Local Revenue Processor Learning Series

June 29, 2022

AVISON YOUNG

Objectives

- **New Users/Organizational Changes**
- **Reminders and Updates: NetSuite Deal Management System**
  - Booking Transactions in another State/Province
  - Deal Participants – Parties Tab
  - Processing Adjustments
  - Communication between Markets
  - **New Function** – LRPs can perform Write Offs to a maximum of $10.00
- **Reminders – Deal Processing/Invoice Adjustments**
  - Deal Changes
  - Canadian Invoice Adjustments
- **Finance Systems Updates**
  - Zendesk Updates
  - June 24th Finance Systems Updates
- **Additional Topics**
  - July 1st Zendesk Coverage
  - **LRP Spotlight** – Nominees
  - **Updates/Reminders**
    - Month-End Cutoff Reminder
    - Custom Revenue Report
- **Appendix**
  - Payroll Calendars

Welcome new members of the LRP community

Gloria Gao

Revenue Coordinator

Toronto North, Ontario

Tia Wiebenga

Valuation Revenue/Deal Coordinator

Toronto, ON

LRP community role change

Lauren Fenton

Business Analyst

New York, NY

Lauren will be joining the Finance Applications as a Business Analyst starting on July 5th.

Deal related communications to the Tri-State team should still be directed to: deals.northeast@avisonyoung.com

Reminders/Updates: NetSuite Deal Management

DMS: Booking Transactions in another State/Province

When booking transactions where the property is in another State or Province:

- **The deal must be processed by the LRP in the local market**, and an AY Party in the Local Market must be the primary broker
    - You cannot simply include a broker from that market on the deal, it must be processed and invoiced from the local market to the transaction property.
    - Example: A broker in Northern California has a personal connection to a client in Chicago, Illinois and brokers a Lease for them in Chicago. The LRP in Northern California receives the deal for processing. The deal must be forwarded to the LRP in Chicago Illinois, and a Broker in Chicago must be the primary broker on the deal (even if it’s at a $0.00 allocation for Chicago). The LRP in Chicago will be responsible for creating the invoice, monitoring the A/R for the deal and processing payment.

- **Exception:** Deals for particular clients that are processed in specific markets. Please see the list below, if you receive a deal with any of these clients, **DO NOT BOOK THE DEAL**, please forward to the offices and LRPs listed below to arrange the processing of the transaction:

    Sonoco – Atlanta Office – Trey Brunn
    Oracle (US) – Los Angeles – Marci Kamashian, Serena Hwong
    Oracle (Canada) – Toronto – Andrea Liao
    Liberty Mutual – Chicago – Arielle Lubbers, Ashley Wiers
    Risk Strategis (RSG) – Morristown – Tri-State Region Revenue Team (Dana Eichler, Rhea Sanchez)

DMS: Deal Participants – Parties Tab

If you receive a deal submission that includes an internal party that is not normally a commission earning participant on transactions, please submit a ticket to financeappsupport@avisonyoung.com prior to adding them to the Parties Tab of the deal.

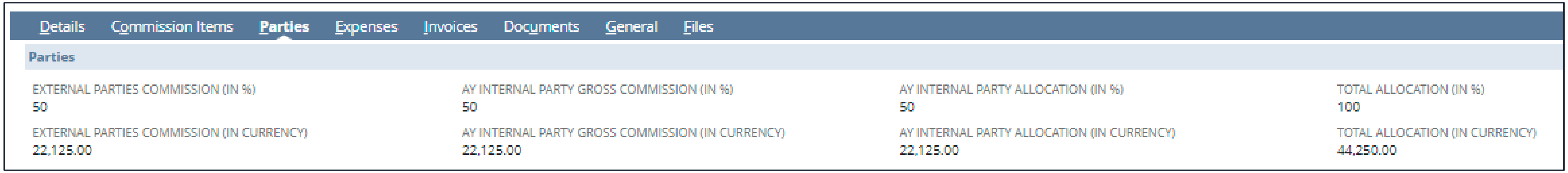
If an individual is saved to the Parties Tab but is not properly setup to earn commissions, that person will not be paid on the deal and that item will not integrate to SAPC.

Our team can confirm if someone is setup in the system to receive commissions and can advise on the correct process to add them to the transaction.

DMS: Processing Adjustments

Commission Items Adjustments

- When adjusting Commission Items on an approved transaction, **DO NOT DELETE all the commission items rows** and re-enter. Please override the existing lines with the correct information and only delete any extra rows that are no longer needed.
  - When the Commission Items are removed and re-entered on an approved deal, the accumulator fields on the Parties tab do not update correctly which prevents the ability to Save the adjustment.



