Vacation Rental Suite
Client Curriculum
"Accounting"

Documentation 2
Date 10/22/09

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Introduction to Accounting

Escapia Vacation Rentals Suite provides a comprehensive accounting system which is comprised of a General Ledger (main accounts), a system of Subsidiary Ledgers (subledger accounts), and a complete system of screens, reports, and audit trails that allow you to present your accounting transactions in a concise and meaningful fashion.

The General Ledger is presented in a predefined Chart of Accounts designed especially for the vacation rentals industry. The Chart is divided into several main categories, some of which are unique to the vacation rentals industry: Cash and other assets, business liabilities, unit income and expenses, and property owner equity. Escapia accounting is also designed to help you manage your Trust Account and provide the necessary reporting tools to help you comply with industry standard trust accounting principles. One of the tools used to help you determine "what belongs to whom" is the system of subsidiary ledgers that "balance" to the Trust Account balance. These ledgers are divided into the following categories:

1. Management Company (Property Manager)
2. Owners
3. Units
4. Vendors
5. Guests/Tenants

The sum of the funds allocated to each of the individual entities should always be equal to the sum of all deposits to and disbursements from the Trust Account. A *Trust Reconciliation Report* is the tool that is used to compare subledger account balances to the Trust Account balance.

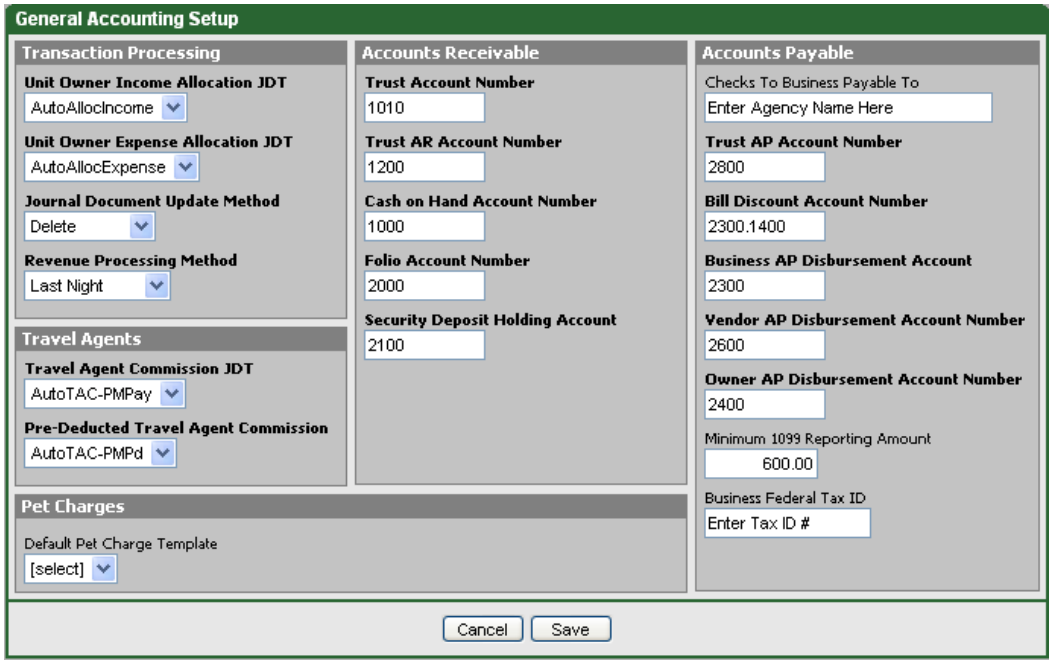
To ensure accounting integrity, Escapia accounting uses a double-entry ledger system. All journal entries must have an equal amount to post to debit transactions as to post to credit transactions before they will post to the General Ledger. There are also flags, triggers, and stored procedures which are used to automatically enforce balanced entries. Escapia accounting also provides an integrated Bank Reconciliation program. The bank reconciliation program is used to compare your books to an independent outside source—the monthly bank statement.

The goal of this accounting client curriculum documentation is to help you understand the Escapia accounting process as well as provide step by step instructions in setting up and using this powerful program.

Unit 1: Setup Menu

General Accounting Setup

Accounting > Setup > General Accounting Setup



Note: *All information in **bold** is required to move forward in VRS. This means that you may not "Save" a screen unless you have an entry in each of the bolded fields in the above screen. For example,* ***Trust Account Number*** is in bold type and must be included. *Business Federal Tax ID* is in normal type and may be left empty.

The General Accounting Setup UI (user interface) is where you will define default templates and general ledger account numbers used for various accounting processes. These values are normally pre-set and are the recommended templates and account numbers. When first setting up your Escapia accounting system, the only entries you will need to make are the *Checks to Business Payable To*, *Minimum 1099 Reporting Amount*, and *Business Federal Tax ID* fields, each of which is in the Accounts Payable section of this screen. Escapia recommends that you keep the pre-set templates and account numbers shown on this screen.

To complete the setup process, check to make sure the fields in the General Accounting Setup window match the information listed below with the exceptions of the Checks to Business Payable, Minimum 1099 Reporting Amount, and the Business Federal Tax ID information.

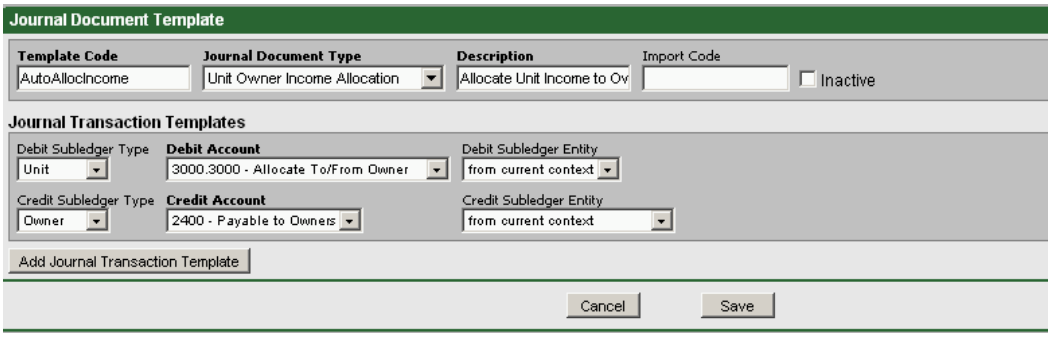
- Unit Owner Income Allocation JDT = AutoAllocIncome

- Unit Owner Expense Allocation JDT= AutoAllocExpense
- Journal Document Update Method= Delete
- Revenue Processing Method= Last Night
- Trust Account Number= 1010
- Trust AR Account Number= 1200
- Cash on Hand Account Number= 1000
- Folio Account Number= 2000
- Security Deposit Holding Account Number= 2100
- Enter your company name in “Checks To Business Payable To”
- Trust AP Account Number= 2800
- Bill Discount Account Number= 2300.1400
- Business AP Disbursement Account Number= 2300.9000
- Vendor AP Disbursement Account Number= 2600
- Owner AP Disbursement Account Number= 2400
- Enter the current “Minimum 1099 Reporting Amount” ($599.99 for 2005)
- Enter your “Business Federal Tax ID” (this will appear on 1099 forms)
- Select the “Save” button at the bottom of the window

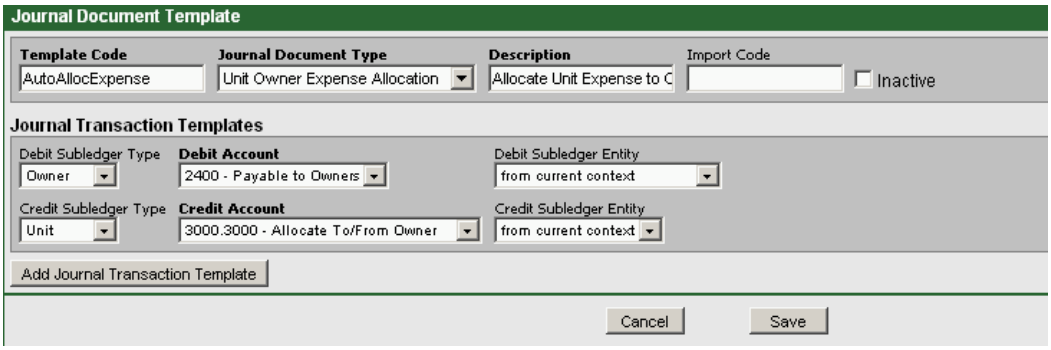
Transaction Processing

Journal Document Templates (JDTs) are used to define the debit and credit entries for a particular transaction. This will allow you to define not only general ledger account numbers for the transaction, but also assign the subledger entity for the transaction. The default Transaction Processing JDTs are:

- **Unit Owner Income Allocation Journal Document Templates (JDT**): The default is *AutoAlloIncome*.



- **Unit Owner Expense Allocation JDT**: The default is *AutoAlloExpense*.



- **Journal Document Update Method**: This defines the method used when reversing or deleting JDTs. The options are *Delete*, which will delete the original entry. *Reverse Fix* which automatically creates an auto reversing entry, and does not delete the original entry. The recommended setting is *Delete*.

- **Revenue processing method**: Defines the posting date for when you process revenue and determines the default processing method in the *Process Booking Revenue* program. The options are:
    - *First*: This method uses the arrival date as the posting date.
    - *Last*: This method uses the last night of the stay as the posting date.
    - *Departure Date*: This method uses the last night plus one.
    - *Partial Period*: This method allows the user to split revenue across monthly boundaries. For example, if a booking spans two months, only the revenue associated with the current processing month will allocate to revenue. The balance will process in the following period.
    - *Payment*: This method allows you to post revenue as soon as payment (partial payments or payment in full) is posted to the guest folio.

Accounts Receivable

In this section we will define the General Ledger Number for each account listed below.

