

Chameleon Travel System

Sales Credit Management

Version 1.0

Revision Information

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

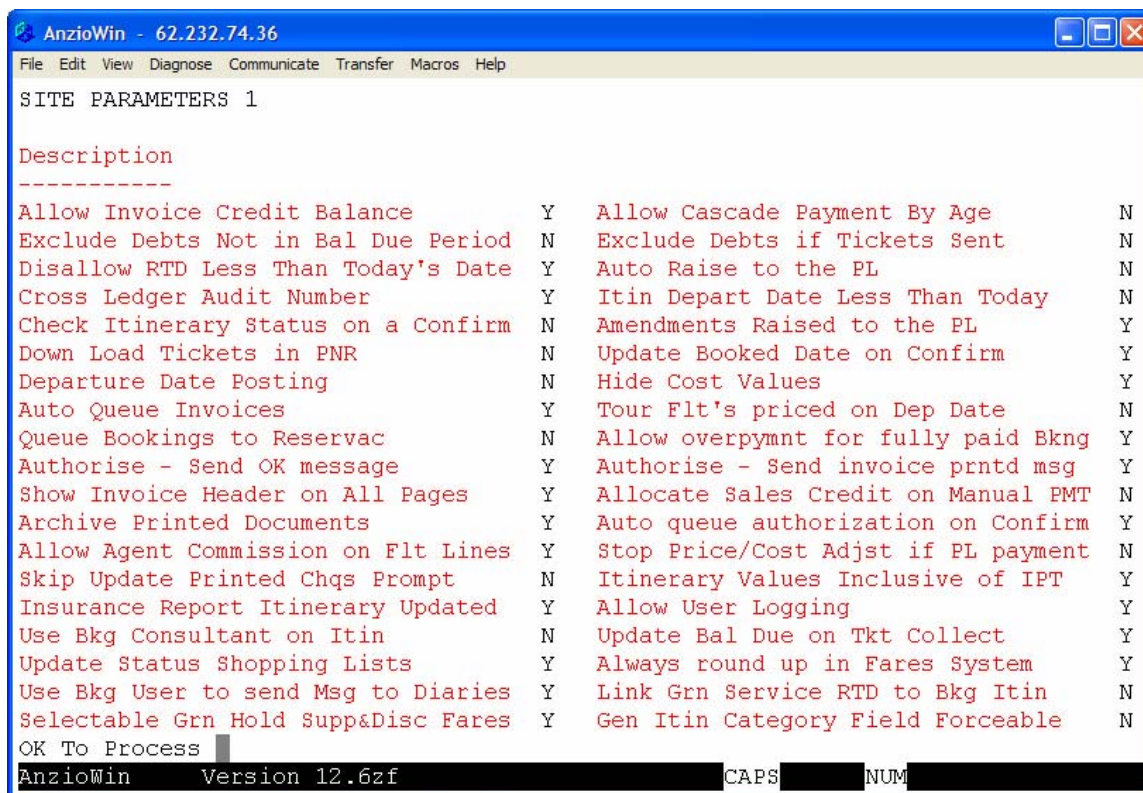
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Introduction

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

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File Edit View Diagnose Communicate Transfer Macros Help

CLIENT BOOKING No: 101085 - FIRM

Name : MRS NK SINGH Address : 39 YEW TREE ROAD
Agent : Details : LIVERPOOL
Agt Name: L18 3JN
Work Tel: PostTown :
Home Tel: 0151 428 7327 PostCode :
Docs By : (F)ax, E(m)ail, ()Post Invoice : APINTP Membership:
Fax No : Don't Mail: Don't Sell:
Email :
Analysis:
Booked : 040505 Adult: 2 Ch: Inf: General : 0.00
Amended : 040505 Insurance : 150.00
Optn.Exp: 070505 Total Invoice: 150.00
Bal.Due : 040505 Balance Due : 3.50-
Departs : 010605 Deposit Reqd.: 150.00 Agt Comm. : 0.00
Tckt Col: Sett'l Discnt.: 0.00
Operator: JCF/JCF Gross Profit : 76.50 VAT In : 0.00
Canx Typ: GP% : 51.00
Visas : 150.00
Vaccin: Cash Recvd: 153.50
Source : AGR Bond: Client : 001930 (-3.50)
Analysis: FLTIND Branch: CF Currency : GBP / 1.0000 Bal Due : 3.50-
AnzioWin Version 12.6zf NUM

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)

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CLIENT BOOKING No: 101085 - NEW PAYMENTS

Name : MRS NK SINGH Payment Type :
Agent : Payment Amount :
Agt Name: Apply Surcharge :
Work Tel: Card/Cheque/Receipt:
Home Tel: 0151 428 7327 Card Issue Number :
Start/Expiry Date :
Docs By : (F)ax, E(m)ail, Authorisation :
Fax No : CC Holder/Chq Name : Receipt: N
Email : NL Bank Account : SFHOLBNK Clt Balance: -3.50
Analysis:
PAYMENT HISTORY Bal Due: -3.50 Tot Inv Val: 150.00 Req'd 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
AnzioWin Version 12.6zf NUM

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

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SALES LEDGER TRANSACTION HISTORY Display or Print : D

Brt/Fwd or Open : B Account Name Trans. Date Typ Bkg
 Both,Credit,Debit : B From : First First .. First Fst First
 Agent or Client : C To : Last Last .. Last Lst Last
 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-
Totals for : (001930) Mrs N K Singh						3.50-

More (Y/N) ☐

AnzioWin Version 12.6zf NUM

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'.