  - We have submitted a change request to correct this, and it will be prioritized into a future release.

Use Save for Adjustments

- When performing an adjustment **DO NOT USE the *Save and Continue* button** to save tabs when adjusting. This is recommended for initial deal entry only to save your progress when entering a new deal.
- When performing adjustments, **you must complete and update all affected tabs and click Save** once complete to save the adjustment and close the Deal Wizard.

DMS: Communication

LRP Notifications

Currently, there are two automated notifications on deals within DMS:

1. When a broker is added to the Parties tab of a deal by another market
2. When another market applies a payment to a transaction that includes a broker in your market

There isn't an automated notification at the time of deal approval (either by another LRP, Accounting or Global Finance). We have submitted change requests regarding adding additional automated notifications upon Deal approval.

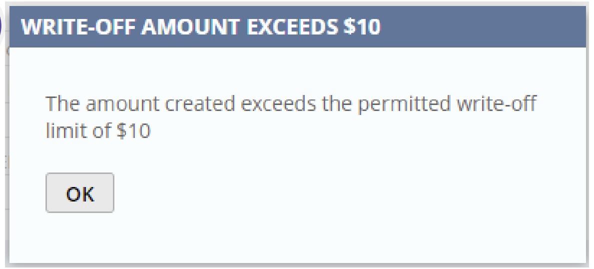
In the meantime, when you approve a deal that includes a broker from a different market, please send that market's LRP(s) a note so they are aware that this should be included in their preliminary reporting.

DMS: LRP Write Offs Under $10.00

In last weekend's release, a new function was added for LRPs: the ability to perform Write Offs to a maximum of $10.00 per invoice.

1. If an LRP tries to create a write off over $10.00, an error will display
2. If more than one LRP tries to write off the same invoice, it will only be allowed up to a maximum of $10.00. An error will display if LRPs attempt to write off the same invoice above this threshold.
3. Write offs result in a journal entry on the GL. These will not be reflected as a Payment type in NetSuite GL Activity.
   - Write offs must be created and applied to one invoice only; a Write Off cannot be applied to multiple invoices.
   - If the write off amount is incorrect, please void the payment and create a new one for the correct amount.
     - **<u>Write off payment amounts cannot be edited once created</u>**.

1



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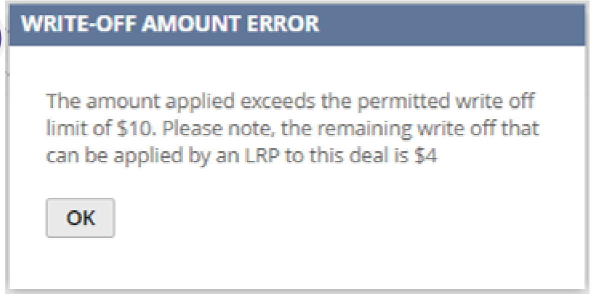


Reminders: Deal/Invoice Processing

DMS: Deal Changes

Deal Type Changes – Sale, Lease, Consulting, etc.

- The Deal type can be changed ONLY when the deal is not yet approved.
- The only way to correct an incorrect Deal Type on an approved deal is to **void the deal and re-enter**.

Transaction Date Changes

- The Transaction date can be changed ONLY when the deal is not yet approved.
- The only way to correct an incorrect Transaction Date on an approved deal is to **void the deal and re-enter.**

Currency

- The Currency can be changed ONLY when the deal is not yet approved
- The only way to correct an incorrect Currency on an approved deal is to **void the deal and re-enter.**

HubSpot Deal ID (CRM Deal ID)

- The CRM Deal ID must be entered at the time the Comp/Closed Deal is created (in most cases)
- The only way to correct an incorrect CRM Deal ID on a deal is to **void the deal and re-enter.**

Property/Space Type Changes (Office, Industrial, Retail, etc.) on Approved Deals

- If a deal has been booked, but the property or space type needs to be updated, please follow these steps:
  1. Unapply any payments from the deal.
  2. Update the Property/Space type on the deal and save the adjustment.
  3. Reapply any payments to the deal.

*Changing the Property or Space record type counts as a **Financial Impact Adjustment**. If a payment is applied to the transaction, it must be unapplied before correcting the deal.*

Canadian Invoice Adjustments

A reminder to Canadian LRPs:

All Canadian broker commissions are calculated at the time of invoice revenue recognition and are processed at **the invoice level** in SAPC.