- *Trust Account Number*: Trust Bank default (1010).
- *Trust AR Account Number*: Accounts Receivable default (1200).
- *Cash on Hand Account Number*: Cash on Hand default (1000).
- *Folio Account Number*: Advanced Deposits (folio) (2000).
- *Security Deposit Holding Account*: Refundable Security Deposit (2100)

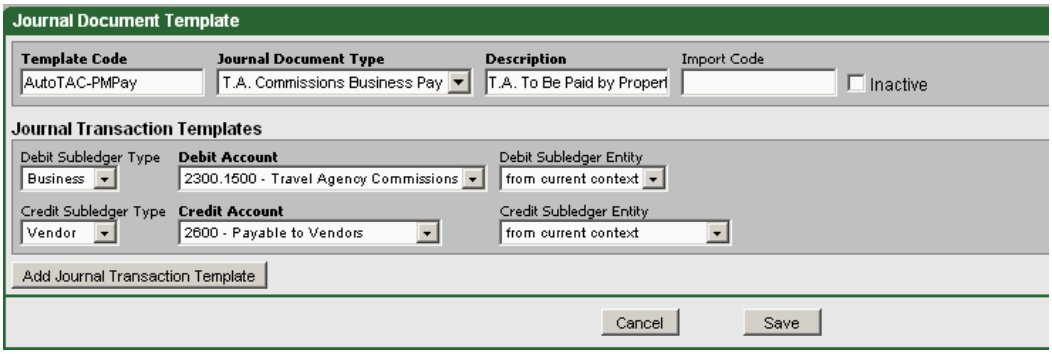
Accounts Payable

- *Checks to Business Payable to*: The company name printed on checks payable to the management company
- *Trust AP Account Number*: Accounts Payable default (2800)

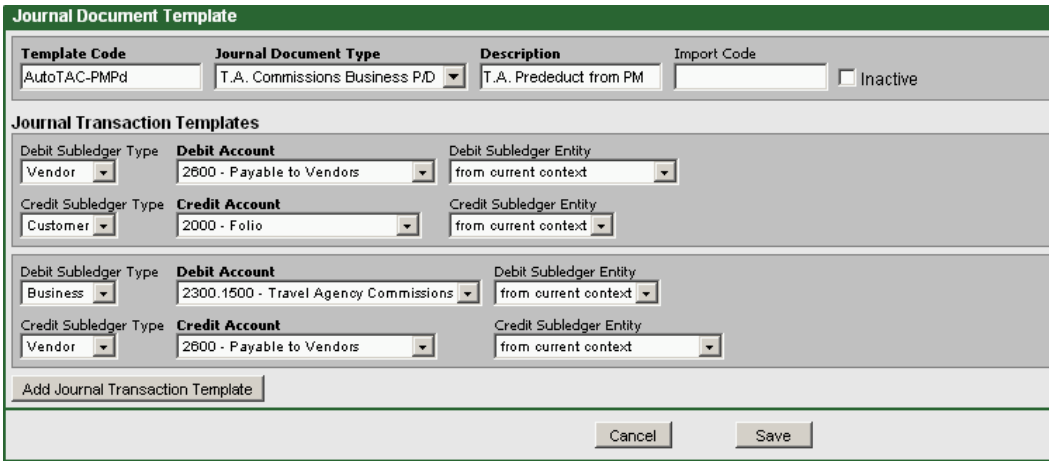
- *Bill Discount Account Number*: Discount taken on invoices (2300.1400).
- *Business AP Disbursement Account Number*: Accounts Payable Business (2300.9000).
- *Vendor AP Disbursement Account Number*: Vendor Payable accounts (2600).
- *Owner AP Disbursement Account Number*: Owners Accounts Payable (2400).
- *Minimum 1099 Reporting Amount*: This is the minimum required to print a 1099 for both Owners and Vendors. The amount is set by the IRS, and has been $600 in the past. Enter $599.99 in this field to report amounts of $600 or more.
- *Business Federal Tax ID*: This will print on 1099's.

Travel Agents

- ***Travel Agent Commission JDT***: For posting Travel Agent commissions.



- **Pre-Deducted Travel Agent Commission JDT**: When a Travel Agent sends in a payment less their commission.



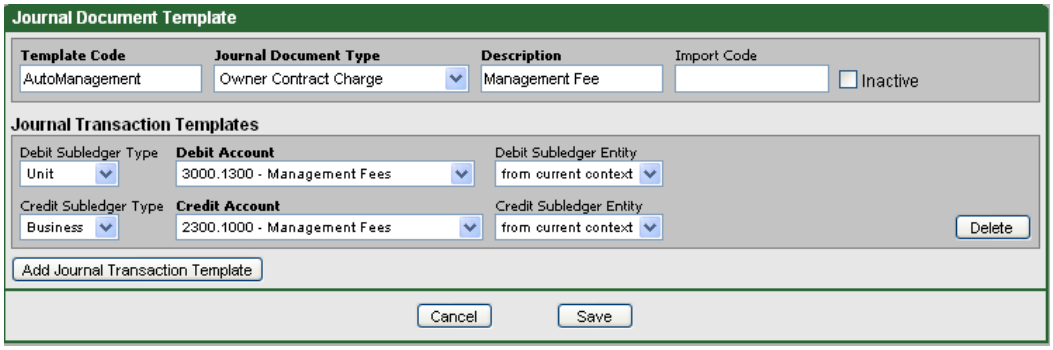
Pet Charges

- Default Pet Charge Template: (not implemented)

Journal Document Templates

Accounting > Setup > Journal Document Templates

Select "AutoManagement"



Journal Document Templates are used to define the General Ledger (GL) Account Numbers and subledger entities for all the various accounting activities used in VRS. They are a key component in customizing Escapia accounting to the way you do business. Organized by Document Type, each type represents a specific vacation rental activity and is used to create items in a dropdown list for various user interfaces or map GL Accounts Numbers for a predefined vacation rentals activity. For example: Management fees "Debit" to the unit account number 3000.1300, and are "Credited" to the business Account 2300.1000.

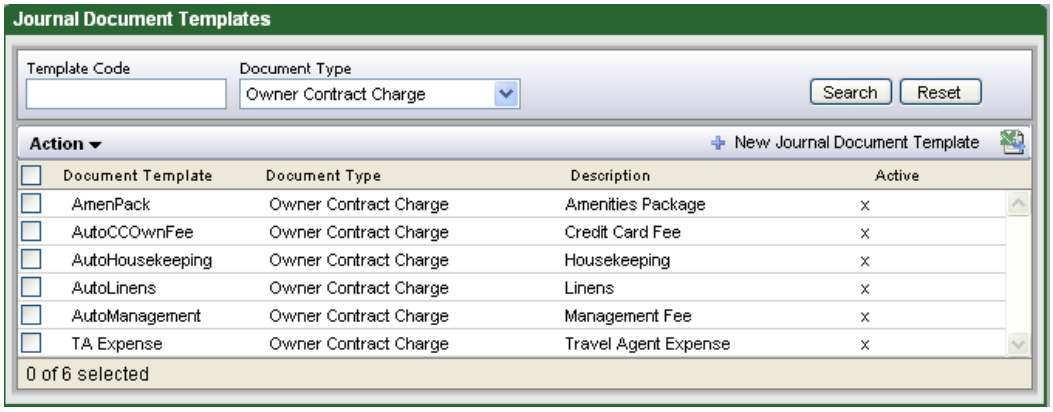
The available Document Types, User Interface, and dropdown list is below.

Unit Owner Income Allocation > General
Unit Owner Expense Allocation > General
Adjustment Interest Income > Bank Reconciliation > Adjustments Dropdown
Adjustment Other Income > Bank Reconciliation > Adjustments Dropdown
Adjustment Service Charge > Bank Reconciliation > Adjustments Dropdown
Adjustment Other Expense > Bank Reconciliation > Adjustments Dropdown
Booking Deposit > General
Security Deposit > General
Booking Charge > Charge Templates > JDT Dropdown
Folio Charge > Folio Charge > JDT Dropdown
Reservation Charge > General
Security Deposit Charge > Folio Charge > JDT Dropdown
Owner Contract Charge > Owner Contract UI > JDT Dropdown
Recurring Owner Charge > Recurring Charge UI > JDT Dropdown
Recurring Unit Charge > Recurring Charge UI > JDT Dropdown
Recurring Vendor Charge > Recurring Charge UI > JDT Dropdown
Folio Credit > Folio Credit UI > JDT Dropdown
Tax > General

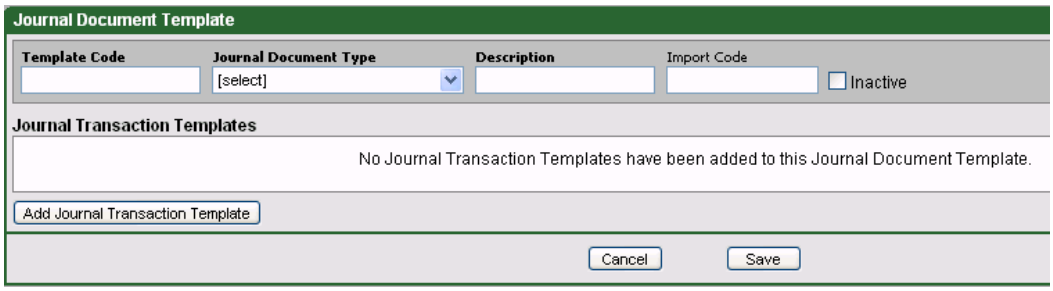
Short Term Rental Revenue > General
T.A. Commissions Owner Pay (not used)
T.A. Commissions Owner P/D (not used)
T.A. Commissions Business Pay (General)
T.A. Commissions Business P/D (General)

Creating a New JDT

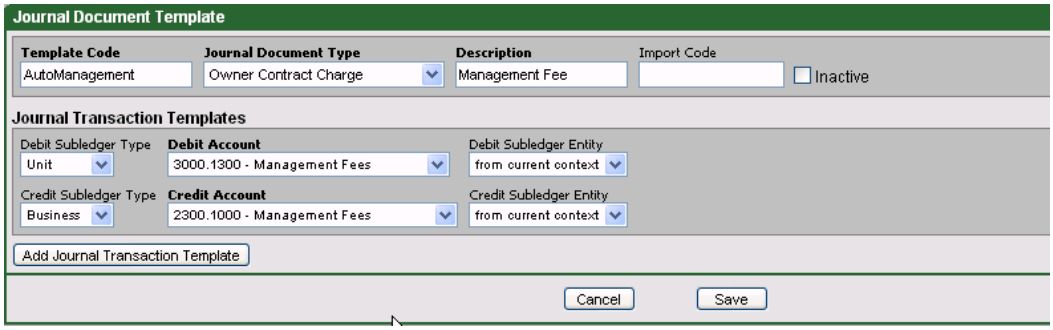
Accounting > Setup > Journal Document Templates



- Click on the “New Journal Document Template” button on the right side of the window. This opens the following screen.



- Enter the “Template Code”
- Select the “Journal Document Type”
- Enter the “Description”
- Click on the “Add Journal Transaction Template”



To see how a document type is related to an activity, do the following:

- Go to Accounting > Setup > Owner Contracts
- Select an existing Contract
- Click on the “Charges and Fees” tab and select a fee
- Click on the “Journal Document Template” pull down bar.

