Chameleon Travel System

Sales Credit Management

Version 1.0

Revision Information

Author	Date	Version	Description
JCF	02/12/2005	1.0	New Document

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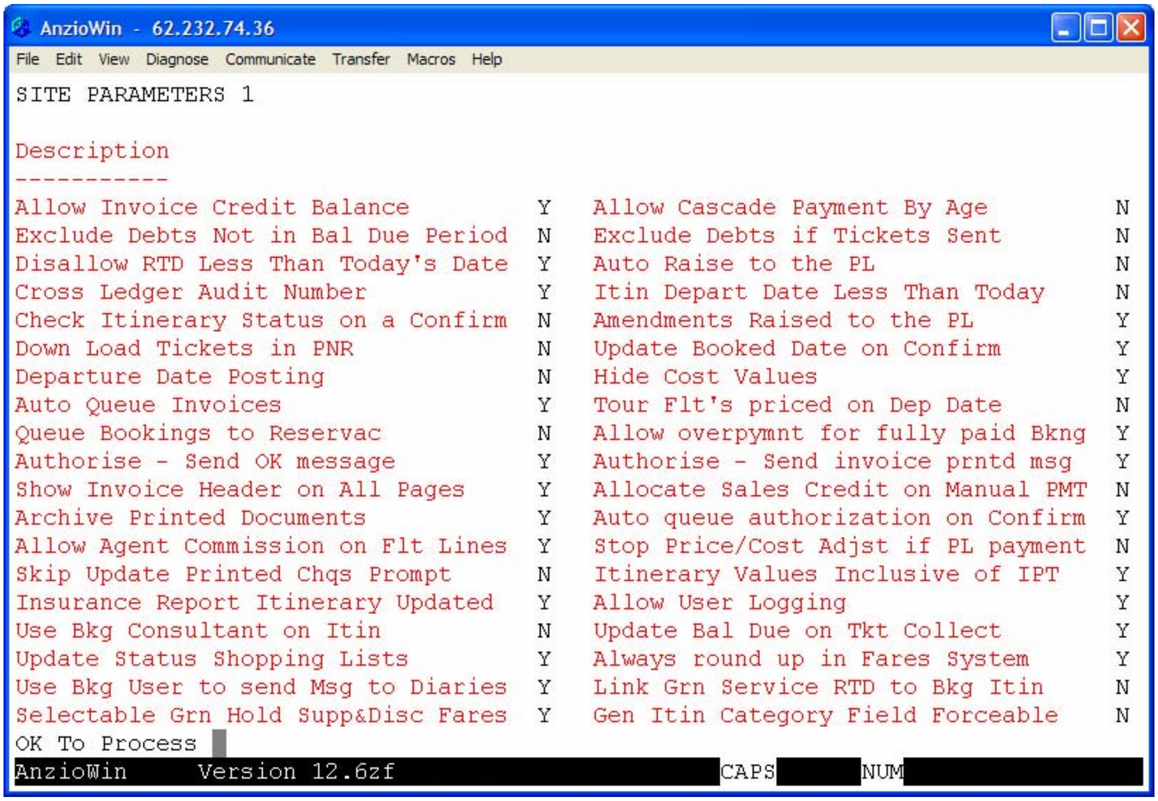
Introduction

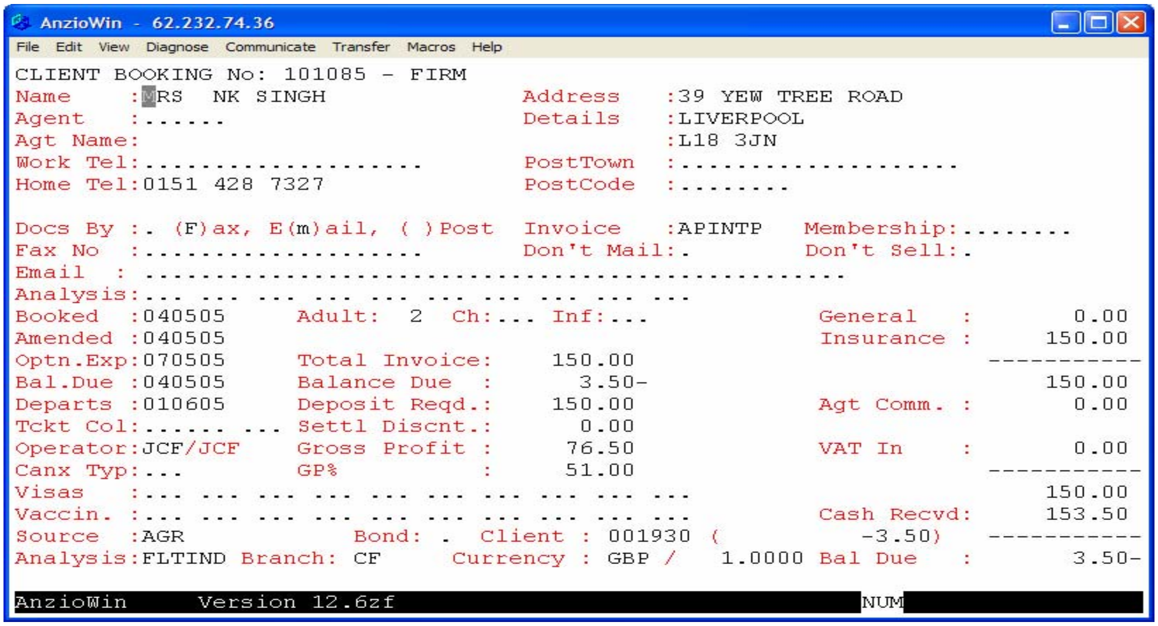
This manual describes in details the facilities available to you for the collection and re-distribution of credit balances held within the Chameleon Sales Ledger (SL)



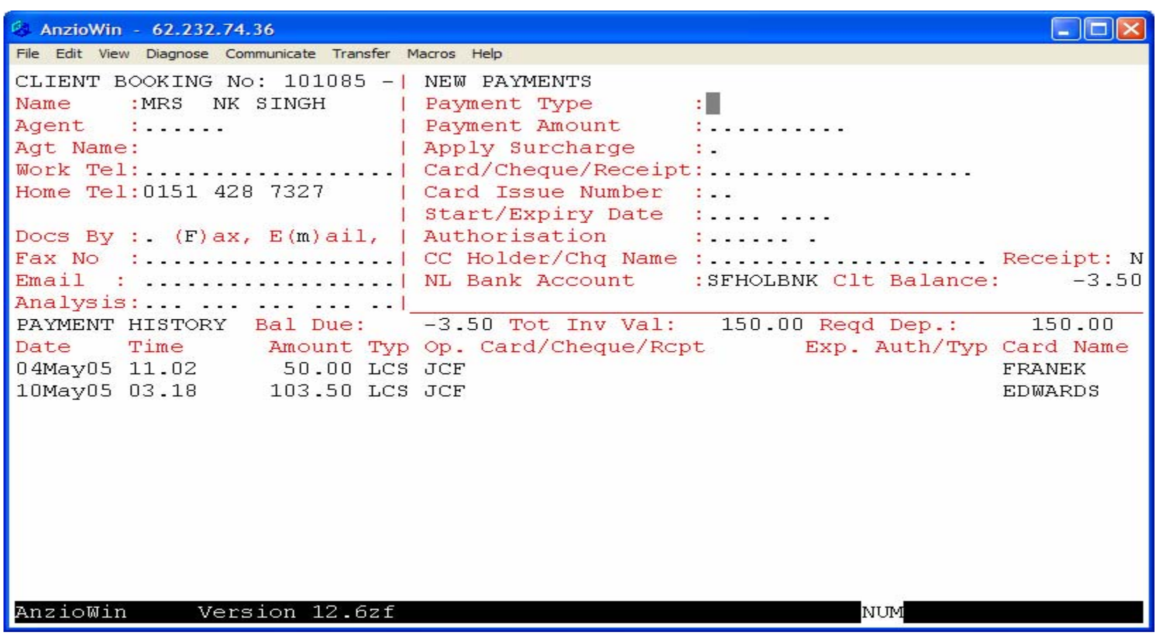
Booking credit balances are controlled in Site Parameters 1 (SP1). If the flag is set to “Y”, then should you overpay a booking or reduce the value of a booking beyond the total cash received, then the resultant Credit Balance will be held as an open balance on the SL invoice.

How to detect Credit Balances

The first place you are likely to notice these is within Booking Administration



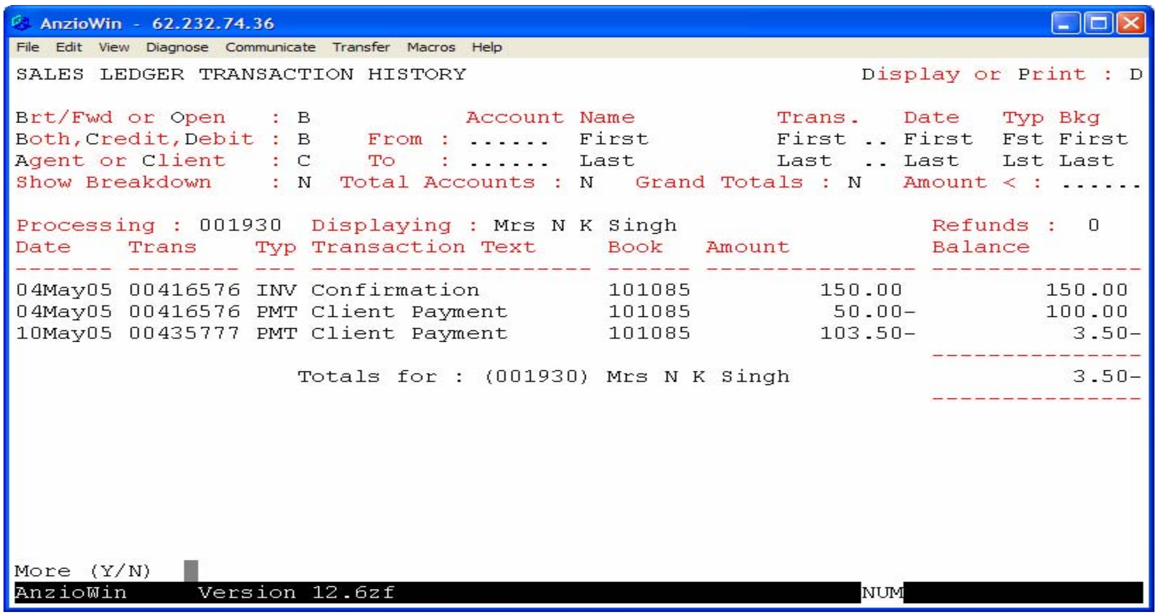
On entry into a booking you will note that the balance due of the booking is negative, and if this happens to be the only confirmed business that the client has conducted with you, this will also be the value shown as their balance (in brackets after the client account number – only detailed for direct clients)



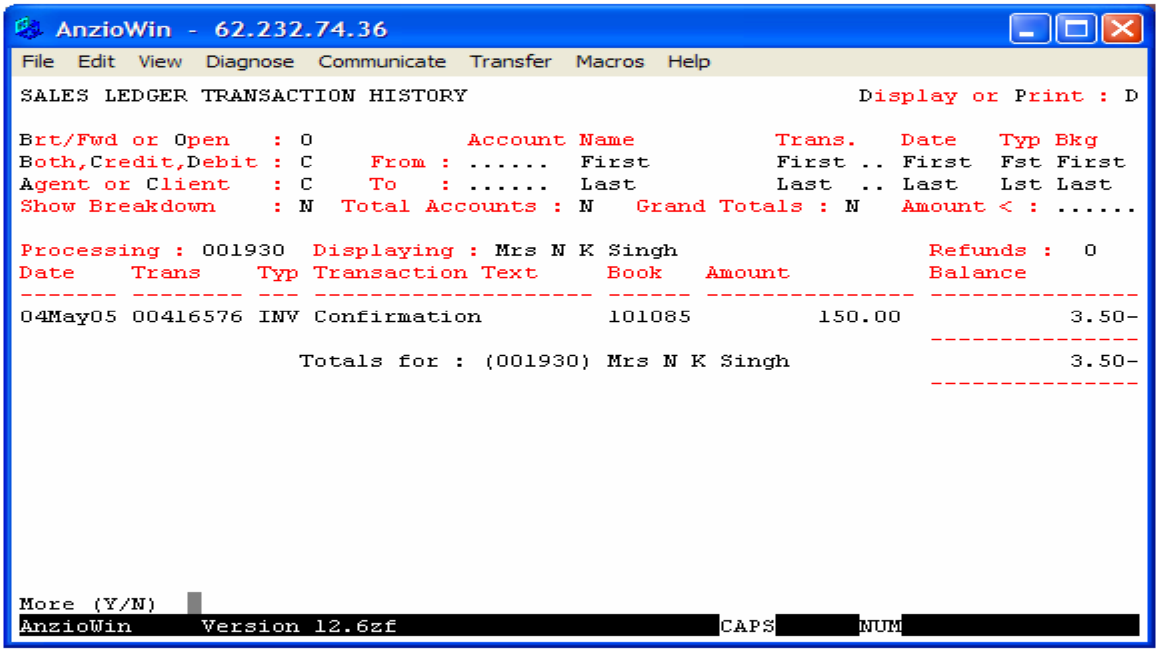
The payment history should evidence how it has arisen.

Credit Balances in the Sales Ledger

These will only arise within Bookings if you have the SP1 flag switched to “Y”. You are free at any time to ‘UN-allocate’ this credit balance and leave it as an available credit within the client’s account. You can achieve this manually within Booking Payments, by going into the booking and forcing the system to release the monies. There are two ‘Reserved’ payment types which control this operation, ‘RFD’ and ‘UNC’ both of which result in an Open Credit in the ledger, but are used to achieve different goals



Although a credit balance may be evident from the transaction history within an account with minimal trading as above within the Brought Forwards view (B/F), this is not usually the case as bookings, especially in the tailor made market, tend to fluctuate value widely from the point of reservation through to departure, as costs may be unknown ‘up front’.



The easiest way to identify these is to use a combination of the ‘Open Item’ filter with ‘Credit Balances Only’ filter within the SL Transaction History.

It should be noted, that since Chameleon Version 7 (Cv7.0+), you have been able to use the ‘B’oth option in the transaction history display to show both client and agent accounts. If specified, then input of the account range will be suppressed.

You may also place a ‘cap’ on the value of the transactions to be viewed by entering the appropriate amount within the selection criteria if you wish. This will give you a more ‘focused’ display, showing the open items themselves.

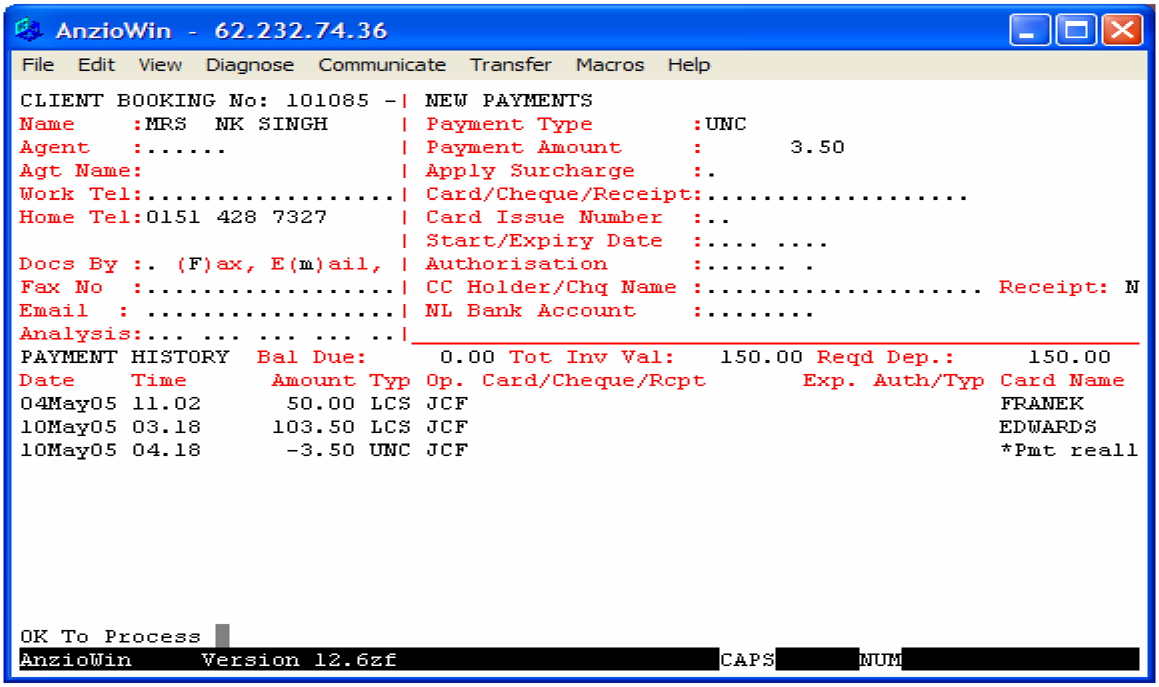
What should I do with Open Credit Balances?

