



HOTEL MANAGEMENT SYSTEM

***PENDINGS
and
COMMISSIONS
MENU***

SUMMARY PENDING AND COMMISSION

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PENDING AND COMMISSION

Functions attached:

- *MANAGEMENT OF PENDING ACCOUNTS*
- *HANDLING BILLING REMINDERS*
- *COVER LETTERS*
- *ACCRUED COMMISSIONS*

Lists attached:

- *PENDING ACCOUNTS*
- *BOOKKEEPING ACTIVITY*
- *PENDING ACCOUNT SUMMARY*
- *SUMMARY ANALYSED PENDING*
- *ANALYSED SUMMARY OF INVOICES*
- *COMMISSIONS ACCRUED*
- *COMMISSIONS PAID*

FUNCTION KEYS/ICONS

Below are the function keys and icons that are used to manage pending and commission payments.

➤ UPPER MENU BAR

Stampe commissioni Stampe sospesi Exit Window

PRINT COMMISSION Accesses all print functions related to commissions.

PRINT PENDING Accesses all print functions related to pending accounts.

EXIT Closes a window.

WINDOW Selects and positions a window on the screen.

➤ UPPER TOOLBAR



SAVE

Each and every time information is entered, modified or cancelled it must be saved. Following any input, click the SAVE icon or press F10 to store newly entered data in the computer's memory.



SUMMARY

INVOICE ANALYSIS

Permits you to print a summary invoice.



REFUNDS

CREDITS

Permits you to process and print a refund/credit statement.



INSERT

Allows you to manually enter a pending if it has not been transferred automatically by the system.



SEARCH

Allows you to search for a pending attached to an agency/firm.



CANCEL

Allows you to cancel data that has not yet been saved.



***ACCOUNT
STATEMENT***

Prints account statement summarising agency/firm's pending charges



***COVER
LETTER***

Allows you to print an accompanying cover letter.



***BILLING
REMINDER***

Allows you to print a billing reminder.



HELP



EXIT

Exits the displayed window.



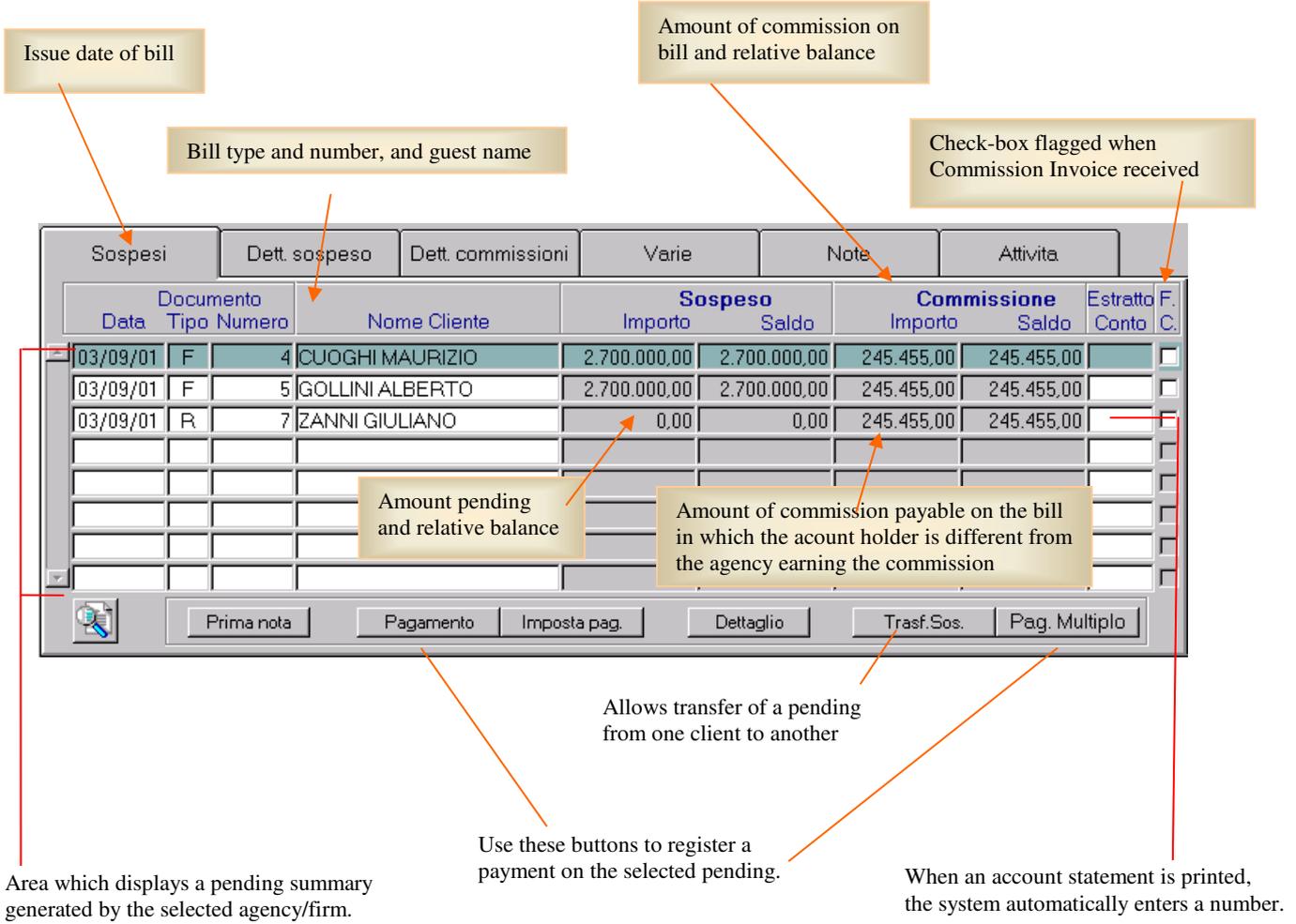
Today's date.

PENDING WINDOW

The **Pending** window is composed of several folders that provide detailed information about an agency/firm's pending account activity and also calculate appropriate commissions.

