A-00470814	A20220227018201	16,960.91	C-00510165	9,691.95	9KIM0Y001000 Walman, Adam				3,392.18	8,884.29	-5,492.11
A-00470815	A20220227018201	16,960.91	C-00510166	4,845.98	8TDLG30000K0 Armstrong, Robert				1,696.09	4,038.35	-2,342.26
A-00470816	A20220227018201	16,960.91	C-00510167	4,845.97	98GZYE0010K0 Olejnik, Matthew				1,696.09	4,038.31	-2,342.22

Override Allocations More

[Override Allocations](#) [Cancel](#)

DEAL ID: 21458 **5**

4b **Override Status: Allocations are ready to be submitted.**

ALLOCATION ID	RELATED INVOICE	TOTAL INVOICE AMOUNT	RELATED COMMISSION PARTY	TOTAL PARTY AMOUNT	INTERNAL AGENT	EXTERNAL AGENT	EXTERNAL COMPANY	EXTERNAL CLIENT	ALLOCATION AMOUNT	AMOUNT TO BE OVERRIDEN	DIFFERENCE
A-00470813	A20220227018001	19,383.90	C-00510167	4,845.97	98GZYE0010K0 Olejnik, Matthew				1,938.39	0.00	1,938.39
A-00470824	A20220227018001	19,383.90	C-00510168	29,075.85 1		00004780 CBRE Limited	CBRE Ltd - Toronto Downtown		11,630.34	19,383.90	-7,753.56 3
A-00470812	A20220227018001	19,383.90	C-00510166	4,845.98	8TDLG30000K0 Armstrong, Robert				1,938.39	0.00	1,938.39
A-00470811	A20220227018001	19,383.90	C-00510165	9,691.95	9KIM0Y001000 Walman, Adam				3,876.78	0.00	3,876.78
A-00470823	A20220227018101	12,114.94	C-00510168	29,075.85		00004780 CBRE Limited	CBRE Ltd - Toronto Downtown		7,268.96	9,691.95	-2,422.99
A-00470810	A20220227018101	12,114.94	C-00510167	4,845.97	98GZYE0010K0 Olejnik, Matthew				1,211.49	807.66	403.83
A-00470809	A20220227018101	12,114.94	C-00510166	4,845.98	8TDLG30000K0 Armstrong, Robert				1,211.49	807.67	403.82
A-00470808	A20220227018101	12,114.94	C-00510165	9,691.95	9KIM0Y001000 Walman, Adam				2,422.99	807.66	1,615.33
A-00470825	A20220227018201	16,960.91	C-00510168	29,075.85		00004780 CBRE Limited	CBRE Ltd - Toronto Downtown		10,176.54	0.00	10,176.54
A-00470814	A20220227018201	16,960.91	C-00510165	9,691.95	9KIM0Y001000 Walman, Adam				3,392.18	8,884.29	-5,492.11
A-00470815	A20220227018201	16,960.91	C-00510166	4,845.98	8TDLG30000K0 Armstrong, Robert				1,696.09	4,038.31	-2,342.22
A-00470816	A20220227018201	16,960.91	C-00510167	4,845.97	98GZYE0010K0 Olejnik, Matthew				1,696.09	4,038.31	-2,342.22

2 **3**

[Override Allocations](#) [Cancel](#)

Invoicing: Printing a Single Invoice

1. **View the deal** in Deal Management. To access the Invoices, click on the **Invoices** tab
2. **Click on the Invoice number** for the invoice you wish to Print. This will direct you to the Invoice Staging record.

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 *	INVOICE DATE *	DUE DATE
	ACCOUNTING INVOICE	A20220227072614	Yes	00001381 Canadian Urban Limited		10572 - 105 Street Edmonton AB T5H 2W7 Canada				IN PROGRESS	CA-GST only - 5%	Detail - English	Due Upon Receipt			6/1/2022	6/1/2022

1 (circled around the Invoices tab)

2 (circled around the Invoice Number A20220227072614)

Invoicing: Printing a Single Invoice (cont'd)

3. **To see Print Status:** View the **Billing Information** section to view Printed Status and Billed Date.
4. **To Print the Invoice:** Click **Print** or **Print & Email** at the top.
 - a. **Preview** – use to view the invoice prior to printing
 - b. **Print Pro-Forma** – used when an invoice is required to be sent but the Billing status on the invoice should not be changed from Unbilled to Billed.

AY Invoice Staging
A20220227072614

[Edit](#) [Back](#) [Print](#) [Print & Email](#) [Print Pro-forma](#) [Preview Invoice](#) [Print](#) [Print](#) [Actions](#)

Primary Information

INVOICE NUMBER A20220227072614	CURRENCY CAN	INVOICE TEMPLATE Detail - English
INVOICE TYPE ACCOUNTING INVOICE	INVOICE DATE 6/1/2022	PAYMENT TERMS Due upon receipt
DEAL NAME ARMS-547 Lease JK Retest 2.14	DUE DATE 6/1/2022	DUE UPON
RELATED DEAL 4178521456		SALESFORCE (APTO) ID

Billing Information

NETSUITE INVOICE ID Invoice #A20220227072614.0	TEMPORARY BILL TO	<input type="checkbox"/> PRINTED BILLED DATE
BILL TO 00001381 Canadian Urban Limited	REVENUE CAN BE RECOGNIZED Yes	<input type="checkbox"/> IS VOIDED VOID DATE TIME
ATTENTION	REVENUE RECOGNIZED DATE TIME 2/14/2022 11:54:36 AM	SUBSIDIARY 000 - Avison Young CONSOLIDATED (AYCI) : 010 - Avison Young (Canada) Inc. : 010 - 011 - AY Commercial Real Estate Services, LP
BILL TO ADDRESS 10572 - 105 Street Edmonton AB T5H 2W7 Canada		

Payment

TOTAL DEAL CONSIDERATION 234,125.00	SUBTOTAL 21,921.88	TRUST DEPOSIT ALLOCATION	BALANCE DUE 23,017.97
TOTAL COMMISSION 21,921.88	TOTAL TAX AMOUNT 1,096.09	TRUST AMOUNT PAID	TRUST AMOUNT REMAINING 0.00
<input checked="" type="checkbox"/> COMMISSION AS %	AMOUNT PAID 0.00	<input type="checkbox"/> PAID IN FULL	
COMMISSION (IN %) 100		DATE PAID IN FULL	



The following conditions must be met in order to print an invoice:

1. The deal must be approved
2. Revenue Recognition must be set to Yes

If any of these conditions are not met, please make the corrections in the Deal Wizard first, then try again.

Invoicing: Printing a Single Invoice - Print

1. **After printing**, a window will appear, displaying the invoice and it can be either sent to a printer or saved as PDF.
 - To **Navigate** back to the Invoice Staging record, close the tab.
2. **Navigating back to Deal Record** from Invoice Staging: Click on the **Deal ID** in the **Related Deal** field to navigate back to the Deal.

