

Deal Admin DMS Training

**AVISON
YOUNG**

Deal Admin Training – Table of Contents

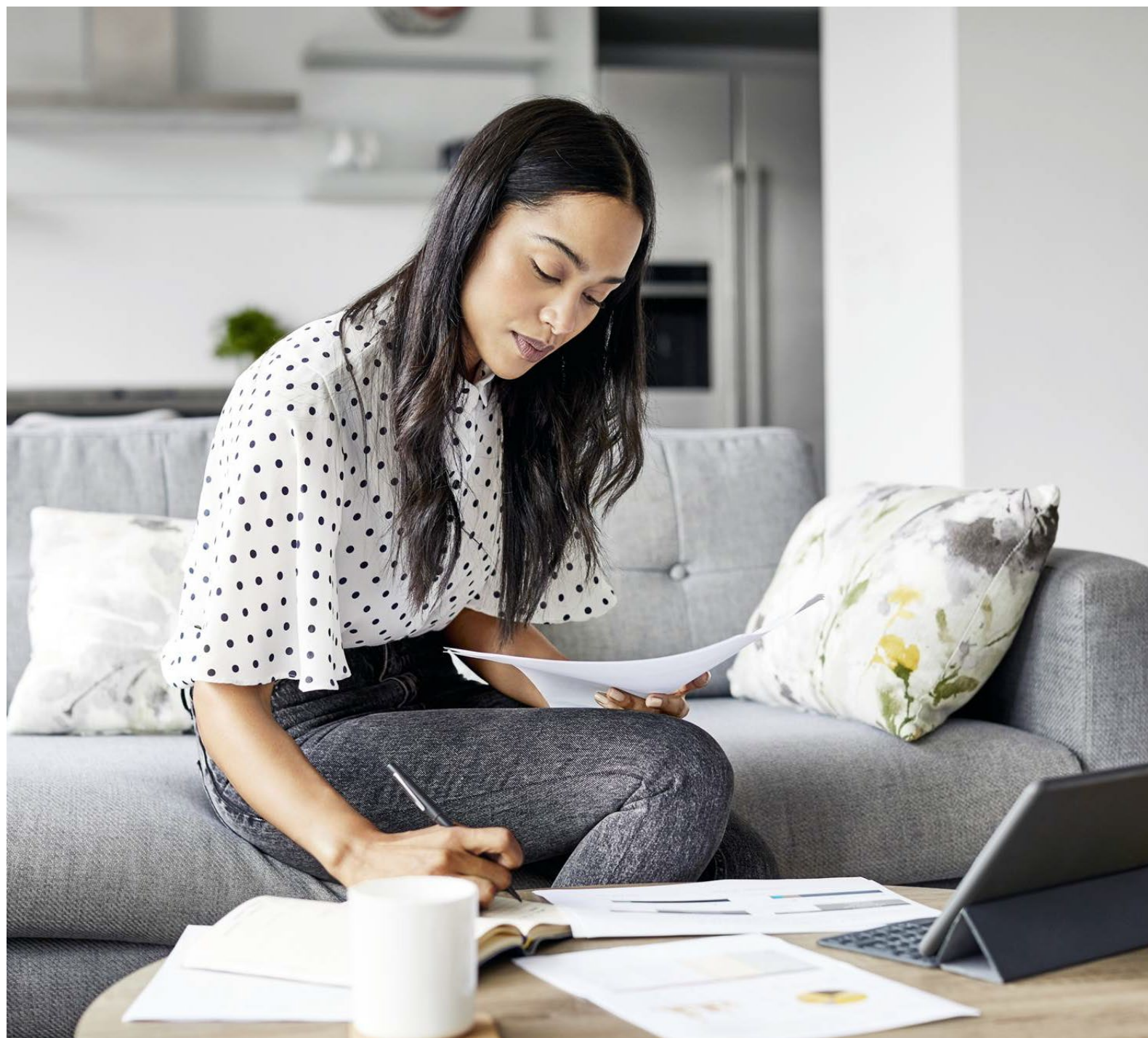
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Deal Admin: Permission Matrix – Approved Deals

Function	LRP	Deal Admin (Accounting)	Comments
Deal Wizard Adjustments	✓		
Clone Deals	✓		Cloning does not copy all data over from original deal. Most tabs will still require manual entry.
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	✓	✓	LRPs 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 that have a Deal admin role and an executed Write off/Revenue Reversal form is required.
Void Payments	✓		Payment must be unapplied

Voiding Invoices



Voiding Invoices – When to void?



Scenarios in which an Invoice void may be required:

- Combining multiple invoices into a single invoice
- Partial Revenue Reversals
 - For Partial Revenue Reversals, ensure you have received a completed and fully executed Revenue Reversal/Write off form before processing the request.
- The LRP should adjust the deal and the Deal Admin will void the \$0.00 invoice(s) after adjustment is complete

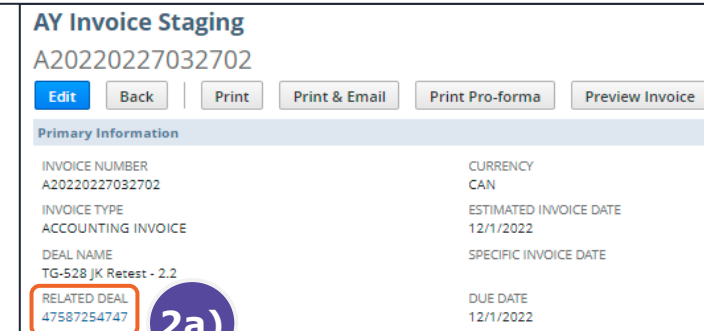
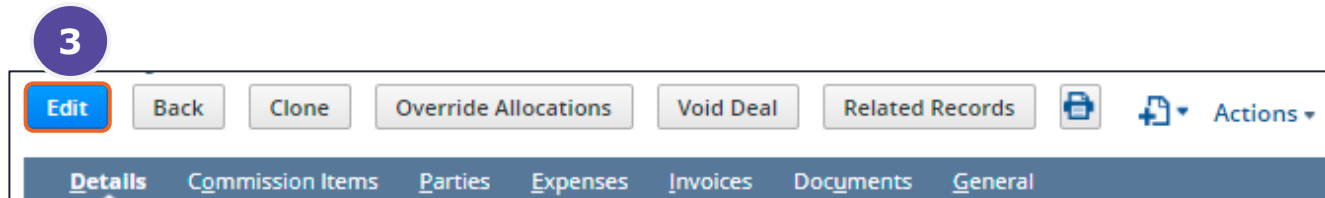
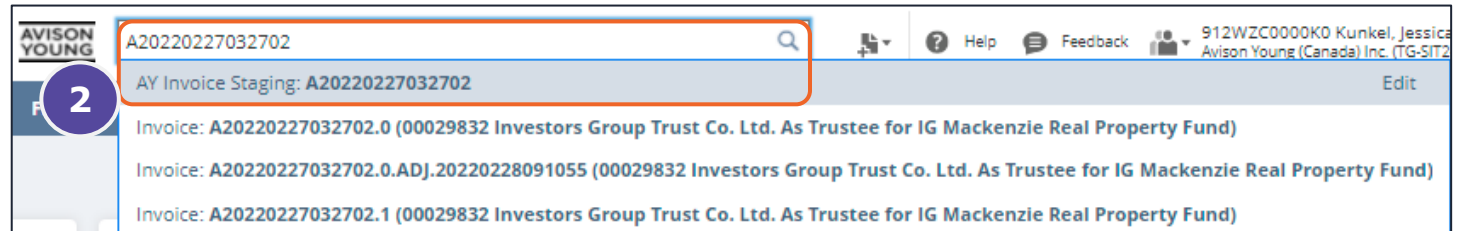
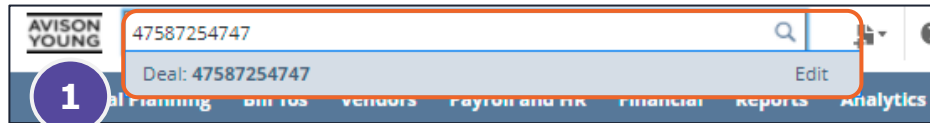
Before voiding the invoice, ensure there are no payments applied to the invoice.