The part of the window immediately beneath the upper toolbar gives a general summary of the pending account activity where an agency/firm is the account holder. The lower part displays details of the pending generated.

 **ATTENTION: Pending account activity will be displayed and become accessible only after completion of *Daily Closure*¹.**



The screenshot shows a software window titled 'PENDING WINDOW' with a toolbar at the top containing buttons: 'Sospesi', 'Dett. sospeso', 'Dett. commissioni', 'Varie', 'Note', and 'Attività'. Below the toolbar is a table with columns: 'Documento Data Tipo Numero', 'Nome Cliente', 'Sospeso Importo Saldo', 'Commissione Importo Saldo', and 'Estratto F. Conto C.'. The table contains three rows of data:

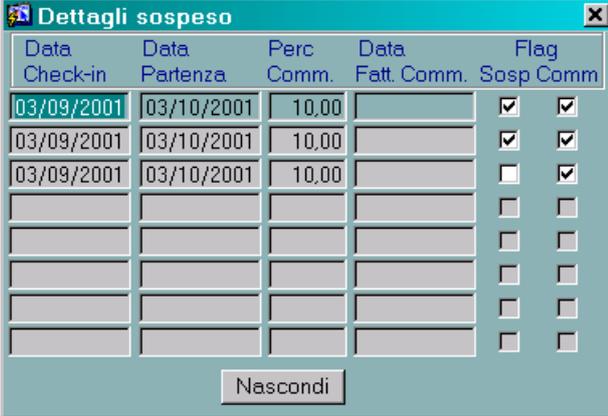
Documento	Data	Tipo	Numero	Nome Cliente	Sospeso Importo	Sospeso Saldo	Commissione Importo	Commissione Saldo	Estratto F. Conto C.
03/09/01	F		4	CUOGHI MAURIZIO	2.700.000,00	2.700.000,00	245.455,00	245.455,00	<input type="checkbox"/>
03/09/01	F		5	GOLLINI ALBERTO	2.700.000,00	2.700.000,00	245.455,00	245.455,00	<input type="checkbox"/>
03/09/01	R		7	ZANNI GIULIANO	0,00	0,00	245.455,00	245.455,00	<input type="checkbox"/>

Below the table is a toolbar with buttons: 'Prima nota', 'Pagamento', 'Imposta pag.', 'Dettaglio', 'Trasf. Sos.', and 'Pag. Multiplo'. A red box highlights the table area, and another red box highlights the bottom toolbar area.

Callouts and their descriptions:

- Issue date of bill:** Points to the 'Data' column in the table.
- Amount of commission on bill and relative balance:** Points to the 'Commissione Importo' and 'Commissione Saldo' columns.
- Check-box flagged when Commission Invoice received:** Points to the checkbox in the last column.
- Bill type and number, and guest name:** Points to the 'Tipo', 'Numero', and 'Nome Cliente' columns.
- Amount pending and relative balance:** Points to the 'Sospeso Importo' and 'Sospeso Saldo' columns.
- Amount of commission payable on the bill in which the account holder is different from the agency earning the commission:** Points to the 'Commissione Importo' and 'Commissione Saldo' columns.
- Allows transfer of a pending from one client to another:** Points to the 'Trasf. Sos.' button.
- Use these buttons to register a payment on the selected pending:** Points to the 'Pagamento' and 'Imposta pag.' buttons.
- When an account statement is printed, the system automatically enters a number:** Points to the 'Pag. Multiplo' button.
- Area which displays a pending summary generated by the selected agency/firm:** Points to the entire table area.

¹ See *Closure, Closure at End of Day*

BUTTON	DESCRIPTION
	 <p>The search icon helps you locate an account transaction with specific parameters</p>
<p>Prima nota</p>	<p>Account management of pending accounts is effected with <i>DayBook</i> and the system registers each transaction the moment it is entered. This means that the <i>DayBook</i> is updated in real time and NOT during Close Day procedure. In case of error it's possible to cancel the payment transaction (the same day it's entered), the procedure will cancel the exit transaction within the pending archive that <i>DayBook</i> has generated. The option of accounting/bookkeeping through <i>DayBook</i> is activated ONLY when interfaced with Sigla++ software.</p>
<p>Pagamento</p> <p>Imposta pag.</p>	<p>The <i>Payment</i> and <i>Payment Type</i> buttons, allow you to make a quick payment entry on a pending account. This function can be used only for pending transactions that do not involve commissions. This function will not permit payment of commissions. Using the button <i>Payment Type</i> it is possible to define the mode of payment (Check, bank draft, etc.) to enter a payment, highlight the appropriate line within the detailed pending list and click <i>Payment</i>. The procedure memorises the last mode of payment registered until you change the client index entry, allowing the same payment mode to be used for all pending/payment transactions for a particular client.</p>
<p>Dettaglio</p>	<p>Clicking this button displays account activity details of the client selected:</p>  <div data-bbox="1002 1413 1390 1798" style="border: 1px solid black; padding: 5px;"> <p>For each document, the information displayed includes:</p> <ul style="list-style-type: none"> - guest check-in/arrival date - departure/document issue date - Commission % payable - Pending open when flagged - Commission calculated when flagged </div>
<p>Trasf.Sos.</p>	<p>This button allows you to transfer a pending charge from one client to another.</p>
<p>Pag. Multiplo</p>	<p>This button allows you to process multiple payments.</p>

FOLDER	DESCRIPTION	
<p>Sospesi</p>	 <p>Information summary of a pending account</p>	
<p>Dett. sospeso</p>	 <p>Summarizes all transactions related to the selected pending (payment, refund/credit, etc.)</p>	
<p>Dett. commissioni</p>	 <p>Summarizes all transactions related to commissions calculated on the selected pending (payments, cancellations, or corrections)</p>	
<p>Varie</p>	<p>This folder summarises the following data:</p> 	
<p>Note</p>	<p>Allows you to enter any notes desired.</p>	
<p>Attivita</p>	<p>Here you can record telephone calls or billing reminders on a pending account</p>	