You do not have to do anything with them! However, they do represent monies you are holding on behalf of your clients, who may well ask for them back. However, where the value of the credit is below 5 GBP, the true cost of administering the refund probably outweighs its value, so it is not uncommon for these to languish in the ledger ad infintum

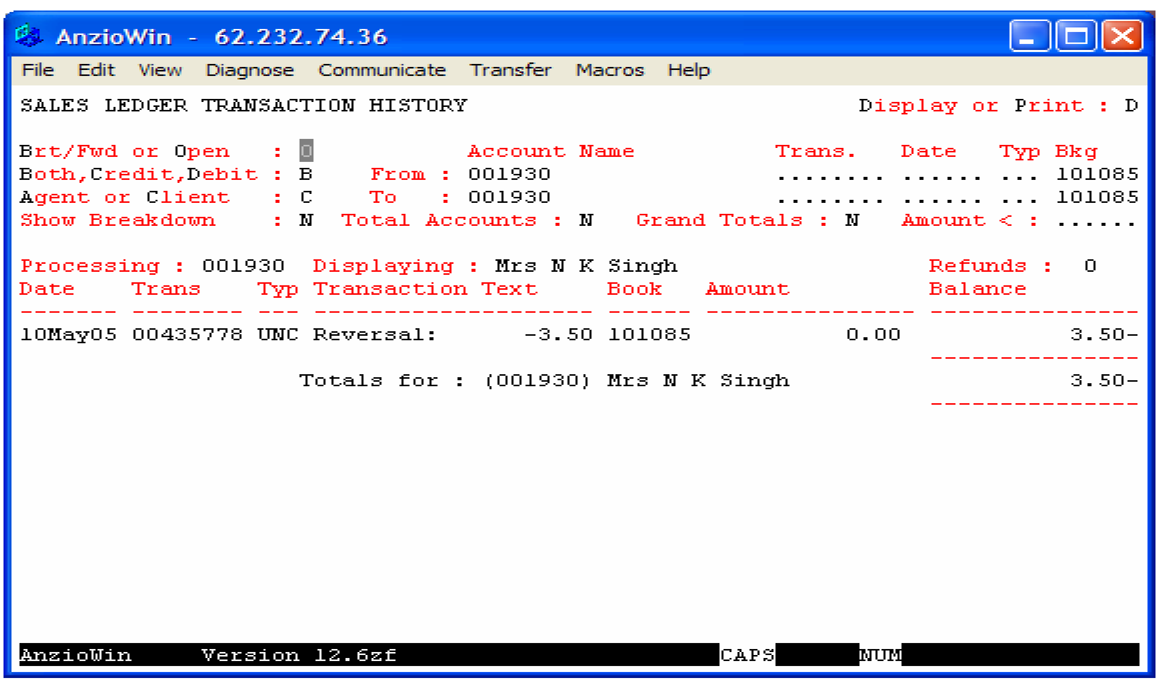
Chameleon provides several mechanisms for you to choose from to administrate the dispersal of these items:

- Flush to the ledger as un-allocate cash (UNC / SLT)
- Flush to the ledger as monies to be refunded (RFD / RFD)
- Collection via Credit Re-Allocation
- Individual Write-Off via negative payment into write-off account
- Bulk Write-Off via SL Write-Off Credit Balances

Placing Unallocated Cash onto the SL



This achieved by going into Booking Payments, and using the reserved payment type UNC to force the system to UN-allocate the monies. Should you run your system with the SP1 parameter set to "N", and then the system will automatically produce these entries upon overpayment / invoice value reduction below payment



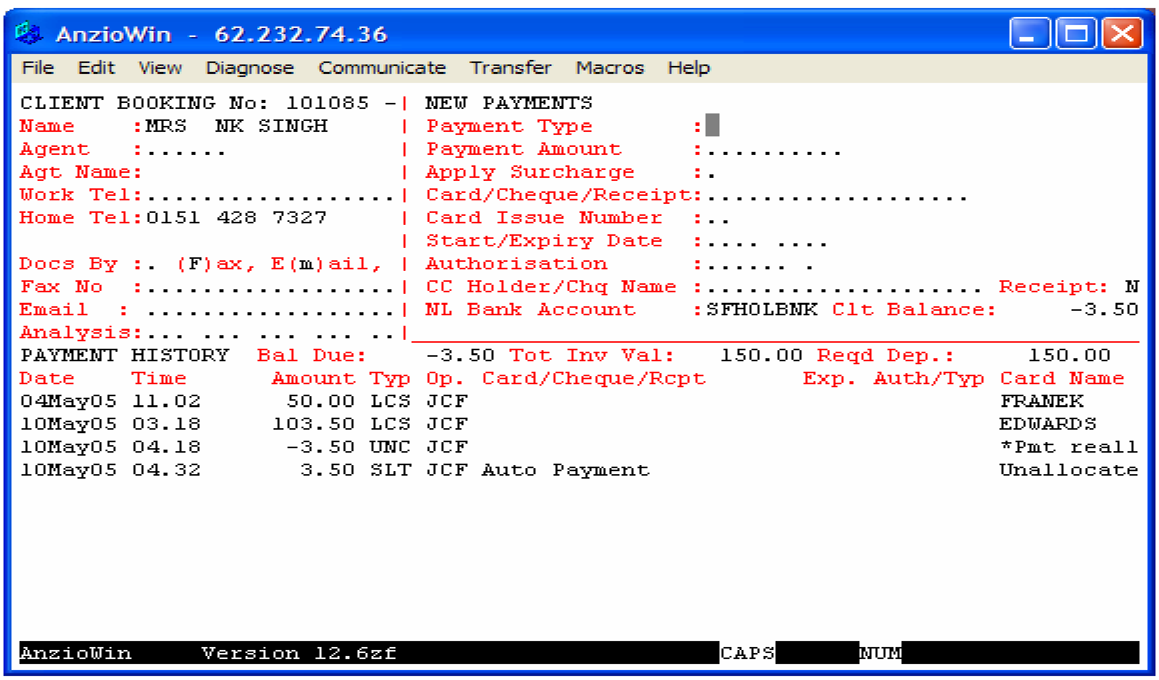
If we look at the open items in the ledger now, we see that the invoice is no longer open, and the balance has been transferred onto a 'new' transaction which has been placed into the ledger, the UNC (un-allocated cash) transaction. These are easy to spot because they have no "value", i.e. the 'original amount' is zero – they are a money movement, not an input-output into the accounts. Because such items will necessarily disappear from view once they have been re-allocated, the value of the open item when placed into the ledger is detailed in the transaction description.

Such transactions are available to all re-allocation modules in the system.

These are:

- As payment into a Booking using payment type SLT
- Collection for refund to the client via SL Create Refund Cheques
- Collection for re-distribution via SL Credit Re-Allocation

Re-Allocation via SLT



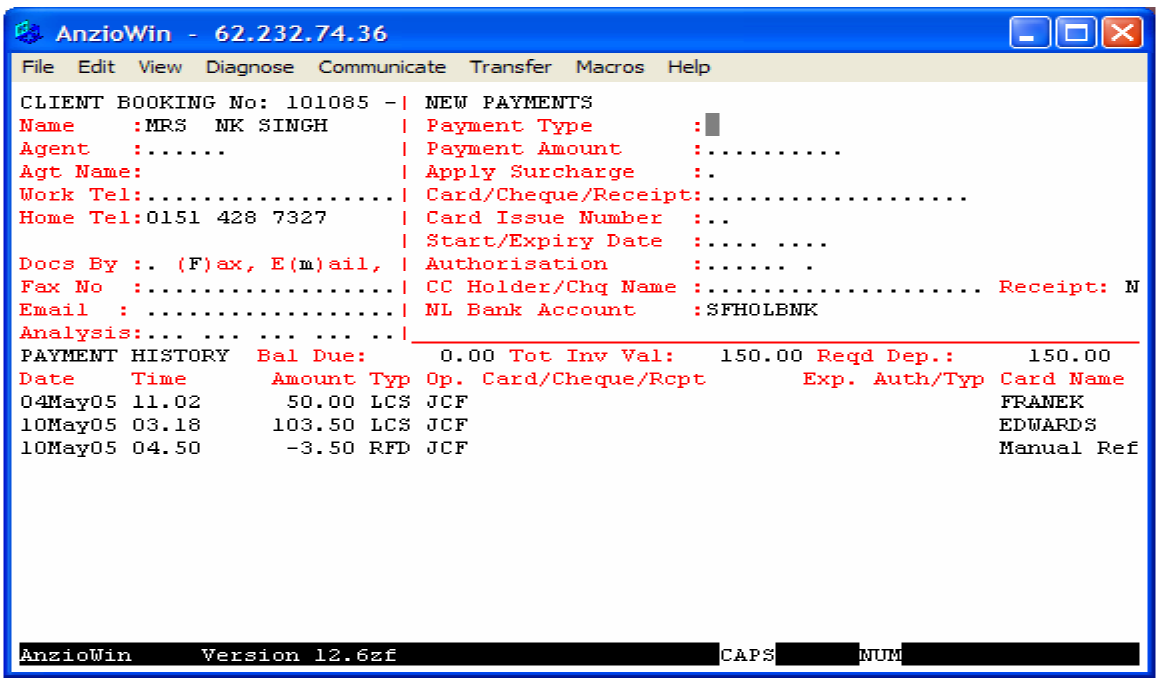
This is effectively the reverse of UNC. You go into booking payments and you enter the reserve payment type SLT and a POSITIVE value. The system will check whether there is any un-allocated cash that it is allowed to grab sitting on the client / agent's account, and if non is present, will send you a fatal warning message 'No cash on ledger to pick up'. This operation cannot continue.

The system is programmed to use the value you place in the amount field as a 'cap', so it will pick up as much monies as possible up to and including the value you have specified. However, it is important to note the following:

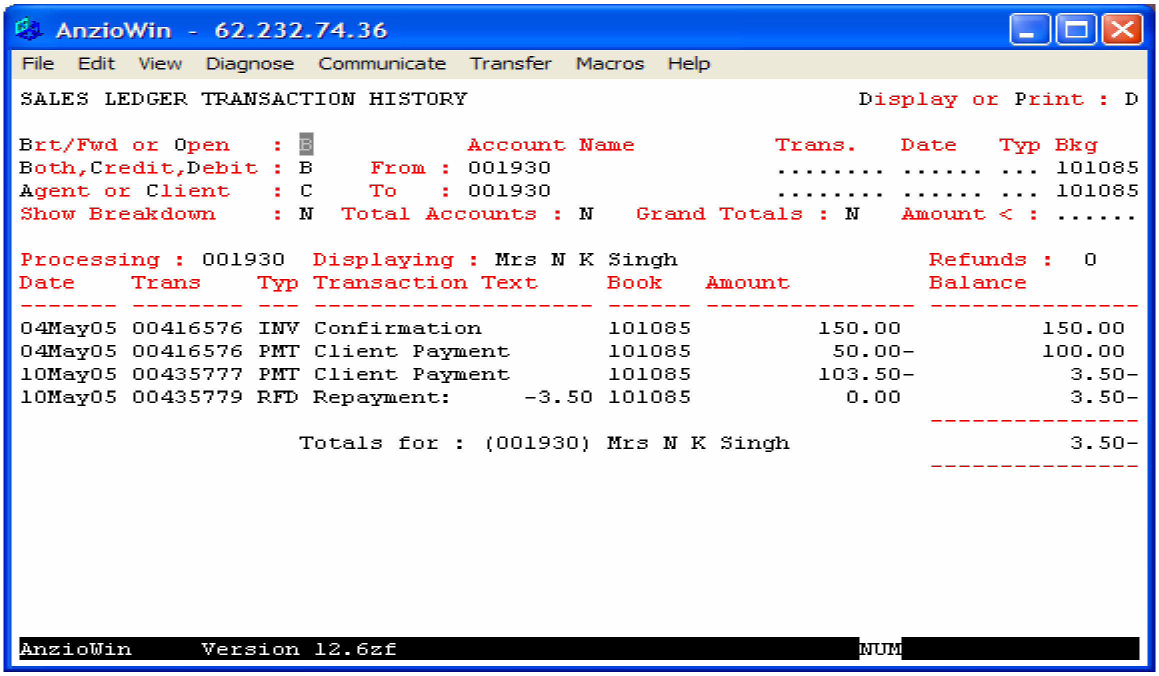
** IMPORTANT NOTICE **

- You cannot control where the system picks up the monies from – any open credit notes or un-allocated cash items in the client's accounts will be eligible for use.
- The system uses credit 'as it finds it' when reading down the client's account in the ledger. It is programmed to do so on a FIFO basis, so may collect small balances from several items to make up your specified payment
- SLT's are 'irreversible' transactions – i.e. it is not possible to ask the system to go back and put these balances back where they cam from

Re-Allocation via RFD



Within booking administration, you follow the same procedure as for UNC except this time, you use the reserved payment type RFD. This will un-allocate the monies from the booking, but 'tag' these for Refund Only by labelling the item in the SL not as 'UNC' but as 'RFD' to ensure that none of the other processes within Chameleon can touch these monies. You do not have the facility 'de-classify' these items, so it is important that do not classify a payment as RFD if you do not intend to refund it to the client!



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File  Edit  View  Diagnose  Communicate  Transfer  Macros  Help
SALES LEDGER TRANSACTION HISTORY                                      Display or Print : D

Brt/Fwd or Open     : B            Account Name           Trans.    Date    Typ Bkg
Both,Credit,Debit : B     From : 001930                  ........ ...... ... 101085
Agent or Client     : C     To    : 001930                  ........ ...... ... 101085
Show Breakdown      : N   Total Accounts : N   Grand Totals : N   Amount < : ......