AVISON YOUNG
Avison Young Commercial Real Estate Services, LP
1200, 585 - 8th Avenue SW
Eighth Avenue Place - West
Calgary, AB T2P 1G1

Bill To	Invoice Date	Due Date	Invoice #
Canadian Urban Limited 10572 - 105 Street Edmonton AB T5H 2W7 Canada	06/01/2022	06/01/2022	A20220227072614
Terms	Deal ID		
Due upon receipt	4178521456		

Description	Amount
Deal ID: 4178521456	
Property: 5805 - 78th Avenue SE, Calgary, Alberta, Canada T2C 3C4	
Tenant: Mahogany Market GP Corp.	
Landlord: Element Technical Services Inc	
SF: 3,250.00	
Total Consideration: CAD 234,125.00	
Calculation of Commission	
Term: 04/01/2022 - 03/31/2032	
Year 1: 07/01/2022 - 03/31/2023 - 3,250.00 SF x \$ 1.50/SF/Year x 0.75 Year	= \$ 3,656.25
Years 2-5: 07/01/2023 - 03/31/2027 - 3,250.00 SF x \$ 0.75/SF/Year x 3.75 Year	= \$ 9,140.63
Years 6-10: 04/01/2027 - 03/31/2032 - 3,250.00 SF x \$ 0.50/SF/Year x 5.00 Year	= \$ 8,125.00
Broker Bonus:	= \$ 1,000.00

AY Invoice Staging
A20220227072614

Edit Back Print Print & Email Print Pro-forma Preview Invoice Actions

Primary Information

INVOICE NUMBER A20220227072614	CURRENCY CAN	INVOICE TEMPLATE Detail - English
INVOICE TYPE ACCOUNTING INVOICE	INVOICE DATE 6/1/2022	PAYMENT TERMS Due upon receipt
DEAL NAME ARMS-547 Lease JK Retest 2.14	DUE DATE 6/1/2022	DUE UPON
RELATED DEAL 4178521456		SALESFORCE (APTO) ID

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Invoicing: Printing a Single Invoice – Print & Email (1/2)

Attaching additional files (e.g. W9 or other supporting documentation).

1. Prior to clicking *Print and Email*, on the Invoice Staging record, drag the file from your computer to the Drag and Drop section.
2. Click on *Files* at the bottom of the Invoice Staging record and the file should be attached. All files that are attached in this section will be attached to the email in addition to the Invoice.
IMPORTANT: Only files that must be sent with the invoice should be added here and only if you are sending the invoice directly out of NetSuite.
3. If the required file has previously been added to another record within NetSuite, you can search the existing files by typing in the File name in the search labelled *Attach Existing Files*.

1

2

3

TAX GROUP	PST/QST AMOUNT	GST/HST TAX CODE	GST/HST TAX RATE
CA-GST only - 5%		GST CA_5	5.0%
TOTAL TAX RATE	GST/HST AMOUNT	PST/QST TAX CODE	PST/QST TAX RATE
5.0%	1,096.09	PST CA_0	0.0%

ATTACHED FILES	FOLDER	SIZE (KB)	LAST MODIFIED	DOCUMENT TYPE	REMOVE	EDIT	DOWNLOAD
W9 - New York 2022.pdf	Drag and Drop	64	2/25/2022 5:48 pm	PDF File	Remove	Edit	download

Invoicing: Printing a Single Invoice – Print & Email (2/2)

- 1. Print & Email:** Once any additional files are added, click *Print & Email* on the Invoice Staging Record.
- 2. Print As:** Select whether the invoice should be printed as *Accounting* or *Pro-Forma*. If Pro-Forma is selected, the invoice will be sent but the invoice won't be flagged as Billed and the billed status will not be updated in the NetSuite GL.
- 3. To:** Defaults to the email address saved on the Bill To, but can be changed. If adding multiple email addresses, ensure there is a comma between addresses.
- 4. CC/BCC:** Add your email to the CC or BCC section to have a copy of the email sent to your personal AY inbox. The system will not automatically copy you on the email.
- 5. Email Subject:** Enter the subject line that is required for this communication.
- 6. Email Body:** Enter the required email message.
- 7. Send Email:** Once all the required fields are complete, click *Send Email*. If you receive the confirmation dialog box, and you wish to send the email, click *OK*.

Send Email

PRINT AS *

ACCOUNTING **2**

PRO-FORMA

TO (MULTIPLE EMAILS MUST BE COMMA SEPARATED) * **3**

djanke@canadianur

CC (MULTIPLE EMAILS MUST BE COMMA SEPARATED) **4**

BCC (MULTIPLE EMAILS MUST BE COMMA SEPARATED)

jessica.kunkel@avis

EMAIL SUBJECT * **5**

Invoice

EMAIL BODY * **6**

Test Email Body

3857081-sb1.app.netsuite.com says

Click OK to send Email(s)!

OK Cancel

[SANDBOX] Invoice (originally To: djanke@canadianurban.com) (originally Bcc: jessica.kunkel@avisonyoung.com)

JK Jessica Kunkel (jessica.kunkel@avisonyoung.com) <system@sent-via.netsuite.com> **Reply** **Reply All** **Forward** **More**

To: Kunkel, Jessica (Avison Young - CA) **Fri 2022-02-25 6:11 PM**

i This sender system@sent-via.netsuite.com is from outside your organization.

i If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

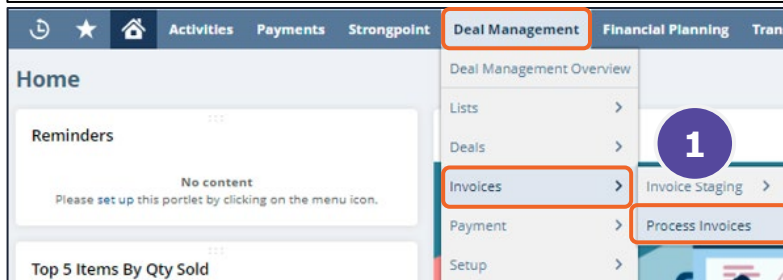
PDF W9 - New York 2022.pdf 64 KB **PDF** report.pdf 72 KB

CAUTION: External Sender

Test Email Body

Invoicing: Locating and Using Process Invoices

- 1. Process Invoices:** Hover over Deal Management, then Invoices and click on **Process Invoices**
- 2. Start Date/End Date:** Can limit results by entering date parameters. Start Date is defaulted to blank and End Date defaults to 30 days from present date. These can be manually changed.
- 3. Subsidiary:** Report is filtered by subsidiary- the default is the user's subsidiary. Can be changed to any other subsidiary to which the user has access.
- 4. Cost Center:** Report can also be filtered by Cost Center – the default is the user's subsidiary. This is an optional filter and can be blank.
- 5. Primary Broker:** Defaults to blank, results can be filtered by Primary Broker
- 6. Department:** Defaults to blank, results can be filtered by Department
- 7. Select Tab:** Defaults to Revenue Recognition. Click on the dropdown to change between the various functions.
- 8. Search:** Click *Search* to locate Invoices after updating Parameters
- 9. Submit:** Once all changes to Invoices are complete, and prior to selecting another tab, click *Submit*.

A screenshot of the 'Invoice Milestone Processing' form. The form contains several input fields and buttons. A blue circle with the number '9' is over the 'Submit' button. A blue circle with the number '8' is over the 'Search' button. A blue circle with the number '2' is over the 'END DATE' field, which contains '3/24/2024'. A blue circle with the number '3' is over the 'SUBSIDIARY' dropdown menu, which is set to '000 - Avison Young CONSOLIDATED (AYCI) : 010 - Avison Young (C)'. A blue circle with the number '7' is over the 'SELECT TAB' dropdown menu, which is set to 'Revenue Recognition'. A blue circle with the number '4' is over the 'COST CENTER' dropdown menu, which is set to 'Ontario : Toronto : TORDT - Toronto Downtown'. A blue circle with the number '5' is over the 'PRIMARY BROKER' dropdown menu, which is set to '<Type then tab>'. A blue circle with the number '6' is over the 'DEPARTMENT' dropdown menu, which is set to '<Type then tab>'. The AVISON YOUNG logo is visible in the bottom right corner.

Invoicing: Revenue Recognition

Displays all unrecognized invoices on approved deals with Invoice dates within selected date range.