Deal Admin: Voiding Invoices (1/4)

If the entire deal is to be voided, please follow the **Voiding Deals** instructions included in this document. If only invoice(s) are to be voided, use these instructions.

Only users logged in with a Deal Admin role may void invoices on approved deals.

- 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 voided.
- 2. Access Deal through Invoice Staging:** If you do not have the Deal ID or Deal Name, but you have the Invoice number, search for the Invoice Staging record number (including the letter prefix).
 - a) Access the Deal by clicking on the link in the *Related Deal* field.
- 3. Edit:** Once you've accessed the Deal record, either directly from the search or from the Invoice Staging record, *Edit* the Deal to access the Deal Wizard.



Deal Admin: Voiding Invoices (2/4)

- 1. Check Invoice status:** If the deal is still valid and the request is to void at least one invoice on the transaction, ensure there isn't any commission allocated to the invoice to be voided. If there are funds attributed to the invoice, please request the LRP to perform the adjustment prior to proceeding.
- 2. Select the Invoice for editing:** Click on the Invoice record line (highlighted yellow once selected) to open it in the edit pane.
- 3. Revenue Recognition:** Before voiding the invoice, the Revenue Recognition must be set to No. If the Revenue flag is set to Yes, change to No. If the Revenue recognition is set to No, skip to Step 3 on the next page.
- 4. Save the Change:** Click *Add/Edit* and then click *Save and Continue* to save the changes on the tab without closing the Deal Wizard.

The screenshot shows the 'Invoices' management interface. At the top, there are buttons for 'Copy Invoice', 'Convert to Accounting', and 'Void'. The interface is divided into several sections for form input and a table of invoice records.

Step 1: A red box highlights the 'COMMISSION AMOUNT *' field in the top right section, which contains the value '0.00'. A blue circle with the number '1' is placed next to it.

Step 2: A blue circle with the number '2' is placed over the 'Add/Edit' button in the table's header row.

Step 3: A red box highlights the 'REVENUE CAN BE RECOGNIZED *' dropdown menu in the top right section, which is set to 'No'. A blue circle with the number '3' is placed next to it.

Step 4: A blue circle with the number '4' is placed over the 'Add/Edit' button in the table's header row.

At the bottom of the interface, there are buttons for 'Save', 'Cancel', and 'Save and Continue'. A red box highlights the 'Save and Continue' button.

VO	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	A20220227032602	Yes	00029832 Investors Group Trust Co. Ltd. As Trustee for IG Mackenzie Real Property Fund	c/o Royop Development Corporation 1060 7 Street SW #500 Calgary AB T2R 0C4 Canada	Accounts Payable			SUCCESS	CA-HST-ON - 13%	Detail - English	Due Upon Receipt			12/1/2022	2/15/2022	Yes	100	8,437.50				Yes	Yes
	ACCOUNTING INVOICE	A20220227032702	Yes	00029832 Investors Group Trust Co. Ltd. As Trustee for IG Mackenzie Real Property Fund	c/o Royop Development Corporation 1060 7 Street SW #500 Calgary AB T2R 0C4 Canada	Accounts Payable			SUCCESS	CA-HST-ON - 13%	Detail - English	Due Upon Receipt			12/1/2022			0	0.00				No	

Deal Admin: Voiding Invoices (3/4)

- 1. Navigate back to Invoices:** The system will direct you to the Documents tab. Click on *Invoices*.
- 2. Select the Invoice for editing:** Click on the Invoice record line for the invoice to be voided (highlighted yellow once selected) to open it in the edit pane.
- 3. Void:** With Revenue Recognition set to No, click *Void*.
- 4. Save the Change:** Click *Save* to save the change to Invoice status.

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

1

Copy Invoice Convert to Accounting **Void**

VOID

VOID TYPE *
ACCOUNTING INVOICE

INVOICE NUMBER
A20220227032702

USE DEFAULT

BILL TO *
00029832 Investors Group Trust Co. Ltd. As Trust

BILL TO ADDRESS SELECT

BILL TO ADDRESS *
c/o Royop Development Corporation 1060 7 Street SW #500 Calgary AB T2R 0C4 Canada

ATTENTION
Accounts Payable

TEMPORARY BILL TO

NOTES

SYNC STATUS
SUCCESS

TAX GROUP *
CA-HST-ON - 13%

INVOICE TEMPLATE *
Detail - English

PAYMENT TERMS *
Due Upon Receipt

DUE UPON

PRO-FORMA DATE *

ESTIMATED INVOICE DATE *
12/1/2022

SPECIFIC INVOICE DATE *

COMMISSION AS %
COMMISSION %
0
COMMISSION AMOUNT *
0.00
TRUST DEPOSIT ALLOCATION
TRUST AMOUNT PAID
PRO-FORMA AMOUNT *
REVENUE CAN BE RECOGNIZED *
No
 PRINTED

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	A20220227032602	Yes	00029832 Investors Group Trust Co. Ltd. As Trustee for IG Mackenzie Real Property Fund		c/o Royop Development Corporation 1060 7 Street SW #500 Calgary AB T2R 0C4 Canada	Accounts Payable			SUCCESS	CA-HST-ON - 13%	Detail - English	Due Upon Receipt			2/15/2022		Yes	100	8,437.50				Yes	Yes
	ACCOUNTING INVOICE	A20220227032702	Yes	00029832 Investors Group Trust Co. Ltd. As Trustee for IG Mackenzie Real Property Fund		c/o Royop Development Corporation 1060 7 Street SW #500 Calgary AB T2R 0C4 Canada	Accounts Payable			SUCCESS	CA-HST-ON - 13%	Detail - English	Due Upon Receipt			12/1/2022			0	0.00				No	

2 **3** **4**

Deal Admin: Voiding Invoices (4/4)

1. **Check Sync status:** Once the change is saved, refresh the Deal Record, which is now in view mode. Click the *Invoices* tab. Ensure that the Invoice sync status is *Success* on the voided invoice. If status is *Failure*, submit a ticket for assistance.