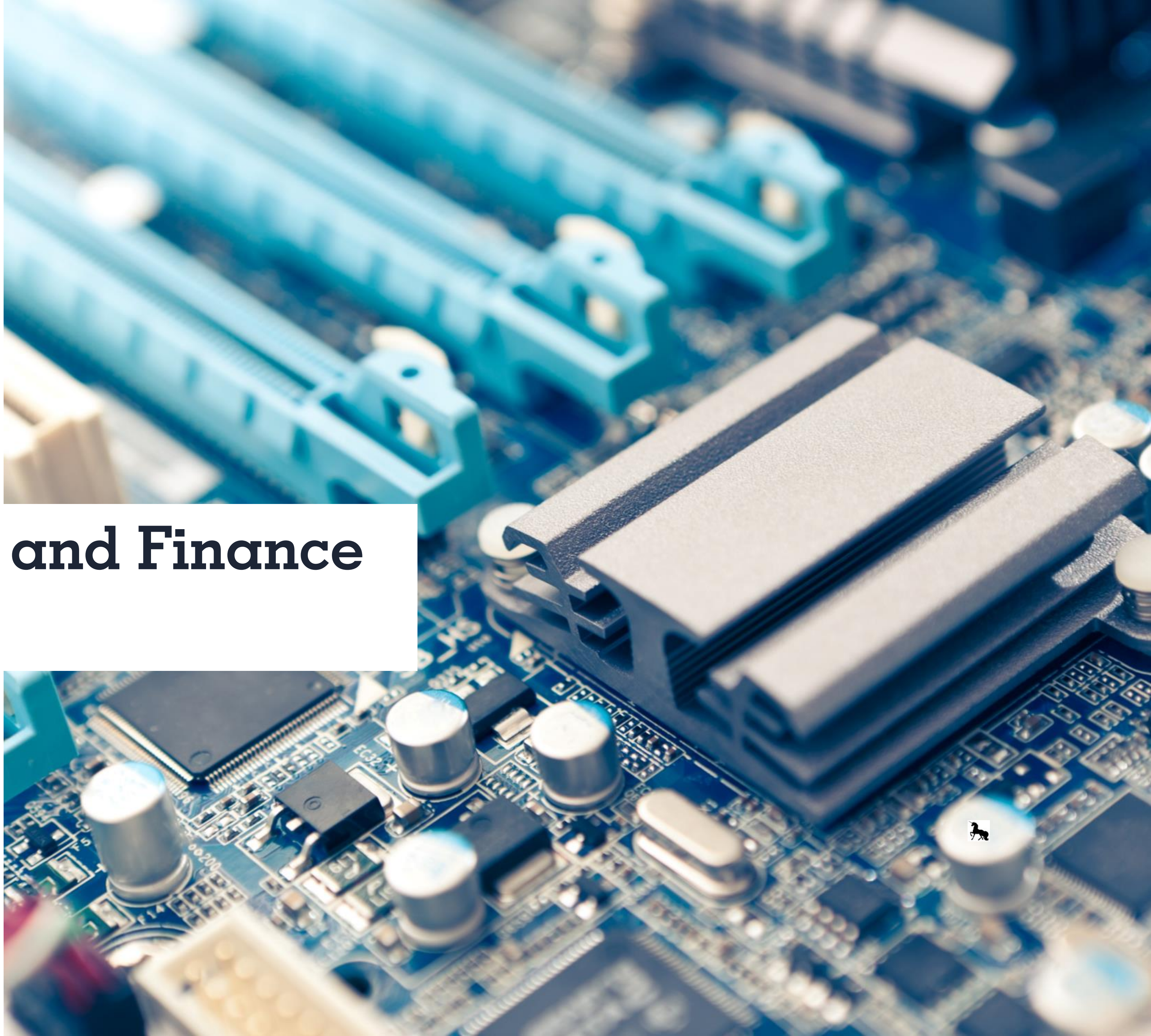
When making a change to a deal where you are **adding another invoice to a transaction**, please remember that commissions are calculated based on Revenue Recognition date.