- 1. Pages:** If there are more invoices than can appear on one page, there will be additional pages in the dropdown.
- 2. Edit:** For any invoices that need to be updated, ensure to click the *Edit* checkbox on those invoices before clicking *Submit*.
- 3. Date Changes:** RRAs cannot make date changes. If a date change is required, work with your Deal Admin to update the date prior to recognizing revenue.
- 4. Revenue Can Be Recognized:** Can change revenue recognition on approved Invoices to Yes by selecting the correct drop-down value.
- 5. Submit:** Once all changes are complete, and prior to selecting another tab, click *Submit*.

5 Invoice Milestone Processing More

Search Filters

START DATE

END DATE *

SUBSIDIARY *

SELECT TAB

COST CENTER
Alberta : Edmonton : EDMB - Edmonton Brokerage
Ontario : Toronto : TORDT - Toronto Downtown

PRIMARY BROKER

DEPARTMENT

Revenue Recognition

PAGES

EDIT	AY INVOICE NUMBER	DEAL ID	CLOSED DEAL NAME	PRIMARY BROKER	BILL TO NAME	TOTAL INVOICE	INVOICE DATE	REVENUE CAN BE RECOGNIZED
<input type="checkbox"/>	A20220219319301	3998061789	EDM-Signature Place-Maikel Abadir and Rober Sorial on behalf of a new company to	CFO28U0000K0 Krywolt, Nicolas	00034566 Luke Enterprises Ltd.	.00	8/15/2022	No
<input type="checkbox"/>	A20220420107505	4403720933	EDM-357 357 Saskatchewan Drive-Cross Country Canada Supplies & Rentals	9GDFVW001000 Ranslam, Grant	00033161 Rozendaal Holdings Ltd.	.00	5/2/2022	No
<input type="checkbox"/>	A20230822441118	4218094550	EDM-YEG EIA-Shell Canada Products	85YBXU0070K0 Snider, Darren	00013879 Shell Canada Products	.00	10/1/2023	No
<input type="checkbox"/>	A20230822496331	8555720681	EDM-Plan 1523916 Block 1, Lot 6,7,8-Drilling Tools International Corp.	85YBVW0000K0 St. Cyr, David	00041228 Eagle Builders LP	178940.92	4/1/2024	No

Invoicing: Print Invoices

Displays all unprinted invoices on approved deals with Specific Invoice Dates within the selected date range and on which Revenue has been recognized.

1. **Pages:** If there are more invoices than can appear on one page, there will be additional pages in the dropdown.
2. **Print:** Click the checkboxes to select invoices to be printed
3. **Template:** Defaults to template selected when invoice was created. Can be changed by selecting from the drop-down menu.
4. **Submit:** Click *Submit* when ready to print invoices.
5. **Download:** Once the invoices are submitted for printing, a *Download* button appears. Click on *Download* to view and print/save the invoices.

The screenshot shows the 'Invoice Milestone Processing' interface. At the top, there are buttons for 'Submit' (circled in blue), 'Search', and 'Download' (circled in orange). Below these are search filters: 'Start Date' (circled in blue with '4'), 'End Date' (12/31/2026), 'Subsidiary' (000 - Avison Young CONSOLIDATED (AYCI) : 010 - Avison Young ()), and 'Select Tab' (Print Invoices). On the right, there are dropdowns for 'Cost Center' (Alberta : Edmonton : EDMI - Edmonton Brokerage, Ontario : Toronto : TORDT - Toronto Downtown), 'Primary Broker' (<Type then tab>), and 'Department' (<Type then tab>). Below the filters is a 'Print Invoices' section with a 'PAGES' dropdown (1 to 10 of 272, circled in blue with '1'). The main table has columns: PRINT (checkboxes, circled in blue with '2'), TEMPLATE (dropdowns, circled in blue with '3'), AY INVOICE NUMBER, DEAL ID, CLOSED DEAL NAME, PRIMARY BROKER, BILL TO NAME, TOTAL INVOICE, INVOICE DATE, and REVENUE CAN BE RECOGNIZED. The table contains six rows of invoice data.

PRINT	TEMPLATE	AY INVOICE NUMBER	DEAL ID	CLOSED DEAL NAME	PRIMARY BROKER	BILL TO NAME	TOTAL INVOICE	INVOICE DATE	REVENUE CAN BE RECOGNIZED
<input type="checkbox"/>	Detail - English	A20220219351503	4222021101	ON - 101 Queen St W - MC Cannabis Inc	900NT0001000 Berard, Eric	00014670 Colliers Macaulay Nicolls Inc.	12691.69	2/15/2024	Yes
<input type="checkbox"/>	Detail - English	A20211218945809	3982530511	ON - 9960 Dufferin Street, 1 - 12975106 Canada Inc	CXID40000K0 Holland, Calvin	00031293 Embee Properties Limited	.00	11/15/2023	Yes
<input type="checkbox"/>	Detail - English	A20211219115023	4060763885	ON - 596 Markham St (Mirvish Village) - Kids & Co. Ltd	ASS7XN000000 Sopik, Carter	00019630 CBRE Limited, Real Estate Brokerage	28608.32	5/1/2024	Yes
<input type="checkbox"/>	Detail - English	A20210115421406	0028-4408	EDM - Surrey Campbell Heights - 1202569 BC Ltd. O/A Burger King	8VTX1B0000K0 Volorney, Ben	00017513 Suncor Energy Products Partnership	7500.00	12/1/2023	Yes
<input type="checkbox"/>	Detail - English	A20210115451406	0028-4595	ON - Highland's Gate - Barburrito Realty Inc.	900NT0001000 Berard, Eric	00023808 Huntsville Properties Inc.	13068.00	4/15/2024	Yes
<input type="checkbox"/>	Detail - English	A20210115452606	0028-4603	ON - Highland's Gate - Freshii Inc.	900NT0001000 Berard, Eric	00023808 Huntsville Properties Inc.	11404.80	4/15/2024	Yes

Invoicing: Reprint Invoices

Displays all printed invoices with an unpaid balance.

- 1. Pages:** If there are more invoices than can appear on one page, there will be additional pages in the dropdown.
- 2. Print:** Click the checkboxes to select invoices to be reprinted
- 3. Template:** Defaults to template selected when invoice was created. Can be changed by selecting from the drop-down menu.
- 4. Submit:** Click *Submit* when ready to reprint invoices.
- 5. Download:** Once the invoices are submitted for reprinting, a *Download* button appears. Click on *Download* to view and print/save the invoices.

Invoice Milestone Processing More

Submit | **Search** | **Download**

END DATE *
12/31/2026

SUBSIDIARY *
000 - Avison Young CONSOLIDATED (AYCI) : 010 - Avison Young ((

SELECT TAB
Reprint Invoices

COST CENTER
Alberta : Edmonton : EDMB - Edmonton Brokerage
Ontario : Toronto : TORDT - Toronto Downtown

PRIMARY BROKER
<Type then tab>

DEPARTMENT
<Type then tab>

Reprint Invoices •

PAGES
1 to 20 of 182

PRINT	TEMPLATE	AY INVOICE NUMBER	DEAL ID	CLOSED DEAL NAME	PRIMARY BROKER	BILL TO NAME	TOTAL INVOICE	INVOICE DATE *	REVENUE CAN BE RECOGNIZED
<input type="checkbox"/>	Detail - English	A20220119314531	4062237689	EDM-Palomar Building-Sucre Body Sugaring Ltd.	CFO28U0000K0 Krywolt, Nicolas	00022570 Woodpecker Developments ULC	6238.95	7/1/2023	Yes
<input type="checkbox"/>	Detail - English	A20220219351403	4222021101	ON - 101 Queen St W - MC Cannabis Inc	900NT0001000 Berard, Eric	00014670 Colliers Macaulay Nicolls Inc.	12691.69	6/3/2022	Yes
<input type="checkbox"/>	Detail - English	A20220119189710	4095275208	EDM-Warman-Shoppers Realty Inc.	8SYBXV00J0K0 Stoik, Arlyn	00018774 Avison Young Commercial Real Estate (Sask) Inc.	.00	2/11/2022	Yes
<input type="checkbox"/>	Detail - English	A20210316464326	0029-8454	EDM - SCM - Suite 201, 4295 King Street East, Kitchener	8Y1FRO0000K0 Vertz, Karnie	00026655 1719288 Ontario Inc.	13870.50	1/1/2025	Yes

