

Franchise Operations – Standard Operating Procedure

05. RMS Accounting Module – Processing Payment in Accounts Receivable With Payment Commission

ACC - 013

Overview

Accounts Receivable (AR) feature in RMS enables the user to process a payment in the Accounts Receivable once the payment amount is received. Correct use of this function makes handling the payments from company/travel agent accounts simpler as well as streamlines the overall payment process and able to record on the commissions paid.

Standard

To ensure that all Franchise Business Partners utilise a full potential of the RMS and make use of the Accounts Receivable function to ensure correct management of company/ travel agent related accounts and payments.

Procedure

It is a responsibility of the Franchisee (or another Employee assigned by the Franchisee) to ensure that all company and travel agents AR payments are being processed in correct and timely manner.

To process a payment with a Commission in Accounts Receivable, below steps are to be completed:

- Go to Accounts > Accounts Receivable in RMS.
- Select an **A/R Type of Company, Travel Agent or Wholesaler**.
- Select an **Entity**'.
- Select the 'Account Number'

The screenshot shows the RMS Accounts Receivable interface. The left sidebar contains a navigation menu with 'Accounting' and 'Accounts Receivable' highlighted. The main area displays a list of accounts receivable for 'Quest Albury'. A table shows details for 'Albury Wodonga Health' with columns for Name, Res No, Arrive, Depart, Acc No, Inv Created, Inv No, Total Owing, and Payment. The table is filtered by 'A/R Type: Company' and 'View: Unpaid Invoices'.

Name	Res No	Arrive	Depart	Acc No	Inv Created	Inv No	Total Owing	Payment
Albury Wodonga Health	1456160	12-Jan-2023	23-Jan-2023	2800135	14-Jan-2023	820139	354.00	
Bila Community Group	1724489	07-Jan-2023	10-Mar-2023	3226639	01-Mar-2023	821488	10,865.36	
Brad Jones Racing	1962580	17-Mar-2023	21-Mar-2023	3594355	21-Mar-2023	822247	796.00	
Calvary Holdings Pty Ltd	2161825	16-Apr-2023	03-Jul-2023	3910538	21-Apr-2023	823230	910.00	
Central Coast Crusaders	1883987	19-Apr-2023	21-Apr-2023	3467596	21-Apr-2023	823242	364.00	
Centre Against Violence	2156820	19-Apr-2023	22-Apr-2023	3902595	22-Apr-2023	823268	1,035.00	
Centre Against Violence (CAV)	2149757	16-Apr-2023	22-Apr-2023	3891110	22-Apr-2023	823295	1,092.70	
Dr Ganesh Balendra	2116223	10-Apr-2023	22-Apr-2023	3838286	22-Apr-2023	823297	2,660.00	
Dr Nayanika Barat	1837007	30-Mar-2023	24-Apr-2023	3393788	24-Apr-2023	823327	4,977.40	
Eoin Sheehy	2126430	21-May-2023	27-May-2023	3854737	24-Apr-2023	823342	364.00	
Kim Van Dijk	1936804	16-Apr-2023	08-May-2023	3552137	08-May-2023	823637	4,510.00	
Tallis Vaughan	2020850	16-Apr-2023	22-May-2023	3686546	15-May-2023	823857	5,929.86	
Stephen Bullivant	1998220	11-Mar-2023	17-Jun-2023	3650380	15-May-2023	823858	6,325.44	
Dr Khai Ching Lim	2173193	07-May-2023	18-May-2023	823900	18-May-2023	823900	2,255.00	

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- In the pop up window Select 'A/R'
- To deduct the commission, select 'Credit Note'
- Select 'Description'- 'Travel Agent Commission Adjustments'
 - Type 'Comment'- *Commission Paid*
- Enter the amount of the commission in 'Unit Price' (make sure you add minus in front of the amount as it is credit)
 - 'Apply/Exit'

Reservation Account 2800135 Res No: 1820666 Name: Dr Ganesh Balendra Property: Quest Albury Room: 303A - 060 (Local)

Credit Note Receipt Corrections Exit

Date	Inv No	GL	Map Code	Description	TAX	Debit	Credit	Balance
14 Jan 2023	820139	X3		A/R Transfer From General, Res No: 1456160, Inv No: 820139	0.00	354.00		354.00 DR
23 Jan 2023	820370	X3		A/R Transfer From General, Res No: 1456160, Inv No: 820370.	0.00	1,593.00		1,947.00 DR
10 Mar 2023	820370						1,593.00	354.00 DR

Credit Note Details Acc No: 2800135 View: A/R Apply/Next Apply/Exit Exit

Date: 02-Aug-2023 Quantity: 1

Description: Unit Price: 0.00

Comment: Total: 0.00

Fully Paid Invoices

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- Select the **'check box'** of the account
- Enter the amount paid in amended **'payment'** against the reservation
 - The amount should be reflected in the **'To be Allocated'** box
 - Select Payment Method and choose **'Receipt'**

The screenshot displays the RMS Accounting Module interface. The sidebar menu on the left includes options like Dashboard, Charts, Reservations, Accounting, Housekeeping, Reports, and Asset Maintenance. The main content area shows the 'Accounts Receivable' section for 'Quest Albury'. A table lists various accounts with columns for Name, Owing, and Payment. The 'Payment Method' dropdown is set to 'Receipt', and the 'Auto' checkbox is checked. The 'To be Allocated' box shows a value of -354.00, and the 'Allocated' box shows a value of 354.00.

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→ Select '**Direct Credit**'

→ A) Total amount is pre populated from the main screen when entered

→ B) Select the Date the Payment was received in '**Date Banked**'

→ C) Enter relevant details in '**Drawer**' and '**Comments**' eg: payment received etc.

→ Select '**Apply**'.

→ Ensure the Payment Amount is against the Outstanding Invoices and '**To be allocated**' amount is now '**Allocated**'

→ Select '**Process**'.

→ An Accounts Receivable Payment Receipt will be displayed on screen.

Batch ▾ Payment Method ▾ Reprint Receipt Process							
Records Found 83, Total Owing: 206,535.86)							
Part	Acc No		Inv Created	Inv No	Total Owing	Payment	Auto
	(New)				0.00	0.00	
2023	2800135	3	14-Jan-2023	820139	354.00	354.00	<input checked="" type="checkbox"/>
2023	3226639	2	01-Mar-2023	821488	10,865.36	0.00	<input type="checkbox"/>

Reference, **ACC-013 - User Guide -Processing Payment In Account Receivable With Payment Commission**, for detailed visual guide.

Version Control

Version	Issue Date	Developer	Approval	SLT Meeting Review
01	18 May 2020	Quest Academy	David Valentine	