Processing : 001930  Displaying : Mrs N K Singh                    Refunds :   0
Date     Trans    Typ Transaction Text      Book   Amount          Balance
-------  -------- --- --------------------  ------ --------------- ---------------
04May05 00416576 INV Confirmation          101085          150.00          150.00
04May05 00416576 PMT Client Payment        101085           50.00-         100.00
10May05 00435777 PMT Client Payment        101085          103.50-           3.50-
10May05 00435779 RFD Repayment:      -3.50 101085            0.00            3.50-
                                                                   ---------------
                    Totals for :  (001930) Mrs N K Singh                      3.50-
                                                                   ---------------

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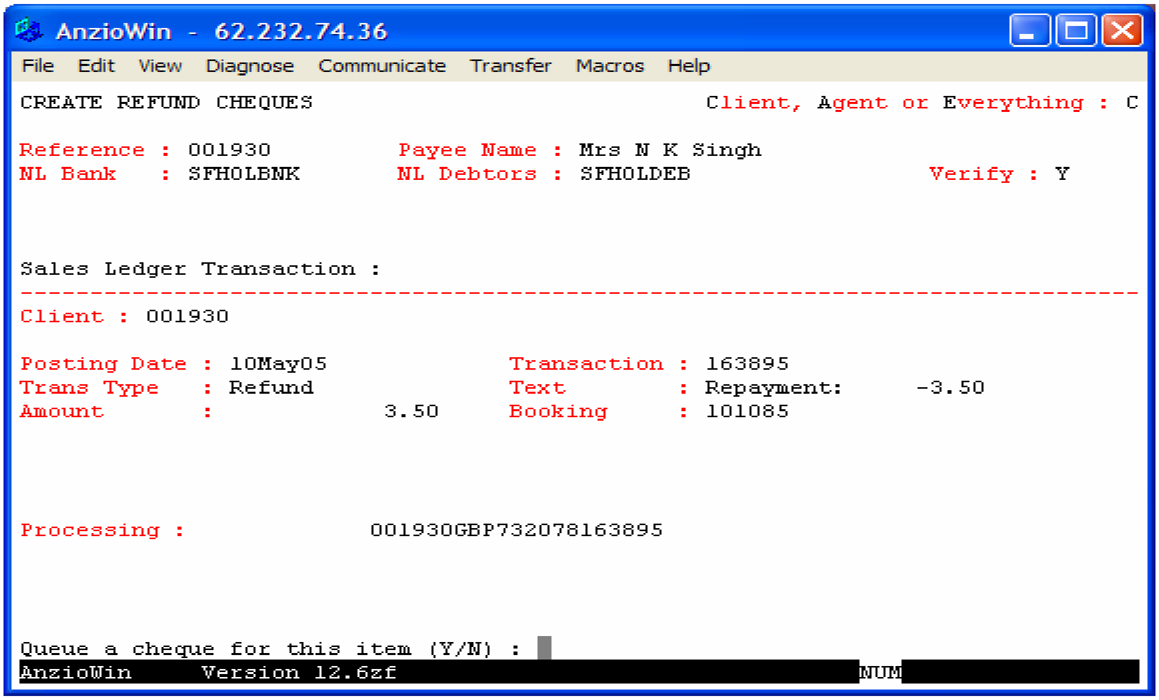
If we glance into the ledger itself, we can see the RFD transaction clearly identified – like to UNC in the earlier illustration above, it is the only Open item in this account

Allocation via RFD - Completing the Refund

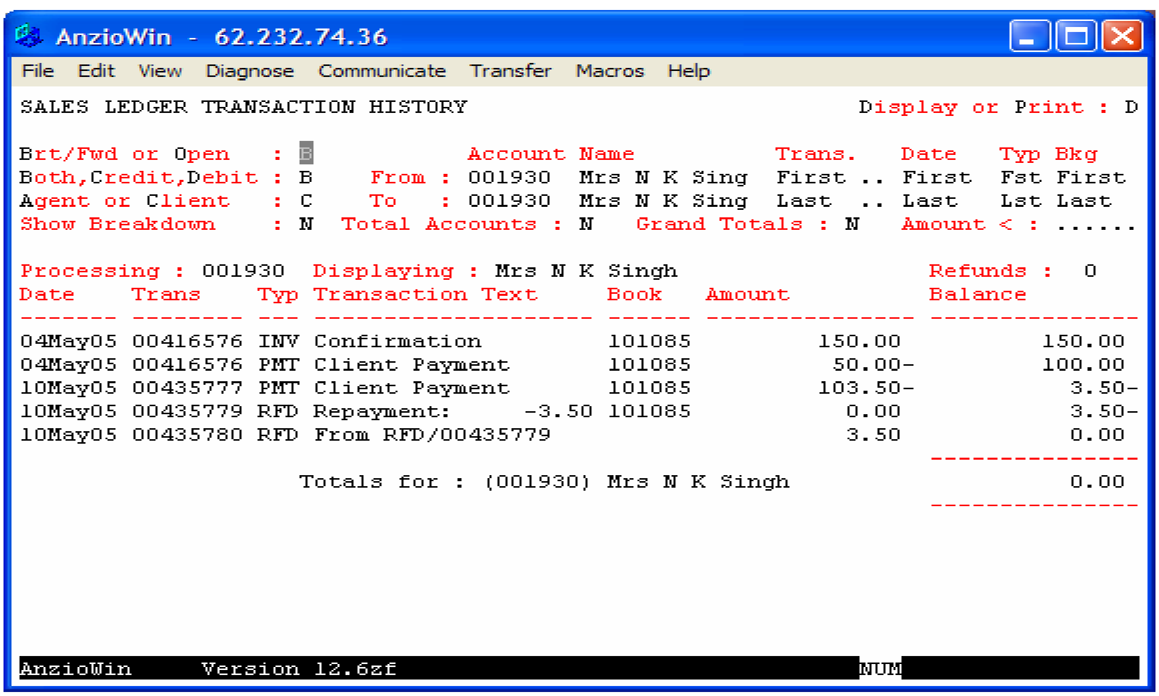
This is done using the SL Create Refund Cheques module, which will hunt for any available open credit item in your account and offer it for refund.

It is important to note the following:

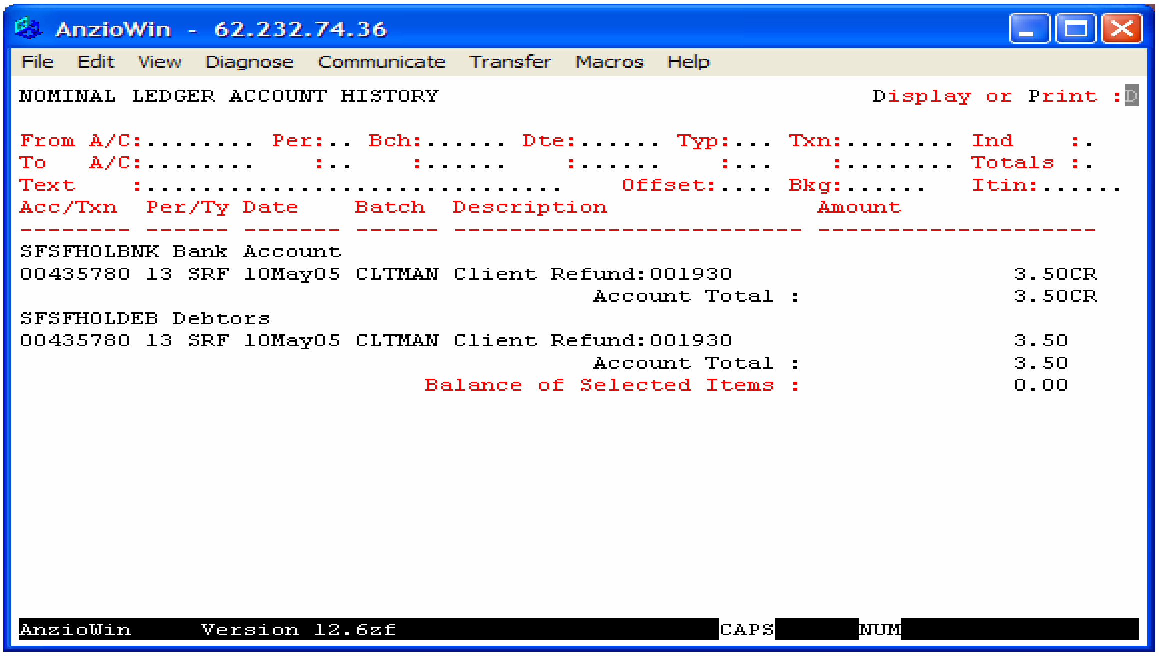
- This facility has exclusive access to RFD credit balances.
- Refund cheques are issued a 'per item' basis, so if you wish to consolidate several items into one cheque, then you should not use RFD to flush the monies onto the ledger, but use credit re-allocation to 'collect' all the credit and flush it back to the ledger as a single UNC for refund.
- UNC transactions are also available to this module
- Will result in the closure of the open credit, and place a 'closed' RFD movement transaction into the system



If we select an item for refund, then the system will create a final RFD transaction in the ledger which completes the cycle



The RFD proper identifies the transaction number which it came from, and is also a closed OUTPUT from the system – i.e. it has a "value" equivalent to the money being refunded, but has not outstanding balance being the completion of the refund procedure

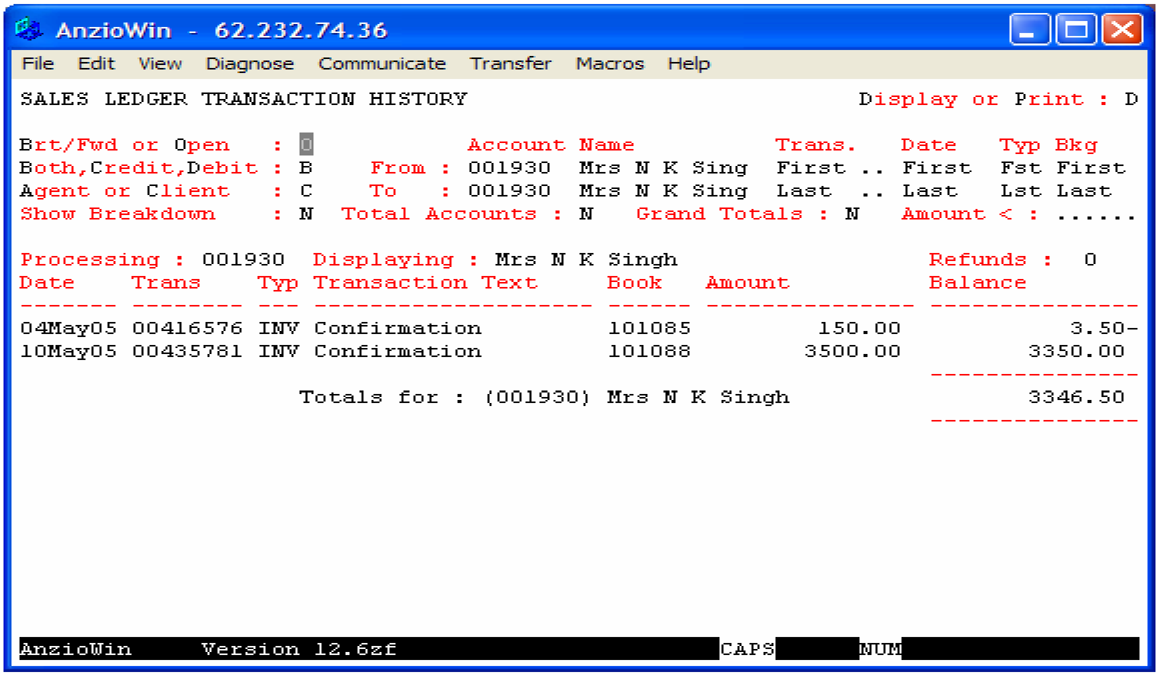


This item has now hit the Nominal Ledger Bank and would reduce the debtors account in respect of this booking to zero

Re-Allocation via SL Credit Re-Allocation

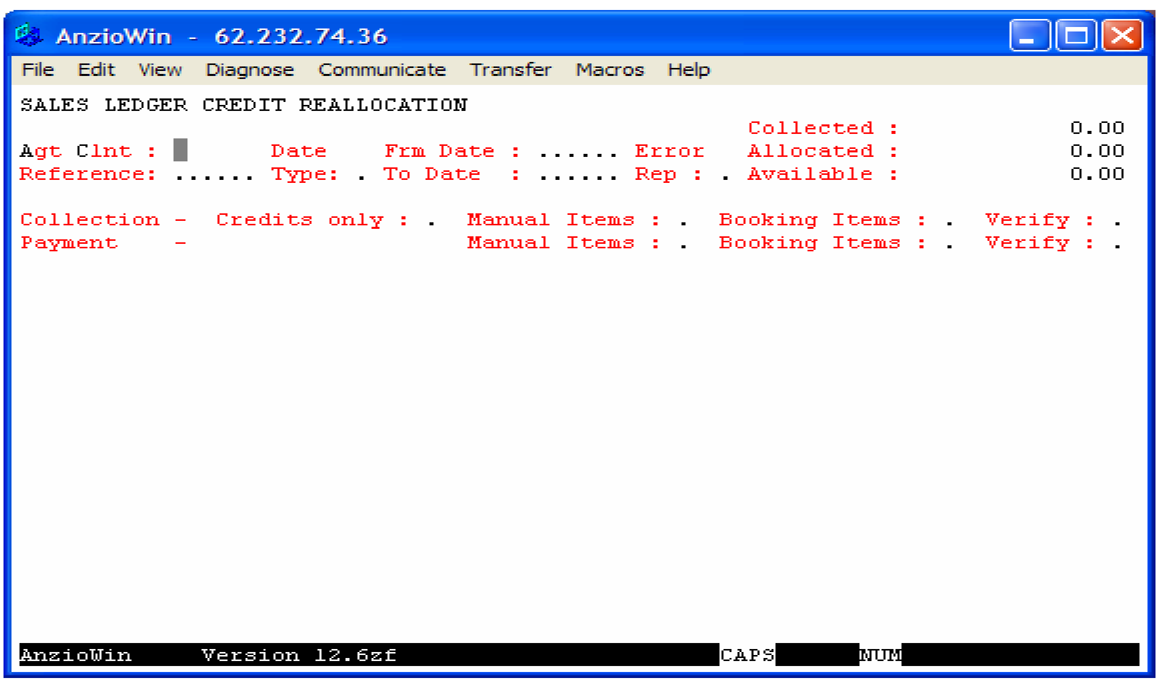
When can it be used?

Should the client have more than one booking with you, and one of them has a credit balance on it, then it is possible to transfer monies between the bookings using either a combination of the UNC / SLT transactions described earlier in this manual or though the use of SL Credit Re-allocation. It should be noted that the UNC /SLT procedure is the only one you can deploy of the recipient booking is currently an option, as it will not have any invoice in the sales ledger yet.



How does it work?

The program has two phases, one which enables you to select the credit items you wish to pick up, the second the allocate the monies which have been collected



Selection Criteria:

Mandatory

Account Type	‘A’gent of ‘C’lient
Account Reference	Validation against Client / Agent File

Optional

Date Reference	“T”ransaction (default) ‘D’eparture Date ‘B’ooked Date
Error out	‘D’isplay to Screen ‘P’rint to disk/printer

For large accounts with many transactions in the ledger, you may wish to filter the transactions to be considered for re-allocation by date. This reference date range can be assigned to the ledger transaction date (default) or either the Booked Date or Departure Date of booking related transactions. Note that should items be in the given ledger that are not booking related, then such transactions are always included into the date range specified for operation

You can also define where you want any errors that occur during the procedure to be reported, either to screen (D) isplay or to hard copy (P) rint.

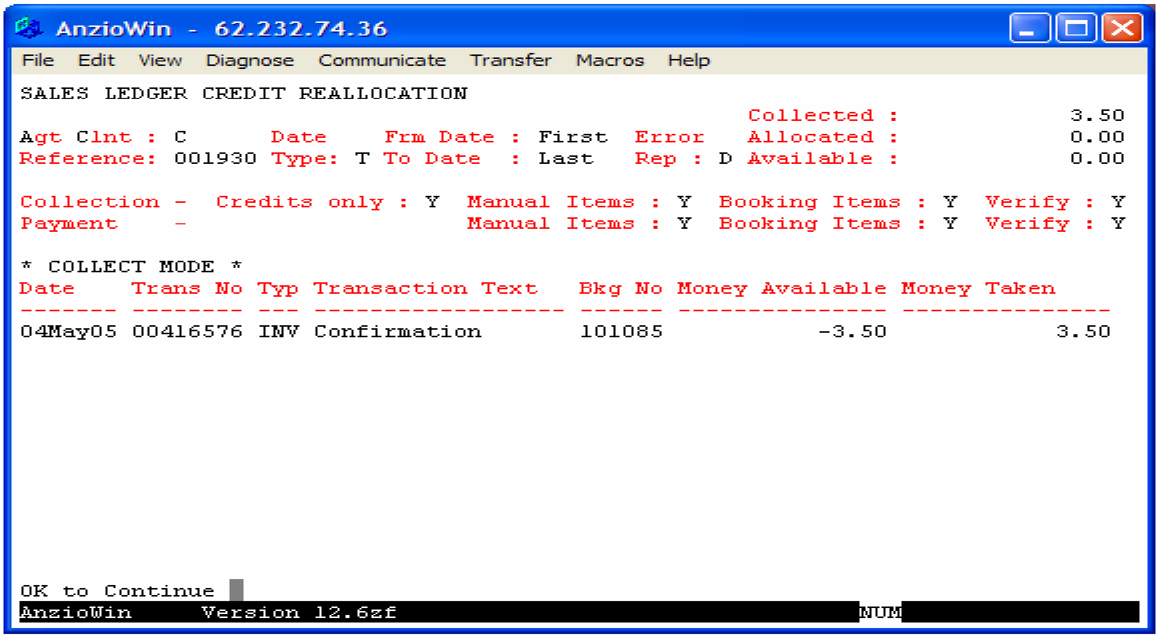
Collection and Payment – inclusions

Credits Only?	Y *	- only offer credit balances for collection
	N	- Include also items which have already been paid and allow re-allocation of received monies held against those items
Manual Items	Y *	- include non-booking related items
	N	- exclude non=booking related items
Booking Items	Y *	- include booking related items
	N	- exclude booking related items
Verify	Y *	- present items for inclusion / allocation
	N	- automatically include / allocate on FIFO basis

* denotes default setting

The default setting represents the most likely used operation. Care should be taken when moving these away from these settings, as the facility is a powerful one, and there is no automated reversal procedure – YOU HAVE BEEN WARNED