- If the transaction was booked in a previous year, and you are either increasing commission and adding a new invoice or dividing the existing commission from one invoice to two invoices, manual intervention by the Deal Admin team will be needed.
- Please submit a Zendesk ticket to ensure the correct scope year is used for commission calculations

When Processing the following adjustments:

1) Reducing commission and voiding a second invoice
2) Collapsing 2 Invoices on a deal into 1 invoice
    - **The Next Day:** Check the AGP Transaction Detail report in SAPC for the impacts of the collapse
        - Check the impact of the adjustment to each invoice for each internal broker
        - **Things to watch out for:** This adjustment may have occurred when a broker has achieved a higher split %, which could cause an imbalance among the invoices
        - If there are negative net commissions on collapsed invoices, we will need to perform a manual override or payroll adjustment to allocate the commission evenly among the invoices
        - Please submit a Zendesk ticket or email financeappsupport@avisonyoung.com for assistance in the case of broker commission imbalance.

Review: Zendesk and Finance System Updates



Zendesk – Updated Articles

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

Added Article

- *ACES Newsletter* – June 24th Release

Updated Articles

- *LRP and Accountant DMS Training*
  - New files uploaded in May/June
    - Updated Day 2, Day 3, Day 4 and Adjustment Training decks
    - Please download new copies so you are up to date

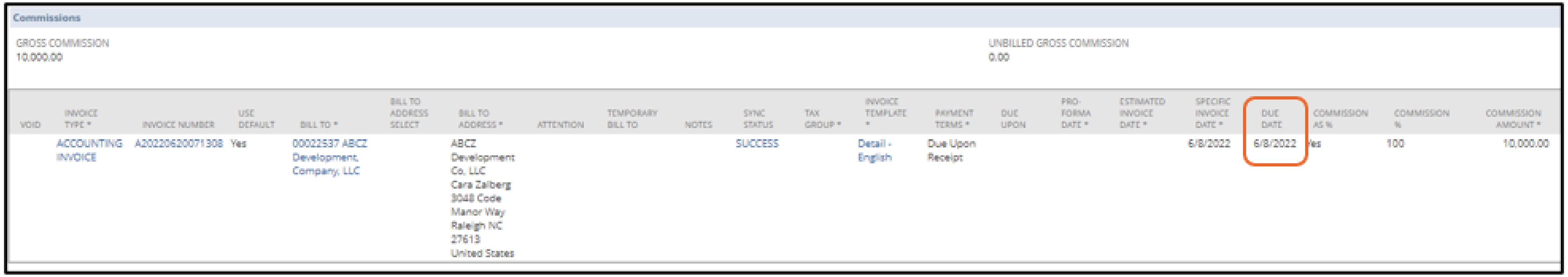
- *DMS User Directory* – Updated May 25th
  - **Reminder:** The second tab of the User Directory contains a list of clients that should be booked by a specific market. Please ensure you are aware of these clients and are sending any related deals to the LRPs noted.

Please access https://avisonyoung.Zendesk.com to review and obtain updated documentation.

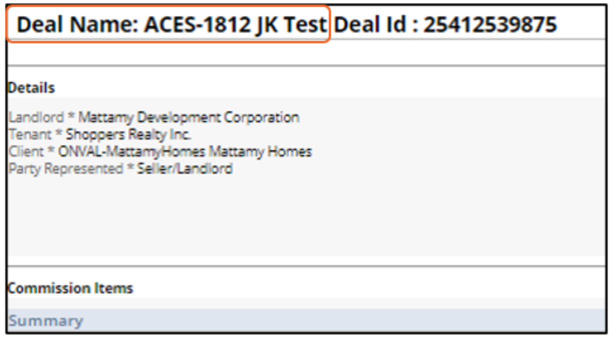
Review – June 24th Finance Systems Updates

NetSuite DMS

1. **Due Date added to Invoice Summary on Invoices tab**
   - We have added Due date to the summary on the Invoices tab, this will allow for easier access to this information.
   - Due date will also appear on the edit pane of the invoices, which allows for the field to be included in the summary, but it will be greyed out and not editable by any users.

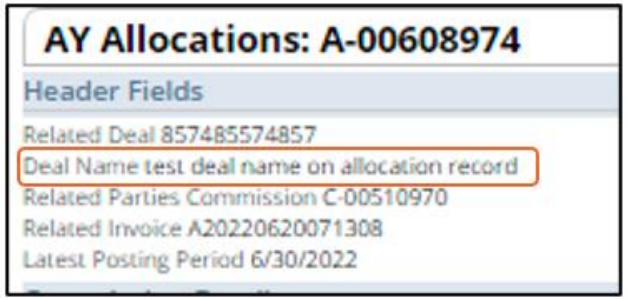


2. **Deal Name added to header of Deal Summary**
   - When printing out the Deal Summary from DMS, the deal name will now display as part of the Header of the document.