The unified management of the pending/commissions files involves the need to display pending accounts based on three different criteria:

- Guest arrival date
- Guest departure date
- Date bill was issued

To handle multiple payments, click **Pag. Multiplo** and follow the procedure shown below:

Issued documents can be displayed in order of:

- Guest arrival date
- Guest departure date
- Document issue date

Click one of the three checkboxes to select how you wish to display the documents

SEARCH PENDING FILE

1. From the program opening screen select **Pending** then click on the function **Managing Pending**.

2. Within the **Pending** window, click **Search**  and proceed as follows:

Execute (to search database)  **Cancel** (to end search and return to previous screen)

Position cursor over the field in which you'd like to search² (if you do not enter data into one of the fields, the system will search the entire database) and click **Execute** (or press F8) to search the database. To end search and return to the previous screen click **Cancel** or (or press CTRL+q).

² To make a search, indicate one or more letters followed by the % (percent) sign. For example, in the *Guest Name* field, typing ALPI% will show ALPITOUR, ALPIEAGLES, and even ALPINESTARS

ENTER A PENDING MANUALLY

As pointed out in the preceding section, the system automatically transfers pending charges when processing the *Close Day* procedure. This list of pending accounts and any attached commissions, is available through the *Pending* window. The program also allows you to enter a pending charge manually as follows:

1. Locate the pending account as described on page 9.

2. Select the agency/firm desired and click *Insert*  to display the following window:



Documento		Nome Cliente
Data	Tipo	Numero
01/09/2001	F	45
LUSETTI MASSIMILIANO		
Totale conto	Importo sospeso	
1.500.000,00	1.500.000,00	
Totale commis.	% commissione	Importo commis.
1.500.000,00	10,00	150.000,00
Data arrivo	Data partenza	Tipo Pagamento
28/08/2001	01/09/2001	SQ

1. Document: Date, Type, Number
2. Name of Guest
3. Total account statement
4. Total amount Pending (must correspond to the total account statement)
5. Total on which to calculate commission (entered automatically based on the amount indicated in the total account field)
6. Percent of commission
7. Commission Total (calculated automatically)
8. Guest arrival date
9. Guest departure date
10. Type of Payment

3. Click *Confirm* to save the operation.



ATTENTION: When manually entering a fiscal document number, make certain the number you enter does not correspond to the number of a bill issued by the system for the year in course. Errors can leave the computer system unable to effect *Close Day* procedure.

PENDING - PAYMENT IN FULL

1. Locate the pending account as described on page 9.
2. Within the *Pending* folder, select the account on which you wish to register payment.

3. The system allows you to define pending payments, but also to define the type of payment being used to settle a pending account:

Click **Payment Type** to define how the pending payment is collected

Press F9 to select among the payment types given

Click **Payment** to enter payments for pending accounts. You *cannot* enter commissions.

If a pending payment has a commission attached, handle the transaction through the **Commission Details** folder. Using the Commission Details folder generates a transaction, which will not effect the the front office report.

CP = Commission Payment

Sospesi		Dett. sospeso		Dett. commissioni		Varie		Note		Attività	
20/09/2001		F	164	FALLA LUIGI							
Movimento											
Data	Tipo	Pagam.	Note	Op.	Importo						
					Entrate	Uscite					
20/09/2001	E			PA	370.909,00						
25/09/2001	IC	CO	PAGAMENTO COMMISSIONE	B3		370.909,00					

CO = Type of Payment for commission



N.B. The **Transfer Pending** button allows you to transfer a pending charge from one client account to another.

From

Tipo	Ragione Sociale	Città	Nazione	Saldo
A	E&C Convention Management	Munich		230,000

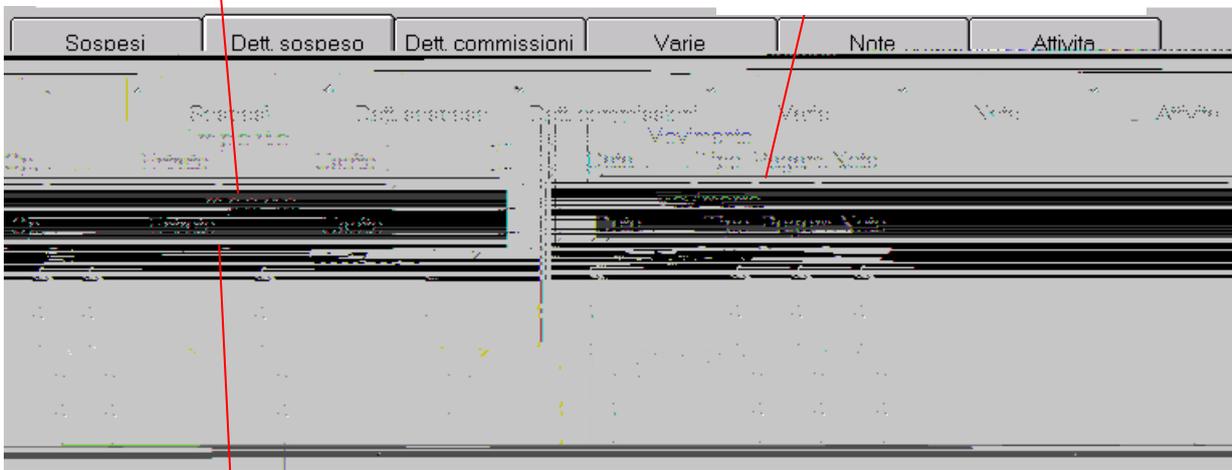
To



5. After entering all necessary information, save the operation by clicking *Execute*.

The code *E* indicates an entry transaction or the registration of a pending charge

The code *~A* tells the operator that a pending charge was entered automatically by the system during Close Day procedure



The code *U* indicates an exit transaction or payment

To enter a cancellation of payment use the following procedure:

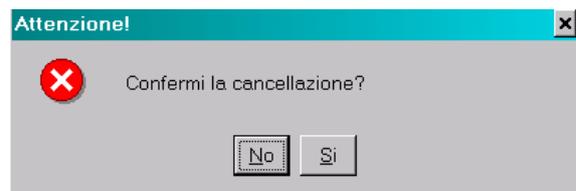
1. In the *Details* folder select the “*U*” or cancellation transaction.