Invoices: Accessing Invoice History

- 1. Access Invoice Staging Record:** Search for the Invoice number in the Global search or access the Invoice Staging record via the Invoices Tab on the Deal in the Deal Management System.
- 2. System Notes:** At the bottom of the record, access the Notes tab, then click on *System Notes*. This will display any tracked changes made to the Invoice.
- 3. Custom:** At the bottom of the Invoice Staging record, the *Custom* tab displays the status of the integration of the Invoice Staging record to the GL invoice. If there is any error in integration it will be found within the *Integration Response* section.

A20220127006231 🔍 🔧 ? Help 💬 Feedback

AY Invoice Staging: **A20220127006231**

1

VOID	INVOICE TYPE *	INVOICE NUMBER	USE DEFAULT	BILL TO *	BILL TO ADDRESS SELECT
	ACCOUNTING INVOICE	A20220227082023	Yes	00027017 MNP LTD as court approved receiver of	

Notes Files Mail Merge Workflow Allocations Payment Application (INP) Custom

User Notes **System Notes** **2**

VIEW FIELD *

Notes Files Mail Merge Workflow Allocations **Payment Application (INP)** Custom

ID ▲	RELATED INVOICE	RELATED PAYMENT	PAYMENT AMOUNT	ORIGINAL PAYMENT APPLICATION DATE	PAYMENT APPLICATION DATE	PAYMENT UNAPPLIED DATE
INP-72635	A20220227061210	PY-65135	0.00	2/10/2022 3:58:36 AM	2/10/2022 3:58:36 AM	2/11/2022 9:42:56 AM
INP-72636	A20220227061210	PY-65136	420,000.00	2/10/2022 4:02:24 AM	2/10/2022 4:02:24 AM	
INP-72658	A20220227061210	PY-65135	420,000.00	2/10/2022 3:58:36 AM	2/11/2022 9:52:36 AM	

Notes Files Mail Merge Workflow Allocations Payment Application (INP) **Custom** **3**

REQUEST FOR INVOICE CREATION

```
{
  "thirdPartyTaxes": [
    {
      "taxes": [
        {
          "taxAmount": "52.08",
          "taxCode": "GST_CA_5",
          "taxAmount": "103.90",
          "taxCode": "QST_QC_9.975"
        },
        {
          "taxAmount": "280.77",
          "taxCode": "GST_CA_5",
          "taxAmount": "1874.93",
          "taxCode": "QST_QC_9.975"
        }
      ]
    },
    {
      "taxAmount": "31.2",
      "taxCode": "GST_CA_5",
      "taxAmount": "208.33",
      "taxCode": "QST_QC_9.975"
    }
  ],
  "aptoVendorId": "3611",
  "vendorId": "4146",
  "name": null,
  "offsetInvoice": "",
  "invoice": {
    "lines": [
      {
        "memo": "Invoice Line 1",
        "taxRate2": "9.975",
        "taxRate1": "5",
        "taxGroup": "624",
        "taxAmount": "280.77",
        "amount": "1874.93",
        "notes": null,
        "accountingClassification": {
          "category": "1",
          "market": "63",
          "department": "1",
          "subsidiary": "219",
          "item": "608"
        },
        "memo": "Invoice Line 2",
        "taxRate2": "9.975",
        "taxRate1": "5",
        "taxGroup": "624",
        "taxAmount": "31.2",
        "amount": "208.33",
        "notes": null,
        "accountingClassification": {
          "category": "1",
          "market": "11",
          "department": "1",
          "subsidiary": "219",
          "item": "608"
        },
        "projectManagementId": null,
        "postingPeriodInMillis": "1645603200000",
        "terms": "Due upon receipt",
        "processingDateInMillis": null,
        "transactionDateInMillis": "1645603200000",
        "invoiceDateInMillis": "1646121600000",
        "primaryBrokerId": "98H0990010K0",
        "client": "24243",
        "accountingClassification": {
          "category": "1",
          "market": "63",
          "department": "1",
          "subsidiary": "219",
          "billTo": "7677499",
          "currency": "CAD",
          "dealId": "3521549874541",
          "invoiceType": "2",
          "transactionId": "A20220227082023.0",
          "invoiceNo": "A20220227082023.0",
          "batchTransactionId": ""
        }
      }
    ]
  },
  "integrationResponse": {
    "isSuccess": true,
    "invoiceId": "8732609",
    "paymentId": "",
    "balance": "0",
    "transactionDateInMillis": "0",
    "invoiceBalances": {},
    "errorCode": "",
    "batchTransactionId": ""
  }
}
```

INTEGRATION RESPONSE

Questions?

AVISON
YOUNG

Payments



Payments - Terms

Term	Definition
Cash Receipt (Payment)	The receiving and processing of cash related to Accounts Receivable. Can either be deposited into a specific bank account or undeposited funds but is placed "on account" for the Bill To associated with the cash receipt.
Cash Application (Payment Application)	The applying of a Cash Receipt against an invoice or invoices for a Bill To.
Deal Management	Custom Module within NetSuite where Deals are processed
External Parties	External Parties - Parties to a brokerage transaction that are not a part of Avison Young. Consists of Co-Brokers and Client Fee Shares. Affiliates of Avison Young and international AY offices are considered an External Party.
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 an invoice.
Payment Staging Record	A record within the Deal Management module that communicates payment status from Deal Management to the GL Payment. This record is used to create and apply payments within Deal Management to Invoice Staging Records.
Total Invoiceable Fees	This is the total amount that Avison Young will invoice the Bill To Party for a Transaction. This includes Commission and any amounts due to outside parties such as a Co-broker, a Client Fee Share arrangement, or (Canadian) tax authority. This is not necessarily the amount for revenue recognition.
Write Off	Deal Management process to clear uncollectable commission that does not reduce revenue.

Payments

- 2-Step Process
 - Record the Cash Receipt
 - Apply to the Invoice
 - A payment can be applied to multiple invoices; one invoice at a time

```
graph TD; A[Payment (Cash Receipt)] --> B[Payment Application]
```

Payment (Cash Receipt)

Payment Application

Demonstration: Payments



Follow along and observe:

- Recording a Cash Receipt
 - Standalone Payments
 - From an Invoice
- Processing Payment Application
 - Applying Partial and Full Payments
 - Allocations that can be overridden
 - Linking NetSuite Vendor IDs for External Parties
 - Applying payment-specific Preferential Splits

Payments: Creating a Standalone Payment

A Standalone Payment can be created when there is not enough information provided to apply a payment directly to an invoice in the system. This should only be used for payments related to Deal Management transactions and is a completely separate process from the NetSuite native Payment module.