SALES LEDGER TRANSACTION HISTORY Display or Print : D

Brt/Fwd or Open : 0 Account Name Trans. Date Typ Bkg
 Both,Credit,Debit : C From : First First .. First Fst First
 Agent or Client : C To : Last Last .. Last Lst Last
 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

Date	Trans	Typ	Transaction Text	Book	Amount	Balance
04May05	00416576	INV	Confirmation	101085	150.00	3.50-
Totals for : (001930) Mrs N K Singh						3.50-

More (Y/N) ☐
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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 'Both' 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 infinitum

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

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CLIENT BOOKING No: 101085 - NEW PAYMENTS

Name : MRS NK SINGH | Payment Type : UNC
 Agent : | Payment Amount : 3.50
 Agt Name: | Apply Surcharge :
 Work Tel: | Card/Cheque/Receipt:
 Home Tel: 0151 428 7327 | Card Issue Number :
 | Start/Expiry Date :
 Docs By : (F)ax, E(m)ail, | Authorisation :
 Fax No : | CC Holder/Chq Name : Receipt: N
 Email : | NL Bank Account :
 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	04.18	-3.50	UNC	JCF				*Pmt reall

OK To Process

AnzioWin Version 12.6zf CAPS NUM

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

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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
10May05	00435778	UNC	Reversal:	-3.50 101085	0.00	3.50-
Totals for : (001930) Mrs N K Singh						3.50-

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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

The screenshot shows the AnzioWin software interface with the following data:

CLIENT BOOKING No: 101085 - NEW PAYMENTS

Name : MRS NK SINGH	Payment Type :
Agent :	Payment Amount :
Agt Name :	Apply Surcharge : ..
Work Tel :	Card/Cheque/Receipt :
Home Tel : 0151 428 7327	Card Issue Number : ..
	Start/Expiry Date :
Docs By : . (F)ax, E(m)ail,	Authorisation :
Fax No :	CC Holder/Chq Name :
Email :	NL Bank Account : SFHOLBNK Clt Balance: -3.50

Analysis:

PAYMENT HISTORY		Bal Due:	Tot Inv Val:	Reqd Dep.:
		-3.50	150.00	150.00
Date	Time	Amount	Typ	Op. Card/Cheque/Rcpt
04May05	11.02	50.00	LCS	JCF
10May05	03.18	103.50	LCS	JCF
10May05	04.18	-3.50	UNC	JCF
10May05	04.32	3.50	SLT	JCF Auto Payment

Card Name

FRANEK
EDWARDS
*Pmt reall
Unallocate

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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 came from

Re-Allocation via RFD

The screenshot shows the AnzioWin software interface with the following content:

CLIENT BOOKING No: 101085 - NEW PAYMENTS

Name : MRS NK SINGH	Payment Type :
Agent :	Payment Amount :
Agt Name :	Apply Surcharge : ..
Work Tel:	Card/Cheque/Receipt:
Home Tel: 0151 428 7327	Card Issue Number : ..
	Start/Expiry Date :
Docs By : . (F)ax, E(m)ail, :	Authorisation :
Fax No :	CC Holder/Chq Name :
Email :	NL Bank Account : SFHOLBNK
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
04May05	11.02	50.00	LCS	JCF	FRANEK
10May05	03.18	103.50	LCS	JCF	EDWARDS
10May05	04.50	-3.50	RFD	JCF	Manual Ref

At the bottom, there is a status bar with the text: AnzioWin Version 12.6zf CAPS NUM

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!

SALES LEDGER TRANSACTION HISTORY Display or Print : D

Brt/Fwd or Open : ☐ 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-

AnzioWin Version 12.6zf NUM

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

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File Edit View Diagnose Communicate Transfer Macros Help

CREATE REFUND CHEQUES Client, Agent or Everything : C

Reference : 001930 Payee Name : Mrs N K Singh
NL Bank : SFHOLBNK NL Debtors : SFHOLDEB Verify : Y

Sales Ledger Transaction :

Client : 001930

Posting Date : 10May05 Transaction : 163895
Trans Type : Refund Text : Repayment: -3.50
Amount : 3.50 Booking : 101085

Processing : 001930GBP732078163895

Queue a cheque for this item (Y/N) :

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

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File Edit View Diagnose Communicate Transfer Macros Help