[Edit](#)
[Back](#)
[Clone](#)
[Override Allocations](#)
[Void Deal](#)
[Related Records](#)
[Actions](#)

[Details](#)
[Commission Items](#)
[Parties](#)
[Expenses](#)
[Invoices](#)
[Documents](#)
[General](#)

Default Values

BILL TO: 00029832 Investors Group Trust Co. Ltd. As Trustee for IG Mackenzie Real Property Fund
 BILL TO ADDRESS SELECT: c/o Royop Development Corporation 1060 7 Street SW #500
 BILL TO ADDRESS: c/o Royop Development Corporation 1060 7 Street SW #500, Calgary AB T2R 0C4, Canada
 TEMPORARY BILL TO:

ATTENTION: Accounts Payable
 DEFAULT TAX GROUP:
 DEFAULT PAYMENT TERMS: Due Upon Receipt
 DEFAULT INVOICE TEMPLATE: Detail - English
 TRUST BALANCE:

Commissions

GROSS COMMISSION: 8,437.50
 UNBILLED GROSS COMMISSION: 0.00

Invoices

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	A20220227032602	Yes	00029832 Investors Group Trust Co. Ltd. As Trustee for IG Mackenzie Real Property Fund		c/o Royop Development Corporation 1060 7 Street SW #500, Calgary AB T2R 0C4, Canada	Accounts Payable			SUCCESS	CA-HST-ON - 13%	Detail - English	Due Upon Receipt			2/15/2022		Yes	100	8,437.50				Yes	Yes
Yes	ACCOUNTING INVOICE	A20220227032702	Yes	00029832 Investors Group Trust Co. Ltd. As Trustee for IG Mackenzie Real Property Fund		c/o Royop Development Corporation 1060 7 Street SW #500, Calgary AB T2R 0C4, Canada	Accounts Payable			SUCCESS	CA-HST-ON - 13%	Detail - English	Due Upon Receipt			12/1/2022			0	0.00				No	



Revenue Reversals/Voiding Deals



Voiding Deals – When to void?



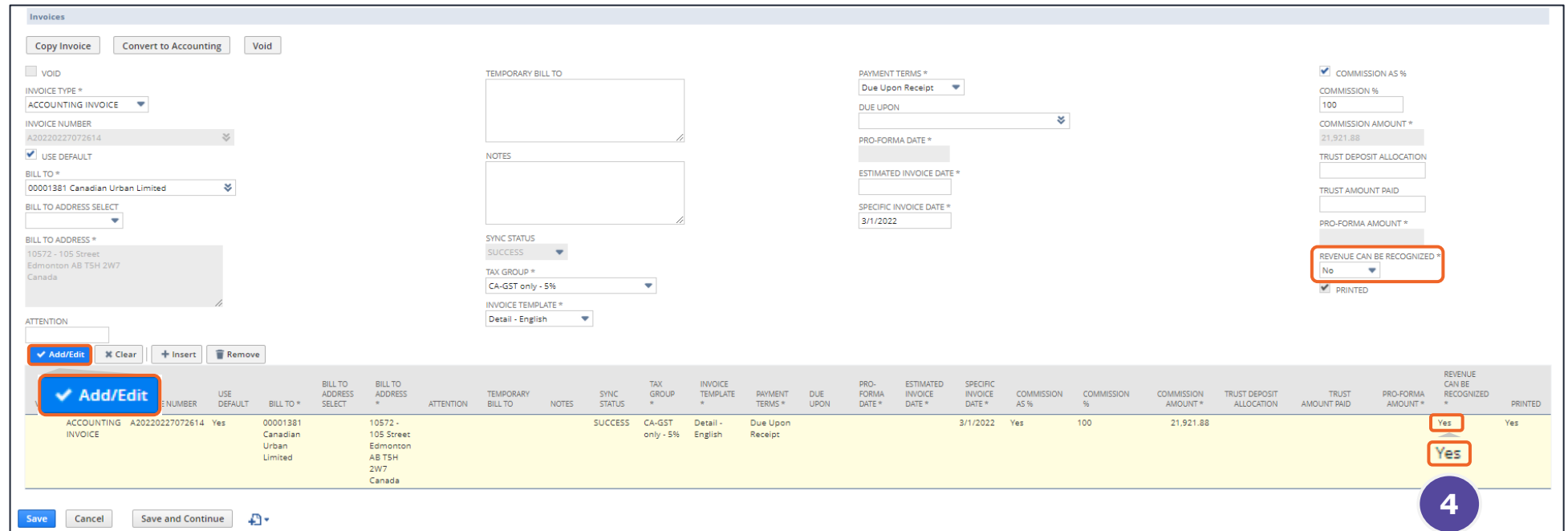
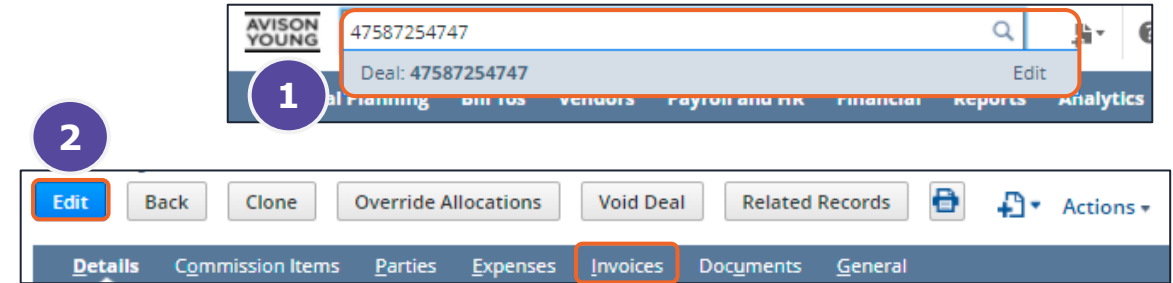
When would a Deal void be required?