- 1. Create a New Payment:** Hover over the following items Deal Management – Payment - Payments *click New.*
- 2. Payment Type:** Choose from the drop-down menu options.
- 3. Bill To:** Search and select the desired Bill to. This will link the payment to this specific Bill To.
- 4. Subsidiary:** Select the subsidiary in which the payment was received.
- 5. Currency:** Select the correct currency from the drop-down menu options.
- 6. Market Cost Center:** Select the cost center to which the payment was received. If you are unsure which cost center the deal related to this payment resides, leave this field blank. *(not a required field)*
- 7. Payment Date:** Date payment is deposited to the bank.
- 8. Payment Amount:** Amount of payment received.
- 9. Deposit Account:** Bank account to which the payment will be deposited. Will default based on Subsidiary selected, can be changed if needed.
- 10. A/R Account:** Defaults to 12100-000 Brokerage, can be updated if needed.
- 11. Memo:** Free form field to record memo. *(not a required field)*
- 12. Deposit Scanner ID/Check EFT Number:** Enter Scanner ID and Check Number. *(not required fields)*
- 13. Save** – click to save the Payment. This will create a new Payment Staging record within Deal Management.
- 14. Payment Staging Record** – PY- record created after Saving the Payment. This will appear on Bank Reconciliations and can be applied to an invoice in Deal Management at a later date.

Payments: Creating a Standalone Payment

Deal Management | Financial Pla **1** | Bill Tos

Deal Management Overview

Lists >

Deals >

Invoices >

Payment > Payments > New

Setup >

13 Save Cancel

2 PAYMENT TYPE *
Check

3 BILL TO *
00008360 CBRE Limited

4 SUBSIDIARY *
000 - Avison Young CONSOLIDATED (AYCI)

5 CURRENCY *
CAN

6 MARKET COST CENTER
<Type then tab>

7 PAYMENT DATE *
2/23/2022

8 PAYMENT AMOUNT *
5,000.00

9 DEPOSIT ACCOUNT *
10101-200 10101-200 AYCREs Deposit - C

10 A/R ACCOUNT *
12100-000 Brokerage Commissions Recei

11 MEMO
Demo Standalone Payment

12 CHECK/EFT NUMBER
2345

WRITE-OFF REASON

WRITE-OFF EXPLANATION

RELATED TRANSACTION
<Type then tab>

UNAPPLIED AMOUNT
5,000.00

AY Payment Staging

PY-65179 **14**

Void Payment | Actions

Payment Info

PAYMENT TYPE Check	PAYMENT AMOUNT 5,000.00	WRITE-OFF REASON
BILL TO 00008360 CBRE Limited	DEPOSIT ACCOUNT 10101-200 10101-200 AYCREs Deposit - CIBC 19-12216	WRITE-OFF EXPLANATION
SUBSIDIARY 000 - Avison Young CONSOLIDATED (AYCI) : 010 - Avison Young (Canada) Inc. : 010 - 011 - AY Commercial Real Estate Services, LP	A/R ACCOUNT 12100-000 Brokerage Commissions Receivable	RELATED TRANSACTION Payment #PY-65179
CURRENCY CAN	MEMO Demo Standalone Payment	UNAPPLIED AMOUNT 5,000.00
MARKET COST CENTER	DEPOSIT SCANNER ID	
PAYMENT DATE 2/23/2022	CHECK/EFT NUMBER 2345	

Payments: Recording a Cash Receipt from an Invoice

- 1. Locate Invoice Staging Record:** Use the Global search to search by Invoice Number, Deal ID or Bill To Party to locate the Invoice for this payment.
- 2. Log Payment:** On the Invoice record, click *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 a payment, or applying a balance from an existing 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.

A20220127006231 | ? Help Feedback
AY Invoice Staging: A20220127006231

AY Invoice Staging^a
A20220127006231
Print Print & Email Print Pro-forma Preview Invoice Log/Apply Payment Actions
Primary Information
INVOICE NUMBER: A20220127006231 CURRENCY: CAN INVOICE TEMPLATE: Detail - English
INVOICE TYPE: ACCOUNTING INVOICE INVOICE DATE: 1/26/2022 PAYMENT TERMS: Net 30
DEAL NAME: SIT2-123 DUE DATE: 2/25/2022 DUE UPON:
RELATED DEAL: 2345678901 SALESFORCE (APTO) ID:

Log Payments More
Cancel
Billing Info
BILL TO: 00029832 Investors Group Trust Co. Ltd. As Trustee for IG Mackenzie Real Property Fund CURRENCY: CAN
SUBSIDIARY: 000 - Avison Young CONSOLIDATED (AYCI) : 010 - Avison Young (Canada) Inc. : 010 - 011 - AY Commercial Real Estate Services, LP
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.

Payments: Recording a Cash Receipt from an Invoice

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, Deposit Account, A/R Account.

1. **Payment Type:** Choose from the drop-down menu options
2. **Payment Date:** Date payment is deposited to the bank
3. **Payment Amount:** Amount of payment received. A single payment for multiple invoices can be entered as one payment.
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:** To be used by AR teams or Accounting in conjunction with the Write Off Payment Type to Write off balances on transactions. (*Not to be performed by RRAs*)
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 Cancel

Payment In **7**

PAYMENT TYPE * **1**

BILL TO *
00000003 Can-Form Industries Inc.

SUBSIDIARY *
000 - Avison Young CONSOLIDATED (AYCI)

CURRENCY *
CAN

MARKET COST CENTER
Ontario : North GTA : NGTA - North GTA

PAYMENT DATE * **2**

PAYMENT AMOUNT * **3**

DEPOSIT ACCOUNT *
10101-200 10101-200 AYCRES Deposit - CI

A/R ACCOUNT *
12100-000 Brokerage Commissions Receiv

MEMO **4**

DEPOSIT SCANNER ID

CHECK/EFT NUMBER **5**

WRITE-OFF REASON

WRITE-OFF EXPLANATION **6**

RELATED TRANSACTION
<Type then tab>

UNAPPLIED AMOUNT

Payments: Payment Application – Headers

- 1. Payment Information:** *Payment ID (PY-), Payment Type* and *Deal Name* displays for quick reference.
- 2. Calculations:** *Total Payment Amount*, this will display the amount of the Check entered in the Cash receipt screen; *Unapplied Amount* displays a value if any of the check amount is not being applied to the current invoice; and *Unallocated Amount* displays a value if there's an allocation imbalance.
- 3. Header Information:** Fields generated by the Invoice, including *Deal ID, Invoice Number, Bill To, Due Date, Invoice Subtotal, Taxes* allocated to the invoice and *Invoice Total. Amount Paid* displays a value if there was a previous payment applied to this invoice, *Trust* displays a value if indicated on the Invoices tab of the Deal Wizard, and *Balance* displays the remaining unpaid balance on the Invoice.
- 4. Payment Amount:** This field will automatically be completed with a value of the amount of the payment or the amount of the remaining balance due for the invoice; whichever is less. This may be manually updated if a partial payment has been received.

Payment Allocation More

|
 |

Payment Id : PY-65180
 Payment Type : **Check**
 Deal Name : **TG-528 JK Retest - 2.2**
1

Allocation Status : **Not Ready - Please select vendor** 2

Total Payments to Apply : **10,000.00**
 Un applied amount : **4,279.37**
 Un Allocated amount : **0.00**

Pay Invoices () 3

DEAL ID	INVOICE NUMBER	BILL TO	DUE DATE	SUB TOTAL	TAXES	TOTAL	AMOUNT PAID	TRUST	▲ BALANCE	PAYMENT AMOUNT
47587254747	A20220227032602	00029832 <u>Investors Group Trust Co. Ltd. As Trustee for IG Mackenzie Real Property Fund</u>	2/15/2022	5,062.50	658.13	5,720.63	0.00	0.00	5,720.63	5,720.63

External Parties 4

PARTY TYPE	EXTERNAL PARTY	VENDOR	DEAL TOTAL	DEAL BALANCE	DUE FOR THIS INVOICE	▲ PREVIOUS PAYMENT	PAYMENT ALLOCATED	INVOICE BALANCE
Co-Broker	<u>Colliers International - Calgary</u>	<Type then tab>	4,218.75	4,218.75	2,531.25	0.00	2,531.25	0.00

Payments: Payment Application – External Parties

- 1. Allocation Status/Vendor ID Error:** If an external party does not have a NetSuite Vendor ID linked, this error will appear. If there is any other issue with the allocations on the payment, this error may update. Once this Status displays *Ready*, the payment may be applied.
- 2. NetSuite Vendor:** Vendors are required for any External Parties on the transaction. If the NetSuite Vendor was selected within the Deal Wizard, the field will be populated. To link a Vendor or change the Vendor selected, click on the double arrow in the field and click Search to locate and select the correct NetSuite Vendors.
- 3. Payment Allocated:** Automatically completed by the system. Co-Broker, Client Fee Share, AY Broker, and Expense allocations can be manually overridden if necessary.
- 4. Invoice Balance:** Remaining balance after payment application for each party's allocation. Will be \$0.00 if full payment is applied for this particular invoice.