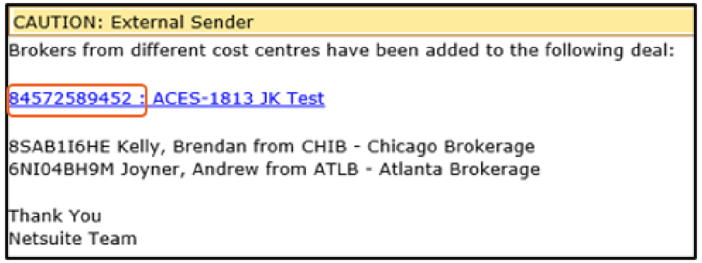


Review – June 24th Finance Systems Updates (cont'd)

3. **Deal Name display on Allocation Records**
   - When printing out the Allocation records, the Deal Name will now display as part of that report.
   - This is especially helpful for submitting Co-broker payments to A/P for US Markets.



4. **Deal ID added to Email Notifications – New Deal or Payment Application**
   - The Deal ID has been added to the email notifications received by an LRP when a broker in their market is added to a deal in another market, as well as when payment is applied to those deals.



Review – June 24th Finance Systems Updates

SAPC

1. **True Up Calculations**
   - We have amended the logic used to calculate commissions when using Preferential splits to omit any $0.00 allocations
   - This will help minimize extraneous true up calculations in SAPC

2. **Original Payment Application Date on the Commission Received Report**
   - Previously, the report was displaying the incorrect date in this column
   - The report has been corrected to ensure the date the payment was originally applied displays in this column
   - The Payment Date column will still display the date on which this payment (INP-) was applied in DMS.

Payment ID	Line #	Payment Date	Payment Application Date	Payment ID in Apto	Original Payment Application Date	Deal ID
PY-59882	1	01/03/2022	1/3/2022	INP-68323	12/26/2021	3864757435
PY-61039	1	01/31/2022	2/1/2022	INP-69640	2/1/2022	4165902822

Review:
Additional Topics

July 1st Zendesk Coverage

Meg is out on July 1st due to her upcoming Wedding Day this weekend!

Jessica is also out on July 1st due to the Canada Day Holiday.

Other Finance Applications team members will be monitoring Zendesk on Friday, July 1st. Responses to queries may take extra time and some requests may be held until Jessica returns on Monday, July 4th.

Please be patient with us during the Holiday weekend.

Happy Canada Day and Happy 4th everyone!

LRP Spotlight Nominees

Katie Johnson

Nominated by Kelly McGlynn – *I would like to nominate Katie Johnson for all of her continued help booking deals for North Carolina. She has hit the ground running and provided much needed help to me! I am grateful for you!*

Arielle Lubbers

Nominated by Marci Kamashian – *Working with Ari is a dream come true. She is always ready to help and do whatever needs to be done. During our month-end crazy days, she is always ready to help to get something booked last minute. Ari is amazingly detailed, wonderfully kind, and extremely intelligent. She is always willing to go above and beyond to help me or teach me something new. Ari is the best and when I grow up, I want to be just like her! Thank you, Ari!*

Jackie Ruszenas

Nominated by Annie Tran – *I have known and worked with Jackie for years, recently she joined our team and has been a huge asset to our department. She goes above and beyond on a daily basis, a quick learner, and extremely detail-oriented. Her dedication to helping ensure deals are processed and resolve issues has been beyond helpful. We're so lucky to have her on our team.* 😊

LRP Spotlight Nominees

Dana Eichler

Rhea Sanchez

Nominated by Lauren Fenton and Alex Kwartler – *Over the last few months, the Northeast Region has seen quite a few number of financial role changes. As we continue to buildout the Northeast deal team, Rhea and Dana have been the lifeline of its existence by continuously rising to the occasion when presented with new changes, additional market cost centers, etc. – all the while, never faltering in diligent research, accuracy, and customer service.*

We could not ask for better team members that deliver the highest degree of professionalism each day. Thank you, Rhea and Dana!