- Deals are voided in the system when a full Revenue Reversal of the transaction is required. This is typically a result of the terms of the deal not being met.
- LRPs do not need to *(and should not)* perform any changes to commission calculations or party allocations on a deal in order to reverse the transaction.
 - LRPs can void unapproved deals in DMS
 - Deal Admins will void any approved deals
- For Revenue Reversals, ensure you have received a completed and fully executed Revenue Reversal/Write off form before processing the request.
- Before voiding the deal as a whole, ensure there are no payments applied to any of the invoices on the transaction.

Deal Admin: Voiding Deals (1/2)

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.



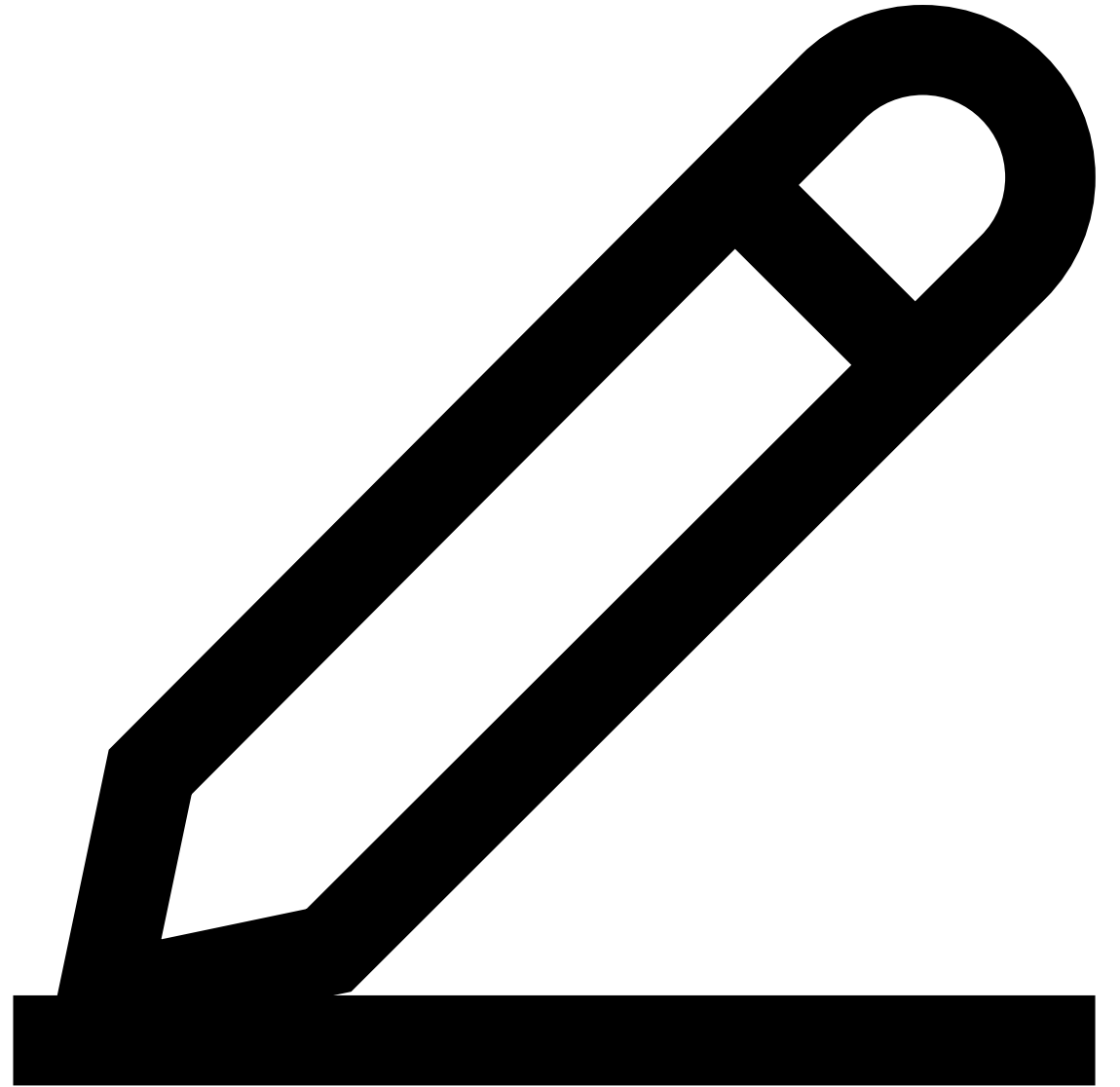
Deal Admin: Voiding Deals (2/2)

- 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. *This must be done prior to voiding the transaction. After processing a void, the deal will be locked and no further edits will be permitted.*
- 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.

The screenshot illustrates the process of voiding a deal in the Deal Admin system. It shows the 'General' tab where the deal name is updated to 'VOIDED ARMS-547 Lease JK Retest 2.14'. The 'Save' button is used to save these changes. The 'Void Deal' button is then clicked to initiate the voiding process. The system displays a confirmation dialog box with the 'VOID' checkbox checked and the 'VOID DATE/TIME' set to 2/28/2022 2:14:55 PM. The 'Invoices' table shows the sync status for the related invoice as 'SUCCESS'.

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 A5 %	COMMISSION %	COMMISSION AMOUNT *	TRUST DEPOSIT ALLOCATION	TRUST AMOUNT PAID	PRO-FORMA AMOUNT *	REVENUE CAN BE RECOGNIZED *	PRINTED
Yes	ACCOUNTING INVOICE	A20220227072614	Yes	00001381 Canadian Urban Limited	10572 - 105 Street Edmonton AB T5H 2W7 Canada			SUCCESS	CA-GST only - 5%	Detail - English	Due Upon Receipt			3/1/2022	Yes	100	21,921.88				No		

Processing Write-Offs



Processing Write-Offs – When to Write-Off?



When would a write-off be required?

- Write-Offs are processed when AY has fulfilled its obligations for the transaction, but for some reason the fee has been deemed uncollectable.
- Before performing the write-off, ensure that the Invoice has been printed by the LRP
 - LRPs cannot currently process Write-Offs.
- For Write Offs over \$10.00, ensure you have received a completed and fully executed Revenue Reversal/Write off form before processing the request.
- Write Offs less than \$10.00 can be processed directly by the LRP
- When writing off an invoice balance, please create an individual write off payment for each invoice to be written off. Do not apply one write off payment to multiple invoices.

Deal Admin: Processing Write Offs (A/R/Accounting) (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.

Write off requests Under \$10.00 can be processed directly by the LRP. Any Write offs over \$10.00 require an authorized Revenue Reversal/Write off Form.

- 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), and select the AY Invoice Staging record; you will be directed to the invoice requiring the Write Off.