Payment Allocation More

[Apply Payment](#) | [Cancel](#) | [Back](#)

Payment Id : **PY-65180** | Payment Type : **Check** | Deal Name : **TG-528 JK Retest - 2.2**

Allocation Status : **Not Ready - Please select vendor** 1

Total Payments to Apply : **10,000.00**
Un applied amount : **4,279.37**
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
47587254747	A20220227032602	<u>00029832 Investors Group Trust Co. Ltd. As Trustee for IG Mackenzie Real Property Fund</u>	2/15/2022	5,062.50	658.13	5,720.63	0.00	0.00	5,720.63	5,720.63

External Parties

PARTY TYPE	EXTERNAL PARTY	VENDOR	DEAL TOTAL	DEAL BALANCE	DUE FOR THIS INVOICE	▲ PREVIOUS PAYMENT	PAYMENT ALLOCATED	INVOICE BALANCE
Co-Broker	<u>Colliers International - Calgary</u>	<Type then tab> 2	4,218.75	4,218.75	2,531.25	0.00	3 2,531.25	4 0.00

Payments: Payment Application – AY Brokers, Expenses

- 1. Payment Allocated:** Automatically completed by NetSuite DMS. Co-Broker, Client Fee Share, AY Broker and Expense allocations can be manually overridden if necessary. *Taxes cannot be overridden.*
- 2. Invoice Balance:** Remaining balance after payment application for each party's allocation. Will be \$0.00 if full payment is applied.
- 3. Preferential Split:** If a deal-specific preferential split is allocated in the Deal Wizard, it will automatically display in payment application. You can also enter a payment-specific preferential split by clicking the checkbox and entering the split percentage.
- 4. Expenses:** Automatically allocated based on allocations indicated in the Deal Wizard. Can be overridden if required.
- 5. Taxes:** Automatically allocated from the payment as per tax rate chosen. *Cannot be overridden.*
- 6. Apply Payment:** Once payment application is complete and balanced, click *Apply Payment*.

AY Brokers										
AY INTERNAL PARTY	PREFERENTIAL SPLIT	PREFERENTIAL SPLIT	DEAL TOTAL	DEAL BALANCE	DUE FOR THIS INVOICE	▲ PREVIOUS PAYMENT	1	PAYMENT ALLOCATED	2	INVOICE BALANCE
9MKS3E001000 Abdelkader, Hani	<input type="checkbox"/>		2,531.25	2,531.25	1,518.75	0.00		1,518.75		0.00
85YBXZ0010K0 Bynoe, Bruce	<input type="checkbox"/>		1,687.50	1,687.50	1,012.50	0.00		1,012.50		0.00

Expenses											
EXPENSE TYPE	PARTY	BONUS	BONUS RECIPIENT	DEAL TOTAL	DEAL BALANCE	DUE FOR THIS INVOICE	▲ PREVIOUS PAYMENT	3	4	PAYMENT ALLOCATED	INVOICE BALANCE
Shared OTTE	Colliers International - Calgary			250.00	250.00	150.00	0.00			150.00	0.00
Shared OTTE	9MKS3E001000 Abdelkader, Hani			150.00	150.00	90.00	0.00			90.00	0.00
Shared OTTE	85YBXZ0010K0 Bynoe, Bruce			100.00	100.00	60.00	0.00			60.00	0.00
AY OTTE	9MKS3E001000 Abdelkader, Hani			180.00	180.00	108.00	0.00			108.00	0.00
AY OTTE	85YBXZ0010K0 Bynoe, Bruce			120.00	120.00	72.00	0.00			72.00	0.00
OTBE	9MKS3E001000 Abdelkader, Hani			150.00	150.00	90.00	0.00			90.00	0.00
OTBE	85YBXZ0010K0 Bynoe, Bruce	Yes	A31PF8002000 Deane, Ashleigh	33.75	33.75	20.25	0.00			20.25	0.00

Taxes									
TAX TYPE	TAX CODE	AMOUNT	UNRECOVERED AMOUNT	DUE FOR THIS INVOICE	▲ PREVIOUS PAYMENT	5	6	PAYMENT ALLOCATED	INVOICE BALANCE
GST/HST	HST_ON_13	1,096.88	1,096.88	658.13	0.00			658.13	0.00

Apply Payment
Cancel
Back

Payments: Redistributing Allocations

Key considerations when performing changes to Allocations while applying Payments:

- Invoice Overrides

- If you've performed an Invoice Allocation override on the transaction, the system will only permit Payment Allocation overrides up to that party's total allocation on that invoice.
- If changes to the allocations are needed on any deals where an Invoice Allocation override is performed, the change should be made using the *Override Allocations* function prior to applying the payment.

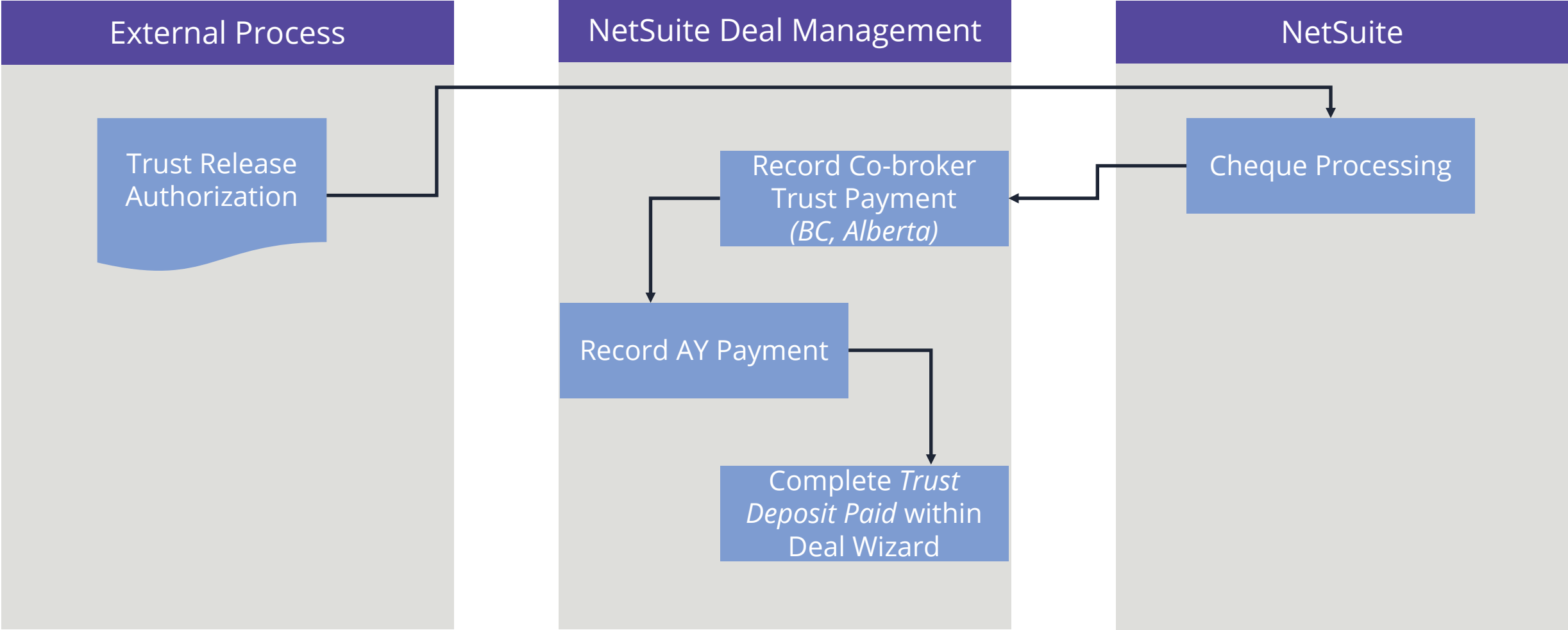
- Allocations to Parties exceeding Deal balance