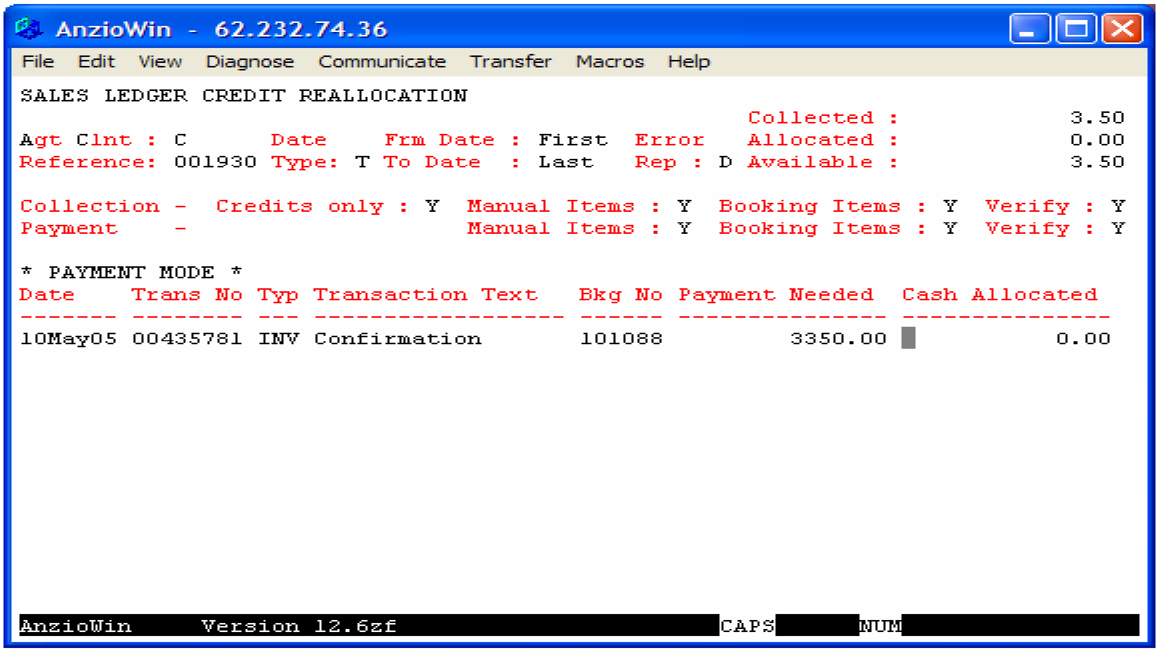
SL Credit Re-allocation – the Collection Phase



The system will present you all items that match your selection criteria and invite you to enter the amount of credit that you wish to pick up from the given transaction/s. It should be noted that all amounts entered in this program are positive

At each stage of the procedure, you will be invited to confirm you wish to go ahead, and you will need to enter ‘OK’ to confirm that you wish to complete that stage.

N.B. There is no roll-back provided, so it is important that you DO NOT USE this facility if you do not fully understand the processes involved. If in doubt, contact your system administrator of the FCS helpline

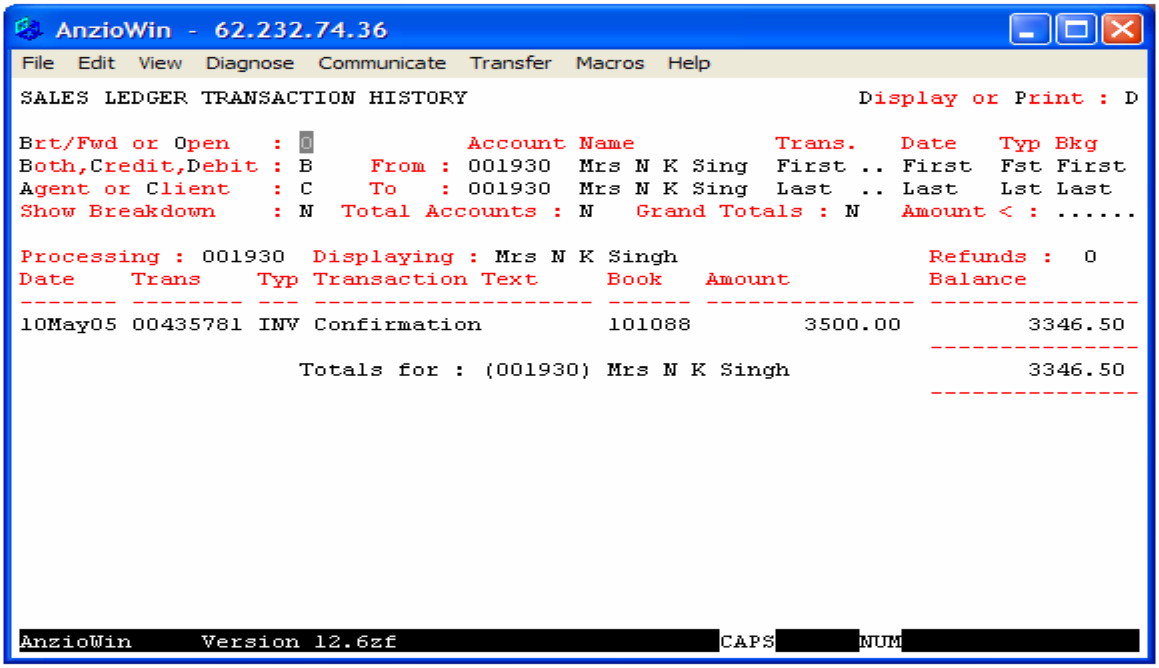


On completion of the Collection Phase, the program will switch into Payment Mode, where you will be invited to re-allocate the monies against open debit items in the same account. It is important that you understand that:

- The same transaction cannot appear in the collection and payment cycle
- You may partially collect / pay off any item/s
- Any un-allocated monies will be flushed to the ledger against a NEW unallocated cash transaction
- ** THIS PROCESS IS IRREVERSIBLE **

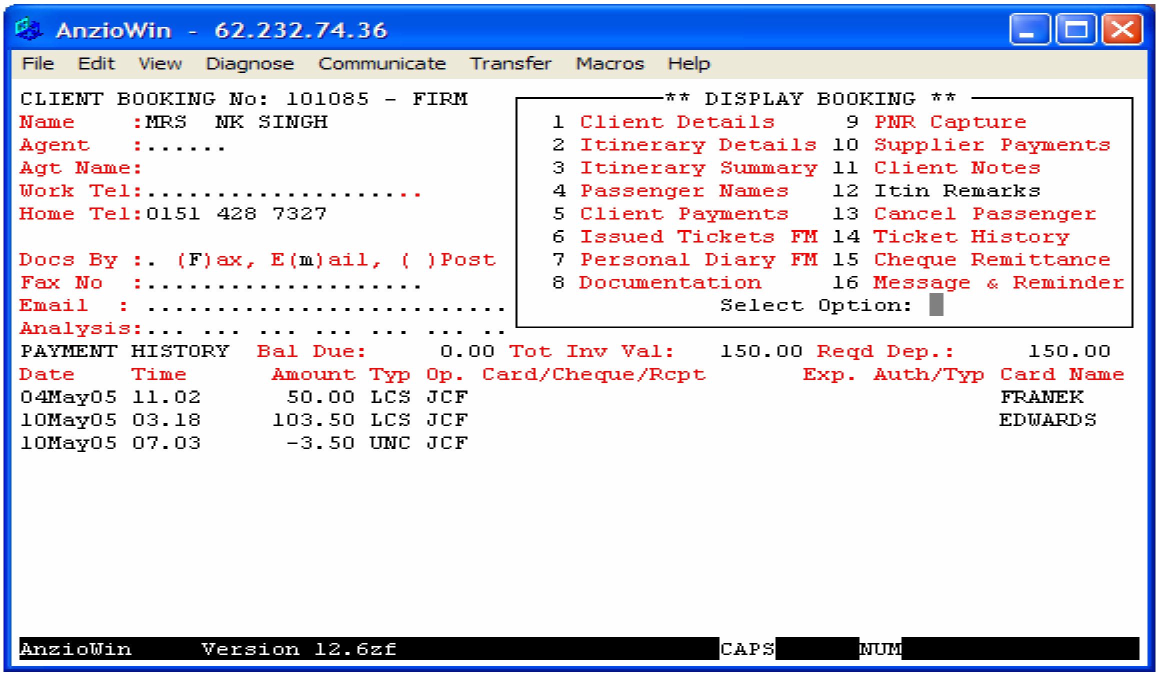
On entry into the payment cycle, the system will display the value of the collected funds, and continuously monitor and display the amounts allocated / remaining. Any amounts left in the available funds at final 'OK' to Process will be flushed back to the ledger as a new unallocated cash transaction (UNC) irrespective of the source of the funds. This makes the module an ideal vehicle for the collection of multiple open UNC's for refund as a single payment.

We shall allocate the 3.50 above against this booking and 'OK' to Process

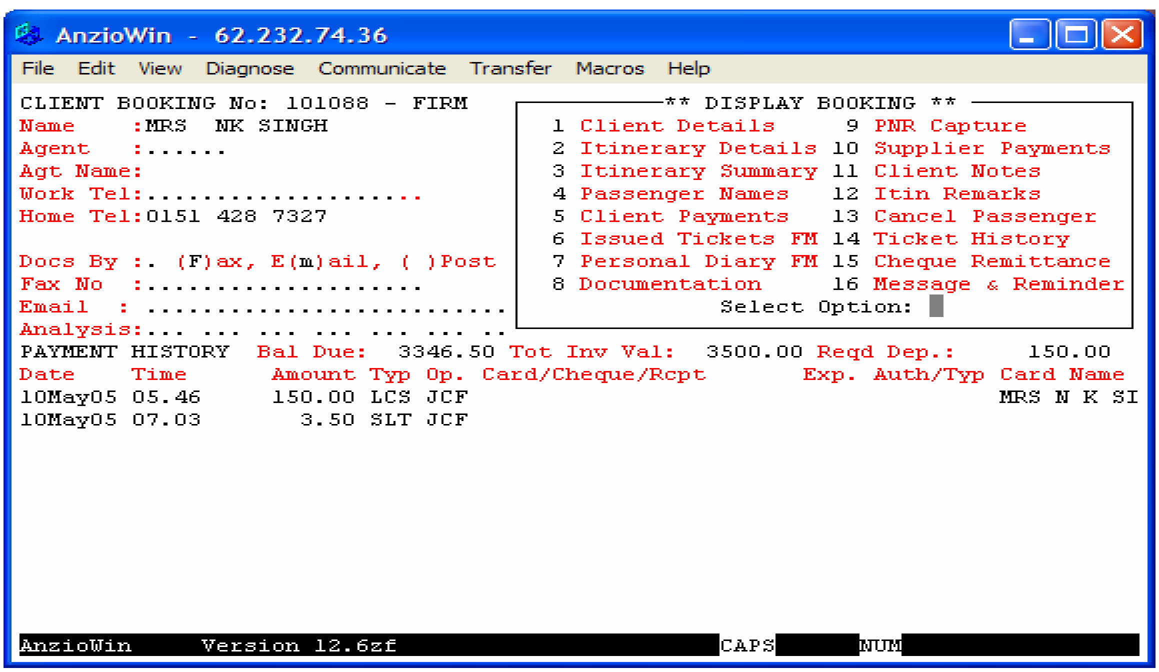


On completion of the re-allocation procedure, the only open item in our ledger is now the invoice for our second booking, whose outstanding balance has been decremented by the monies re-allocated from booking 101085.

The Sales Ledger operation is seamlessly integrated with the Booking administration system, so if we now go and inspect both of our bookings, we will see this procedure reflected in the booking payment histories

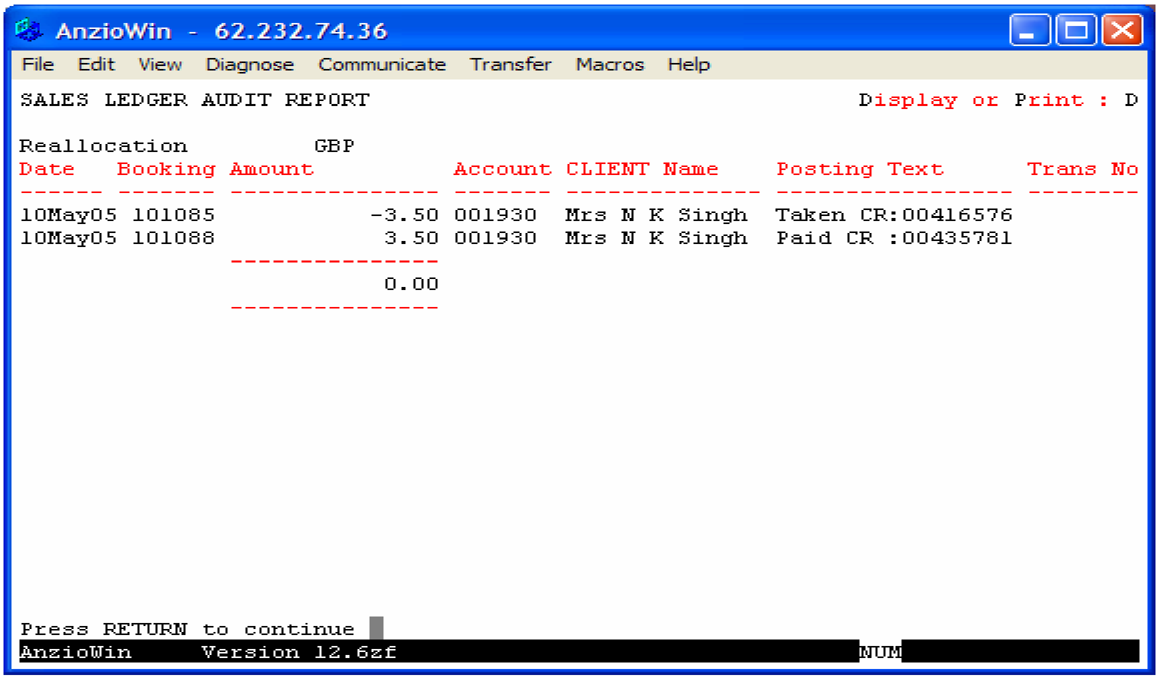


This operation precisely mirrors what you would do if you were doing it 'manually' within the system, i.e. the funds are UNC'd away from the first booking, and SLT'd into the new booking



The benefits of using credit re-allocation to conduct this procedure for you are:

- The whole cycle is conducted from within one module
- Monies can be collected from multiple input transactions and paid off against several open debits in one pass
- There is an audit trail of the reconciliation trail kept in the Sales Daybook



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File  Edit  View  Diagnose  Communicate  Transfer  Macros  Help
SALES LEDGER AUDIT REPORT                                      Display or Print : D

Reallocation        GBP
Date    Booking Amount           Account CLIENT Name    Posting Text      Trans No
------ ------- --------------- ------- ------------- ----------------- --------
10May05 101085           -3.50 001930  Mrs N K Singh  Taken CR:00416576
10May05 101088            3.50 001930  Mrs N K Singh  Paid CR :00435781
               ---------------
                          0.00
               ---------------

Press RETURN to continue
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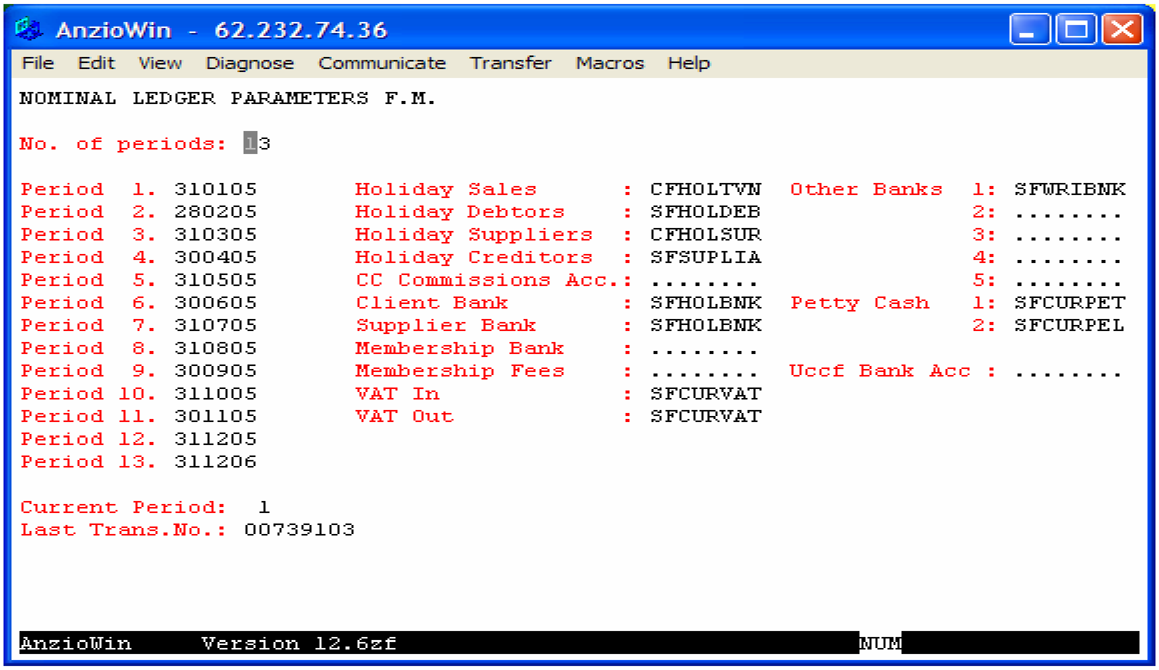
Individual Write-Off via negative payment into a Write-off account

Where it is desirable to write off the credit balance either because it is too small to administrate or due to the elapsed time between the date of service and the present without the client either asking for the return of the monies or using the credit to purchase further services, you can achieve this on an individual basis through the posting of a negative payment into a write-off bank account

How do I set up a Write-Off Account?