SALES LEDGER TRANSACTION HISTORY Display or Print : D

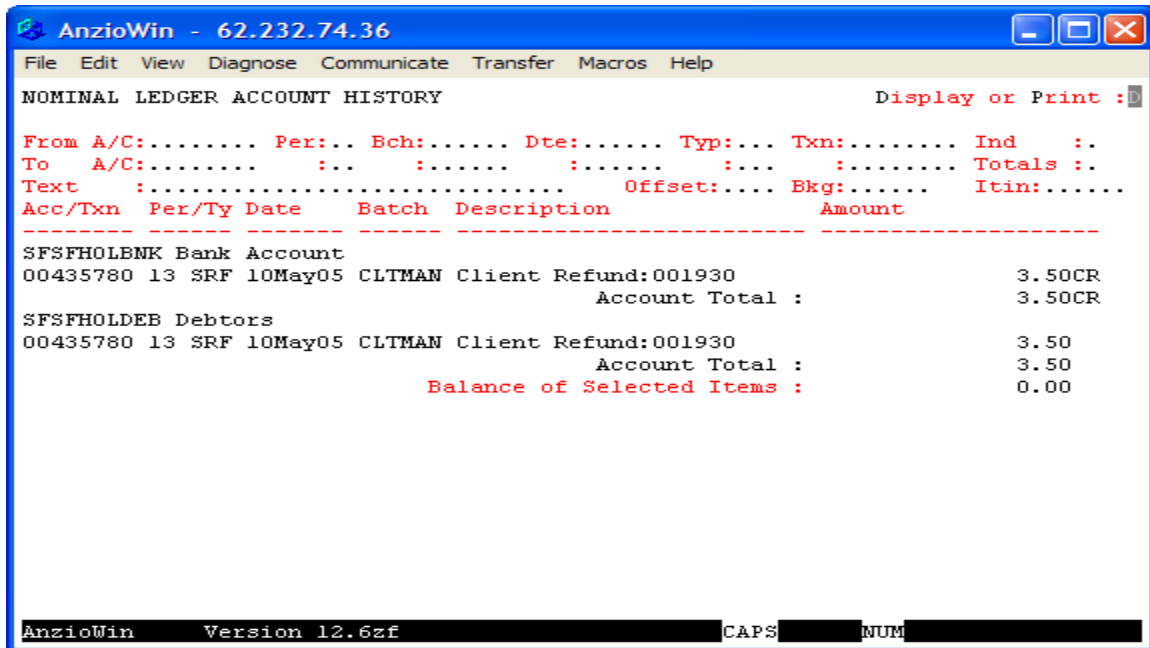
Brt/Fwd or Open : Both, Credit, Debit : B From : 001930 Mrs N K Sing First .. First Fst First
Agent or Client : C To : 001930 Mrs N K Sing Last .. Last Lst Last
Show Breakdown : N Total Accounts : N Grand Totals : N Amount < :

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-
10May05	00435780	RFD	From RFD/00435779		3.50	0.00
Totals for : (001930) Mrs N K Singh						0.00

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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



The screenshot shows the AnzioWin application window with the title bar 'AnzioWin - 62.232.74.36'. The menu bar includes File, Edit, View, Diagnose, Communicate, Transfer, Macros, and Help. The main window displays the 'NOMINAL LEDGER ACCOUNT HISTORY' for a client refund transaction. The transaction details are as follows:

From A/C	Per	Bch	Dte	Typ	Txn	Ind
To A/C	:	:	:	:	:	Totals
Text						Itin
Acc/Txn	Per/Ty	Date	Batch	Description	Offset	Bkg
						Amount

SFSFHOLBNK Bank Account						
00435780	13	SRF	10May05	CLTMAN	Client Refund:001930	3.50CR
Account Total :						3.50CR
SFSFHOLDEB Debtors						
00435780	13	SRF	10May05	CLTMAN	Client Refund:001930	3.50
Account Total :						3.50
Balance of Selected Items :						0.00

The status bar at the bottom shows 'AnzioWin Version 12.6zf' and 'CAPS NUM'.

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 through 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.

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File Edit View Diagnose Communicate Transfer Macros Help

SALES LEDGER TRANSACTION HISTORY Display or Print : D

Brt/Fwd or Open : ☐ Account Name Trans. Date Typ Bkg
 Both,Credit,Debit : B From : 001930 Mrs N K Sing First .. First Fst First
 Agent or Client : C To : 001930 Mrs N K Sing Last .. Last Lst Last
 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	3.50-
10May05	00435781	INV	Confirmation	101088	3500.00	3350.00
Totals for : (001930) Mrs N K Singh						3346.50

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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

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File Edit View Diagnose Communicate Transfer Macros Help

SALES LEDGER CREDIT REALLOCATION

Ag't Clnt : ☐ Date Frm Date : Error Collected : 0.00
 Reference: Type: . To Date : Rep : . Available : 0.00
 Allocation : Manual Items : . Booking Items : . Verify : .
 Payment - Credits only : . Manual Items : . Booking Items : . Verify : .