1

0031-1728

Deal: 0031-1728

Edit

Edit Back Clone Void Deal Related Records Actions

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

A20210817934913

2

A20210817934913

AY Invoice Staging: A20210817934913

Invoice: A20210817934913.0 (00017223 Mid America Asset Mgmt)

Payment Allocation Table: A20210817934913.1

Payment Allocation Table: A20210817934913.1

Invoice: A20210817934913.1 (00017223 Mid America Asset Mgmt)

VOID	INVOICE TYPE *	INVOICE NUMBER	USE DEFAULT	BILL TO *	BILL TO ADDRESS * SELECT	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	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			8/13/2021	Yes	50	12,489.60				Yes	Yes
	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			12/1/2021	Yes	49.99998	12,489.59				No	

Deal Admin: Processing Write Offs (A/R/Accounting) (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 request the LRP 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](#) [Share](#) [Actions](#)

Primary Information

INVOICE NUMBER A20210817934913	CURRENCY US Dollar	INVOICE TEMPLATE Detail - English
INVOICE TYPE ACCOUNTING INVOICE	ESTIMATED INVOICE DATE	PAYMENT TERMS Due upon receipt
DEAL NAME IL - 790 Royal St. George Drive, Suite 139C - X Golf - Naperville, LLC	SPECIFIC INVOICE DATE 8/13/2021	DUE UPON Lease Execution
RELATED DEAL 0031-1728	DUE DATE 8/13/2021	SALESFORCE (APTO) ID a0f3m00000ihDUAAZ

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 More

[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.								

Deal Admin: Processing Write Offs (A/R/Accounting) (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

PAYMENT TYPE * Write-Off 1	PAYMENT AMOUNT * 0.01 3
BILL TO * 00017223 Mid America Asset Mgmt	DEPOSIT ACCOUNT * 59000-100 Bad Debt Write-off Trade
SUBSIDIARY * 000 - Avison Young CONSOLIDATED (AYCI)	A/R ACCOUNT * 12100-000 Brokerage Commissions Recei
CURRENCY * US Dollar	MEMO 0031-1728 Write Off 0.01 4
MARKET COST CENTER CHIB - Chicago Brokerage	DEPOSIT SCANNER ID
PAYMENT DATE * 2/28/2022 2	CHECK/EFT NUMBER 5

WRITE-OFF REASON
Other (Specify) 6

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)

Deal Admin: Processing Write Offs (A/R/Accounting) (4/4)

- 1. Payment Allocations:** Unless otherwise instructed by the LRP, 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

2

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	00017223 Mid America Asset Mgmt	8/13/2021	12,489.60	0.00	12,489.60	12,489.59	0.00	0.01	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	0.01	0.00
V7JCUKRXD Estes, Nathaniel	<input type="checkbox"/>		5,995.01	2,997.50	0.00	2,997.51	0.00	0.00
XYU08ZDPZ Arsenault, Jeffrey L	<input type="checkbox"/>		1,498.75	749.38	0.00	749.37	0.00	0.00

Payment Allocation - X

IMPORTANT:

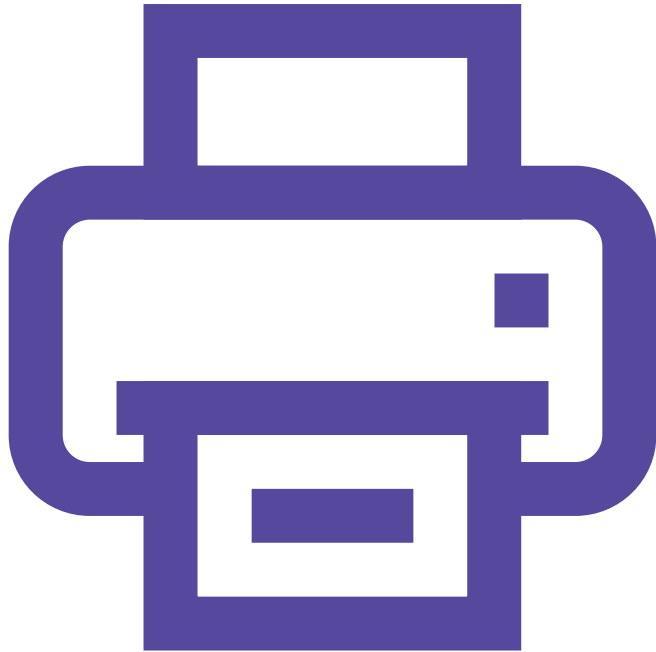
Once you click the *Apply Payment* button, wait for the system to respond. On the browser tab, you will see a circle showing the system is processing the change (*shown in the image on the left*). Once the change is saved, you will be directed back to the Invoice Staging record.

**AVISON
YOUNG**

Changing an Invoice from Printed to Unprinted



When to change Invoice Print Status?



When should an Invoice Print Status be changed?

- If an invoice has been prematurely printed but is not yet due. Especially necessary if the LRP mistakenly has printed the invoice.
- Canadian deals – keep in mind the tax implications of reverting the invoice from Billed to Unbilled
- Invoice print status should not be removed to facilitate a due date change. Due Date changes should be submitted to correct party for processing.

Before changing the print status on an invoice, ensure there are no payments applied to the invoice.

Deal Admin: Changing Invoice Print status (1/3)

Team members who have access to the Deal Admin role are authorized to perform changes to Print Status on Invoice Staging records.

- 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 updated.
- 2. Locate Related Invoices:** Once on the Deal record, access the *Invoices* Tab on the Deal in the Deal Management System to locate the invoices related to the transaction.
- 3. Access Invoice Staging:** Access the Invoice staging record for the Invoice that needs to be updated by clicking on the Invoice number.



The screenshot shows the Oracle NetSuite interface for Deal Admin. A search bar at the top contains the deal ID '4865307382', which is highlighted with a red box and a circled '1'. Below the search bar, the deal name 'Deal: 4865307382' is displayed. A row of buttons includes 'Edit', 'Back', 'Clone', 'Void Deal', 'Related Records', and 'Actions'. The 'Invoices' tab is selected and highlighted with a red box and a circled '2'. Below the tabs, a table of invoices is shown. The first row is highlighted with a red box and a circled '3', showing the invoice number 'A20220620484221' and the invoice number 'A20220620484221' in a red box.