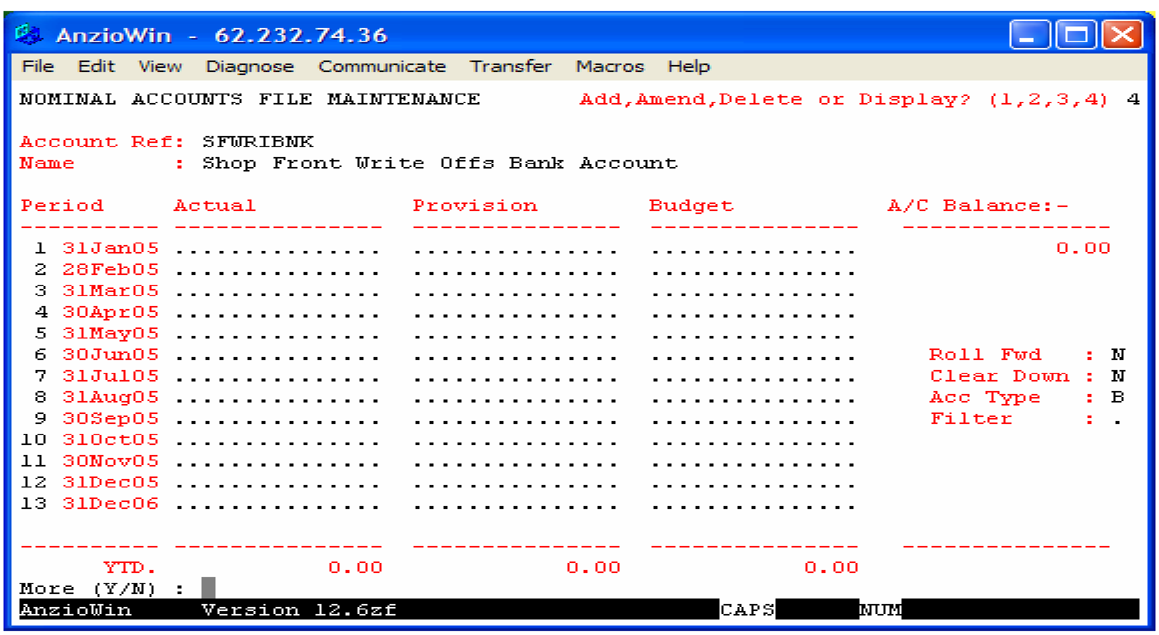
NL Control Accounts are usually maintained solely by either your system or fiscal administrator, and you should consult with them first before setting up a new facility. Control accounts are added into the system via NL Account FM (see Guide to the Chameleon NL).

In order to be able to use a control account for write-off purposes, it needs to be declared as a bank account within NL Parameters FM



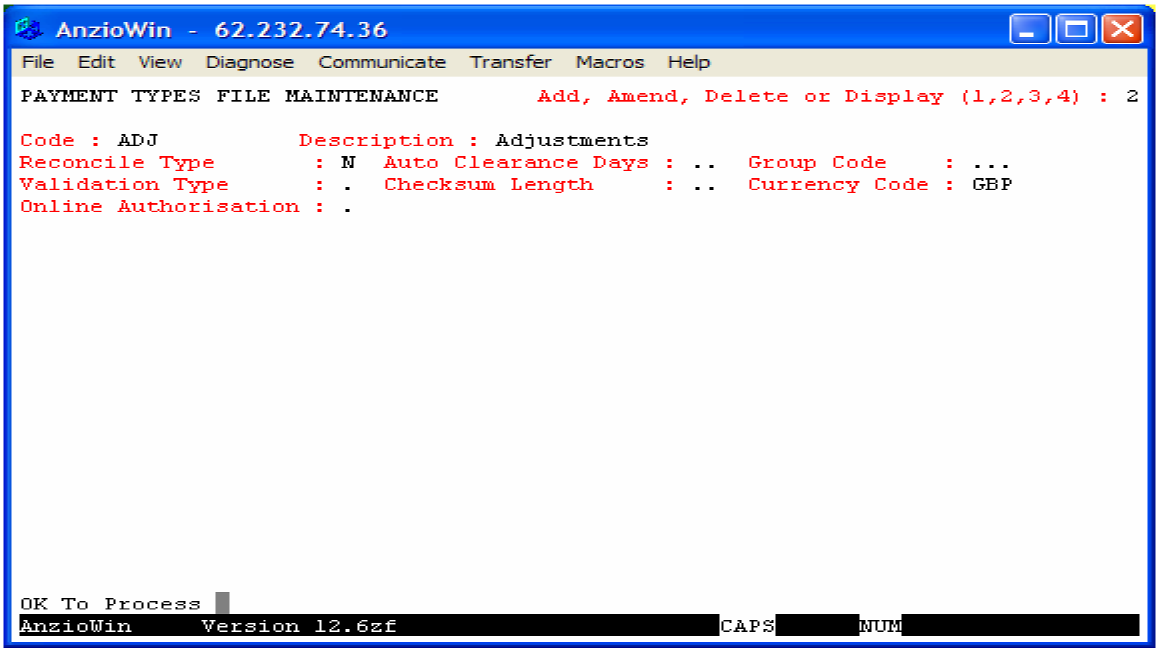
Here we can see that in additional to the default SFHOLBNK account, we have defined an SFWRIBNK to hold our write-off's and bank and placed this into the 'Other Banks' table.

From Cv8.0+ it is no longer be necessary to do this, as you can define the Account Type on the Control Account panel itself

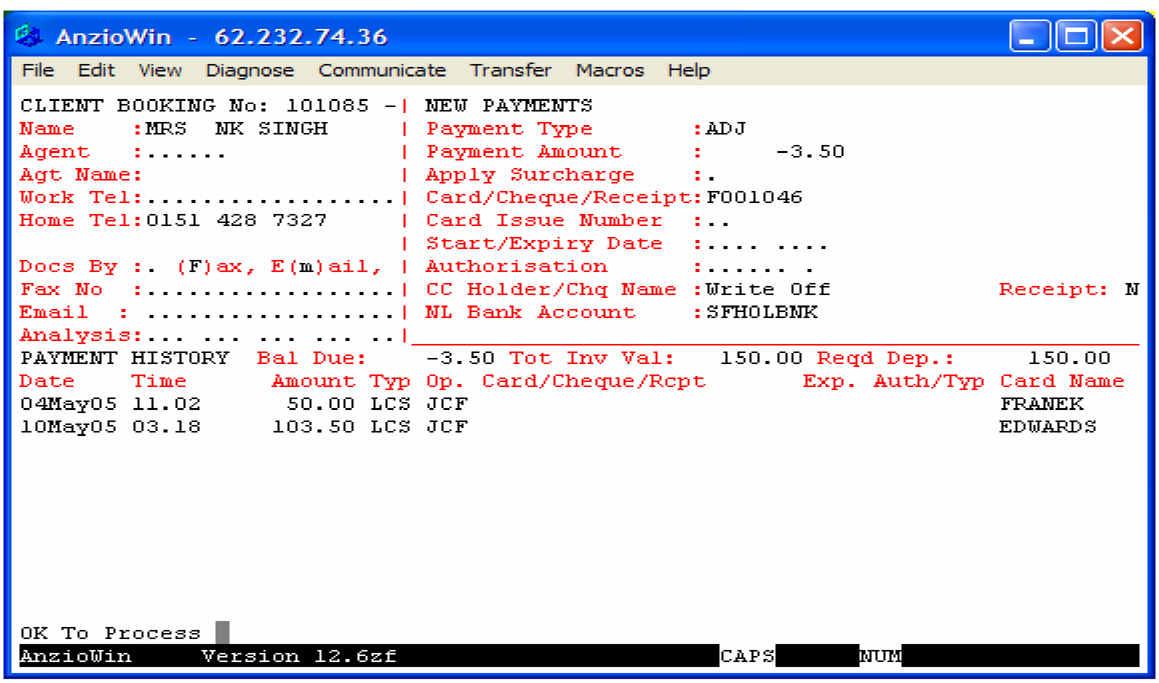


Writing Off through Booking Payments

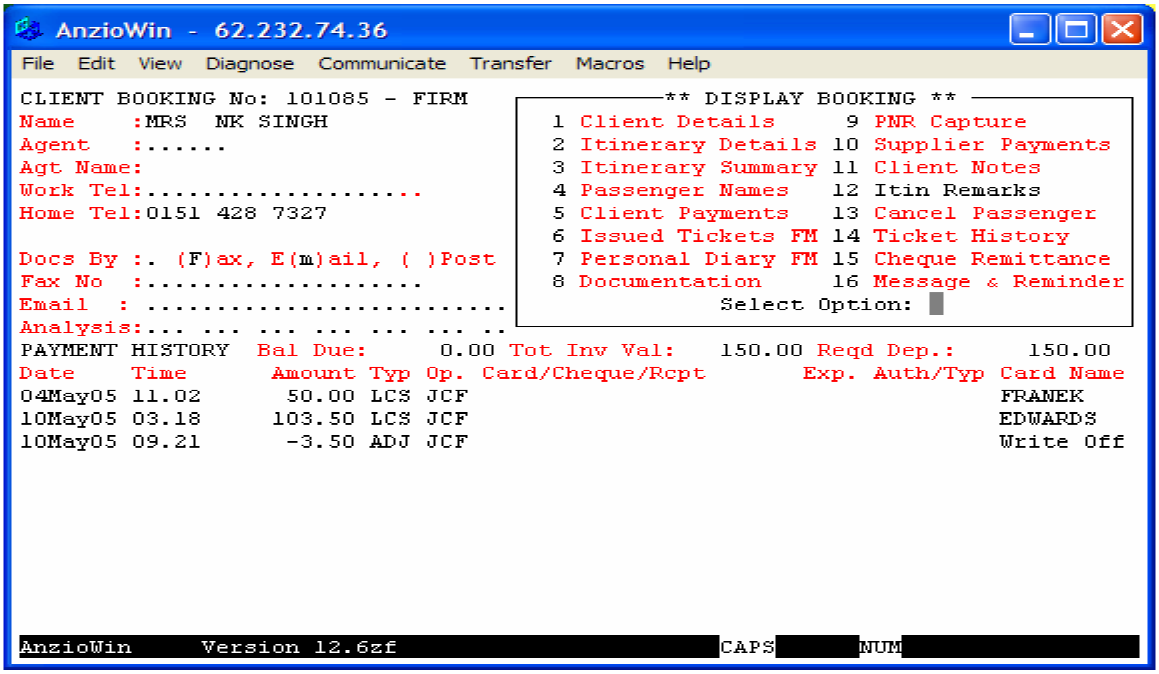
You should first ensure that you have a payment type set up to post the write-off into. In practise this must be “N” on-reconcilable account which is not a credit card; although should you wish to consolidate items into one transaction in the nominal then it could be set up as an “R” reconcile type to facilitate this



FCS recommends that you set this up as ‘N’ot reconcilable so every items hits the NL just providing a visual audit trail there of where it has come from



Place our NEGATIVE payment for -3.50 into the booking against our write-off payment type ADJ, placing into the Receipt number any appropriate internal reference as appropriate, and similarly a meaningful entry into the CC Holder / Cheque Name field, replacing the default bank, with your Write-Off bank reference



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File  Edit  View  Diagnose  Communicate  Transfer  Macros  Help
CLIENT BOOKING No: 101085 - FIRM          ** DISPLAY BOOKING **
Name     :MRS   NK SINGH                  1 Client Details      9 PNR Capture
Agent    :......                          2 Itinerary Details  10 Supplier Payments
Agt Name:                                 3 Itinerary Summary  11 Client Notes
Work Tel:...................              4 Passenger Names    12 Itin Remarks
Home Tel:0151 428 7327                    5 Client Payments    13 Cancel Passenger
                                          6 Issued Tickets FM  14 Ticket History
Docs By :. (F)ax, E(m)ail, ( )Post        7 Personal Diary FM  15 Cheque Remittance
Fax No  :...................              8 Documentation      16 Message & Reminder
Email   : .........................                 Select Option:
Analysis:... ... ... ... ... ... ..
PAYMENT HISTORY  Bal Due:    0.00 Tot Inv Val:    150.00 Reqd Dep.:      150.00
Date     Time        Amount Typ Op. Card/Cheque/Rcpt        Exp. Auth/Typ Card Name
04May05 11.02        50.00 LCS JCF                                        FRANEK
10May05 03.18       103.50 LCS JCF                                        EDWARDS
10May05 09.21        -3.50 ADJ JCF                                        Write Off

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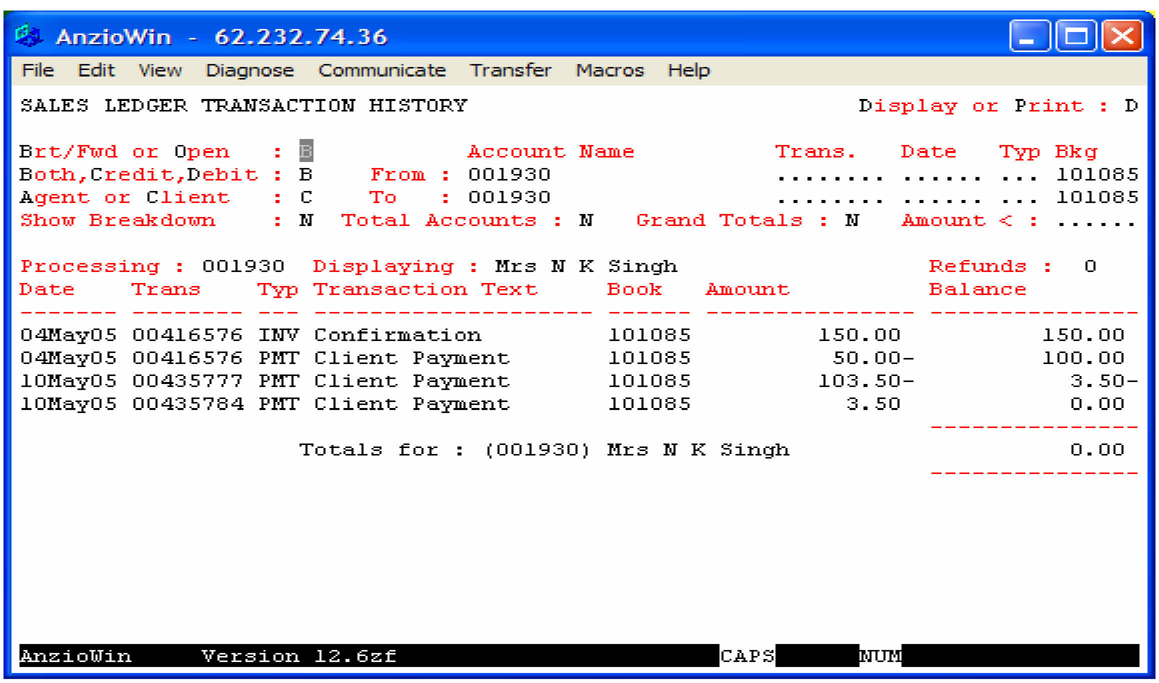
On 'OK' to Process, the balance due on the booking falls to zero, as does the SL account history.