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Selection Criteria:

Mandatory

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

Optional

Date Reference	"T"ransaction (default) 'D'earture 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

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SALES LEDGER CREDIT REALLOCATION

Agt Clint : C Date Frm Date : First Error Collected : 3.50
Reference: 001930 Type: T To Date : Last Rep : D Allocated : 0.00
Available : 0.00

Collection - Credits only : Y Manual Items : Y Booking Items : Y Verify : Y
Payment - Manual Items : Y Booking Items : Y Verify : Y

* COLLECT MODE *

Date	Trans No	Typ	Transaction Text	Bkg No	Money Available	Money Taken
04May05	00416576	INV	Confirmation	101085	-3.50	3.50

OK to Continue

AnzioWin Version 12.6zf NUM

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

SALES LEDGER CREDIT REALLOCATION

Collected : 3.50
Allocated : 0.00
Available : 3.50

Agt Clnt : C Date Frm Date : First Error
Reference: 001930 Type: T To Date : Last Rep : D

Collection - Credits only : Y Manual Items : Y Booking Items : Y Verify : Y
Payment - Manual Items : Y Booking Items : Y Verify : Y

* PAYMENT MODE *

Date	Trans No	Typ	Transaction Text	Bkg No	Payment Needed	Cash Allocated
10May05	00435781	INV	Confirmation	101088	3350.00	0.00

AnzioWin Version 12.6zf CAPS NUM

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

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SALES LEDGER TRANSACTION HISTORY Display or Print : D

Brt/Fwd or Open : ☐
 Both,Credit,Debit : B From : 001930 Mrs N K Sing First .. First Fst First
 Agent or Client : C To : 001930 Mrs N K Sing Last .. Last Lst Last
 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

10May05	00435781	INV	Confirmation	101088	3500.00	3346.50
Totals for : (001930) Mrs N K Singh						3346.50

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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

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File Edit View Diagnose Communicate Transfer Macros Help

CLIENT BOOKING No: 101085 - FIRM

Name :MRS NK SINGH

Agent :.....

Agt Name:

Work Tel:.....

Home Tel:0151 428 7327

Docs By :. (F)ax, E(m)ail, ()Post

Fax No :.....

Email :

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	07.03	-3.50	UNC	JCF				

1 Client Details 9 PNR Capture

2 Itinerary Details 10 Supplier Payments

3 Itinerary Summary 11 Client Notes

4 Passenger Names 12 Itin Remarks

5 Client Payments 13 Cancel Passenger

6 Issued Tickets FM 14 Ticket History

7 Personal Diary FM 15 Cheque Remittance

8 Documentation 16 Message & Reminder

Select Option: █

AnzioWin Version 12.6zf CAPS NUM

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

AnzioWin - 62.232.74.36

File Edit View Diagnose Communicate Transfer Macros Help

CLIENT BOOKING No: 101088 - FIRM

Name :MRS NK SINGH

Agent :.....

Agt Name:

Work Tel:.....

Home Tel:0151 428 7327

Docs By :. (F)ax, E(m)ail, ()Post

Fax No :.....

Email :

Analysis:.....

PAYMENT HISTORY Bal Due: 3346.50 Tot Inv Val: 3500.00 Reqd Dep.: 150.00

Date	Time	Amount	Typ	Op.	Card/Cheque/Rcpt	Exp.	Auth/Typ	Card Name
10May05	05.46	150.00	LCS	JCF				MRS N K SI
10May05	07.03	3.50	SLT	JCF				