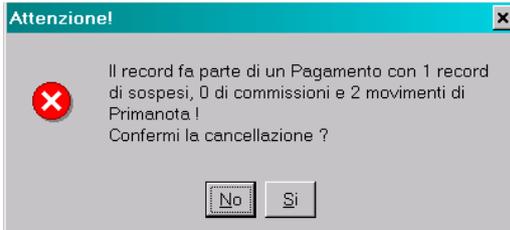
2. Click *Cancel* to delete the payment line entered by the system at the moment the payment was entered. At this point the system requests you verify the cancellation:



ATTENTION: This operation can be effected *only* during the same day in which the pending charge was entered



Clicking *Yes* will display the following dialog box:



When you confirm your intention to cancel a payment, the system will automatically cancel this transaction and all *DayBook* transactions that may be attached

4. The cancellation will be saved when you click *Yes*

HANDLING MULTIPLE PAYMENTS

The ***Multiple Payments*** window is used to enter *Partial payments* on a pending account as this operation CANNOT be effected within the *Pending Details* folder.



The ***Multiple Payment*** function is used to manage pending payments where you wish to:

1. **Partially re-enter a single pending charge**
2. **Totally or partially re-enter multiple pending charges with a single transaction**
3. **Totally or partially re-enter multiple pending charges, which are attached to a commission, with a single transaction**

To handle multiple payments, click and follow the procedure shown below:

Exit

SAVE Ordinarmento Data Arrivo Data Partenza Data Docum. ? EXIT 04 Settembre

Pagamento Sospesi

AVENTIS CROPSCIENCE ITALIA PIAZZA TURR, 5 11334750 MILANO

Data	Documento Tipo Numero	Sospeso		Commissione			+/- iva	+/- iva	Fat	Com	Sel
		Iniziale	Finale	Iniziale	Rettifiche	Pagamento					
03/09/01	R 6	0,00	0,00	245.455,00	0,00	245.455,00	245.455,00				<input checked="" type="checkbox"/>
03/09/01	F 6	2.700.000,00	2.700.000,00	245.455,00	0,00	245.455,00	245.455,00				<input checked="" type="checkbox"/>
03/09/01	F 7	2.700.000,00	2.700.000,00	245.455,00	0,00	245.455,00	245.455,00				<input checked="" type="checkbox"/>
Totale		5.400.000,00	5.400.000,00	736.365,00			736.365,00				

Dare: AS ASSEGNI, CO COMMISSIONI, SP SPESE, AB ABBUONI

Avere: 5.400.000,00

Totale Sospeso: 736.365,00

Pagamento

Saldo: 736.365,00 Dare, 5.400.000,00 Avere, -4.663.635,00

Issued documents can be displayed in order of:

- Guest arrival date
- Guest departure date
- Document issue date

Click one of the three check-boxes to select how you wish to display the documents

Pending

The *Initial* amount can be different from the *Final* amount due to credits or partial payments applied to the account. The system automatically suggests the same value for the *Final* field as indicated in the *Initial* field. Therefore, whenever the pending charge must be modified, you need only change the amount indicated in the *Final* field.

Commission

This column will indicate the following information:

- Initial: amount calculated when a bill is issued
- Rectify: any changes to the amount displayed in the *Initial* field
- Payment: amount used as code CO = commission-earning charges, for pending payments
- +/-VAT: this field displays the total commission charge in a way different from that in the check-box +/- VAT if selected

Pagamento Sospesi

BONOMI E PAGANI SRL VIA PAOLO DA CANNOBIO, 2 MILANO

Data	Documento Tipo Numero	Sospeso		Commissione			+/- iva	+/- iva	Fat	Com	Sel
		Iniziale	Finale	Iniziale	Rettifiche	Pagamento					
08/09/01	R 106	450.000,00	450.000,00	0,00	0,00	0,00	0,00				<input checked="" type="checkbox"/>
08/09/01	R 107	300.000,00	300.000,00	0,00	0,00	0,00	0,00				<input checked="" type="checkbox"/>
08/09/01	F 131	0,00	0,00	1.112.727,00	0,00	1.112.727,00	1.112.727,00				<input checked="" type="checkbox"/>
08/09/01	F 132	35.000,00	35.000,00	0,00	0,00	0,00	0,00				<input checked="" type="checkbox"/>
09/09/01	F 134	0,00	0,00	181.818,00	0,00	181.818,00	181.818,00				<input checked="" type="checkbox"/>
Totale		785.000,00	785.000,00	181.818,00			181.818,00				

Dare: BO13 BONIFICO, CO INCASSO COMMISSIONE, SP SPESE BANCARIE, AB ABBUONI

Avere: 600.000,00, 181.818,00, 3.000,00, 182,00

Totale Sospeso: 785.000,00

Pagamento

Saldo: 785.000,00 Dare, 785.000,00 Avere, 0,00

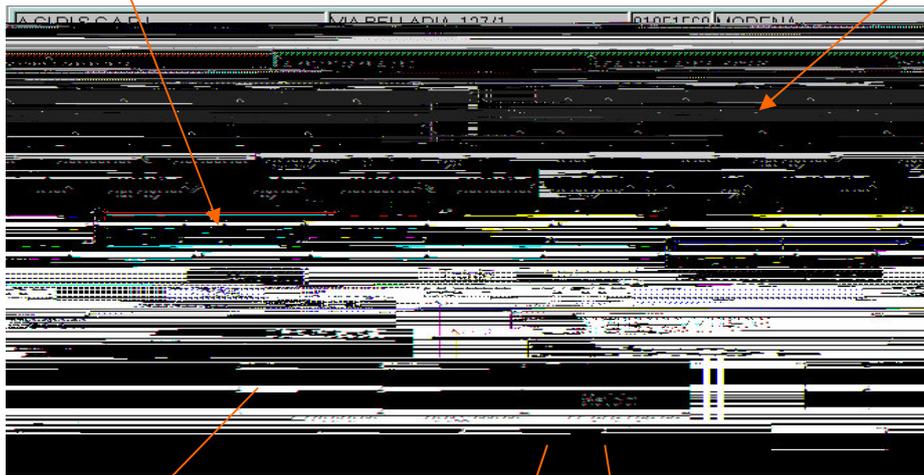
The moment the payment is effected, it is possible to use the amount relative to commissions