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AnzioWin - 62.232.74.36
File  Edit  View  Diagnose  Communicate  Transfer  Macros  Help
SALES LEDGER TRANSACTION HISTORY                            Display or Print : D

Brt/Fwd or Open      : B          Account Name          Trans.   Date   Typ Bkg
Both,Credit,Debit : B     From : 001930                 ........ ...... ... 101085
Agent or Client   : C     To   : 001930                 ........ ...... ... 101085
Show Breakdown    : N   Total Accounts : N   Grand Totals : N   Amount < : ......

Processing : 001930  Displaying : Mrs N K Singh                  Refunds :   0
Date     Trans    Typ Transaction Text     Book    Amount          Balance
-------  -------- --- -------------------- ------ ---------------  ---------------
04May05 00416576 INV Confirmation         101085          150.00           150.00
04May05 00416576 PMT Client Payment       101085           50.00-          100.00
10May05 00435777 PMT Client Payment       101085          103.50-            3.50-
10May05 00435784 PMT Client Payment       101085            3.50             0.00
                                                                  ---------------
                    Totals for : (001930) Mrs N K Singh                      0.00
                                                                  ---------------

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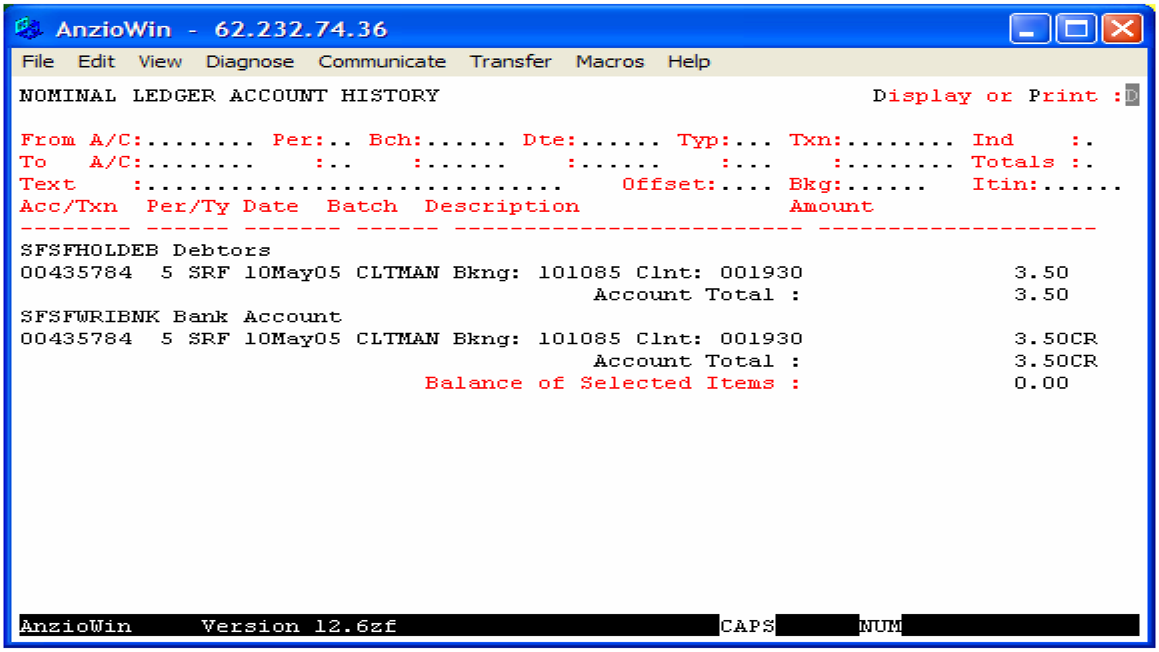


We see that these monies have now hit our Write-Off Bank and removed this balance from our debtors account. You will note that by making the payment type non reconcilable, the entries in the NL tell us which booking / account the funds came from

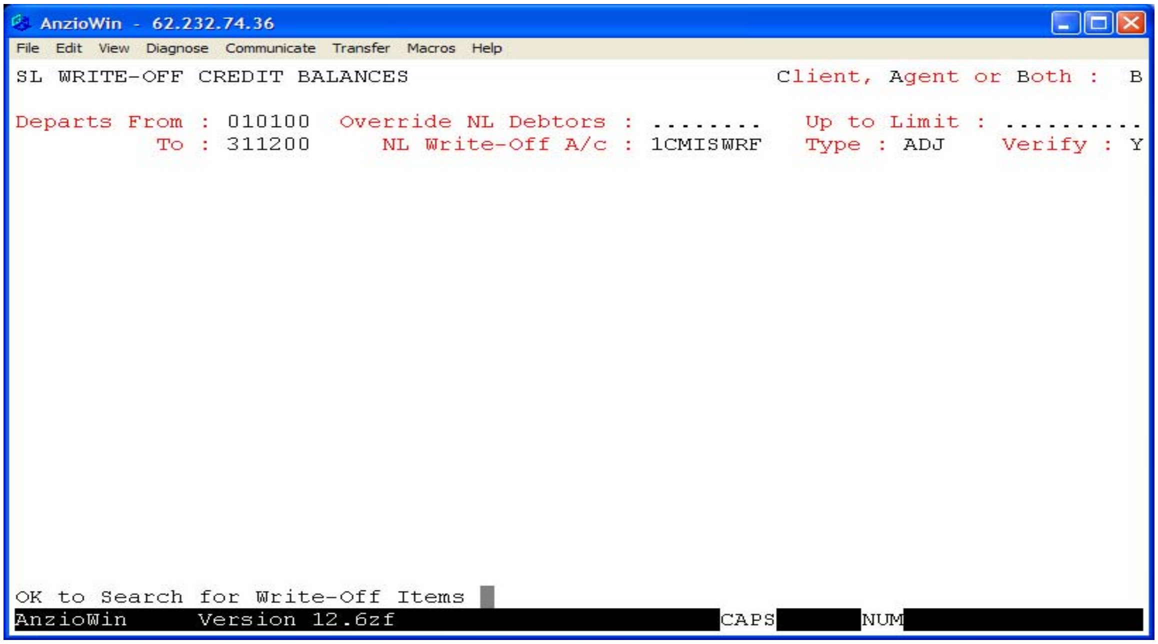
The above procedure is suitable for low volume / ad hoc write off's

Bulk Write-Off via SL Write-Off Credit Balances

Available Cv8.0+ this facility is designed for controlled high volume write-offs as it searches across the whole ledger for qualifying items

Key features:

- Sales ledger wide selection window
- Unlimited selection buffer
- Filter by credit limited making it suitable for bulk write-off of low value items in non-verification mode
- Clear decisive progress controls
- Easy to Use



Selection Criteria

Account Filter

You may limit your search to either Client or Agent accounts if you wish, however the program will default to inspect all accounts (the 'B'oth option)

Departure Date Range

It is most likely that you will be writing off any credit balances still held after a given duration based upon booking departure dates (given that the system does not formally record / calculate the return date of the client). You may enter a date range to filter on

Override Debtors Account

It you choose to specify a debtor's account then the system will use this for the write-off contras, else the account will be decided upon by the posting routines based upon their normal rule set

NL Write-Off Account

This account must be different from the NL Debtors Account and must be set up as a "W" or "B" account in the control accounts, or is present in the chart of Banks in the NL Parameters FM

Upto Limit

This is MANDATORY in NON-VERIFY mode and is the inclusive outstanding balance 'cap' per item on transactions to be included in the write-off list. Entered as a positive value and item whose outstanding balance modulus exceeds this value will be automatically excluded from the processing.

N.B. only credit balances make it through the first filtering process

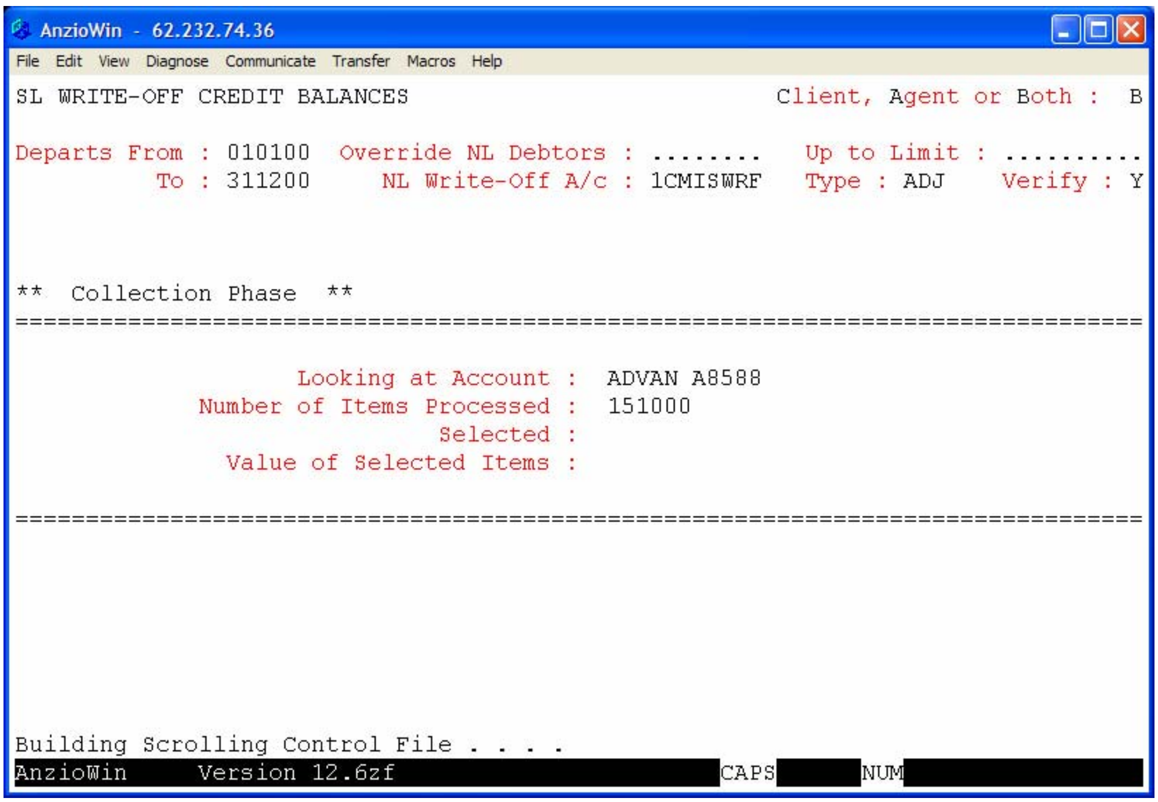
Payment Type

You must enter a valid payment type for the write-off posting. Lookup (?) is available on this field. We recommend that you use either a “R’econcile or ‘N’on reconcile payment type as the items are not true outputs, depending upon your NL reporting requirements (see above)

Verify

This defaults to ‘Y’es. If you override this to ‘N’, the system will only permit this if you enter a value cap. There is little penalty associated with going full verification, as both procedures feature the build scroll table (Collection Phase) prior to processing all items / verification and selection phases

Collection Phase

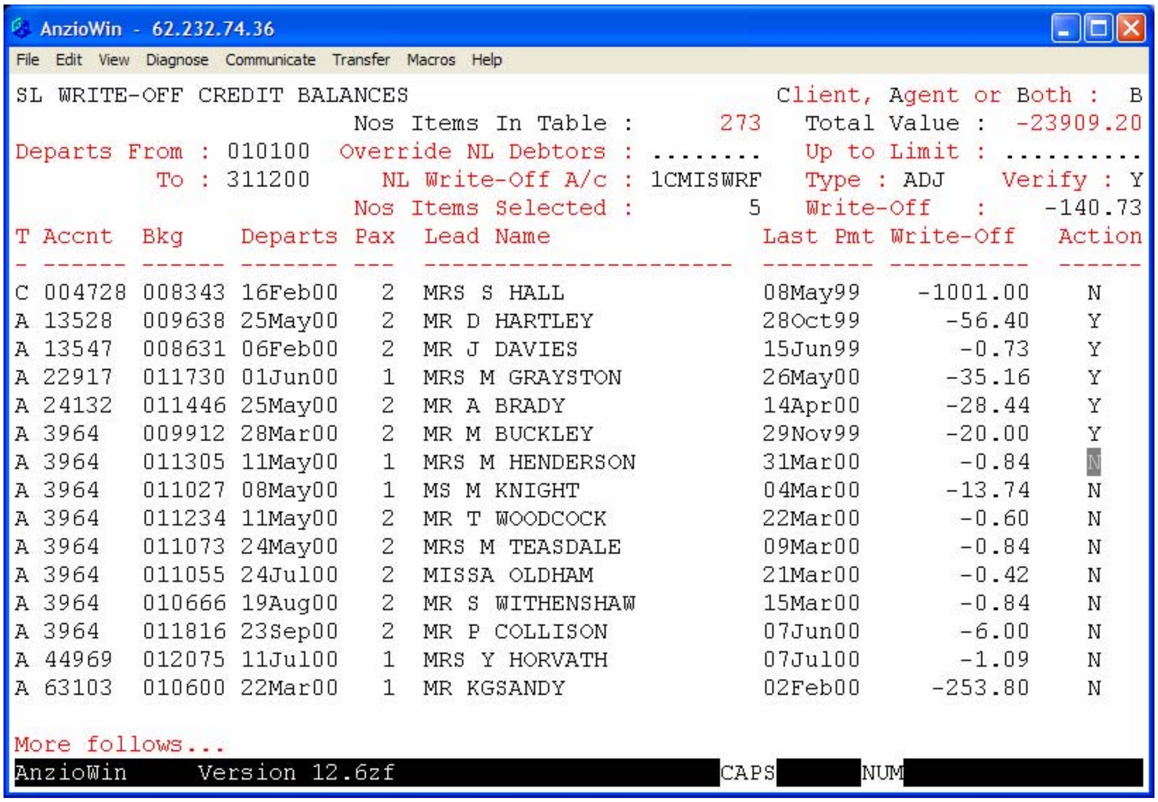


On entry of ‘OK’ to Search, the system scans across the given accounts giving a clear progress report to screen. This phase occurs irrespective of whether you have elected to run in verify or non verify mode

When in ‘Non Verify’ mode, all items are automatically flagged for processing in the processing phase, and the verification / selection phase is skipped