1 Client Details 9 PNR Capture

2 Itinerary Details 10 Supplier Payments

3 Itinerary Summary 11 Client Notes

4 Passenger Names 12 Itin Remarks

5 Client Payments 13 Cancel Passenger

6 Issued Tickets FM 14 Ticket History

7 Personal Diary FM 15 Cheque Remittance

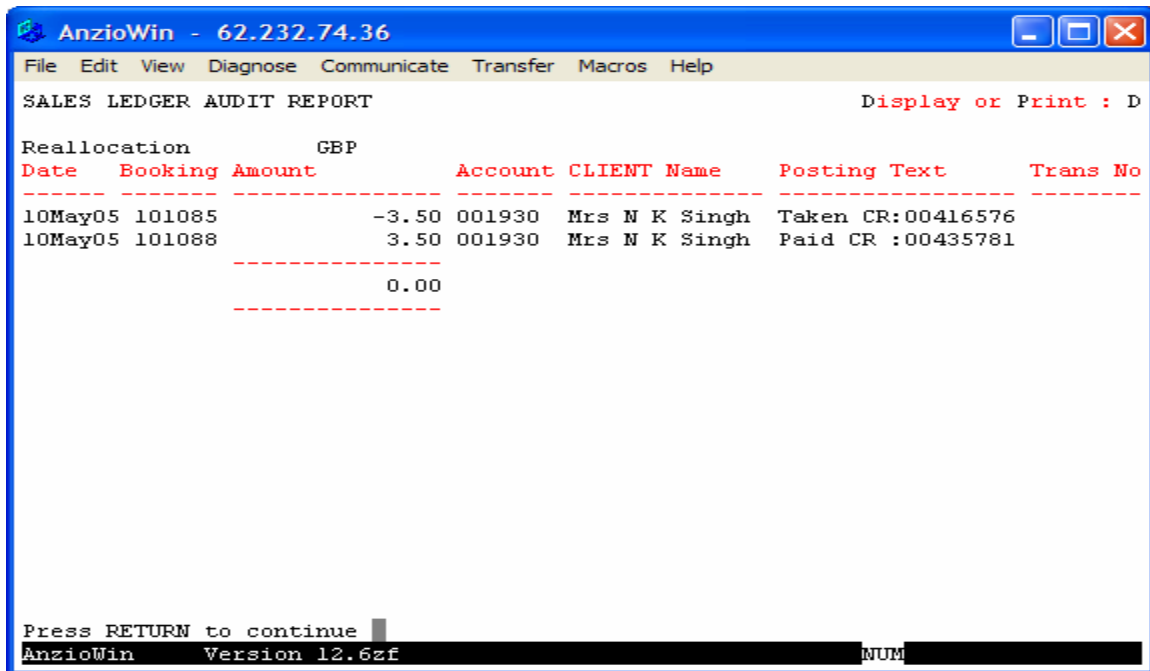
8 Documentation 16 Message & Reminder

Select Option: █

AnzioWin Version 12.6zf CAPS NUM

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



The screenshot shows a window titled 'AnzioWin - 62.232.74.36' with a menu bar (File, Edit, View, Diagnose, Communicate, Transfer, Macros, Help). The main content area displays a 'SALES LEDGER AUDIT REPORT' with a 'Display or Print : D' option. The report is for 'Reallocation' in 'GBP' and contains the following data:

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				

At the bottom, it says 'Press RETURN to continue' and 'AnzioWin Version 12.6zf'.

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

AnzioWin - 62.232.74.36

File Edit View Diagnose Communicate Transfer Macros Help

NOMINAL LEDGER PARAMETERS F.M.

No. of periods: 13

Period 1.	310105	Holiday Sales	: CFHOLTVN	Other Banks	1: SFWRIBNK
Period 2.	280205	Holiday Debtors	: SFHOLDEB		2:
Period 3.	310305	Holiday Suppliers	: CFHOLSUR		3:
Period 4.	300405	Holiday Creditors	: SFSUPLIA		4:
Period 5.	310505	CC Commissions Acc.	:		5:
Period 6.	300605	Client Bank	: SFHOLBNK	Petty Cash	1: SFCURPET
Period 7.	310705	Supplier Bank	: SFHOLBNK		2: SFCURPEL
Period 8.	310805	Membership Bank	:		
Period 9.	300905	Membership Fees	:	Uccf Bank Acc	:
Period 10.	311005	VAT In	: SFCURVAT		
Period 11.	301105	VAT Out	: SFCURVAT		
Period 12.	311205				
Period 13.	311206				

Current Period: 1
Last Trans.No.: 00739103

AnzioWin Version 12.6zf NUM

Here we can see that in addition 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 necessary to do this, as you can define the Account Type on the Control Account panel itself

AnzioWin - 62.232.74.36

File Edit View Diagnose Communicate Transfer Macros Help

NOMINAL ACCOUNTS FILE MAINTENANCE Add,Amend,Delete or Display? (1,2,3,4) 4

Account Ref: SFWRIBNK
Name : Shop Front Write Offs Bank Account

Period	Actual	Provision	Budget	A/C Balance:-
1 31Jan05				0.00
2 28Feb05				
3 31Mar05				
4 30Apr05				
5 31May05				
6 30Jun05				Roll Fwd : N
7 31Jul05				Clear Down : N
8 31Aug05				Acc Type : B
9 30Sep05				Filter : .
10 31Oct05				
11 30Nov05				
12 31Dec05				
13 31Dec06				
YTD.	0.00	0.00	0.00	

More (Y/N) : ☐

AnzioWin Version 12.6zf CAPS NUM

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

The screenshot shows the 'Payment Types File Maintenance' screen in the AnzioWin application. The window title is 'AnzioWin - 62.232.74.36'. The menu bar includes File, Edit, View, Diagnose, Communicate, Transfer, Macros, and Help. The main area displays the following information:

PAYMENT TYPES FILE MAINTENANCE Add, Amend, Delete or Display (1,2,3,4) : 2

Code : ADJ Description : Adjustments

Reconcile Type : N Auto Clearance Days : .. Group Code : ...

Validation Type : . Checksum Length : .. Currency Code : GBP

Online Authorisation : .

At the bottom, there is a status bar with 'OK To Process' and 'AnzioWin Version 12.6zf'.

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

The screenshot shows the 'Client Booking No: 101085 - NEW PAYMENTS' screen in the AnzioWin application. The window title is 'AnzioWin - 62.232.74.36'. The menu bar includes File, Edit, View, Diagnose, Communicate, Transfer, Macros, and Help. The main area displays the following information:

CLIENT BOOKING No: 101085 - NEW PAYMENTS

Name : MRS NK SINGH Payment Type : ADJ

Agent : Payment Amount : -3.50

Agt Name: Apply Surcharge : .

Work Tel: Card/Cheque/Receipt: F001046

Home Tel: 0151 428 7327 Card Issue Number : ..

Start/Expiry Date :

Docs By : . (F)ax, E(m)ail, Authorisation :

Fax No : CC Holder/Chq Name : Write Off Receipt: N

Email : NL Bank Account : SFHOLBNK

Analysis:.....

PAYMENT HISTORY Bal Due: -3.50 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

At the bottom, there is a status bar with 'OK To Process' and 'AnzioWin Version 12.6zf'.