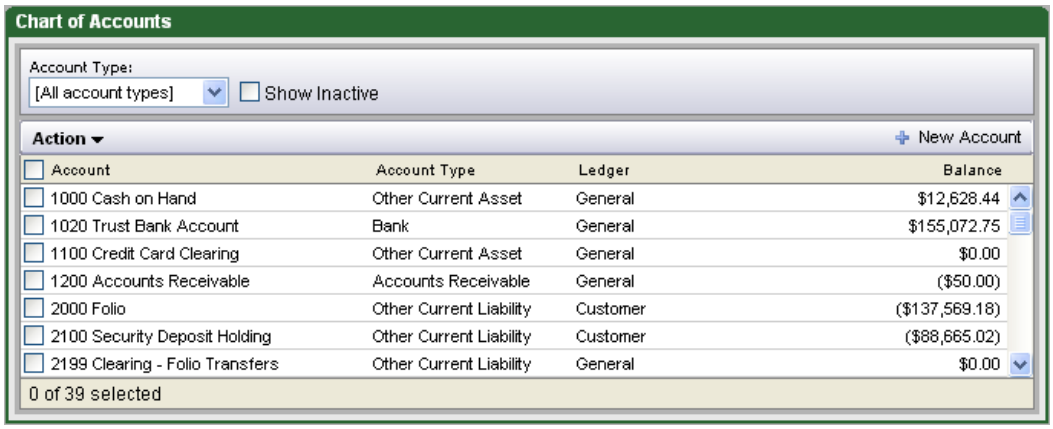
Power User Tip: *A strong understanding of how and when to create new and edit existing Journal Document Templates is the key to becoming an Escapia Accounting Power User. Journal Document Templates allow you to customize Escapia Accounting to fit the way you do business. By reviewing the existing JDTs and studying where and how they are used, you will develop the skills necessary to unleash the power of Escapia Vacation Rental Suite.*

Creating a *Security Deposit Charge Type* Journal Document Template

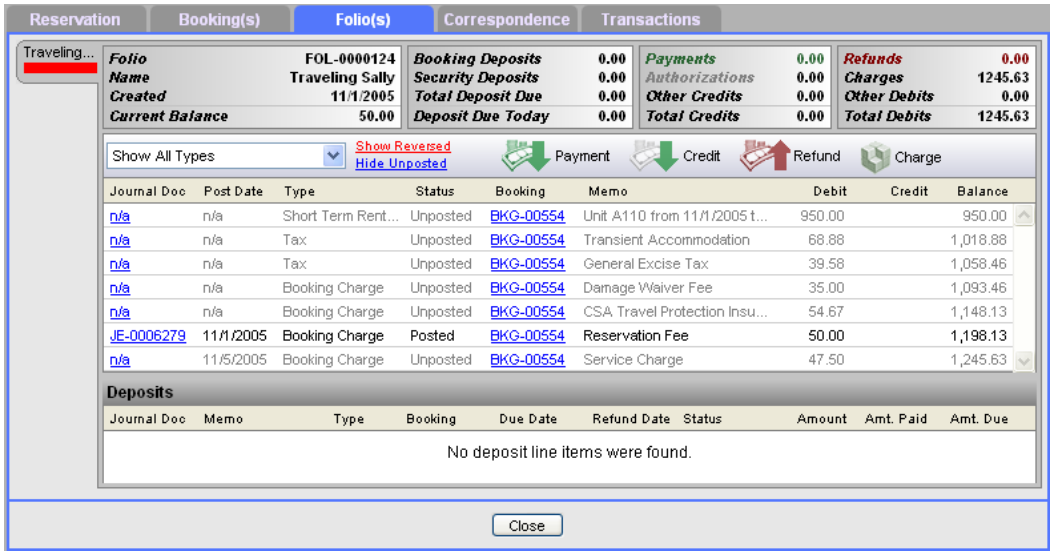
The following example shows why and how you should create your own custom JDTs. The main reason for creating a custom JDT is simply because you have a *need* for one. In our example, we have determined that we *need* to transfer a security deposit payment from a previous guest stay Folio to a future booking for the same guest. This is often called a “deposit roll-over” in vacation rentals applications. For everyone concerned, this would be easier than creating a refund check (or credit card refund transaction) payable to the guest from the current stay Folio and then require the guest to write a new security deposit check (or post a new credit card payment) and apply it to a future reservation. Since there is no direct Folio To Folio transfer process, we have a *need* to create one or more JDTs to accomplish this task.

Some advanced thought and preparation is beneficial to the process. You must determine which general ledger accounts will be affected and whether or not any subledger entities will be involved in the transfer. Finally, you need to determine which user interface (i.e. program) will be used to process the roll-over. This is where your efforts in reviewing existing JDTs and studying how they are used will pay off. For this example we have determined the following:

1. The general ledger accounts involved will be “2100 Security Deposit Holding” and a temporary “clearing” account we shall call “2199 Clearing - Folio Transfers”, which you can see in the Chart of Accounts window below.
2. There is a single subledger entity involved, the Customer (or guest).
3. There is a “transfer from folio” process and a “transfer to folio” process required since there is no direct “folio to folio” transfer application. This will require two JDTs: A *Folio Charge* type JDT for the “transfer from” process and a *Folio Credit* type JDT for the “transfer to” process. We begin by examining the Chart of Accounts to ensure that the appropriate General Ledger Account Numbers exist. Select Accounting>Chart of Accounts from the Menu bar. Scroll down the list and find the accounts listed in #1 above. If either of the accounts doesn’t exist, you will need to create the missing account (see Unit2: Chart of Accounts for instructions in creating a new General Ledger Account).



Because the process centers on the Reservation Folio, we want to use a JDT type related to the Folio UI. There are two "buttons" in the Folio UI which will accomplish our desired task: You will use the **Credit** and **Charge** icons seen in the Folio window below.



As we continue with this example, you will see how JDT types relate to dropdown lists associated with the **Credit** and **Charge** buttons in the Folio UI.

Now, with the advance preparation done, it's time to create the new Journal Document Templates.

Creating a New Document Template

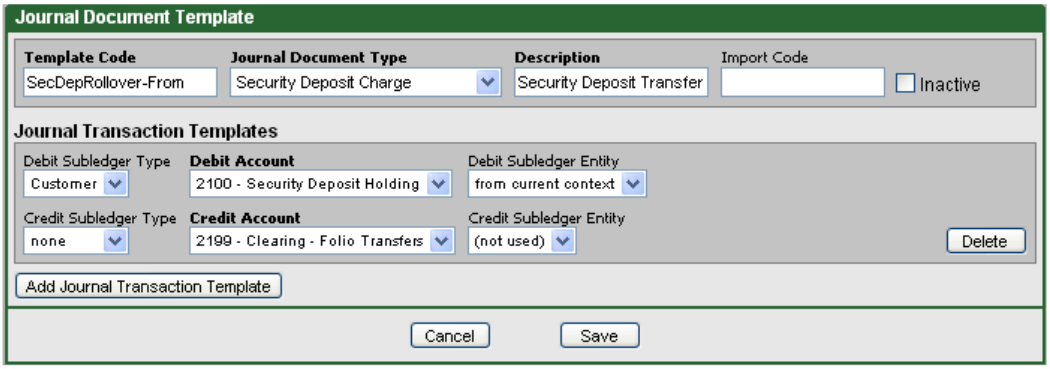
Accounting > Setup > Journal Document Template

There are two (2) steps to this process. From the Journal Document Template window do the following:

Step 1

- Select the “New Journal Document Template” button on the right side of the window
- Enter the “Template Code” -- example: SecDepRollover-From
- Select the “Journal Document Type” from the dropdown list. In our example we will choose the “Security Deposit Charge” type from the list of available JDT types. We have chosen this type because it relates to both the **Charge** button on the Folio UI as well as the Security Deposit Charge tab of the Security Deposit user interface.
- Enter the “Description” -- example: Security Deposit Transfer - From
- Leave the “Import Code” blank
- Leave the “Inactive” box unchecked
- Select the “Add Journal Transaction Template” button at the bottom of the window

After selecting the “Add Journal Transaction Template” button, the Journal Document Template window will expand, and provide you an area where you can enter the Journal Transaction Template information.



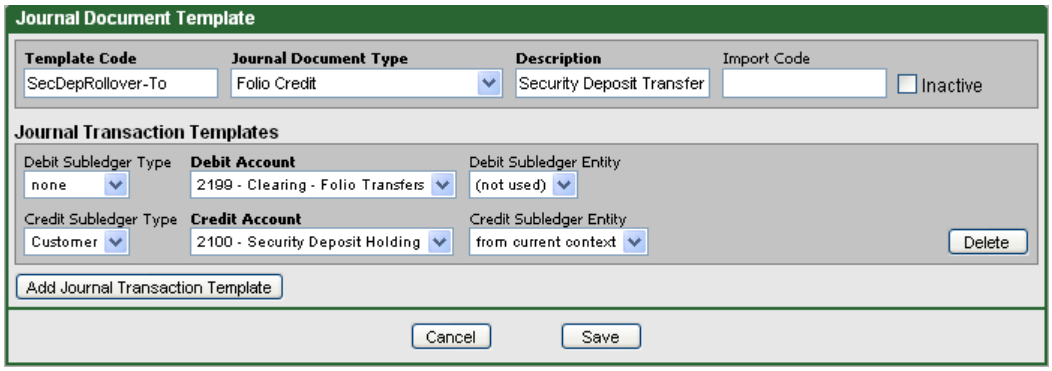
- Escapia VRS uses a double entry accounting system. This means that each JDT consists of at least two Journal Transaction Templates—a Debit Subledger Type and a Credit Subledger Type. The choices in the Debit and Credit Subledger Type Dropdown lists are: none, Business, Owner, Unit, Vendor and Customer.
- The Debit Subledger Type in our example is Customer, since we will be debiting a Customer Subledger in order to transfer entitlement to the security deposit funds “from” this customer’s old folio.
- Above, we determined in advance that one of General Ledger accounts that would be affected is “2100 Security Deposit Holding” which we selected from the Debit Account dropdown list.
- The last item on the Debit row is the Debit Subledger Entity dropdown list which is dynamically populated based upon the Debit Subledger Type selection. The only available choice when the Debit or Credit Subledger type “Customer” is selected is: “from current context”. This means that the program will be able to determine which customer account to post to based upon the current context of the situation, in this case, the customer associated with the Folio you will be debiting or crediting.
- Leave the credit subledger type as “None”. We will be posting to a General Ledger account that has a subledger entity type of “none”.

- Select “2199 Clearing – Folio Transfers” from the dropdown of available “none” type accounts.
- Leave the credit subledger entity as “Not Used”
- Click the “Save” button on the bottom of the window.

Power User Tip: *A key element in understanding how to create and use Journal Document Templates is learning which Debit and Credit Entity types to select and whether or not a user interface can detect the appropriate subledger entity account from the “current context” or if a specific subledger entity must be selected. This is especially true for the Charge and Credit buttons on the Folio UI. These interfaces can always determine the appropriate subledger entity from context for Customers and Business type entities. The program cannot determine the appropriate subledger entity from context for Owners, Units, and vendors. Therefore, when these debit and credit entity types are selected, you must choose a specific owner or unit from the Debit and Credit Subledger Entity dropdown lists. Do not select “from current context” even though this may be an available choice in the dropdown list. This severely limits the use of the Charge and Credit interfaces for activities such as reimbursing specific owners or units for damages from the customer Folio or reimbursing the customer directly from an owner or unit subledger entity, because it would require the creation of a separate JDT for every owner and unit in the database. There are two “workarounds” for this limitation: 1) Create a single JDT for the activity (for example, reimbursing the owner subledger for damages charged to a customer Folio) and leave the debit or credit Subledger Entity field at “from current context”. The user may then change this context to a specific Unit or Owner account in the Journal Document Setup program just prior to posting this entry. However, the user should remember to change this entry back to “from current context” after posting or this method could result in posting to the wrong owner’s account. 2) A better method is to create a “clearing” type general ledger account similar to the 2199 Clearing –Folio Transfers account described above. Set one of the Journal Transaction Templates to the Customer Subledger Entity Type and choose from current context. Set the second Journal Transaction Template to the “clearing account”. This will allow you to post from the folio to the clearing account. You may then post the amount in the clearing account to a specific owner or unit using a General Journal Entry, which allows you to select the specific owner or unit subledger entity.*