Payment grid: This grid displays information relative to pending payments selected (normally, displayed is the net payment showing commissions). Within the grid, the operator can also enter associated banking charges and possible rebates or allowances. The types of payment indicated in the grid are controlled by default parameters. Within the *Pending Details* window, pending bills, appear as a single payment transaction with the principal type of payment indicated on the first line (Bank draft is the default setting)

- As indicated in the figure below, once you have selected pending bills to which you will apply the payment, you can enter a partial payment (on the amount pending), amend and/or partially pay a commission.

Partial payment of certain bills relative to the multiple payment

Adjustments and partial payments of some charges relative to the commissions associated with the multiple payment



Amount of pending account balance that will be settled with the multiple payment

Amount of payment on commission

Amount of commission that will be paid when the net multiple payment is received and applied



When you have selected a document or commission from the payment window, the system displays guest details such as dates of arrival, departure, and name of guest for which the pending charge or commission applies:

Arr: 17/09/2001 Par: 20/09/2001 Cli: PALLA LUIGI

- From the payment window you can also perform the following operations:

1. Determine the addition of VAT on a commissionable charge amount (see column +/- VAT). Bear in mind that agency invoices can show varying commission + VAT% in keeping with the laws of different nations in which agencies operate. You will find the applicable VAT% defined within the *Bookkeeping* folder of each individual agency's *Client Index* entry:

Pagamento Sospesi

BONOMI E PAGANI SRL VIA PAOLO DA CANNOBIO, 2 MILANO 10

Data	Documento Tipo	Numero	Sospeso		Commissione			+/- Iva	+/- Iva	Fat. Com	Sel
			Iniziale	Finale	Iniziale	Rettifiche	Pagamento				
08/09/01	R	106	450.000,00	450.000,00	0,00	0,00	0,00	0,00	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
08/09/01	R	107	300.000,00	300.000,00	0,00	0,00	0,00	0,00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
08/09/01	F	131	0,00	0,00	1.112.727,00	0,00	1.112.727,00	1.223.999,00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
08/09/01	F	132	35.000,00	35.000,00	0,00	0,00	0,00	0,00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
09/09/01	F	134	0,00	0,00	181.818,00	0,00	181.818,00	199.999,00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Totale			785.000,00	785.000,00	181.818,00			199.999,00	<input type="checkbox"/>		

Once you define the applicable VAT, the Multi-Payment section of the window appears as indicated. The commissionable amount is automatically increased by the VAT percentage indicated in the Client Index

2. The *Com Inv* check-box (center) is flagged if a commission invoice has already arrived, as indicated in the figure below:

+/- Iva	Fat. Com	Sel
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Once you have finished applying payment to the documents click **Pagamento** to confirm.

FRONT-OFFICE GP Dati Hotel Service (**E) **Jolanda ...

10 Settembre

Prima nota

Movimenti di Primanota (Cassa) Data 10/09/2001

Data	Causale	Descrizione	Entrate	Uscite	Sottoconto	Controp.	Op.CIPC.
10/09/2001	20	Generica inc. sospesi	0,00	785.000,00			
10/09/2001	20	Generica inc. sospesi	580.000,00	0,00	1801000097		
10/09/2001	20	Generica inc. sospesi	199.999,00	0,00	2406100999		
10/09/2001	20	Generica inc. sospesi	5.001,00	0,00	5106000140		

Ditta BONOMI E PAGANI SRL

Within the *DayBook* window, a statement is entered for each type of payment received. Transactions within a subaccount, as shown, are those tabulated within the accounting program SIGLA++. For example:

Tabelle: movimenti SOSPESI

Codice	PagaDT	Sottoconto dare	Sottoconto avere	Caus.	Attivo
2	CO	2406100999		CCO	1

MANAGING SUMMARY INVOICE

To issue a summary invoice proceed as follows:

1. Locate the pending account as described on page 9.

2. Issuing a summary invoice can be made by clicking  which displays the following window:

You can define a time interval for the summary invoice

Account holder information that will be used on the fiscal receipt.
Client: Responsible account holder of charge selected on left
Note: Optional note relative to the fiscal receipt selected on left

This part of the window lists all the fiscal receipts issued within the specified time period. To define the insertion of one fiscal receipt within the summary invoice, flag the check-box right of *Total Pending*.

Fattura Riepilogativa

Sospesi Dal 01-01-2000 al 13-08-2001 Formato Standard Valorizzato

Hotel	Data	Num. Doc.	Totale Conto	Totale Sospeso	
H	01-01-01	200	R	.00	200.000,00
H	04-02-00	560	R	.00	3.400.000,00
H	02-01-00	450	R	.00	34.000.000,00

Intestataria SALMOIRAGHI & VIGANO SPA
 Cliente VALENTINI FEDERICA
 Note

Data	Add.	Totale	Coperti

Caparre / Depositi utilizzabili

Anno	Numero Doc.	Residuo	DA SCARICARE

Note Totale
37.600.000,00
 Cambio

Caparre .00
 Depositi .00

3. Once you define the fiscal receipts to include in the summary invoice, you can print the fiscal document by clicking:



IN-DEPTH OPERATION:

- ◆ To make a test printout, click 
- ◆ If you wish to re-print the summary invoice (due to printing problems, etc.) click 

4. When you issue a summary invoice in this way, all the individual fiscal receipts within the *Pending* folder will be replaced by this summary. The information details of individual fiscal receipts are moved to an attached table, accessible by double-clicking the individual line of the summary invoice (that is generated as described below).