June LRP Spotlight recipient:

Arielle Lubbbers

LRP Spotlight Nomination Process

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

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

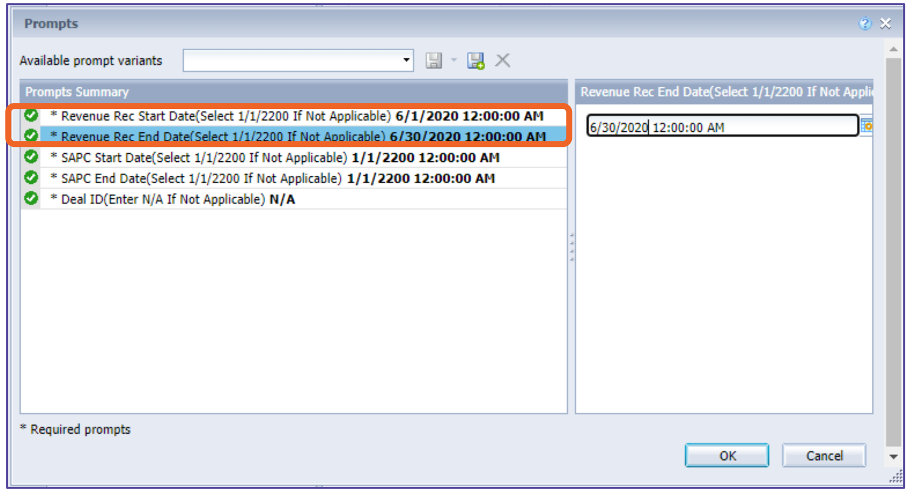
To nominate an LRP for the Spotlight, please:

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

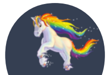
We will include the nominee list on the next OLS call and we will announce the winner. There will be a small gift awarded to the monthly winners.

Updates and Reminders

- **Month-End/Payroll Cutoff Reminder**
  - Do not process adjustments on a newly booked transaction close to the cutoff time.
  - **SHUT DOWN** all Month-End activity no later than **7 PM Pacific**.
  - Payments **MUST be applied BEFORE 7 PM Pacific**
  - **<u>Do not</u>** do any further activity on the transactions until the next day.
- **Running a Custom Revenue Report**
  - Always use the **Rev Rec Start and End Dates** when running the Custom Revenue Report.
    - Always use the Start date of the first calendar day of the month (i.e., June 1, 2022) and End date of the last calendar day of the month (i.e., June 30, 2022).
      - This is applicable even when running for partial month data.
    - When reporting a Broker's revenue **based on Contract year**, which can start and end mid-month, use the Rev Rec Start and End dates as indicated above.
      - Export to Excel and filter the report to exclude Compensation dates that fall before/after the contract year.



Questions?



Next OLS Call: July 20th, 2022
(To be rescheduled from July 27th – Meg will send update)

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Appendix

Payroll Calendar – June 2022

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 Week 22 Ends	2 Week 23 Begins BFRs: Compensation Detail & YTD Detail of Payments Received Published for Week 21	3 Pay Date for W21-Y22 (May 19-25)	4
5	6	7	8 Week 23 Ends	9 Week 24 Begins BFRs: Compensation Detail & YTD Detail of Payments Received Published for Week 22	10 Pay Date for W22-Y22 (May 26 - June 1)	11
12	13	14	15 Week 24 Ends	16 Week 25 Begins BFRs: Compensation Detail & YTD Detail of Payments Received Published for Week 23	17 Pay Date for W23-Y22 (June 2-8)	18
19	20	21	22 Week 25 Ends	23 Week 26 Begins BFRs: Compensation Detail & YTD Detail of Payments Received Published for Week 24	24 Pay Date for W24-Y22 (June 9-15)	25
26	27	28	29 Week 26 Ends	30 Week 27 Begins BFRs: Compensation Detail & YTD Detail of Payments Received Published for Week 25	1 Pay Date for W25-Y22 (June 16-22)	

Payroll Calendar – July 2022

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 Pay Date for W25-Y22 (June 16-22)	2
3	4	5	6 Week 27 Ends	7 Week 28 Begins BFRs: Compensation Detail & YTD Detail of Payments Received Published for Week 26	8 Pay Date for W26-Y22 (June 23-29)	9
10	11	12	13 Week 28 Ends	14 Week 29 Begins BFRs: Compensation Detail & YTD Detail of Payments Received Published for Week 27	15 Pay Date for W27-Y22 (June 30 – July 6)	16
17	18	19	20 Week 29 Ends	21 Week 30 Begins BFRs: Compensation Detail & YTD Detail of Payments Received Published for Week 28	22 Pay Date for W28-Y22 (July 7-13)	23
24	25	26	27 Week 30 Ends	28 Week 31 Begins BFRs: Compensation Detail & YTD Detail of Payments Received Published for Week 29	29 Pay Date for W29-Y22 (July 14-20)	30
31						