Step 2

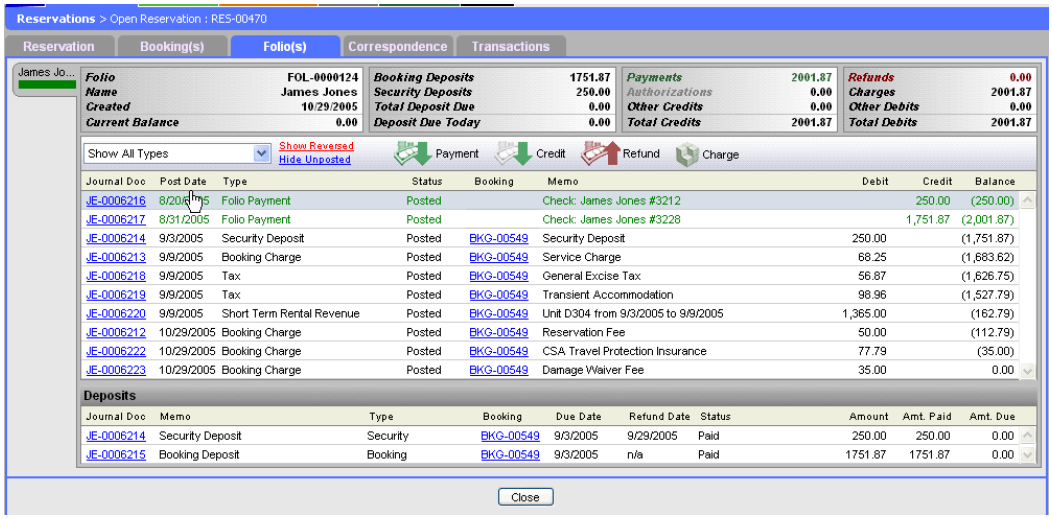
Next you will establish the “Transfer To” part of the transaction. In order to post money ($) to the receiving folio, you need a credit to post to the folio. In order to post a credit to the folio, you need to create a “Folio Credit” JDT. After selecting the “Add Journal Transaction Template” button, the Journal Document Template window will expand, and provide you an area where you can enter the Journal Transaction Template information.



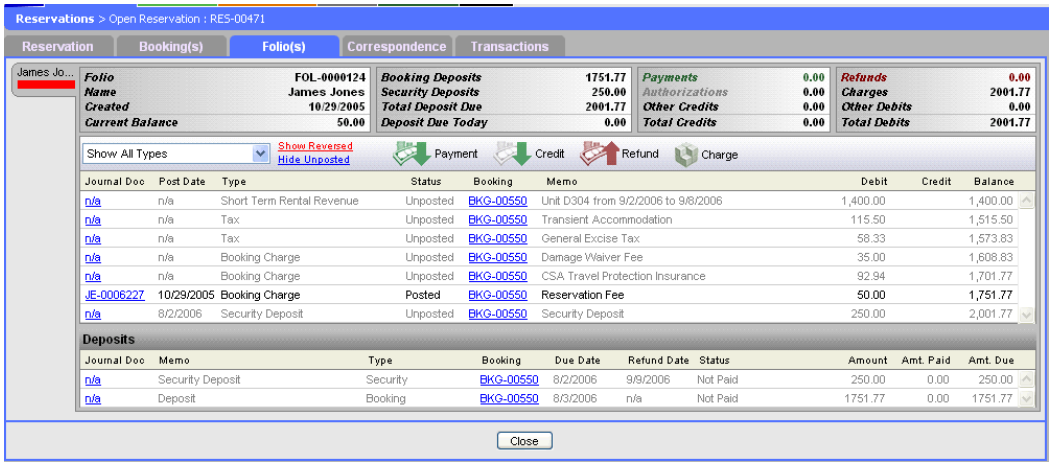
- Choose the debit subledger type as “None”
- Select “2199” as the debit account number
- Leave the debit subledger entity as “Not Used”
- Select the credit subledger type as “Customer”
- Select “2100” as the credit account number
- Credit the subledger entity should be “From Current Context”
- Click “Save”

The screens below show how the newly created Journal Document Templates are used.

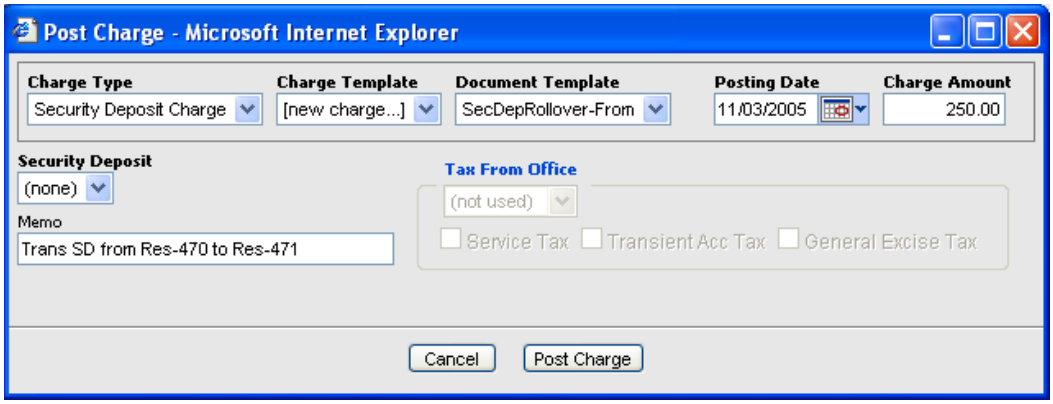
The first screen shows the Guest Folio for a recently completed stay. The reservation has been paid in full and the Guest is due a $250 refund for the security Deposit.



The next screen shows a folio for the same guest who has a reservation for next year.

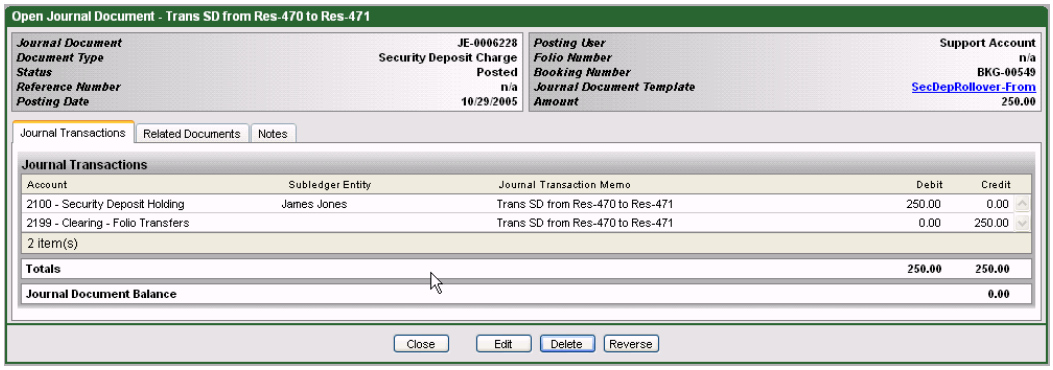


Rather than create a refund check to the guest and request another deposit from the guest, both the property manager and the guest have agreed to rollover the deposit from the original reservation and apply it to the future reservation. To accomplish this, click on the Charge ICON in the folio.

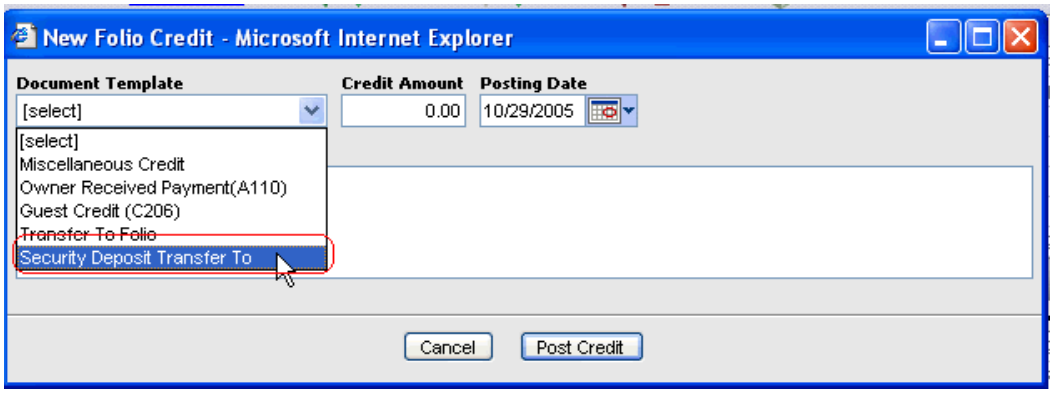


- From the Post Charge UI, select the Security Deposit Charge from the Charge Type dropdown list. This Charge Type is what relates the Security Deposit Charge Type JDTs to the UI and populates the Document Template dropdown list with those type JDTs.
- After selecting the SecDepRollover-From JDT from the Document Template dropdown, the user enters the date, rollover amount and a description of the transfer listing the transfer to and from reservation numbers and click the “Post Charge” button.

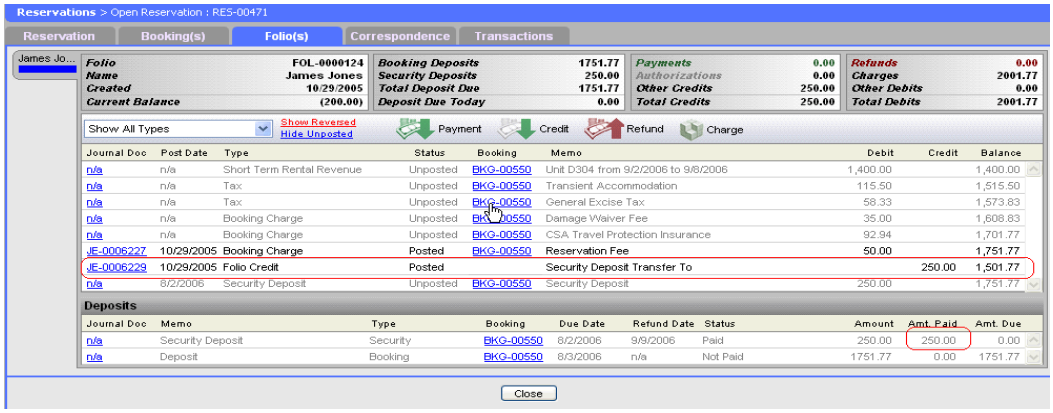
This posting has created a “Charge” against the original security deposit debiting “2100 Security Deposit Holding” and crediting the temporary “2199 Clearing – Folio Transfers” account, as seen in the window below.