- If an Allocation override on a payment is made to a Deal Party that exceeds their deal balance, the system will not update the Allocation Status error as that amount is not considered a valid entry for that Party. Once the Allocation for the Party is equal to or less than their deal allocation, the Allocation Status field will update.

- Payment Allocation Override effects on Subsequent Payments

- When Payment Allocations have been overridden on one payment, any balances on subsequent payments are calculated proportionately based on the deal balance and invoice balance at the time of the next payment.
- While we can override beyond the current invoice allocation (provided an invoice Allocation override has not been performed), the subsequent payments will redistribute the remaining amount proportionally among all parties.
 - These allocations may still be overridden by the user when required.

Trust Deposits: Releasing Trust Deposits



Trust Deposits: Recording Release to Invoice

- Invoices Tab:** Access the Deal, click on *Edit*, then navigate to the *Invoices* Tab
- Trust Balance:** Once the trust releases are complete, the trust balance should be updated to reflect that the trust is cleared.
- Trust Amount Paid:** Click on the invoice on the summary at the bottom to open the Edit function. Enter Total amount of Trust Deposit released. This field has NO financial impact and is for display purposes ONLY.
- Save:** Once invoice has been updated, *Save* the changes.

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 *	INVOICE DATE *	DUE DATE	COMMISSION AS %	COMMISSION %	COMMISSION AMOUNT *	AMOUNT PAID	TRUST DEPOSIT ALLOCATION	TRUST AMOUNT PAID	PRO-FORMA AMOUNT *	CAN BE RECOGNIZED *	REVENUE RECOGNITION DATE	PRINTED
	ACCOUNTING INVOICE	A20211018571326	Yes	00025447 Crestpoint Real Estate (1400 Castlefield) Inc.		Crestpoint Real Estate (1400 Castlefield) Inc. 130 King Street West Suite 1400 Toronto ON M5X 1C8		Crestpoint Real Estate (1400 Castlefield) Inc. c/o Crestpoint Real Estate Investments Ltd.		SUCCESS	CA-HST-ON - 13%	Detail - English	Due Upon Receipt	Lease Execution		1/21/2022	1/21/2022	Yes		50,733.68	57,493.17	57,493.17		Yes	1/21/2022	Yes	

Payments: Accessing Payment History

- 1. Access Invoice Staging Record:** Search for the Invoice number in the Global search or access the Invoice Staging record via the Invoices Tab on the Deal in the Deal Management System.
- 2. Payment Application (INP):** At the bottom of the record, access the *Payment Application (INP)* tab. This will display any payment applications related to that specific invoice.
- 3. Payment Applications on the Deal Record:** In the case where the deal contains multiple invoices, to see all the payments applied to a particular deal, view the Deal Record then click on *Related Records*.
- 4. Deal Transactions:** Click on *Deal Transactions*, then click on *Payment Application (INP)*. This displays the INP records associated to the Deal, the invoice the INP is or was applied to, the related Payment (PY-) record and other INP details.

ID ▲	RELATED INVOICE	RELATED PAYMENT	PAYMENT AMOUNT	ORIGINAL PAYMENT APPLICATION DATE	PAYMENT APPLICATION DATE	PAYMENT UNAPPLIED DATE
INP-72635	A20220227061210	PY-65135	0.00	2/10/2022 3:58:36 AM	2/10/2022 3:58:36 AM	2/11/2022 9:42:56 AM
INP-72636	A20220227061210	PY-65136	420,000.00	2/10/2022 4:02:24 AM	2/10/2022 4:02:24 AM	
INP-72658	A20220227061210	PY-65135	420,000.00	2/10/2022 3:58:36 AM	2/11/2022 9:52:36 AM	

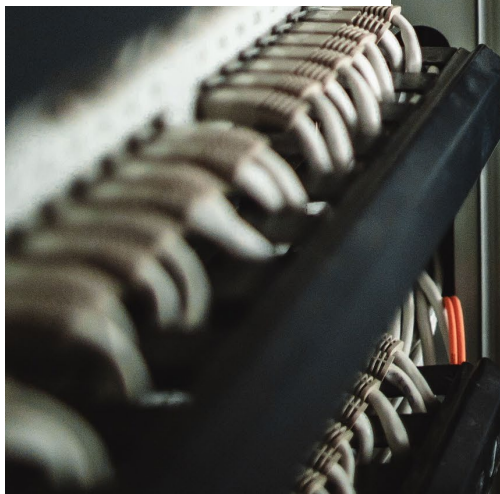
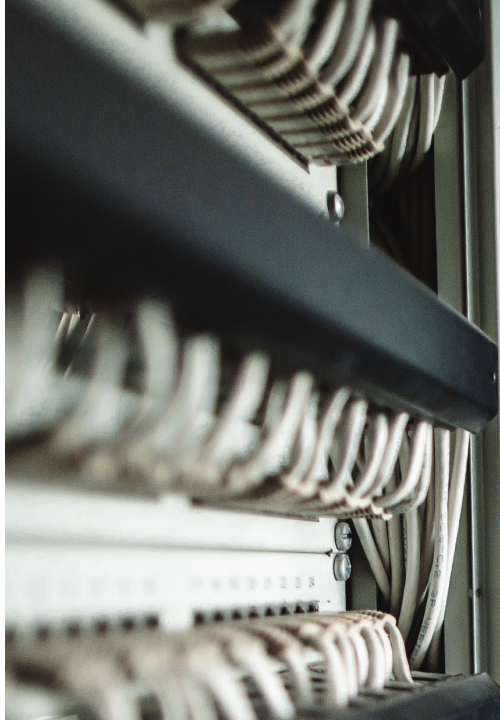
Buttons: Edit, Back, Clone, Override Allocations, **Related Records**, Actions

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

ID ▲	RELATED INVOICE	RELATED PAYMENT	PAYMENT AMOUNT	PAYMENT APPLICATION DATE	PAYMENT UNAPPLIED DATE
INP-72635	A20220227061210	PY-65135	0.00	2/10/2022 3:58:36 AM	2/11/2022 9:42:56 AM
INP-72636	A20220227061210	PY-65136	420,000.00	2/10/2022 4:02:24 AM	
INP-72658	A20220227061210	PY-65135	420,000.00	2/11/2022 9:52:36 AM	

Questions?