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

AnzioWin - 62.232.74.36

File Edit View Diagnose Communicate Transfer Macros Help

CLIENT BOOKING No: 101085 - FIRM

Name : MRS NK SINGH
Agent :
Agt Name:
Work Tel:
Home Tel: 0151 428 7327

Docs By : . (F)ax, E(m)ail, ()Post
Fax No :
Email :

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

1 Client Details 9 PNR Capture
2 Itinerary Details 10 Supplier Payments
3 Itinerary Summary 11 Client Notes
4 Passenger Names 12 Itin Remarks
5 Client Payments 13 Cancel Passenger
6 Issued Tickets FM 14 Ticket History
7 Personal Diary FM 15 Cheque Remittance
8 Documentation 16 Message & Reminder

Select Option: █

AnzioWin Version 12.6zf CAPS NUM

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

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 : █ 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

AnzioWin Version 12.6zf CAPS NUM

AnzioWin - 62.232.74.36

FileEditViewDiagnoseCommunicateTransferMacrosHelp

NOMINAL LEDGER ACCOUNT HISTORY

Display or Print :

From A/C:.....Per:..Bch:.....Dte:.....Typ:..Txn:.....Ind:..

To A/C:.....:.....:.....:.....:.....Totals:..

Text:.....Offset:.....Bkg:.....Itin:.....

Acc/TxnPer/TyDateBatchDescriptionAmount

SFSFHOLDEB Debtors

004357845SRF10May05CLTMAN Bkng: 101085 Clnt: 0019303.50

Account Total :3.50

SFSFWRIBNK Bank Account

004357845SRF10May05CLTMAN Bkng: 101085 Clnt: 0019303.50CR

Account Total :3.50CR

Balance of Selected Items :0.00

AnzioWinVersion 12.6zfCAPSNUM

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

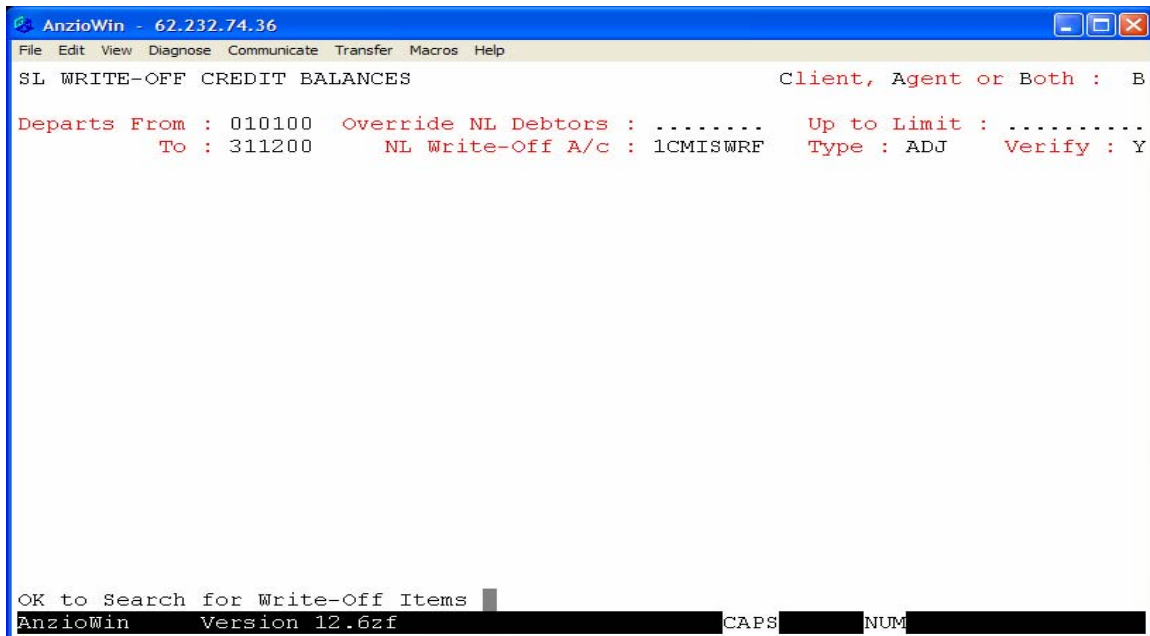
The above procedure is suitable for low volume / ad hoc write off's

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

If 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

```
AnzioWin - 62.232.74.36
File Edit View Diagnose Communicate Transfer Macros Help
SL WRITE-OFF CREDIT BALANCES Client, Agent or Both : B
Departs From : 010100 Override NL Debtors : ..... Up to Limit : .....
To : 311200 NL Write-Off A/c : 1CMISWRF Type : ADJ Verify : Y

** Collection Phase **

Looking at Account : ADVAN A8588
Number of Items Processed : 151000
Selected :
Value of Selected Items :

Building Scrolling Control File . . . .
AnzioWin Version 12.6zf CAPS NUM
```

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

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	
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 WITTHENSHAW	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