VOID	INVOICE TYPE	INVOICE NUMBER	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 *	DUE DATE	COMMISSION AS %	COMMISSION %	COMMISSION AMOUNT *	AMOUNT PAID	TRUST DEPOSIT ALLOCATION	TRUST AMOUNT PAID	PRO-FORMA AMOUNT *	REVENUE CAN BE RECOGNIZED *	REVENUE RECOGNITION DATE	PRINTED
	ACCOUNTING INVOICE	A20220620484221	00034561 Montrose Commercial LP		Montrose Commercial LP 1167 Kensington Crescent NW, Suite 410 Calgary AB T2N 1X7 Canada				SUCCESS	CA-GST only - 5%	Detail - English	Due Upon Receipt	Lease Execution			6/21/2022	6/21/2022	Yes	50	3,640.00	0.00				Yes	6/21/2022	Yes
	ACCOUNTING INVOICE	A20220620484321	00034561 Montrose Commercial LP		Montrose Commercial LP 1167 Kensington Crescent NW, Suite 410 Calgary AB T2N 1X7 Canada				SUCCESS	CA-GST only - 5%	Detail - English	Due Upon Receipt	Lease Commencement		10/1/2022	10/1/2022	Yes	50	3,640.00	0.00				Yes	6/21/2022		

Deal Admin: Changing Invoice Print status (2/3)


1. **Edit:** To make changes to the Invoice staging record, click the Edit button.
2. **Printed Flag:** Locate and uncheck the Printed flag. This will also remove the Billed date on the Invoice record.
3. **Save:** Click Save to save the changes to the record.

AY Invoice Staging
A20220325061011

Edit | **Back** | **Print** | **Print & Email** | **Print Pro-forma** | **Preview Invoice** | **Log/Apply Payment** |   **Actions** ▾

1

AY Invoice Staging
A20220325061011

3 **Save** ▾ | **Cancel** | **Change ID** |  **Actions** ▾

Primary Information

CUSTOM FORM AY Accounting Invoice Staging Form	CURRENCY CAN	INVOICE TEMPLATE Detail - English ▾
INVOICE NUMBER A20220325061011	ESTIMATED INVOICE DATE	PAYMENT TERMS Due upon receipt
INVOICE TYPE ACCOUNTING INVOICE	SPECIFIC INVOICE DATE 3/11/2022	DUE UPON
DEAL NAME ON - 1025 Queen St E, Health Hut Lifestyle Inc	DUE DATE 3/11/2022	SALESFORCE (APTO) ID <input type="text"/>
RELATED DEAL 4368619492		

Billing Information

NETSUITE INVOICE ID Invoice #A20220325061011.1	TEMPORARY BILL TO <input type="text"/>	2 <input checked="" type="checkbox"/> PRINTED
BILL TO 00032097 Health Hut Lifestyle Inc.	REVENUE CAN BE RECOGNIZED Yes	BILLED DATE 3/14/2022 2:31:32 PM
ATTENTION	REVENUE RECOGNIZED DATE TIME 10/31/2021 3:16:47 pm	<input type="checkbox"/> IS VOIDED
BILL TO ADDRESS Tara Miller 1025 Queen Street East Toronto ON M4M 1K3 Canada		VOID DATE TIME
		RELATED DEAL SUBSIDIARY 000 - Avison Young CONSOLIDATED (AYCI) : 010 - Avison Young (Canada) Inc. : 010 - 011 - AY Commercial Real Estate Services, LP

Deal Admin: Changing Invoice Print status (3/3)

1. **Check Sync status:** Once the change is saved, refresh the Deal Record, which is now in view mode. Click the *Invoices* tab. Ensure that the Invoice sync status is *Success* on the updated invoice. If status is *Failure*, submit a ticket for assistance.

[Edit](#) [Back](#) [Clone](#) [Override Allocations](#) [Void Deal](#) [Related Records](#) [Actions](#)

[Details](#) [Commission Items](#) [Parties](#) [Expenses](#) **[Invoices](#)** [Documents](#) [General](#) [Files](#)

Default Values

BILL TO: 00032097 Health Hut Lifestyle Inc. ATTENTION
 BILL TO ADDRESS SELECT: 1025 Queen St E. DEFAULT TAX GROUP: CA-HST-ON - 13%
 BILL TO ADDRESS: Tara Miller. DEFAULT PAYMENT TERMS: Due Upon Receipt
 1025 Queen Street East. DEFAULT INVOICE TEMPLATE: Detail - English
 Toronto ON M4M 1K3. TRUST BALANCE
 Canada.
 TEMPORARY BILL TO:

Commissions

GROSS COMMISSION: 72,000.00 UNBILLED GROSS COMMISSION: 0.00

Invoices

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	A20220325061011	Yes	00032097 Health Hut Lifestyle Inc.		Tara Miller 1025 Queen Street East Toronto ON M4M 1K3 Canada				SUCCESS	CA-HST-ON - 13%	Detail - English	Due Upon Receipt			3/11/2022		Yes	37.5	27,000.00			Yes	Yes	
	ACCOUNTING INVOICE	A20220325069914	Yes	00032097 Health Hut Lifestyle Inc.		Tara Miller 1025 Queen Street East Toronto ON M4M 1K3 Canada				SUCCESS	CA-HST-ON - 13%	Detail - English	Due Upon Receipt	Open for Business		9/1/2022		Yes	62.5	45,000.00			Yes		



Changing Revenue Recognition Dates



When to Update Revenue Recognition Dates?



When is updating the Revenue Recognition dates necessary?

- Primarily used for Canadian transactions as commissions are calculated upon revenue recognition.
- If a deal was originally booked in a prior year and a new invoice has been added to the deal, but the commissions on the new invoice should be calculated using the original scope year.
 - Use the Revenue Recognition date on the original invoice staging record(s).
 - If the wrong date is used, SAPC may not calculate the commission correctly for Canadian Parties.
- During year end cutover: any invoices on deals booked in January for the December period (both US and Canada) will have revenue recognition backdated to December.

Deal Admin: Changing Revenue Recognition (1/3)

Team members who have access to the Deal Admin role are authorized to perform changes to Revenue Recognition dates on Invoice Staging records.

- 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 updated.
- 2. Locate Related Invoices:** Once on the Deal record, access the *Invoices* Tab on the Deal in the Deal Management System to locate the invoices related to the transaction.
- 3. Check Revenue Recognition on Original Invoice(s):** Once on the Invoice Staging record, take note of the original Revenue Recognition date so that you can update the newly created invoice with this information.

The screenshot shows the Oracle NetSuite interface for Deal Admin. A search bar at the top contains the Deal ID '4865307382'. Below the search bar, there are buttons for 'Edit', 'Back', 'Clone', 'Void Deal', 'Related Records', and 'Actions'. The 'Invoices' tab is selected, and a table of invoices is displayed. The table has columns for various invoice details, including 'REVENUE RECOGNITION DATE'. Two rows are visible, both showing a 'REVENUE RECOGNITION DATE' of '6/21/2022'. Red boxes and numbers 1, 2, and 3 highlight the search bar, the 'Invoices' tab, and the 'REVENUE RECOGNITION DATE' column respectively.