Sospesi		Dett. sospeso		Dett. commissioni		Varie		Note		Attività	
Data	Documento Tipo Numero	Nome Cliente	Sospeso		Commissione		Estratto F.				
			Importo	Saldo	Importo	Saldo	Conto	C.			
04/09/01	R 8	SINIBALDI GIOVANNI	161.000,00	161.000,00	0,00	0,00					
04/09/01	R 9	FORIERI CLAUDIO	161.000,00	161.000,00	0,00	0,00					
04/09/01	R 10	ZUANETTI ANNA	161.000,00	161.000,00	0,00	0,00					
04/09/01	R 11	VALVASON ERMANNNO	161.000,00	161.000,00	0,00	0,00					
04/09/01	R 12	PENACCHIONI ANNA	161.000,00	161.000,00	0,00	0,00					
04/09/01	R 13	CAVALETTO MARA	161.000,00	161.000,00	0,00	0,00					
04/09/01	R 14	ZANICHELLI MARIA	161.000,00	161.000,00	0,00	0,00					
04/09/01	R 15	EINAUDI GIOVANNI	161.000,00	161.000,00	0,00	0,00					

Before issuing the fiscal receipt, the pending file is displayed as shown

When a summary invoice is issued, a new line is inserted in the pending file, which indicates the single summary invoice. This composite entry will indicate the total of the receipts and the total of any commissions calculated on the receipts.

Sospesi		Dett. sospeso		Dett. commissioni		Varie		Note		Attività	
Data	Documento Tipo Numero	Nome Cliente	Sospeso		Commissione		Estratto F.				
			Importo	Saldo	Importo	Saldo	Conto	C.			
05/09/01	FR 8	FATTURA RIEPILOGATIVA	1.288.000,00	1.288.000,00	0,00	0,00					

When you create a summary invoice, all files relevant to the charges summarised within, are regrouped under one single entry.

To display the summarised documents, double-click the relevant line of the summary:

Documenti collegati Fattura Riepilogativa							
Documento			Sospeso		Commissione		
Data	Tipo	Numero	Nome Cliente	Importo	Saldo	Importo	Saldo
04/09/20	R	8	SINIBALDI GIOVANNI	161.000,00	161.000,00	0,00	0,00
4/09/200	R	9	FORIERI CLAUDIO	161.000,00	161.000,00	0,00	0,00
4/09/200	R	10	ZUANETTI ANNA	161.000,00	161.000,00	0,00	0,00
4/09/200	R	11	VALVASON ERMANNNO	161.000,00	161.000,00	0,00	0,00
4/09/200	R	12	PENACCHIONI ANNA	161.000,00	161.000,00	0,00	0,00
4/09/200	R	13	CAVALETTO MARA	161.000,00	161.000,00	0,00	0,00
4/09/200	R	14	ZANICHELLI MARIA	161.000,00	161.000,00	0,00	0,00
4/09/200	R	15	EINAUDI GIOVANNI	161.000,00	161.000,00	0,00	0,00

When you issue a summary invoice you can apply (totally or partially) deposits that may be attached to the account holder's *Client Index* file:

Caparre / Depositi utilizzabili				
Anno	Numero	Doc.	Residuo	DA SCARICARE
01	3322		250.000,00	250.000,00
01	3323	F	1.500.000,00	1.150.000,00
			Caparre	250.000,00
			Depositi	1.150.000,00

If the account holder's Client Index entry contains a deposit, which has not yet been used, part or all of it can be applied to the charges of the summary invoice at the time of issue.

If a client has a deposit on account, it can be applied (totally or partially) when issuing a summary invoice.

HANDLING PAYMENTS RECEIVED

Payments received on a summary invoice are handled with the *Multi-Payment* function.

1. Locate the Client Index entry of the account holder making payment on the summary invoice
2. Click *Multi-Payment* (bottom right)

3. Click  to locate the summary invoice with the following window:

Ricerca Avanzata

Fattura Riepilogativa Numero Data

Estratto Conto

Data Arrivo da Data a Data

Data Partenza

Seleziona tutti

Annulla Conferma

Search a specific file by selecting *Summary invoice* and entering its *Summary invoice Number*. Click Confirm to begin the search.

Pagamento Sospesi									
BEIERSDORF S.P.A.		MA ERACLITO, 30		00719560 MILANO					
Hotel	Documento	Sospeso		Commissione		Pagamento		+/- iva	
	Data	Tipo	Numero	Iniziale	Finale	Iniziale	Rettifiche		
	08-10-2001	FR	180	1.870.000,00	1.870.000,00	209.090,00	0,00	209.090,00	250.908,00
Totale				1.870.000,00	1.870.000,00	209.090,00			250.908,00

Once you locate the Summary invoice, you can enter a Payment Received as described in the above section *Handling Multi-Payments*

MANAGING ACCOUNT STATEMENTS

To issue a *Account statement* follow the steps below:

1. Locate the pending account as described on page 9.

2. Highlight the account you wish to process and click  to display the following window:

Flag the check-box beside each bill you wish to include in the *Account Statement*.