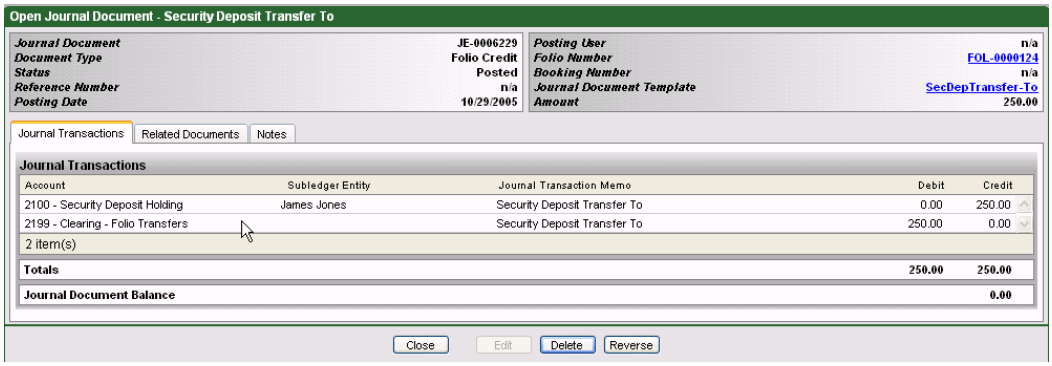
Now we must do a Folio Credit entry to apply the deposit to the future reservation. To do this, you must click on the **Credit** button in the future reservation's Folio UI. This opens the New Folio Credit UI. Select the newly created "Security Deposit Transfer To" JDT from the Document Template dropdown list and enter the credit amount, posting date, and memo description of the transaction. Then click the Post Credit button.



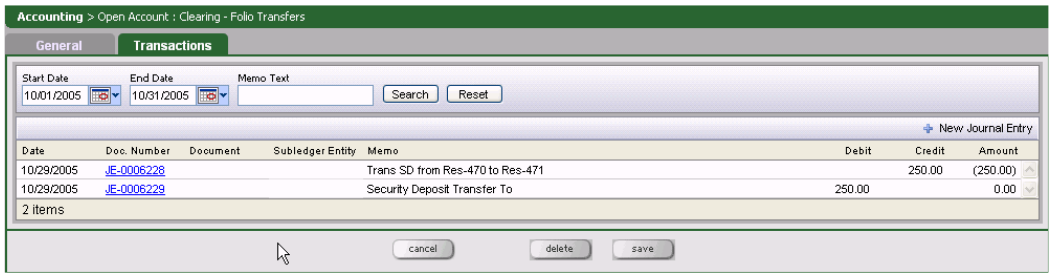
This returns us to the future reservation Folio where we can see that the security deposit from the old folio has been rolled over to the future reservation and has been applied against the security deposit amount.



A look at the Journal Entry created from this posting is the reverse of the original Security Deposit Charge posting.



And a look at the transactions in the 2100 Clearing – Folio Transfers General Ledger account, shows that both sides of the transfer have cleared this temporary clearing account and the account balance is back to zero.



Charge Templates

Charge Templates are the next items in the Accounting>Setup menu which need to be created prior to booking reservations. The Charge Template Setup UI is used to create new and edit existing templates. Charge Templates are mainly used to post miscellaneous guest charges (i.e. charges other than rent) on a booking by booking basis. Examples of these charges are:

- Cleaning/Housekeeping Fees
- Reservation/Booking Fees
- Damage Waiver Fees
- Travel Insurance Premiums
- Item Rentals (Cribs, Golf Clubs, Videos, Boogie-Boards, etc).
- Golf Fees or Ski Lift Tickets
- Horseback Riding or Hay Rides
- Firewood Charges
- Groceries
- Parking Fees
- Pet Fees

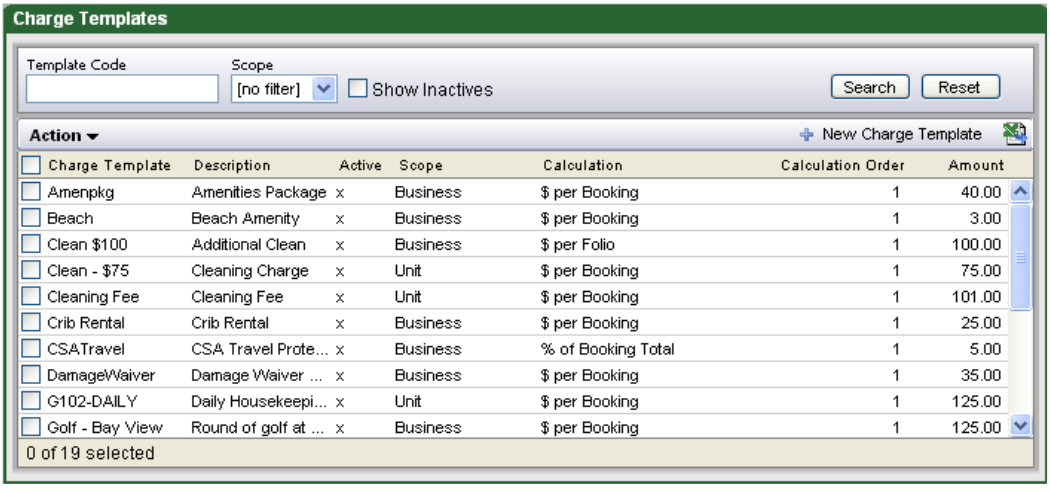
The list is endless and the charges vary widely from management company to management company. These charges may be a fixed amount per booking, per night, per week, per month, per person, per adult, or per child. Or they might be a percentage of rent, rent plus tax, tax only, or total booking. These charges

may calculate as a percent of rent, but only up to a specified maximum amount. They may be non-taxable or they may be subject to occupancy and/or sales tax. The same fee may apply to all units, one unit, or a subset of units. The charges may apply to regular paying guests only, or they may apply to non-paying guests, owner referrals, travel agent referrals, groups, owners, long term renters, or any combination of this list. The fees may automatically apply to any subset of the occupants listed above for all reservations or they may be selected manually from a list of optional fees on a reservation by reservation basis. The amount of the charge may vary by season or apply only to a minimum or maximum number of nights booked. Or the charge may be one amount up to a specified arrival date and will increase at a proscribed future arrival date. These charges may appear as individual charges on a guest correspondence document, they may be rolled up into a single miscellaneous charge amount on correspondence, or they may be included in a single gross rent amount.

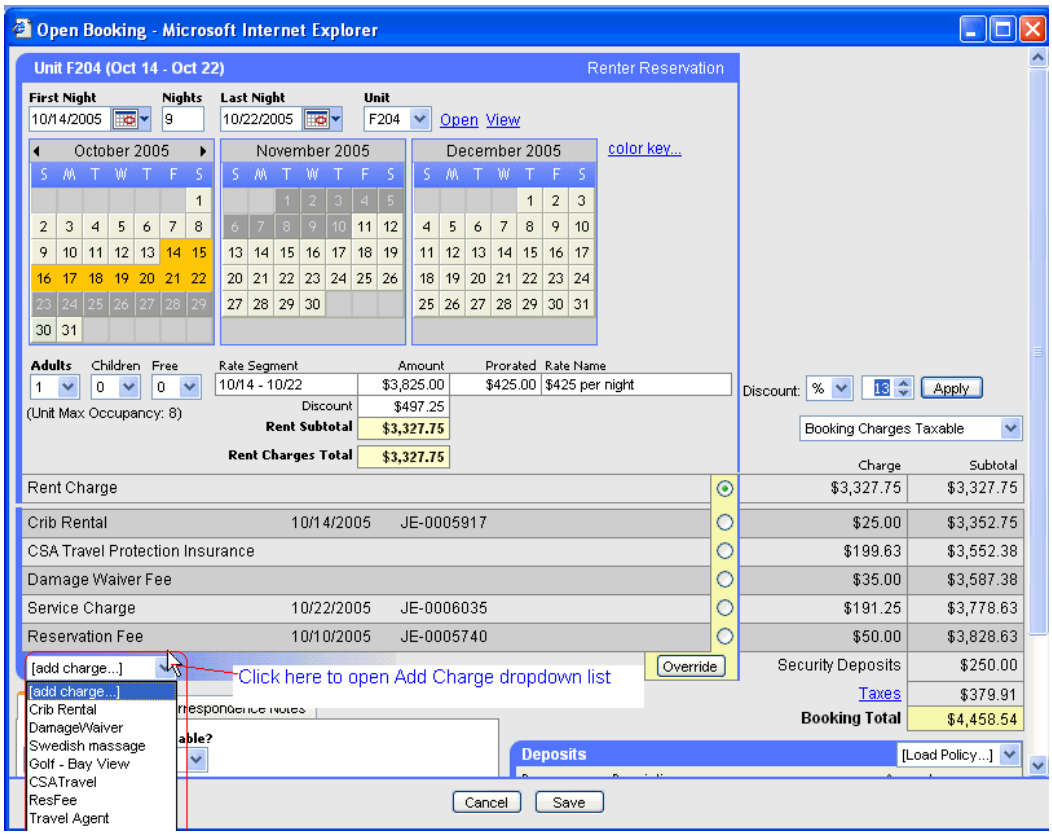
Reading the above paragraph, it would seem like a monumental task to accommodate all of the above requirements in a single user interface. But Escapia VRS is up to that task. We will now look at the details for setting up individual Charge Templates.

Power User Tip: *A strong understanding of how and when to create new and edit existing Charge Templates is another key to becoming an Escapia Accounting Power User. Charge Templates allow you to customize Escapia Accounting to fit the way you do business. By reviewing the existing Charge Templates and studying where and how they are used, you will develop the skills necessary to unleash the power of Escapia Vacation Rental Suite.*

The Charge Templates window below provides examples of some of the many different types of miscellaneous guest charges that may be created for your system. Because every property manager has completely different miscellaneous charge requirements, Escapia does not include these charges in your initial system setup. You must determine a need for and create the Charge Templates that fit the way you do business.



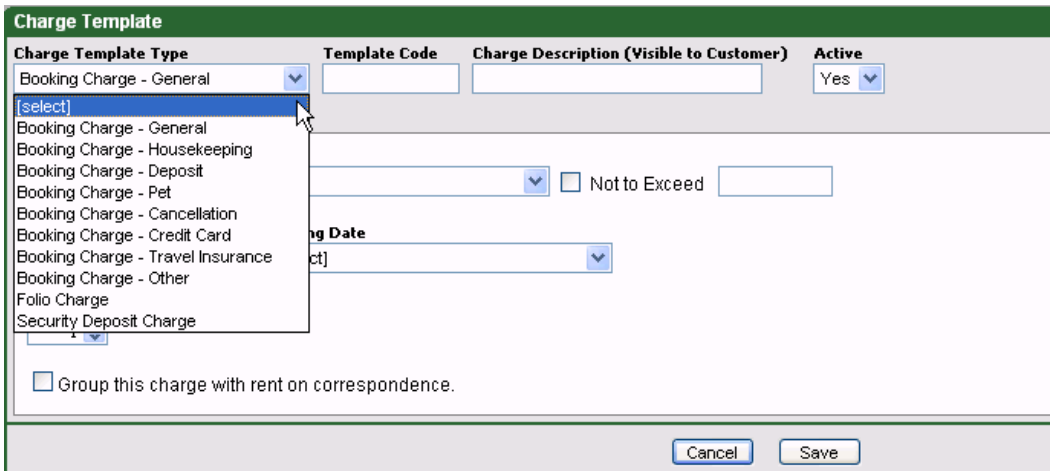
As with the creation of Journal Document Templates, some advanced thought and preparation is beneficial to the process of creating Charge Templates. You must determine which general ledger accounts will be affected and whether or not any subledger entities will be involved in the transfer. You do not, however, need to determine which user interface (i.e. program) will be used to process the Charge Template. The overwhelming majority of Charge Templates will be implemented in the "[Add Charge]" dropdown list in the Open Booking UI.