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 *	DUE DATE	COMMISSION AS %	COMMISSION %	COMMISSION AMOUNT *	AMOUNT PAID	TRUST DEPOSIT ALLOCATION	TRUST AMOUNT PAID	PRO-FORMA AMOUNT *	REVENUE CAN BE RECOGNIZED	REVENUE RECOGNITION DATE	PRINTED
	ACCOUNTING INVOICE	A20220620484221	Yes	00034561 Montrose Commercial LP	Montrose Commercial LP 1167 Kensington Crescent NW, Suite 410 Calgary AB T2N 1X7 Canada				SUCCESS	CA-GST only - 5%	Detail - English	Due Upon Receipt	Lease Execution			6/21/2022	6/21/2022	Yes	50	3,640.00	0.00				Yes	6/21/2022	Yes
	ACCOUNTING INVOICE	A20220620484321	Yes	00034561 Montrose Commercial LP	Montrose Commercial LP 1167 Kensington Crescent NW, Suite 410 Calgary AB T2N 1X7 Canada				SUCCESS	CA-GST only - 5%	Detail - English	Due Upon Receipt	Lease Commencement		10/1/2022	10/1/2022	Yes	50	3,640.00	0.00					Yes	6/21/2022	

Deal Admin: Changing Revenue Recognition (2/3)

1. **Access Invoice Staging:** Access the Invoice staging record for the Invoice that needs to be updated by clicking on the Invoice number.
2. **Edit:** To make changes to the Invoice staging record, click the Edit button.
3. **Revenue Recognition Date:** Locate and update the Revenue Recognition date. *Ensure to leave the timestamp intact.*
4. **Save:** Click Save to save the changes to the record.

AY Invoice Staging
A20220325061011

Edit | **Back** | **Print** | **Print & Email** | **Print Pro-forma** | **Preview Invoice** | **Log/Apply Payment** | **Actions**

2

AY Invoice Staging
A20220325061011

4 **Save** | **Cancel** | **Change ID** | **Actions**

Primary Information

CUSTOM FORM AY Accounting Invoice Staging Form	CURRENCY CAN	INVOICE TEMPLATE Detail - English
INVOICE NUMBER A20220325061011	ESTIMATED INVOICE DATE	PAYMENT TERMS Due upon receipt
INVOICE TYPE ACCOUNTING INVOICE	SPECIFIC INVOICE DATE 3/11/2022	DUE UPON
DEAL NAME ON - 1025 Queen St E, Health Hut Lifestyle Inc	DUE DATE 3/11/2022	SALESFORCE (APTO) ID
RELATED DEAL 4368619492		

Billing Information

NETSUITE INVOICE ID Invoice #A20220325061011.1	TEMPORARY BILL TO	<input checked="" type="checkbox"/> PRINTED
BILL TO 00032097 Health Hut Lifestyle Inc.		BILLED DATE 3/14/2022 2:31:32 PM
ATTENTION		<input type="checkbox"/> IS VOIDED
BILL TO ADDRESS Tara Miller 1025 Queen Street East Toronto ON M4M 1K3 Canada	REVENUE CAN BE RECOGNIZED Yes	VOID DATE TIME
	3 REVENUE RECOGNIZED DATE TIME 10/31/2021 3:16:47 pm	RELATED DEAL SUBSIDIARY 000 - Avison Young CONSOLIDATED (AYCI) : 010 - Avison Young (Canada) Inc. : 010 - 011 - AY Commercial Real Estate Services, LP

Deal Admin: Changing Revenue Recognition (3/3)

1. **Check Sync status:** Once the change is saved, refresh the Deal Record, which is now in view mode. Click the *Invoices* tab. Ensure that the Invoice sync status is *Success* on the updated invoice. If status is *Failure*, submit a ticket for assistance.

[Edit](#) [Back](#) [Clone](#) [Override Allocations](#) [Void Deal](#) [Related Records](#) [Actions](#)

[Details](#) [Commission Items](#) [Parties](#) [Expenses](#) **[Invoices](#)** [Documents](#) [General](#) [Files](#)

Default Values

BILL TO: 00032097 Health Hut Lifestyle Inc. ATTENTION
 BILL TO ADDRESS SELECT: 1025 Queen St E. DEFAULT TAX GROUP: CA-HST-ON - 13%
 BILL TO ADDRESS: Tara Miller. DEFAULT PAYMENT TERMS: Due Upon Receipt
 1025 Queen Street East. DEFAULT INVOICE TEMPLATE: Detail - English
 Toronto ON M4M 1K3. TRUST BALANCE
 Canada.
 TEMPORARY BILL TO:

Commissions

GROSS COMMISSION: 72,000.00 UNBILLED GROSS COMMISSION: 0.00

Invoices

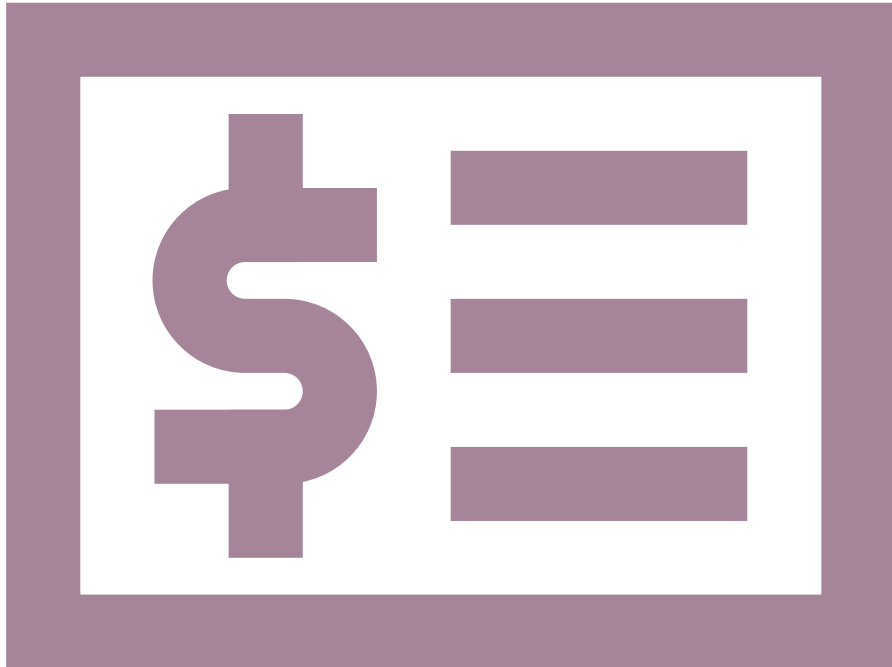
VOID	INVOICE TYPE *	INVOICE NUMBER	USE DEFAULT	BILL TO *	BILL TO ADDRESS SELECT	BILL TO ADDRESS *	ATTENTION	TEMPORARY BILL TO	NOTES	SYNC STATUS	TAX GROUP *	INVOICE TEMPLATE *	PAYMENT TERMS *	DUE UPON	PRO-FORMA DATE *	ESTIMATED INVOICE DATE *	SPECIFIC INVOICE DATE *	COMMISSION AS %	COMMISSION %	COMMISSION AMOUNT *	TRUST DEPOSIT ALLOCATION	TRUST AMOUNT PAID	PRO-FORMA AMOUNT *	REVENUE CAN BE RECOGNIZED *	PRINTED
	ACCOUNTING INVOICE	A20220325061011	Yes	00032097 Health Hut Lifestyle Inc.		Tara Miller 1025 Queen Street East Toronto ON M4M 1K3 Canada				SUCCESS	CA-HST-ON - 13%	Detail - English	Due Upon Receipt			3/11/2022		Yes	37.5	27,000.00			Yes	Yes	
	ACCOUNTING INVOICE	A20220325069914	Yes	00032097 Health Hut Lifestyle Inc.		Tara Miller 1025 Queen Street East Toronto ON M4M 1K3 Canada				SUCCESS	CA-HST-ON - 13%	Detail - English	Due Upon Receipt	Open for Business		9/1/2022		Yes	62.5	45,000.00			Yes		