3. Once you have defined the documents to include within the summary invoice you can issue and print the fiscal document by clicking 



IN-DEPTH OPERATION:

- ◆ If you need to make a test printing, click 
- ◆ If you need to re-print a Summary invoice (due to problems with the printer etc.), click 

5. Once you have printed a *Account Statement* the Pending Payment file will be updated as follows.

Sospesi		Dett. sospeso		Dett. commissioni		Varie		Note		Attività	
Documento		Sospeso		Commissione		Estratto F.					
Hotel	Data	Tipo	Numero	Nome Cliente	Importo	Saldo	Importo	Saldo	Conto	C.	
H	31/10/01	FR	215	FATTURA RIEPILOGATI	900.000,00	900.000,00	0,00	0,00			<input type="checkbox"/>
H	30/10/01	F	418	MARCHETTI CLAUDIA	500.000,00	0,00	50.000,00	50.000,00			<input type="checkbox"/>
H	30/10/01	F	467	MARCHETTI GIORGIO	500.000,00	300.000,00	50.000,00	50.000,00			<input type="checkbox"/>
H	30/10/01	F	654	BERTON ANNA MARIA	900.000,00	100.000,00	0,00	0,00			<input type="checkbox"/>
H	30/10/01	R	8980	QUAINI RUDY	300.000,00	300.000,00	30.000,00	30.000,00			<input type="checkbox"/>
H	30/10/01	R	8985	QUAINI CINZIA	650.000,00	650.000,00	0,00	0,00			<input type="checkbox"/>
H	09/10/01	R	240	VERONELLI	4.080.000,00	4.080.000,00		0,00			<input checked="" type="checkbox"/>
H	08/10/01	F	186	VAL	3.080.000,00	3.080.000,00	370.909,00	370.909,00			<input type="checkbox"/>

Each Individual bill paid through a summarised *Account Statement* will show the same number indicated on *Account statement*

HANDLING RECEIPTS – ACCOUNT STATEMENTS

Payments received on a *Account statement* are handled with the *Multi-Payment* function.

1. Locate the Client Index entry of the account holder making payment on the account statement

1. Click *Multi-Payment* (bottom right)

2. Click  to locate the summary invoice with the following window:

Ricerca Avanzata

Fattura Riepilogativa Numero Data

Estratto Conto

Data Arrivo da Data a Data

Data Partenza

Seleziona tutti

Search a specific file by selecting *Account statement* and entering its *Account statement Number*. Click *Confirm* to begin the search.

Once you select the *Summary invoice*, you can enter a *Payment Received* as described in the above section *Handling Multi Payments*

pagamento Sospesi

BEIERSDORF S.P.A. VIA ERACLITO, 30 00719560 MILANO

Hotel	Documento Data	Tipo	Numero	Sospeso		Commissione			+/- iva
				Iniziale	Finale	Iniziale	Rettifiche	Pagamento	
	09-10-2001	R	240	4.080.000,00	4.080.000,00	0,00	0,00	0,00	0,00
Totale				4.080.000,00	4.080.000,00	0,00			0,00

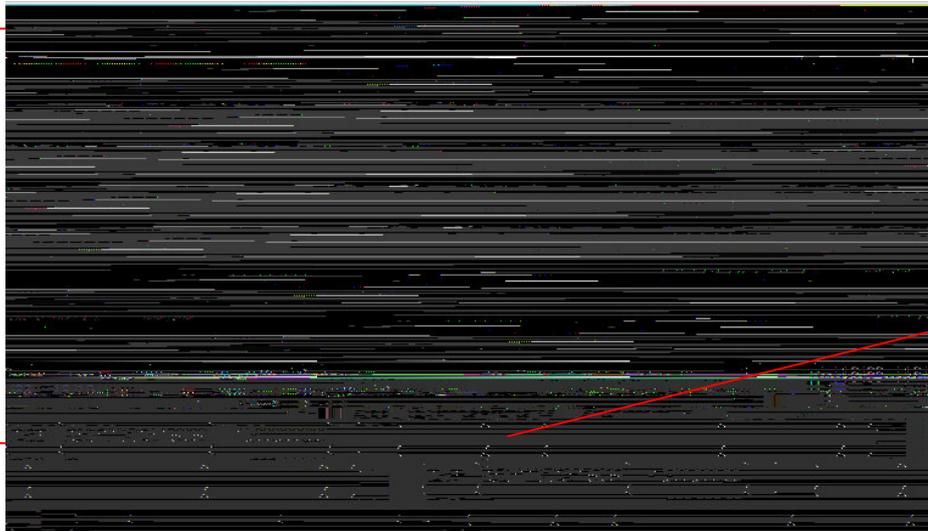
REFUNDS AND CREDITS

1. Locate the pending account as described on page 9.

2. Within the *Pending* folder, select pending either modify or cancel.

3. Click *Credit*  and then position the cursor on the *Charge* field.

Displayed here are the pending charges on the account to which the credit is to be attached

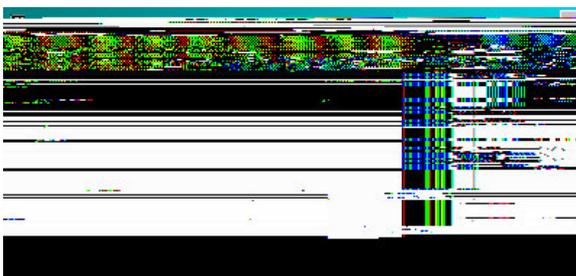


Displayed here is the account holder of the credit issued

In the *Notes* field, any reference made to the issued document will also be reported in the *Notes* field of the credit issued.

5. At this point, different handling methods are available for various types of credit you can issue:

- **PARTIAL CREDIT OF AN ISSUED BILL:** To modify/cancel a charge on a pending account, enter the charge code(s) and their relative amounts. The **Reference Date** field lets you define a specific date to which the cancellation refers (date which charge occurred). In the **Issued Bills** window, click **Details** to verify the date the charge was registered. To totally cancel one or more charges within an issued bill double-click on the appropriate charge(s) displayed on the left side of the window. The system automatically inserts the charge and all its relevant details within the credit notes.
- **TOTAL CREDIT AND REISSUING BILL:** in the lower right of the window, click **Cancel All** and the following dialog box opens:



If a total credit necessitates reissuing a bill (as when changing the account holder from one agency to another), complete these fields before you click **Print**. In this way, the system will print out the credit and then issue the new bill.

If you wish to process a credit only, click **Cancel**

Verify the amounts entered and the relative total and click **Print** 

Sospesi	Dett. sospeso	Dett. commissioni	Varie	Note	Attività
17/09/2001 F 46 BEIERSDORF					
Movimento					
Data	Tipo	Pagam. Note	Op.	Importo	Uscite
17/09/2001	E		FA	100.000,00	
03/12/2001	NC	SO	FE		100.000,00
Prima nota				Saldo	0,00

When a credit is entered, the client's balance outstanding is updated as shown.