Creating a New Charge Template

Accounting > Setup > Charge Templates

- Click on the "New Charge Template" button on the right side of the Charge Template window
- Click on the "Charge Template Type" pull down menu bar to see the different type of charge template options

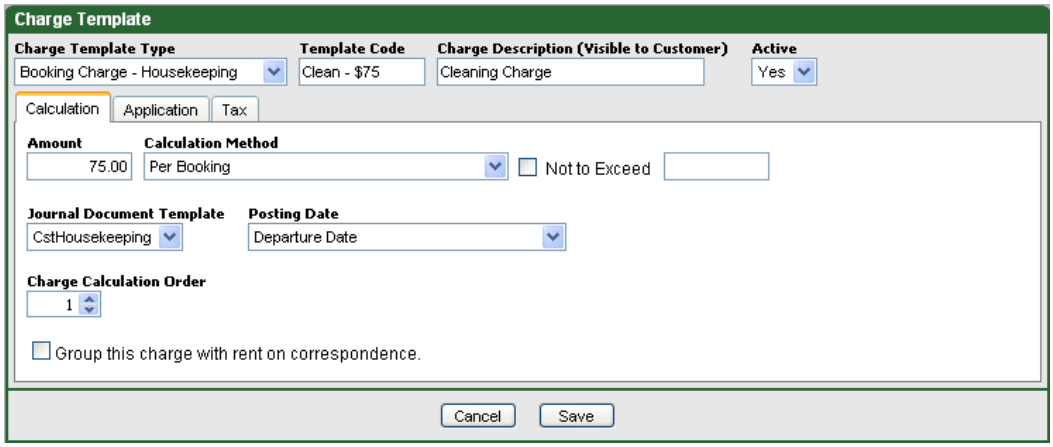


Note that the *Charge Template Type* dropdown list has ten options; eight are "Booking Charge" types, one is a "Folio Charge" type, and one is a "Security Deposit Charge" type. The "Booking Charge" template types are all related to the "[Add Charge]" dropdown list in the Open Booking UI as described above. They are divided into multiple categories for booking charges in order to customize which charges you may wish to include in various Advance Deposit Due scenarios (this will be further explained in the *Deposit Policies* section of this guide). The *Booking Charge – General* category should be used for things like standard reservation fees. The *Folio Charge* type and *Security Deposit Charge* type are implemented in the Post New Charge UI which was previously described in the Journal Document Template section above.
Complete the next three entries on the top row of the UI.

- Enter the "Template Code"
- Enter the "Charge Description"
- Select active as "Yes"

Next, you will need to enter the appropriate information in the There Tabs located in the Charge Template UI: The Calculation Tab, the Application Tab, and the Tax Tab.

From the Calculation Tab:



- Enter the calculation “Amount”—this can be a dollar amount or it can be a % depending on the “Calculation Method”.

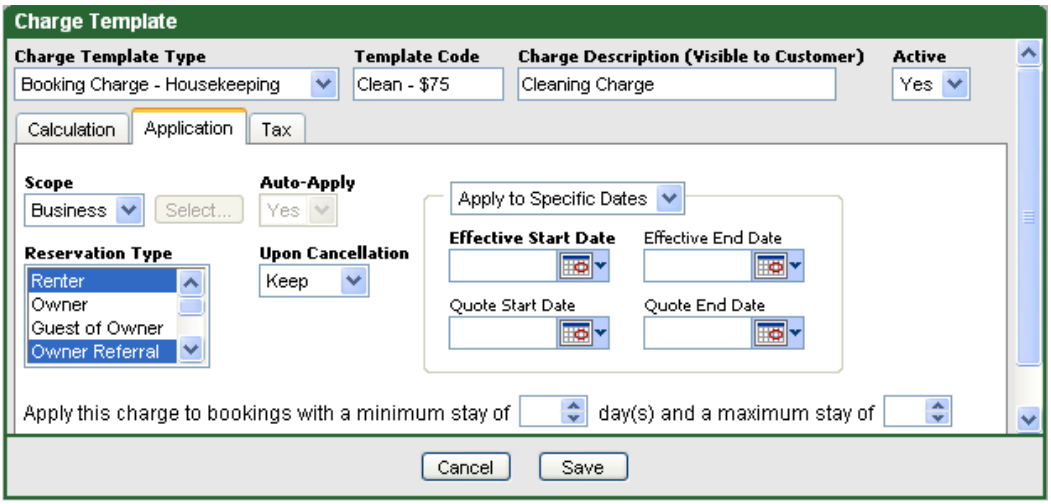
- Enter the calculation “Method”—from the dropdown list.

- Select the “Journal Document Template”. The Journal Document Template dropdown list provides a way to assign a debit and credit General Ledger Number to the Booking Charge as well as assign the subledger entity to the journal entry associated with this charge. See the Journal Document Template section above to review how JDTs work.

- Select the “Posting Date”—there are four posting date options: Entry Date (today’s date), Arrival Date, Departure Date, First Time Booking Revenue is Processed. Selecting Entry Date posts the charge to the General Ledger immediately. Selecting First Time Booking Revenue is Processed posts the charge at the same time Rent and Taxes post via the Processing Booking Revenue UI. Selecting Arrival Date or Departure Date leaves the booking charges unposted until the “Nightly Maintenance Process” automatically posts all “unposted” journal entries for that due date, which in this case will be the booking arrival or departure date.

- Select the “Charge Calculation Order”—because some charges are based upon a calculation such percentage of rent or percentage of total booking, there are times when it is necessary to calculate some fees before others. This field allows you to choose the order in which individual charges are calculated.

From the Application Tab:



- Select the “Scope”—this may be “Business” or “Unit(s)”. If you select “Business” the charge will apply to all units. If you select “Unit(s)” a “Select” button will appear on the Tab. To apply this charge template to

units you will need to specify which units it will apply to. After selecting the scope as “Business”, click on the “Select” button to the right, select the desired unit(s) using the Add>> and <<Remove buttons, then click the Apply button.

- The Auto-Apply selection is used to determine if this charge will automatically post to each booking of the selected “Reservation Type”. The Yes option causes the program to automatically include this charge. The No option makes this a charge that must be manually selected from the [Add Charge] list on the Open Booking UI.

- Select the “Reservation Type”—Valid Reservation Types are: *Renter, Owner, Guest of Owner, Owner Referral, Travel Agent, Complementary, Group, and Long Term Rental*. Multiple reservation types can be selected for each Charge Template by holding down the Ctrl key and clicking each type with your left mouse button.

- Select “Upon Cancellation” rule—There are two Upon Cancellation rules: 1) *Remove*, which causes any “unposted” Charge Templates to be removed from the booking upon cancellation and 2) Keep, which does not remove “unposted” Charge Templates upon cancellation.

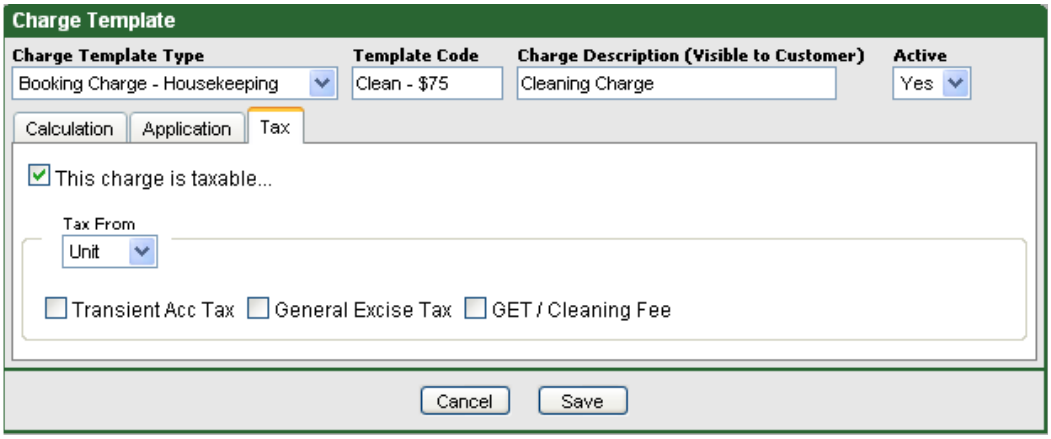
- Enter the “Effective Start Date”. This is a required field which must be entered in order to “*Save”* the Charge Template record. Enter a date which is earlier than the first posting date for the Charge Template you wish to use. If the *Effective Start Date* is later than the *Posting Date*, this charge template will not be part of the booking or appear in the [Add Charge] dropdown list.

- For most instances, you should leave the “Effective End Date” blank. Use this field only if your new Charge Template has a specific ending date, beyond which you no longer wish to include this charge, or if a new rate will be applied to this charge after the *Effective End Date*.

- From the Tax Tab: Place a check in the “Charge is Taxable” box.

- If minimum and/or maximum number of nights booked will determine whether or not this Charge Template should apply, enter those amounts in the Min/Max fields at the bottom of this tab. In the above example, the $75 Cleaning Charge will only be applied to reservations of 6 nights or less. A higher rate Cleaning Charge Template would be created for bookings of 7 nights or longer.

From the Tax Tab:



- If this charge will be taxable, check the "This charge is taxable.." checkbox on this tab. The Tax From field and Tax Entities will appear below the checkbox on this tab. If it is not taxable, leave this checkbox unchecked. The Tax From field and Tax Entities will not appear on the tab.

- Select "Tax From" *Unit* or *Office* options. Note you should normally choose the *Unit* option. There may be situations where the *Office* option is appropriate—for example, the tax may be a "sales or use" tax based upon the Office location, as opposed to the Unit location.

- Place a checkmark in the box next to the tax type

- Click on "Save"

Owner Contracts

It is essential that you understand how Owner Contracts are used, created, and maintained in order to use Escapia VRS. They are the key building blocks in relating ownership of Units to individual owners, or owner groups. Escapia VRS ownership relationships are extremely powerful and go far beyond the relationships found in other vacation rentals software applications. Escapia VRS offers one-to-one, one-to-many, many-to-one, and many-to-many relationships between owners and the units they own. These relationships extend to all aspects of accounting and owner reporting for reservations tracking as well as rental income and expense tracking.

For example, in most instances one owner owns a single unit (a one-to-one relationship) and all bookings, income, and expenses relating to that single unit. But a single owner may own more that one unit (a one-to-many relationship). All bookings, income, and expenses accrue to that owner. However, some owners want the property management company to treat each unit separately in their owner accounting and owner reporting, and some owners want the property management company to combine the accounting for multiple units into a single owner statement and Form 1099 Rents reporting.

It might also be possible that multiple owners own a single unit (a many-to-one relationship) and share revenue and expense at a predetermined ratio (e.g. two owners may have a 50-50 sharing ratio, or the ratio may be 75-25, and three owners may share income and expense at a 33 1/3 ratio). In some situations, multiple owners may have a "primary" owner who will bear the burden of accounting for the partnership reporting. However, it is a very valuable tool for the property manager to be able to report and distribute revenue to multiple owners at the correct ratios. This value-added capability gives the property management company that has this capability an advantage over competitors when vying for partnership type properties.