Changing Original Payment Application Date



When to Update Original Payment Application Date?

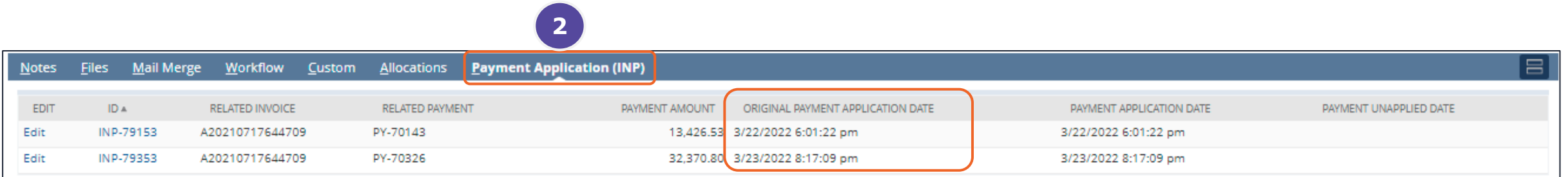


When is updating Original Payment Application Date necessary?

- Primarily used for US transactions as commissions are calculated upon payment application.
- If the original payment was applied in a prior year and the payment has been voided and recreated, and the commissions on the new payment application should be calculated using the original scope year.
 - Use the Original Payment Application Date on the original payment application (INP-) record.
 - If the wrong date is used, SAPC may not calculate the commission correctly for US Parties.
- During year end cutover: all payments applied on a specific date in January for the December period (both US and Canada) will have the Original Payment Application date backdated to December.

Deal Admin: Locating Original Payment Application Date

- 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. Original Payment Application Date:** The Original Payment Application Date for each INP- record is displayed in its own column.



EDIT	ID ▲	RELATED INVOICE	RELATED PAYMENT	PAYMENT AMOUNT	ORIGINAL PAYMENT APPLICATION DATE	PAYMENT APPLICATION DATE	PAYMENT UNAPPLIED DATE
Edit	INP-79153	A20210717644709	PY-70143	13,426.53	3/22/2022 6:01:22 pm	3/22/2022 6:01:22 pm	
Edit	INP-79353	A20210717644709	PY-70326	32,370.80	3/23/2022 8:17:09 pm	3/23/2022 8:17:09 pm	

Deal Admin: Updating the Original Payment Application Date

Team members who have access to the Deal Admin role are authorized to perform changes to Original Payment Application dates on Payment Application (INP-) records.

- 1. Access INP- Record for payment that needs updating:** Click on the INP- number of the record that needs the date updated. This will open a new window.
- 2. Edit the INP record:** Click Edit
- 3. Update the Original Payment Application Date:** Locate and update the Original Payment Application date to match the original payment application records. *Ensure to leave the timestamp intact.*
4. Click **Save**

EDIT	ID ▲	RELATED INVOICE	RELATED PAYMENT	PAYMENT AMOUNT	ORIGINAL PAYMENT APPLICATION DATE	PAYMENT APPLICATION DATE	PAYMENT UNAPPLIED DATE
Edit	INP-79153	A20210717644709	PY-70143	13,426.53	3/22/2022 6:01:22 pm	3/22/2022 6:01:22 pm	
E	INP-79353	A20210717644709	PY-70326	32,370.80	3/23/2022 8:17:09 pm	3/23/2022 8:17:09 pm	

AY Payment Application (INP) - Google Chrome
3857081-sb2.app.netsuite.com/app/common/custom/custrecordentry.nl?rectype=742&id=79353&l=T

AY Payment Application (INP)

INP-79353

[Edit](#) [Cancel](#) [Print](#) [Share](#) [Actions](#)

You do not have access to Documents and Files.

PAYMENT UNAPPLIED DATE

DATE CREATED: 3/23/2022 8:17 pm

LAST MODIFIED BY: 3/23/2022 8:17 pm E18W2K001030

INACTIVE

RELATED INVOICE: A20210717644709

RELATED PAYMENT: PY-70326

PAYMENT AMOUNT: 32,370.80

PAYMENT APPLICATION DATE: 3/23/2022 8:17:09 pm

ORIGINAL PAYMENT APPLICATION DATE: 3/23/2022 8:17:09 pm

RELATED DEAL: 5643431057

RELATED PY DATE: 3/23/2022

RELATED DEAL TYPE: Lease

SALESFORCE (APTO) ID:

AY Payment Application (INP)

INP-79353

[Save](#) [Cancel](#) [Change ID](#) [Customize Form](#) [Actions](#)

You do not have access to Documents and Files.

FORM *
Applica...NPJ Preferred Form

4

INP-79353

DATE CREATED: 3/23/2022 8:17 pm

LAST MODIFIED BY: 3/23/2022 8:17 pm E18W2K001030

INACTIVE

RELATED INVOICE: A20210717644709

RELATED PAYMENT: PY-70326

PAYMENT AMOUNT: 32,370.80

PAYMENT APPLICATION DATE: 3/23/2022 8:17:09 pm

PAYMENT UNAPPLIED DATE

3

ORIGINAL PAYMENT APPLICATION DATE: 3/22/2022 8:17:09 pm

RELATED DEAL: 5643431057

RELATED PY DATE: 3/23/2022

RELATED DEAL TYPE: Lease

SALESFORCE (APTO) ID:

**AVISON
YOUNG**