Payroll Process Overview



Payroll Process

Payfile is generated weekly directly from Spiff

- Integrated process from NetSuite
 - Payments are applied in NetSuite. Spiff integrates and gathers the data nightly
 - Spiff adds Broker commission payments to weekly payfile
 - Payfile is generated in Spiff and provided to Accounting, validated and uploaded to payroll system (ADP/UKG)
 - In many markets, RRAs are involved in validating the payfile against NetSuite and Spiff reports
 - Non-deal related recoveries and payments are set up in Spiff to automatically deduct from any commission payments, which reduces manual tracking
- Changes to the payfile as generated by Spiff is strongly discouraged.
 - Any changes following payroll cutoff may be manually tracked and entered by Accounting/Payroll directly in Spiff
 - RRAs may be required to make the corresponding adjustment in DMS



Hard Cutoff for Payroll – Every Wednesday at 7pm Pacific Time

Valuation Payroll Process

Payfile is generated weekly directly from Spiff

- Integrated process from NetSuite
 - Deals or Adjustments are processed in NetSuite DMS,
 - Spiff adds Valuation commission payments to weekly payfile
 - Payfile is generated in Spiff and provided to Accounting, validated and uploaded to payroll system (ADP/UKG)
 - In many markets, RRAs are involved in validating the payfile against NetSuite and Spiff reports
 - Non-deal related recoveries and payments are set up in Spiff to automatically deduct from any commission payments, which reduces manual tracking
- Changes to the payfile as generated by Spiff is strongly discouraged.
 - Any changes following payroll cutoff may be manually tracked and entered by Accounting/Payroll directly in Spiff
 - RRAs may be required to make the corresponding adjustment in DMS



Hard Cutoff for Payroll – Every Wednesday at 7pm Pacific Time

Appendix

Invoices: Creating a New Email Template

Creating a New Email Template:

You can use an email template to generate personalized email messages when emailing straight out of NetSuite.

Before you use an email template, you need to create a template record.

- You can prepare your template file outside of NetSuite using an HTML editor.
- You can also create it directly on the template record.
 - These templates are available at Documents > Templates > Email Templates.
 - For information, see the following NetSuite training session: [Creating New Email Templates](#).

Requesting a NetSuite Vendor

A NetSuite Vendor record must be linked to a payment if an external party is participating on the deal.

The Vendor may be linked in one of two places, the Parties tab of the Deal Wizard (optional) or during Payment Application (required).

If a Vendor record does not exist, a request may be submitted as soon as the required documentation is available (see below for details).

Vendors are created by the A/P team, please submit requests to the following email addresses:

US: ns.vendor.us@avisonyoung.com

Canada: ns.vendor.mgr@avisonyoung.com

Required Documentation:

- Invoice from the external party
- W-9 (US) **or** Government of Canada GST/HST Tax Confirmation (Canada)

The entity name of the created Vendor record will be the legal name of the company according to the supporting documentation.



Valuation – Retainer Payments



For Valuations transactions, we often collect Retainer payments at an early date, far ahead of the time the deal may be booked for Revenue.

In those cases, those deposits are placed on account and held until the deal may be booked. Please work with the local teams for further instructions on entering Retainer payments on account.

Once a deal has been booked, the retainer payment must be applied to the invoice on an approved deal. When applying this payment, choose the **Payment Type: Retainer**.

When this payment type is created, this creates a journal entry to clear the A/R account as well as clearing the Unbilled/Unearned account to which the original retainer payment was applied. This omits any need for manual entries by Accounting to clear the double entry of the payment.

Please note: Retainer payments may only be applied to a single invoice. If you have a large retainer that is to be applied to multiple invoices, please create separate Retainer Payments for the amounts to be applied to each individual invoice.

Canada - Alberta/BC - Co-Broker Trust Payments (1/2)

There are strict Trust Policies in the western provinces that require AY to distribute received funds to different trust accounts, from which separate checks are created for any payments to Internal Parties (AY) or External Parties (Co-brokers)

When applying payments within NetSuite Deal Management in the Western Provinces, payments are applied in 2 installments:

- 1) Check/EFT – for AY portion of invoice including applicable taxes
 - The information for this payment is from the payment AY releases from their Trust account to the Operating account
 - Results in a Payment record in NetSuite that offsets the AR account and the Bank account.
- 2) Co-broker Trust – for the Co-broker (or external party) portion of the Invoice, including applicable taxes
 - The information for this payment is pulled from the check AY sends the Co-broker for their payment of the invoice
 - This results in a Journal Entry within NetSuite that offsets the AR account and Co-broker Liability
 - Co-broker Trust payments must be applied in their entirety to one single invoice.
 - These payments cannot be applied to multiple invoices.



Canada - Alberta/BC - Co-Broker Trust Payments (2/2)

Example:

AY Invoice Staging

A20220320016123

EDIT	ID #	RELATED DEAL	RECORD TYPE	RELATED INVOICE	RELATED PARTIES COMMISSION	INTERNAL AGENT	EXTERNAL COMPANY	EXTERNAL CLIENT	AMOUNT	INVOICE PAYMENT(INP)
Edit	A-00601075	4408016324	Invoice Commission Allocation	A20220320016123	C-00510342		Royal LePage Brent Roberts Realty		5,200.00	
Edit	A-00601076	4408016324	Invoice Commission Allocation	A20220320016123	C-00510343	AGDD0Z001000 Whitchelo, Ian			3,120.00	
Edit	A-00601077	4408016324	Invoice Commission Allocation	A20220320016123	C-00510344	8SZWPA0000K0 Thies, Terry			2,080.00	
Edit	A-00601078	4408016324	Invoice Commission Tax Allocation	A20220320016123	C-00510343	AGDD0Z001000 Whitchelo, Ian			520.00	
Edit	A-00601079	4408016324	Invoice Commission Tax Allocation	A20220320016123	C-00510343	AGDD0Z001000 Whitchelo, Ian			0.00	

On this invoice, which is a total of \$10,920 after taxes, there is \$5,200 allocated to the Co-broker (before taxes) and the remaining amount is allocated to AY.

When payment is applied, two payments are created:

1. Co-broker Trust Payment in the Amount of \$5,460, which equals the Co-broker allocation including taxes. The payment is allocated in its entirety to the Co-broker allocation plus related taxes:

EDIT	ID #	RELATED DEAL	RECORD TYPE	RELATED INVOICE	RELATED PARTIES COMMISSION	INTERNAL AGENT	EXTERNAL COMPANY	EXTERNAL CLIENT	EXTERNAL AGENT	AMOUNT
Edit	A-00613367	4408016324	Payment Commission Allocation	A20220320016123	C-00510342		Royal LePage Brent Roberts Realty		00040069 Brent Roberts Realty Ltd.	5,200.00
Edit	A-00613368	4408016324	Payment Tax Allocation	A20220320016123		AGDD0Z001000 Whitchelo, Ian				260.00

2. Check Payment in the Amount of \$5,460 for the AY portion of commission including taxes. The payment is allocated in its entirety to AY Internal Party allocations plus related taxes:

EDIT	ID #	RELATED DEAL	RECORD TYPE	RELATED INVOICE	RELATED PARTIES COMMISSION	INTERNAL AGENT	EXTERNAL COMPANY	EXTERNAL CLIENT	EXTERNAL AGENT	AMOUNT
Edit	A-00613217	4408016324	Payment Commission Allocation	A20220320016123	C-00510343	AGDD0Z001000 Whitchelo, Ian				3,120.00
Edit	A-00613218	4408016324	Payment Commission Allocation	A20220320016123	C-00510344	8SZWPA0000K0 Thies, Terry				2,080.00
Edit	A-00613219	4408016324	Payment Tax Allocation	A20220320016123		AGDD0Z001000 Whitchelo, Ian				260.00





**AVISON
YOUNG**