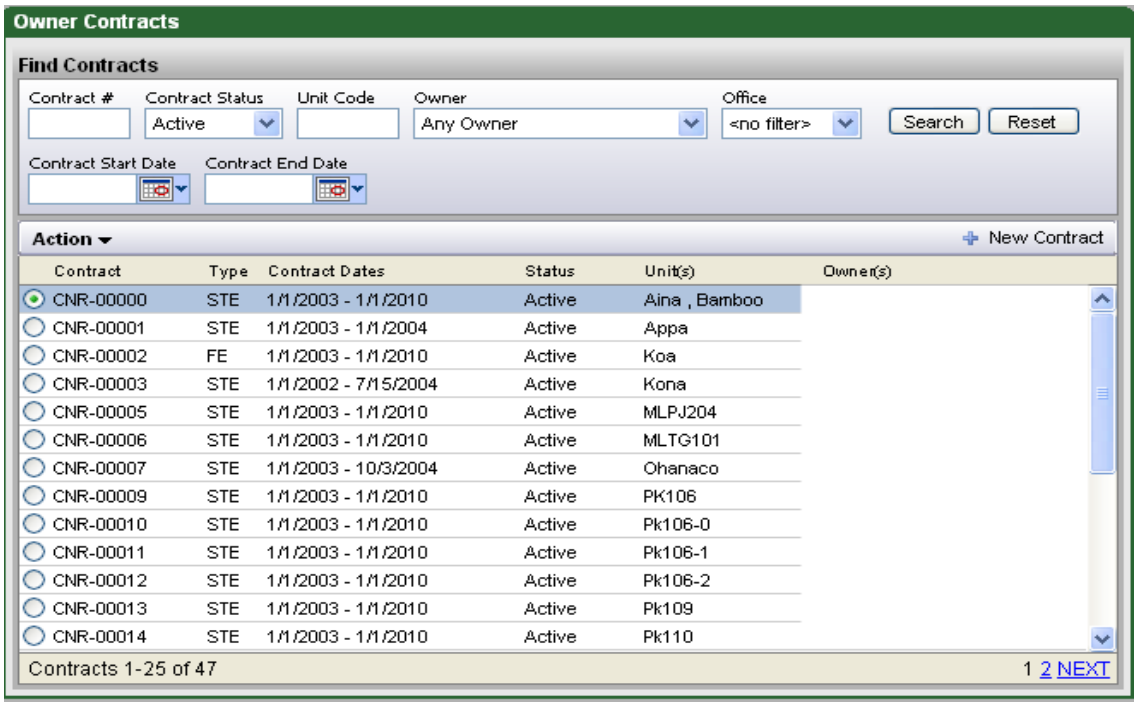
Finally, it is also common for multiple owners to own multiple properties. And here the accounting for these many-to-many relationships can become truly complex. Just think how difficult it would be for you to provide a single statement and split revenue payments to an owner who shares multiple properties with two or more owners.

These scenarios, coupled with the possibility of mid-year change of ownership, and you can see what the property management company accountant is up against.

The good news is that Escapia VRS handles all of these scenarios easily and automatically via the powerful Owner Contract user interface. But it does require that you study and understand how to set up Owner Contracts for each of these scenarios.

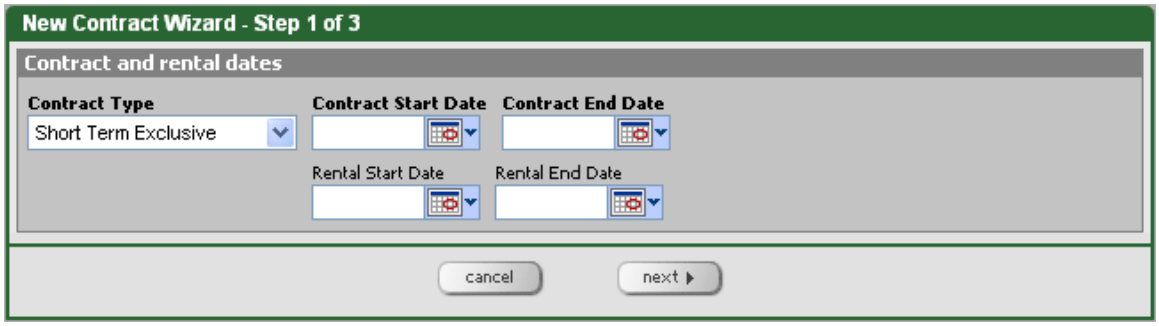
Creating a New Owner Contract

Accounting > Setup > Owner Contracts



At the top of the Owner Contracts window above you have the option to search for contracts that are currently in VRS by using filters. If you want to delete a contract, select the appropriate radio button next to the desired contract, click on the **bold** "Action" menu bar and select "Delete". If there is more than one page of contracts you will see "NEXT" at the bottom right of the window. To create a new contract, select the "New Contract" button on the right side of the window. This will take you to the New Contract Wizard – Step 1 of 3.

Step 1



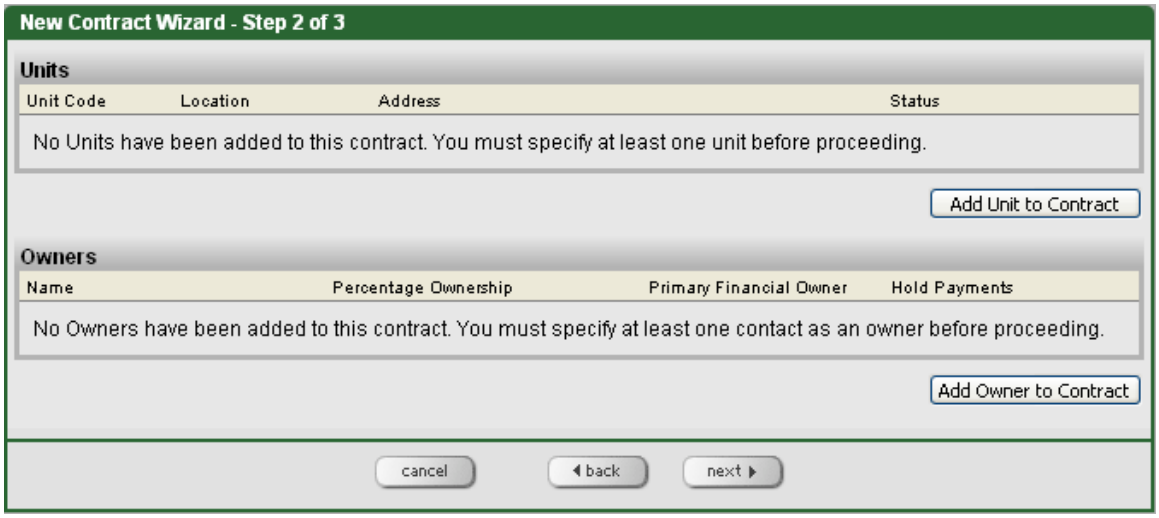
- Select the "Contract Type"—the available options are: *Short Term Exclusive, Short Term Non-Exclusive, Long Term Exclusive, Long Term Non-Exclusive, Fully Exclusive*, and *Maintenance*. Presently, the Contract Type field is a memo only field and does not affect the reservation or accounting treatment for any of the Contract Types.

- Enter the "Contract Start Date"—The date in this required field must be equal to or earlier than the revenue posting date for the first booking for this owner contract or you will not be able to process revenue or expenses for this contract.

- Enter the "Contract End Date"—The date in this required field must be equal to or later than the revenue posting date for any booking associated with this contract. If your contract with the owner is an automatic renewal type of contract, it is recommended that you enter an extended date (5 or 10 years out) in order to avoid having to extend the contract date on an annual basis, since the program will not allow you to process revenue or expenses for units with expired contracts.

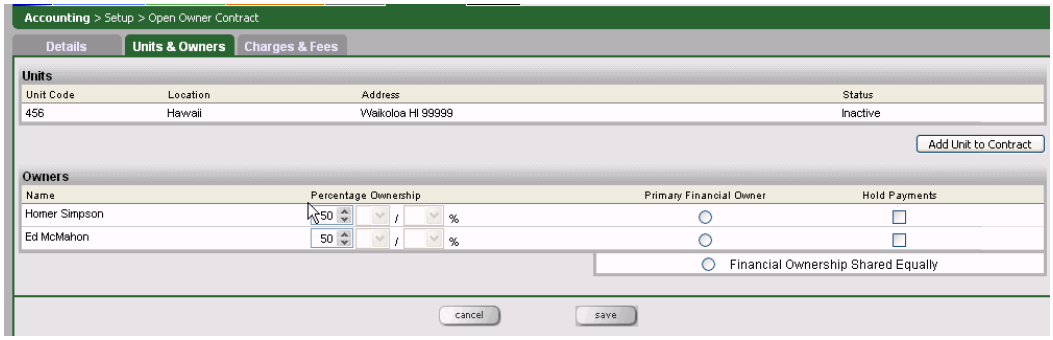
- Select "Next"—when entering a new contract, the Rental Start Date and Rental End Date will default to the Contract Start and End Dates. You will need to enter these dates if the Rental Start or End Dates differ from the Contract Start and End Dates. However, if you make a change to the Contract Dates, you will need to manually adjust the Rental Start and End Dates as well. You will not be allowed to process revenue or expenses for this contract if the booking posting date does not fall within both the Contract and Rental Start and End Dates.

Step 2



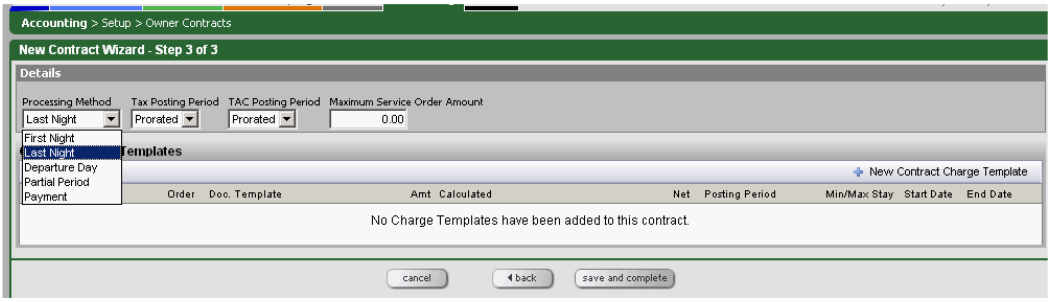
In step 2 you will combine the Unit(s) and the Owner(s) in the contract.