To print out the credit and/or a new bill, go to **Check-Out**, then click on **Recovery of Issued Bills**

- **CREDIT ON A SUMMARY INVOICE:** credits are made directly on billing summaries as follows:

1. highlight the line which indicates the charge you wish to credit and click *Refund/Credit* icon

2. to effect credit on a single bill within a summary invoice, double-click on the line indicating the summary invoice and a list of all receipts, which it contains will be displayed

Highlight the line containing the fiscal receipt that you wish to credit. Click the *Refund/Credit* icon. At this point, you can choose to credit part or all of a fiscal receipt amount.

Documento	Data	Tipo	Numero	Nome Cliente	Sospeso	Saldo	Commissione	Saldo
	08/09/20	R	105	FANTOZZI BABBUINA	27.200,00	27.200,00	0,00	0,00

In the Pending Details folder, the line in the summary invoice, displays the cancellation credit as follows:

Movimento	Data	Tipo	Pagam.	Note	Op.	Entrate	Uscite
	08/09/2001	E	SO	AUTOMATICO FR	FA	27.200,00	
	08/09/2001	NC	SO	Eseguito su R n.105 del 08/09/2001	~E		27.200,00

Prima nota: Sospeso 0,00

When a *Refund/Credit* transaction on a single receipt of a summary invoice is made, details are displayed in the note field. **The printed credit receipt will contain the reference of the summary invoice.**



NOTE WELL:

- When making a credit on a document with commission, the commission is not automatically refunded along with the credit. It must be refunded manually through *Commission Details*
- When making a credit on a commissionable document, it is not possible to calculate a new commission when issuing a new document

MANAGING COMMISSIONS

As shown in the figures below, the amounts entered within the archive of pending charges can be:

1. net of commission
2. commissionable (commission payable)
3. only commissions

For every bill issued, commissions will be reported, if the pending file's holder has negotiated commission details which you'll find within that agency/firm's client index entry.

This possibility can be verified in case of an agency to which a commission is payable does not correspond to the account holder of the issued document (this is very common where agencies are involved in congresses or conventions).

Enter commissionable charges only

Entries of commissionable charges where account holder is an agency

Sospesi		Dett. sospeso		Dett. commissioni		Varie		Note		Attività	
Documento		Nome Cliente		Sospeso		Commissione		Estratto F.		Conto C.	
Data	Tipo	Numero		Importo	Saldo	Importo	Saldo				
09/09/01	F	134	MAURI	0,00	0,00	181.818,00	181.818,00				<input type="checkbox"/>
08/09/01	F	131	MAURI	12.240.000,00	12.240.000,00	1.112.727,00	1.112.727,00				<input type="checkbox"/>
08/09/01	F	132	ROSSI ANTONIO	60.000,00	35.000,00	0,00	0,00				<input type="checkbox"/>
08/09/01	R	106	PEGGY SPEEDY	450.000,00	450.000,00	0,00	0,00				<input type="checkbox"/>
08/09/01	R	107	MENUS	300.000,00	300.000,00	0,00	0,00				<input type="checkbox"/>

Prima nota Pagamento Imposta pag. Dettaglio Trasn. Sos. Pag. M

Entries of pending charges for which commissions are not payable

Within the *Pending* folder the check-box (right) is flagged to indicate a commission invoice has been received. **At the time of payment**, this check-box will determine what type of bookkeeping language is generated. If the commission has been settled, without having received the appropriate commission invoice, this type of bookkeeping entry must be **effected manually** (this distinction in bookkeeping depends on the tables bookkeeping interface that is usable only when interfaced with Sigla++ software)

When the hotel receives the commission invoice you must also flag the appropriate check-box which corresponds to the documents related to the invoice

Sospesi		Dett. sospeso		Dett. commissioni		Varie		Note		Attività	
Documento		Nome Cliente		Sospeso		Commissione		Estratto F.		Conto C.	
Data	Tipo	Numero		Importo	Saldo	Importo	Saldo				
09/09/01	F	134	MAURI	0,00	0,00	181.818,00	181.818,00				<input type="checkbox"/>
08/09/01	F	131	MAURI	12.240.000,00	12.240.000,00	1.112.727,00	1.112.727,00				<input checked="" type="checkbox"/>
08/09/01	F	132	ROSSI ANTONIO	60.000,00	35.000,00	0,00	0,00				<input type="checkbox"/>

Sospesi		Dett. sospeso		Dett. commissioni		Varie		Note		Attività	
Documento		Nome Cliente		Sospeso		Commissione		Estratto F.		Conto C.	
Data	Tipo	Numero		Importo	Saldo	Importo	Saldo				
09/09/01	F	134	MAURI	0,00	0,00	181.818,00	181.818,00				<input type="checkbox"/>
08/09/01	F	131	MAURI	12.240.000,00	12.240.000,00	1.112.727,00	1.112.727,00				<input checked="" type="checkbox"/>



OPERATIONS SUGGESTION:

If an error is made in a single pending charge, it can easily be corrected on the SAME DAY in which it is applied as follows:

1. select the pending charge
2. open the *Pending Details* folder
3. select the line you wish to cancel
4. click *Cancel* 

*In case of error where a commission is attached to a pending bill, you must cancel both pending and commission entries. The commission cancellation is made within the **Commission Details** folder*



OPERATIONS SUGGESTION:

If an error is made in a multi-payment, it can easily be corrected on the SAME DAY in which it is applied as follows:

1. highlight a settled account
2. open the *Pending Details* folder
3. select the line you wish to cancel
4. click *Cancel* 

The message below is displayed warning you that the operation involves a multiple payment to which transactions of DayBook, pending, and commission are attached. You're asked to reconfirm that you intend to cancel all the individual transactions of DayBook and to clear all pending charges and commissions attached to this multi-payment.