Verification & Selection Phase

On completion of the table build, the system shows you on line two of the screen how many items have matched the selection criteria, and the total value of the items in the table. It then presents you with the first screen full of items for verification / selection



```
AnzioWin - 62.232.74.36
File  Edit  View  Diagnose  Communicate  Transfer  Macros  Help
SL WRITE-OFF CREDIT BALANCES                    Client, Agent or Both :  B
                         Nos Items In Table :      273   Total Value :  -23909.20
Departs From : 010100  Override NL Debtors : ........  Up to Limit : ..........
          To : 311200     NL Write-Off A/c : 1CMISWRF  Type : ADJ    Verify : Y
                         Nos Items Selected :        5   Write-Off   :    -140.73
T Accnt  Bkg    Departs Pax  Lead Name              Last Pmt Write-Off   Action
- ------ ------ ------- ---  ---------------------- -------- ----------  ------
C 004728 008343 16Feb00  2   MRS S HALL             08May99    -1001.00     N
A 13528  009638 25May00  2   MR D HARTLEY           28Oct99      -56.40     Y
A 13547  008631 06Feb00  2   MR J DAVIES            15Jun99       -0.73     Y
A 22917  011730 01Jun00  1   MRS M GRAYSTON         26May00      -35.16     Y
A 24132  011446 25May00  2   MR A BRADY             14Apr00      -28.44     Y
A 3964   009912 28Mar00  2   MR M BUCKLEY           29Nov99      -20.00     Y
A 3964   011305 11May00  1   MRS M HENDERSON        31Mar00       -0.84     N
A 3964   011027 08May00  1   MS M KNIGHT            04Mar00      -13.74     N
A 3964   011234 11May00  2   MR T WOODCOCK          22Mar00       -0.60     N
A 3964   011073 24May00  2   MRS M TEASDALE         09Mar00       -0.84     N
A 3964   011055 24Jul00  2   MISSA OLDHAM           21Mar00       -0.42     N
A 3964   010666 19Aug00  2   MR S WITHENSHAW        15Mar00       -0.84     N
A 3964   011816 23Sep00  2   MR P COLLISON          07Jun00       -6.00     N
A 44969  012075 11Jul00  1   MRS Y HORVATH          07Jul00       -1.09     N
A 63103  010600 22Mar00  1   MR KGSANDY             02Feb00     -253.80     N

More follows...
AnzioWin     Version 12.6zf                         CAPS        NUM
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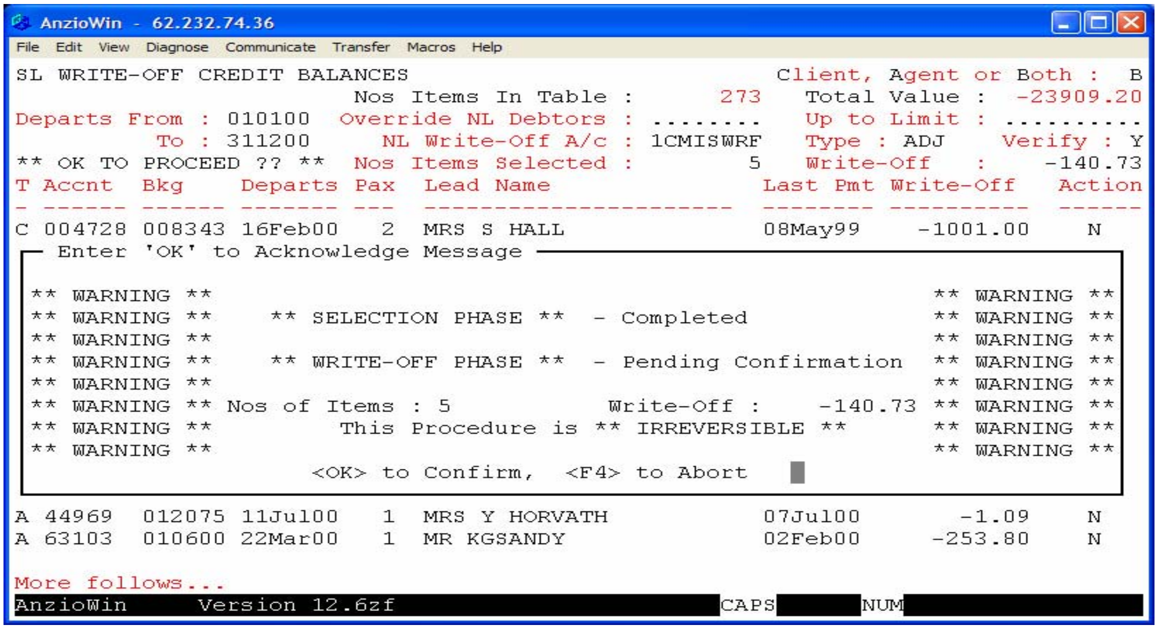
This display is an unlimited display of all items which have met your selection (bound only by the number of valid transactions available to it, and subject to sufficient disk space to build the table).

You should navigate up and down the table using the arrow keys, selecting items for write off by changing the flag against a given table entry to “Y”. As you do this, the running display on line 5 of the screen is updated to reflect the total number and value of the items presently selected.

The system will not allow you to navigate back into the selection criteria (it uses a work file of verified items that match you selection criteria – no processing occurs until that Phase), and it is impossible to “fall off” then end of the table which is indicated by reaching the final page full of items whereby the More Follows . . . will disappear, and movement down form the last table item results in the ‘OK to Proceed’ screen. You can short-cut to this at any stage of the table by pressing <F1>.

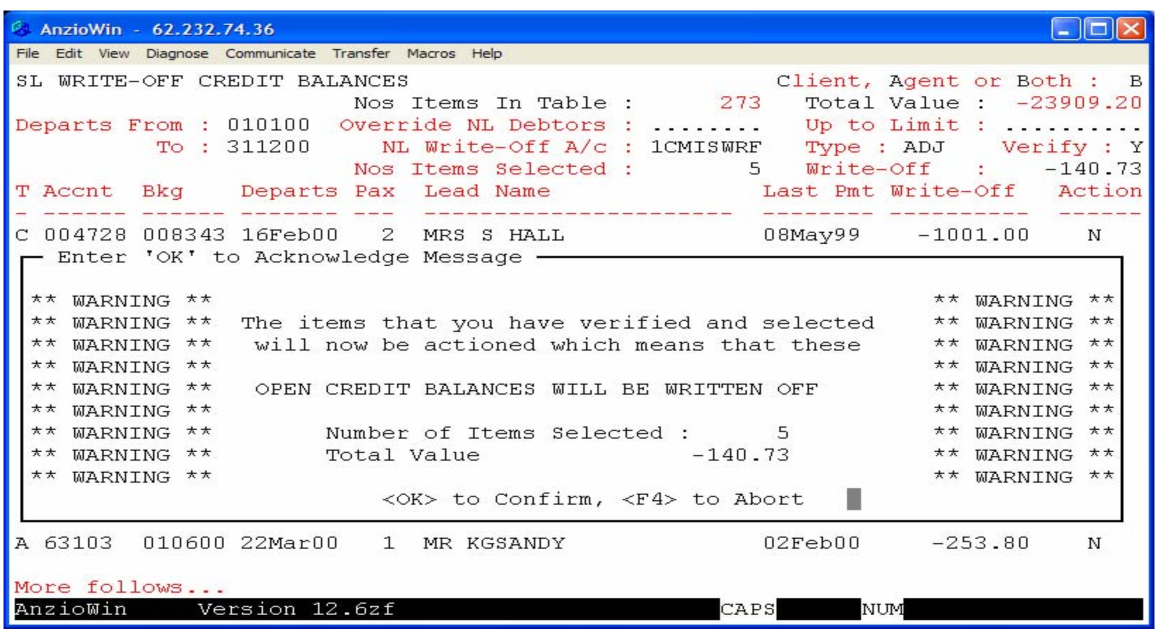
If you wish to abort at this point, you must ENTER “F4” (the characters “F” + “4”) into the system to initiate the abort – the function keys are de-sensitised at this point to prevent accidental use and destruction of the build file

To proceed through to the Write-Off Phase, you must enter “OK”



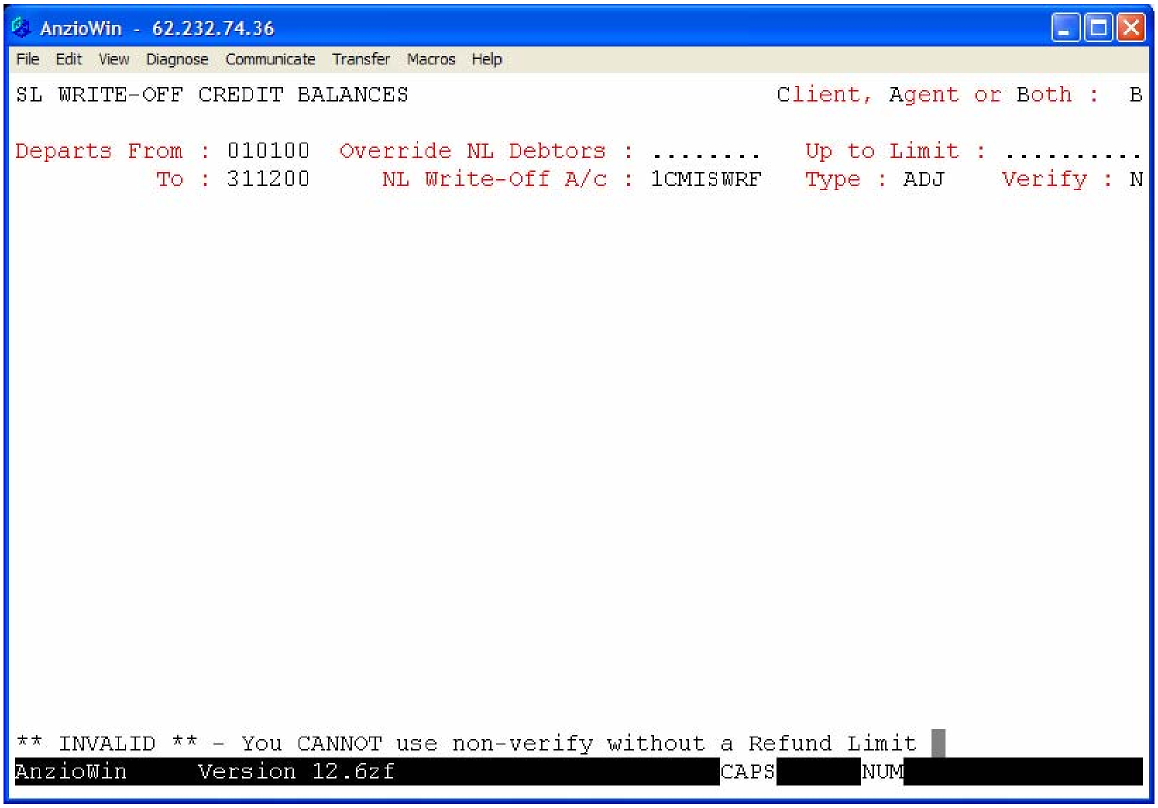
At the end of the Selection Phase the system will prompt you to confirm your wish to proceed. It re-confirms to you the number of items you have selected and the total value of the write-off

If you enter "F4" then you will be returned into the scrolling table, and you can safely <F4> from there, but in doing this you will destroy the table you have been manipulating. If you choose to go forwards into the Write-Off Phase, you will receive one LAST CHANCE to ABORT



You are given one FINAL opportunity to abort prior to moving forwards into the WRITE-OFF phase which is common to both Verify and Non-Verify modes of operation

SL Write-Off Credit Balances – Non Verify Mode

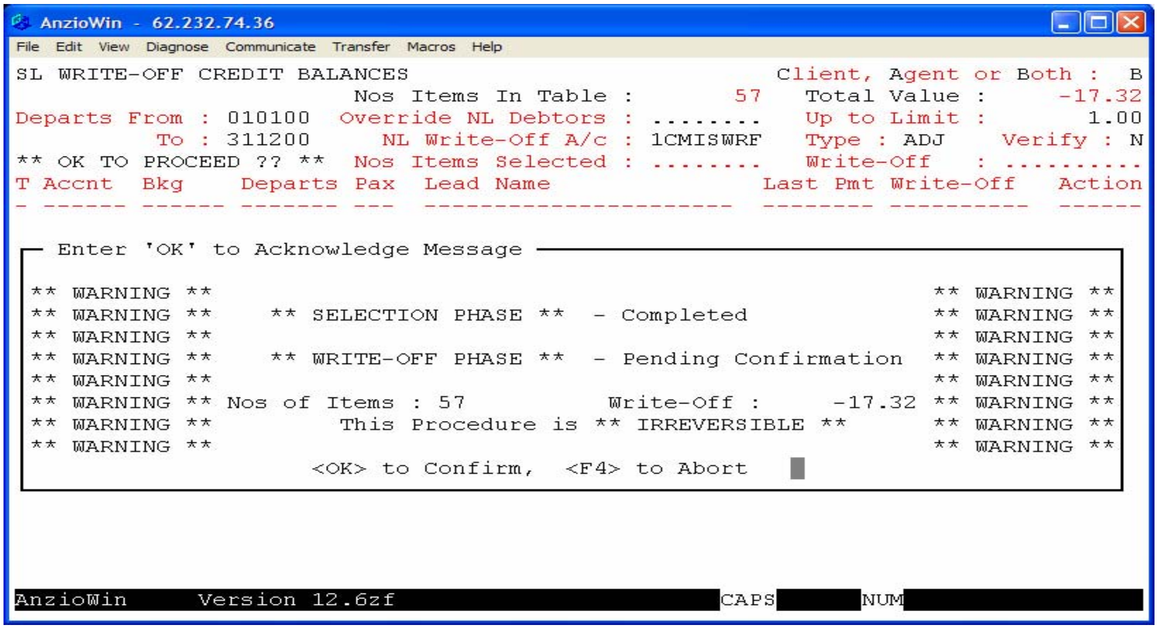


If you select "N"on Verify mode, then the system will insist that you place in a transaction limit – this is a per item value (typically used to write off sub 5GBP value in one go in non-verify) but is included as an extra precaution to un-intended entry into this mode. However, as nothing happens until the final Write-Off process, this would be a fairly minor infringement

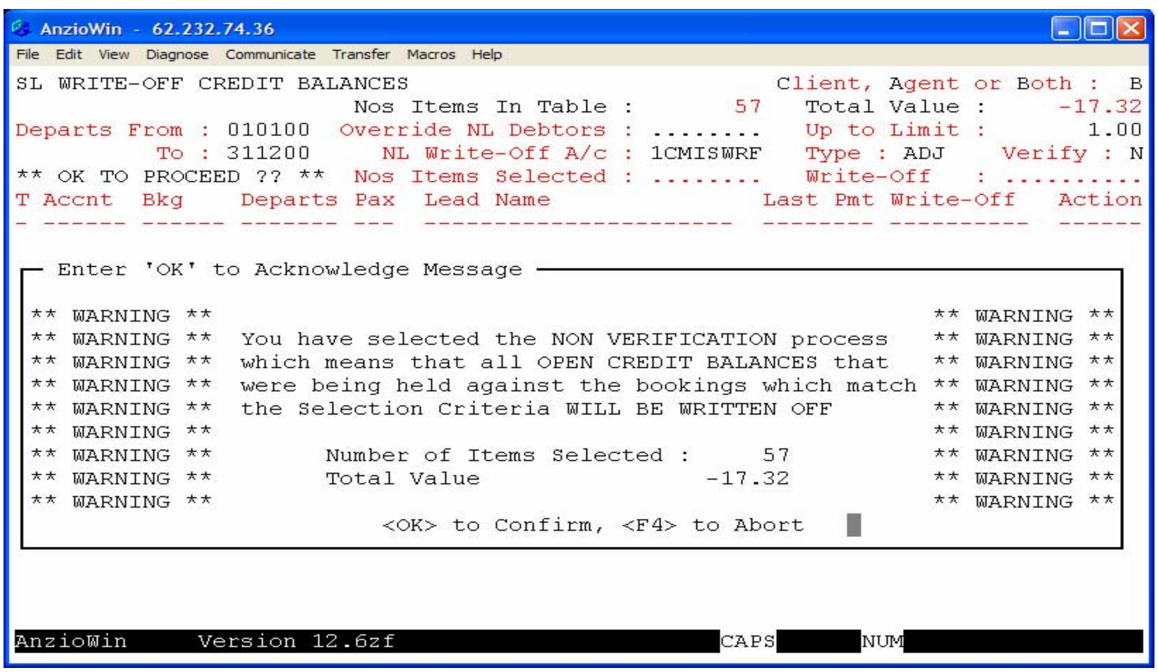
On entry of "N" the system goes into the common table build phase as illustrated above, and then gives you the Non-Verify confirmation screen as detailed below

Note, the combination of Departure Date range and Upto Limit has given us a total of 57 selected items whose total value is 17.32 GBP

Once again you may enter "F4" to ABORT the procedure and return to the selection criteria – n.b. this will immediately destroy your existing table, or enter "OK" to continue on into the Write-Off phase

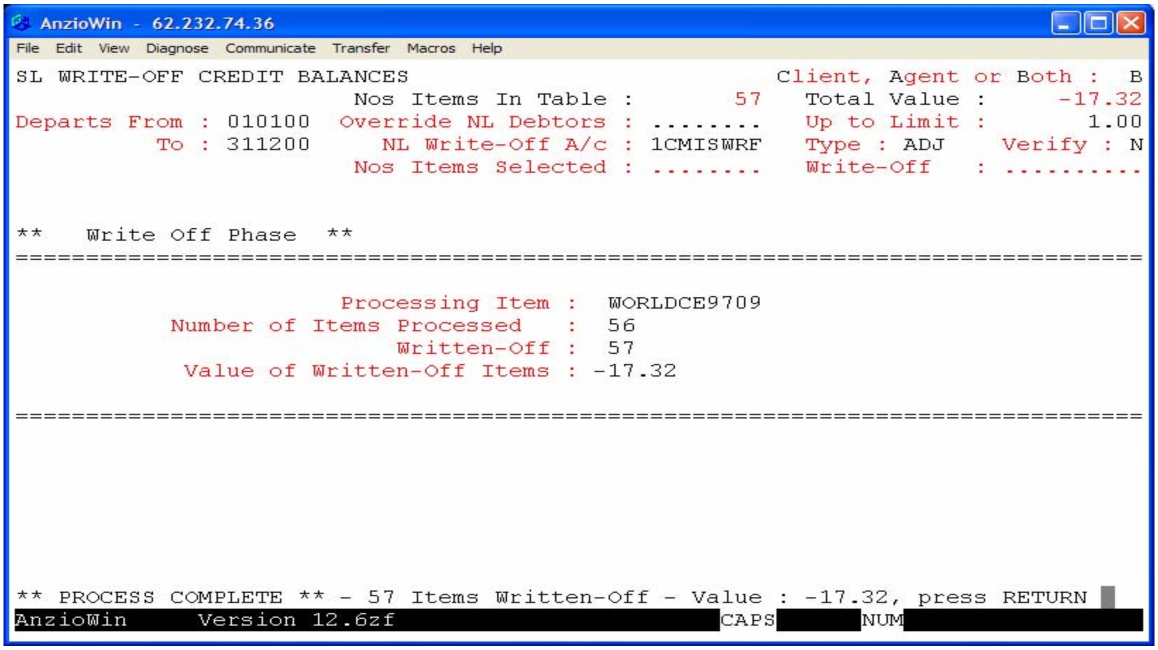


On entry of “OK” you will receive one FINAL CHANCE to abort this procedure

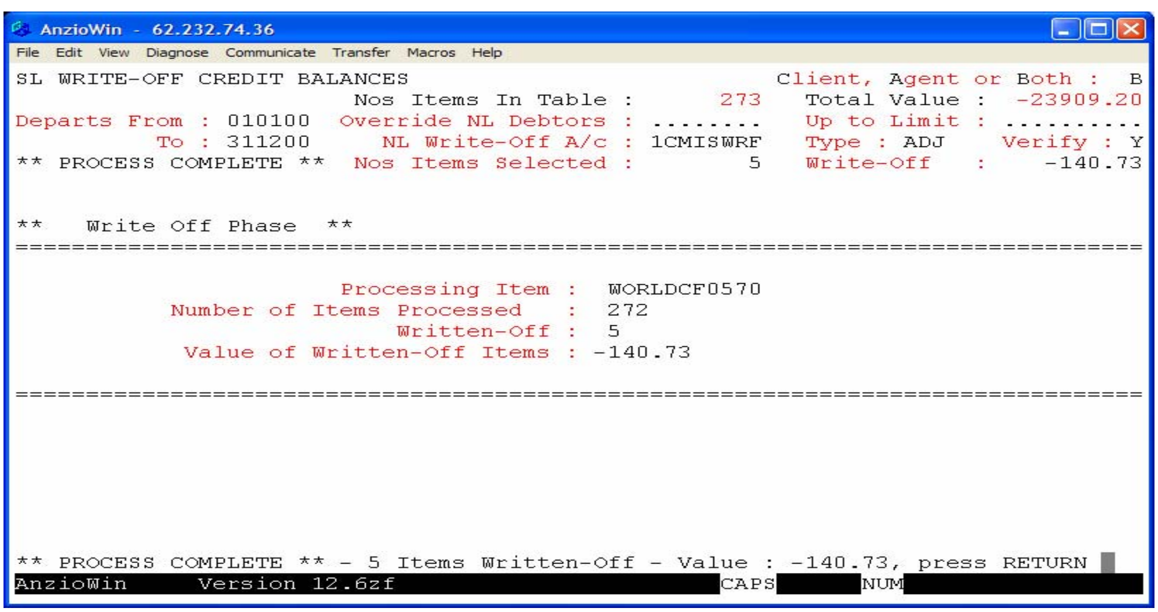


Entry of “OK” will pass control through to the common Write-Off phase. Entry of “F4” will return control back to the selection criteria, releasing the scroll file

Write-Off Phase

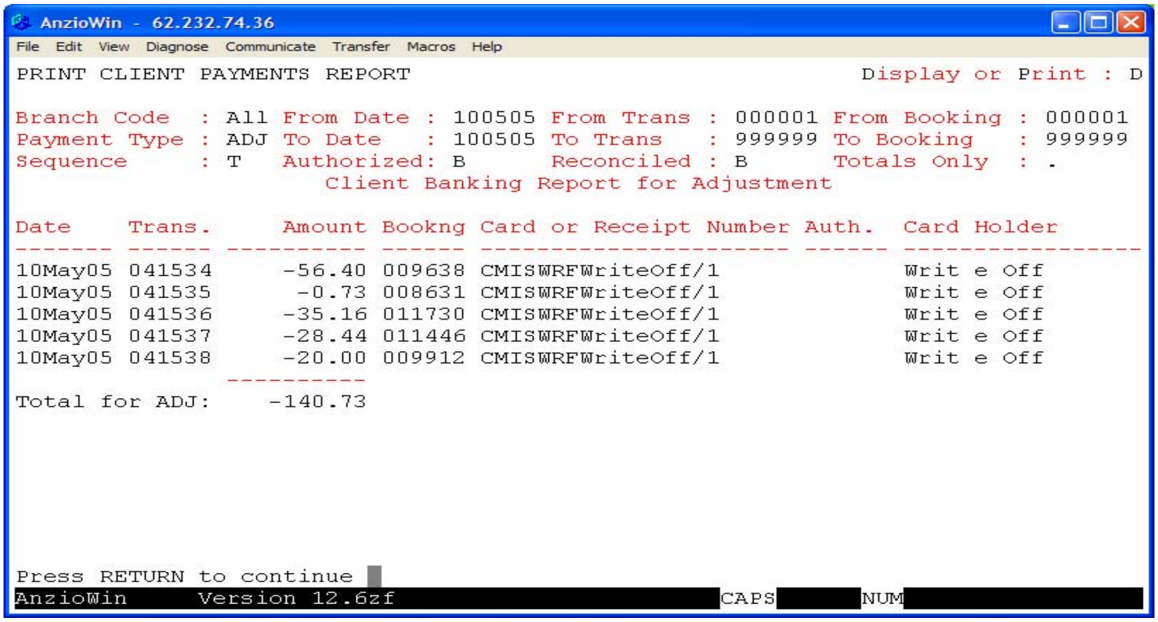


After entry of the Final "OK" to Process, the system enters the IRREVERSIBLE write-off phase whereby all items that are sitting in our scroll table which are currently flagged for write-off will be processed. These two screens show the results of our Verify / Non-Verify batches



The Write-Off phase maintains a clear display of what it is doing to the screen, and keeps its own set of variable recording the items it is processing

You should check that the values displayed at the end of this Phase in confirmation of the successful transactions match the expected outcome shown on line 5 at the end of the Collection Phase. Any discrepancies should be logged for further investigation