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 from 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"

```

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
** OK TO PROCEED ?? ** Nos Items Selected :      5 Write-Off : -140.73
T Acct Bkg Departs Pax Lead Name Last Pmt Write-Off Action
-----
C 004728 008343 16Feb00 2 MRS S HALL 08May99 -1001.00 N
Enter 'OK' to Acknowledge Message

** WARNING **
** WARNING ** ** SELECTION PHASE ** - Completed
** WARNING **
** WARNING ** ** WRITE-OFF PHASE ** - Pending Confirmation
** WARNING **
** WARNING ** Nos of Items : 5 Write-Off : -140.73
** WARNING ** This Procedure is ** IRREVERSIBLE **
** WARNING **
** WARNING **
<OK> to Confirm, <F4> to Abort

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

```

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

```

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 Acct Bkg Departs Pax Lead Name Last Pmt Write-Off Action
-----
C 004728 008343 16Feb00 2 MRS S HALL 08May99 -1001.00 N
Enter 'OK' to Acknowledge Message

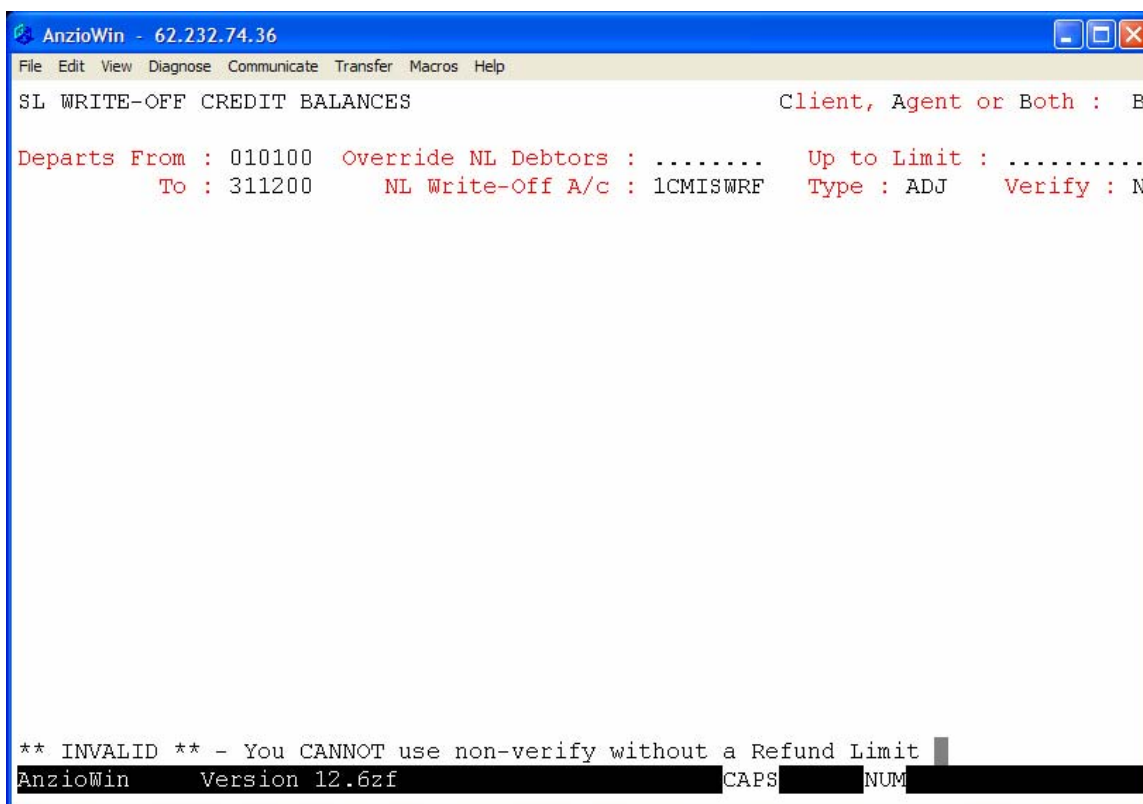
** WARNING **
** WARNING ** The items that you have verified and selected
** WARNING ** will now be actioned which means that these
** WARNING **
** WARNING ** OPEN CREDIT BALANCES WILL BE WRITTEN OFF
** WARNING **
** WARNING ** Number of Items Selected :      5
** WARNING ** Total Value -140.73
** WARNING **
** WARNING **
<OK> to Confirm, <F4> to Abort

A 63103 010600 22Mar00 1 MR KGSANDY 02Feb00 -253.80 N
More follows...
AnzioWin Version 12.6zf CAPS NUM

```

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

```

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 :           57      Total Value :      -17.32
Departs From : 010100  Override NL Debtors : ..... Up to Limit :      1.00
      To : 311200      NL Write-Off A/c : 1CMISWRF  Type : ADJ   Verify : N
** OK TO PROCEED ?? **  Nos Items Selected : ..... Write-Off : .....
T Acct  Bkg  Departs Pax  Lead Name                      Last Pmt Write-Off  Action
-----
Enter 'OK' to Acknowledge Message -----

** WARNING **
** WARNING **      ** SELECTION PHASE ** - Completed      ** WARNING **
** WARNING **
** WARNING **      ** WRITE-OFF PHASE ** - Pending Confirmation ** WARNING **
** WARNING **
** WARNING **  Nos of Items : 57      Write-Off :      -17.32 ** WARNING **
** WARNING **      This Procedure is ** IRREVERSIBLE **      ** WARNING **
** WARNING **
      <OK> to Confirm, <F4> to Abort

AnzioWin      Version 12.6zf      CAPS      NUM