```
AnzioWin - 62.232.74.36
File  Edit  View  Diagnose  Communicate  Transfer  Macros  Help
PRINT CLIENT PAYMENTS REPORT                                Display or Print : D

Branch Code   : All From Date : 100505 From Trans : 000001 From Booking : 000001
Payment Type  : ADJ To Date   : 100505 To Trans   : 999999 To Booking   : 999999
Sequence      : T   Authorized: B      Reconciled : B      Totals Only  : .
                      Client Banking Report for Adjustment

Date    Trans.      Amount Bookng Card or Receipt Number Auth.  Card Holder
------- ------ ----------- ------ ---------------------- ------ ----------------
10May05 041534      -56.40 009638 CMISWRFWriteOff/1             Writ e Off
10May05 041535       -0.73 008631 CMISWRFWriteOff/1             Writ e Off
10May05 041536      -35.16 011730 CMISWRFWriteOff/1             Writ e Off
10May05 041537      -28.44 011446 CMISWRFWriteOff/1             Writ e Off
10May05 041538      -20.00 009912 CMISWRFWriteOff/1             Writ e Off
               -----------
Total for ADJ:     -140.73

Press RETURN to continue
AnzioWin     Version 12.6zf                           CAPS     NUM
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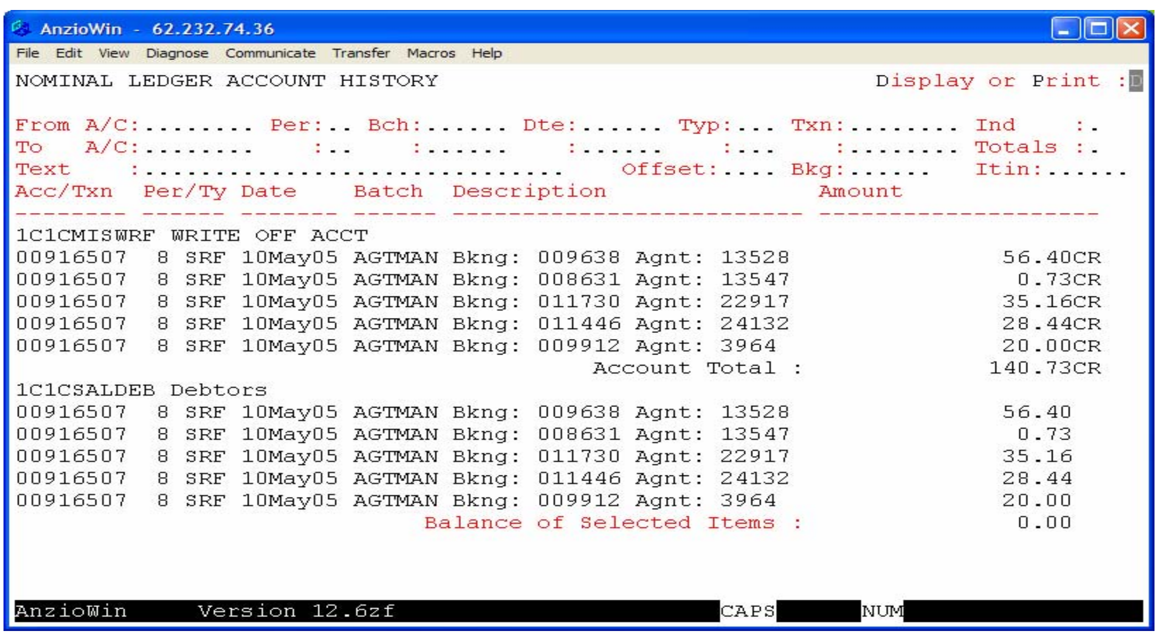
If we look into the Client Payments Report and Nominal Ledger, we can see the transactions that have hit the ADJ and SRF tables precisely match with the items we have processed



```
AnzioWin - 62.232.74.36
File  Edit  View  Diagnose  Communicate  Transfer  Macros  Help
NOMINAL LEDGER ACCOUNT HISTORY                               Display or Print :D

From A/C:........ Per:.. Bch:...... Dte:...... Typ:... Txn:........ Ind    :.
To   A/C:........    :..    :......    :......    :...    :........ Totals :.
Text     :............................     Offset:.... Bkg:......   Itin:......
Acc/Txn  Per/Ty Date    Batch  Description               Amount
-------- ------ ------- ------ ------------------------- --------------------
1C1CMISWRF WRITE OFF ACCT
00916507  8 SRF 10May05 AGTMAN Bkng: 009638 Agnt: 13528              56.40CR
00916507  8 SRF 10May05 AGTMAN Bkng: 008631 Agnt: 13547               0.73CR
00916507  8 SRF 10May05 AGTMAN Bkng: 011730 Agnt: 22917              35.16CR
00916507  8 SRF 10May05 AGTMAN Bkng: 011446 Agnt: 24132              28.44CR
00916507  8 SRF 10May05 AGTMAN Bkng: 009912 Agnt: 3964               20.00CR
                                        Account Total :             140.73CR
1C1CSALDEB Debtors
00916507  8 SRF 10May05 AGTMAN Bkng: 009638 Agnt: 13528              56.40
00916507  8 SRF 10May05 AGTMAN Bkng: 008631 Agnt: 13547               0.73
00916507  8 SRF 10May05 AGTMAN Bkng: 011730 Agnt: 22917              35.16
00916507  8 SRF 10May05 AGTMAN Bkng: 011446 Agnt: 24132              28.44
00916507  8 SRF 10May05 AGTMAN Bkng: 009912 Agnt: 3964               20.00
                              Balance of Selected Items :             0.00

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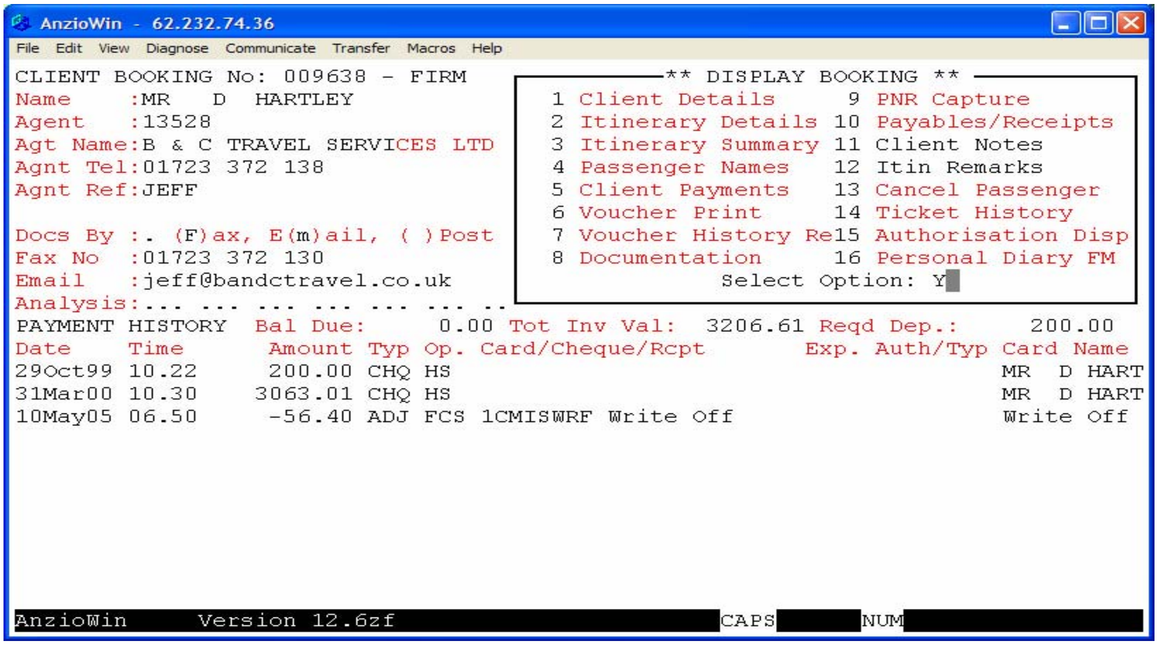
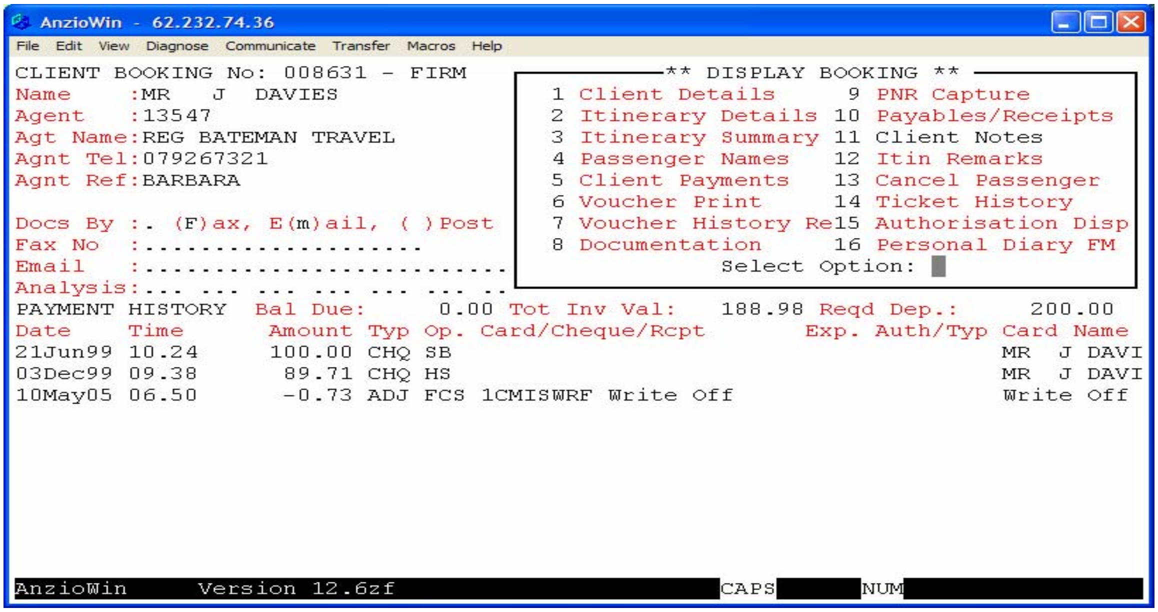


Down at individual Booking level, we can see that the Write-Off's are successfully contra'ing the credit balances previously recorded



Feedback

We hope you have found this manual informative and would very much like to receive your feedback / suggestions for improvements, inclusion or exclusions. These should be sent to suggestions@franek.co.uk or contact a member of our Support Team directly