```

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

```

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 :           57      Total Value :      -17.32
Departs From : 010100  Override NL Debtors : ..... Up to Limit :      1.00
      To : 311200      NL Write-Off A/c : 1CMISWRF  Type : ADJ   Verify : N
** OK TO PROCEED ?? **  Nos Items Selected : ..... Write-Off : .....
T Acct  Bkg  Departs Pax  Lead Name                      Last Pmt Write-Off  Action
-----
Enter 'OK' to Acknowledge Message -----

** WARNING **
** WARNING **  You have selected the NON VERIFICATION process ** WARNING **
** WARNING **  which means that all OPEN CREDIT BALANCES that ** WARNING **
** WARNING **  were being held against the bookings which match ** WARNING **
** WARNING **  the Selection Criteria WILL BE WRITTEN OFF      ** WARNING **
** WARNING **
** WARNING **      Number of Items Selected :      57      ** WARNING **
** WARNING **      Total Value      -17.32      ** WARNING **
** WARNING **
      <OK> to Confirm, <F4> to Abort

AnzioWin      Version 12.6zf      CAPS      NUM

```

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

```
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 : 57 Total Value : -17.32
Departs From : 010100 Override NL Debtors : ..... Up to Limit : 1.00
To : 311200 NL Write-Off A/c : 1CMISWRF Type : ADJ Verify : N
Nos Items Selected : ..... Write-Off : .....

** Write Off Phase **

Processing Item : WORLDCE9709
Number of Items Processed : 56
Written-Off : 57
Value of Written-Off Items : -17.32

** PROCESS COMPLETE ** - 57 Items Written-Off - Value : -17.32, press RETURN
AnzioWin Version 12.6zf CAPS NUM
```

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

```
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
** PROCESS COMPLETE ** Nos Items Selected : 5 Write-Off : -140.73

** Write Off Phase **

Processing Item : WORLDCE0570
Number of Items Processed : 272
Written-Off : 5
Value of Written-Off Items : -140.73

** PROCESS COMPLETE ** - 5 Items Written-Off - Value : -140.73, press RETURN
AnzioWin Version 12.6zf CAPS NUM
```

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 Booking 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
  
```

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 :

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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```

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File Edit View Diagnose Communicate Transfer Macros Help

CLIENT BOOKING No: 009638 - FIRM

Name :MR D HARTLEY
Agent :13528
Agt Name:B & C TRAVEL SERVICES LTD
Agt Tel:01723 372 138
Agt Ref:JEFF

Docs By :. (F)ax, E(m)ail, ()Post
Fax No :01723 372 130
Email :jeff@bandctravel.co.uk

Analysis:.....

PAYMENT HISTORY Bal Due: 0.00 Tot Inv Val: 3206.61 Reqd Dep.: 200.00

Date	Time	Amount	Typ	Op.	Card/Cheque/Rcpt	Exp. Auth/Typ	Card Name
29Oct99	10.22	200.00	CHQ	HS			MR D HART
31Mar00	10.30	3063.01	CHQ	HS			MR D HART
10May05	06.50	-56.40	ADJ	FCS	1CMISWRF	Write Off	Write Off

1 Client Details 9 PNR Capture
2 Itinerary Details 10 Payables/Receipts
3 Itinerary Summary 11 Client Notes
4 Passenger Names 12 Itin Remarks
5 Client Payments 13 Cancel Passenger
6 Voucher Print 14 Ticket History
7 Voucher History Re15 Authorisation Disp
8 Documentation 16 Personal Diary FM

Select Option: Y

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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

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File Edit View Diagnose Communicate Transfer Macros Help

CLIENT BOOKING No: 008631 - FIRM

Name :MR J DAVIES
Agent :13547
Agt Name:REG BATEMAN TRAVEL
Agt Tel:079267321
Agt Ref:BARBARA

Docs By :. (F)ax, E(m)ail, ()Post
Fax No :
Email :
Analysis:.....

PAYMENT HISTORY Bal Due: 0.00 Tot Inv Val: 188.98 Reqd Dep.: 200.00

Date	Time	Amount	Typ	Op.	Card/Cheque/Rcpt	Exp. Auth/Typ	Card Name
21Jun99	10.24	100.00	CHQ	SB			MR J DAVI
03Dec99	09.38	89.71	CHQ	HS			MR J DAVI
10May05	06.50	-0.73	ADJ	FCS	1CMISWRF	Write Off	Write Off

1 Client Details 9 PNR Capture
2 Itinerary Details 10 Payables/Receipts
3 Itinerary Summary 11 Client Notes
4 Passenger Names 12 Itin Remarks
5 Client Payments 13 Cancel Passenger
6 Voucher Print 14 Ticket History
7 Voucher History Re15 Authorisation Disp
8 Documentation 16 Personal Diary FM

Select Option:

AnzioWin Version 12.6zf CAPS NUM

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@frank.co.uk or contact a member of our Support Team directly