- Select the “Add Unit to Contract” button on the right
- Put a checkmark in the box next to the desired “Unit”
- Select the “Add Selected Units” button
- Select the “Add Owner to Contract” button
- Put a checkmark in the box next to the desired “Owner(s)”
- Select the “Add Selected Owners” button
- Select “Percentage Ownership” if there is more than one Owner on the contract
- Select the “Next” button
-



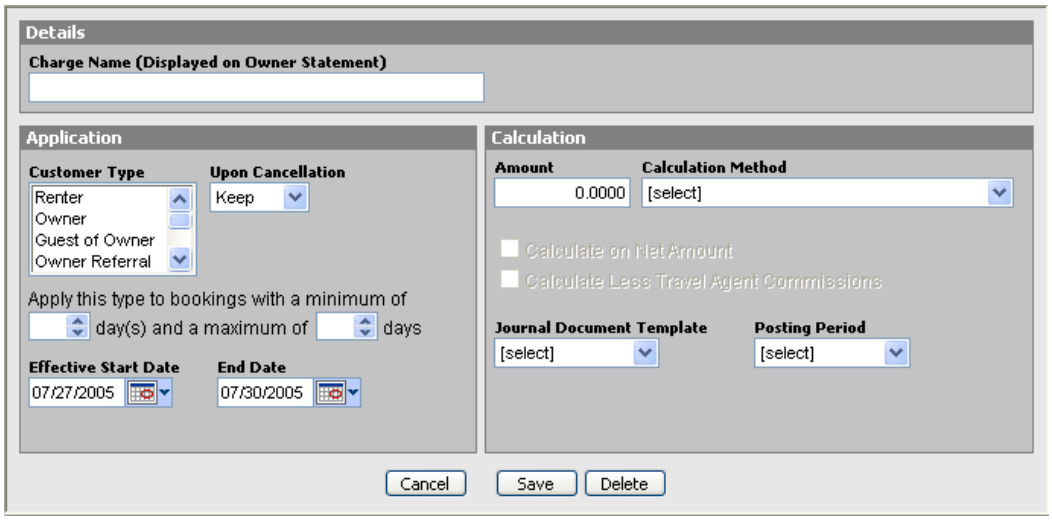
Power User Tip: *You must change Percentage Ownership ratios before you click the Save button on this screen. You may not change Percentage Ownership after you have saved the record. If you mistakenly have entered the wrong ratio and saved the record, you should call Escapia Support for assistance in correcting the mistake. The alternative is to reset the contract start and end dates for the contract and make it inactive. You should then enter a new contract for this unit and enter the correct ratios.*

Step 3



Next you will create the "Charge Templates" for the contract. Journal Document Templates and appropriate General Ledger Accounts need to be created before you attempt to create an Owner Contract because you'll need to select them in Step 3. Contract Charge templates are used to define charges against the owner's ledger that are "driven" by the reservations/bookings process. For example, a property manager's commission is based upon a rental amount and a commission rate for a specific booking. A monthly recurring pest control charge, on the other hand, is not contingent upon a booking, and therefore would not be entered in this user interface. The first field you must enter in Step 3 is the Processing Method. The choices are *First Night*, *Last Night*, *Departure Day*, *Partial Period*, and *Payment*. Note that although you may have different processing methods for different units, each contract may only have one processing method. Generally, depending upon your business, you would only have one or two processing methods for all of your units. For example, if you wished to split revenue across accounting periods, all of your contracts would be of the *Partial Period* type. An exception to this might be if you had a mix of long-term rentals and short-term rentals. It would be a common practice to process long-term rentals on either a *First Night* or a *Payment* method, and short-term rentals on a *Last Night* or *Departure Day* method. The next two fields on the Step 3 screen are Tax Posting Period and TAC (travel agent commission) Posting Period. The dropdown lists for these two fields include: *Prorated, First,* and *Last*. *First Night*, *Last Night*, and *Departure Day* methods will post taxes and travel agent commissions using the same method as the first field Processing Method choice. *Partial Period* and *Payment* Processing Methods, however, use these two fields to determine the revenue processing calculations for taxes and travel agent commissions.

- Click on "New Contract Charge Template" button to enter the Charge Template information for the Owner Contract.



- Type in the “Charge Name” (Displayed on the Owner Statement). This is the description for the charge as it appears on the owner statement. Examples of Charge Names are: Management Fee, Commission, Credit Card Fee, Owner Housekeeping Charge, etc.
- Select the “Customer Type”—allows you to specify the type of guest for whom this charge will apply. You may choose one or any combination of available rental types: Renter, Owner, Guest of Owner, Owner Referral, Travel Agent, Complimentary, Group, and Long-Term Renter.
- Select the “Cancellation” option—*Keep* or *Remove*. *Keep*-the charge will remain on the guest ledger if the booking is cancelled. *Remove*-the charge will be removed from the guest ledger, if the current date is less than the posting date for that charge.
- Enter the “Minimum & Maximum” number of nights—This charge will only apply to bookings with a stay that falls between the minimum and maximum days. For example, you might have a short term commission which applies to stays less than 30 days. You might also have a long term commission rate which is a different amount than the short term commission rate for stays greater than 30 days. If you entered a Contract Charge Template for each of these rates, the program would automatically select the correct template, based on the length of stay. By leaving these fields blank, the charge will apply to all reservations with the correct Rental Type.
- Enter the “Effective Start Date”—the contract charge will apply only to those bookings whose ending dates are greater than or equal to this date.
- Enter the “Effective End Date”—the contract charge will apply only to those bookings whose starting dates are less than or equal to this date.
- Enter the “Amount”—can be a dollar amount or a per cent amount. Per cent amounts are expressed as 25.0 = 25% (not .25 = 25%)
- Select the “Calculation Method”—Escapia provides a large number of calculation methods for Owner Contract Charge Templates:

Percent of Rent	Enter as 25.0 for 25% of Rent Amount
Percent of Rent plus Tax	Rate entered X (Rent + Tax)
Percent of Rent and Grouped Charges	Rate X (Rent + Grouped Charges)

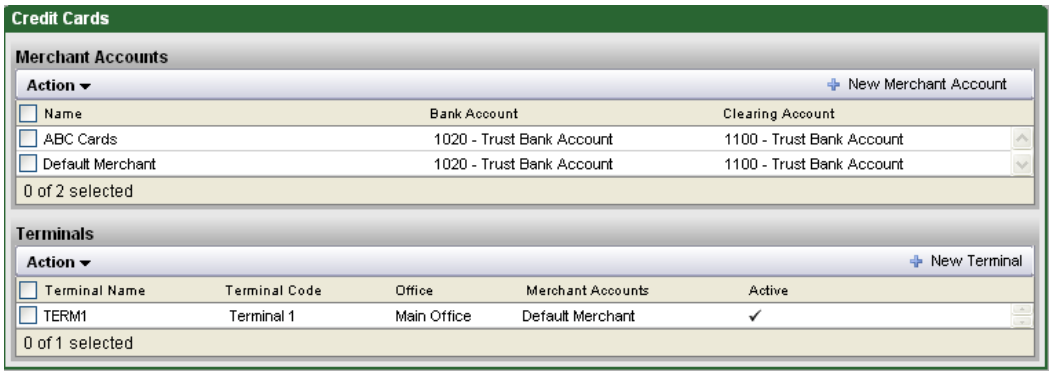
% of Rent and Non-Grouped Charges	Rate X (Rent + Non-Grouped Charges)
% of Tax	Rate X (total tax amount)
% of Rent and Grouped Charges+Tax	Rate X (Rent + Tax + Grouped Chgs)
% of Grouped Charges	Rate X (Grouped Charges)
% of Non-Grouped Charges	Rate X (Non-Grouped Charges)
% of Last Night's Rent	Rate X (Last Night Rate Segment Rate)
% of Renter's Rent	Rate X (Renter Rate on no-pay guests)
% of Booking Total	Rate X (Rent + All Booking Charges)
$ per Booking	Fixed $ amount per booking
$ per Adult	Fixed $ amount X # adults
$ per Child	Fixed $ amount X # children
$ per Guest	Fixed $ amount X (# Adults+# children)
$ per Night	Fixed $ amount X # nights booked
$ per Week	Fixed 4 amount X weeks booked
% of Travel Agent Commissions	Share % X Agent commission Amount
% TA Commissions – Prededucted	Share % X Pre-Ded Agent comm. Amt.
% of Referral Commissions	Rate X Directory Partner Commissions
% of CC Fees on Gross Rent	Share % X CC payments applied against rent.
% of CC Fees on Gross Rents and Deposits	Share % X CC payments applied against Rent and Security Deposits.
% of CC Fees on Booking Total	Share $ X total CC payments received

- Select the "Journal Document Template"—the Journal Document Template "tells" the Revenue Processing program which debit and credit General Ledger accounts to post transactions to for this Owner Charge Template and which subledger entities, if any, will be debited or credited. This dropdown list is populated from the "Owner Contract Charge" type Journal Document Templates you entered and which were described earlier in this document.
- Select the "Posting Period"—options are *Prorated*, *First* and *Last.* If you choose *First*, the revenue processing transaction date for this charge will post on the booking arrival date. If you choose *Last*, the revenue processing transaction date for this charge will be on the last night of the booking. If you choose *Prorated*, the revenue processing transaction date for this charge will be the last night of the prorated period for the reservation being processed.
- Select "Save"
- Reopen the contract you just created
- Select the "Charges & Fees" tab

View the information in the "Charges and Fees" tab to make sure your fees are being deducted as desired. Anything that you want to deduct from rent prior to calculating commission is placed above the row that has the "yes" for net. Anything below the row that has the "yes" for net, will not reduce commissionable rent prior to calculation. If the Calculate on Net Amount is left unchecked, none of the charges will be deducted from rent before commission is calculated. If "Calculate Less Travel Agent Commissions" is checked, travel agent commissions will be deducted from the rent before commissions are calculated.

Credit Card Setup

Accounting > Setup > Credit Cards



Merchant Accounts

There are two different types of Merchant Accounts, Manual and Gateway (Southern DataComm). There could be more than one merchant account of either type. Select the SDC' Automatic Processing Merchant Account, review to verify the following information is set up correctly.

Terminals

Terminal Codes and Merchant Account Codes should NOT be changed, and are locked for admins only. Notice you have your existing terminals, and the new SDC terminal.

- Go into "New (active)Terminal"
- Terminal Name: code given by SDC
- Terminal Code: The Account code given by SDC (usually mimic our account codes).
- Office: where they specify term to be associated with
- Place a checkmark in the box next to the SDC merchant account
- Cancel out after review.
- Merchant Account Name = The Agency (usually abbreviated).
- Merchant Account Code = SDC's M-Key (4 digit code, example: 0004).
- Processing Method = Can not be changed: Southern DataComm or Manual.
- Deposit Days = The number of days to wait till deposit. (Usually set at "0").
- Bank Account = The general ledger bank account that corresponds to the bank in which credit card deposits are made.
- Clearing Account = The account to which individual credit card deposits are posted. These individual postings are automatically offset to the "Bank Account" account via a "Settlement Batch" on a daily basis.
- Discount Account = This field allows you to define the general ledger account in which the credit card discount fee will be recorded. It is recommended that you manually enter monthly bank charges via the Adjustments Tab in the Bank Reconciliation program or with a General Journal Entry, based upon your monthly bank or merchant account

statement. However, this field may be used to post a discount fee in the Credit Card Reconciliation program. The discount amount recorded is the difference between the posted credit card totals and a Merchant Statement amount entered upon receipt of a Merchant Statement. Note that if you post credit card fees using the Bank Reconciliation Adjustments Tab or with a General Journal entry, you do not need to enter an amount in the Credit Card Reconciliation program. This will lead to a double posting of credit card fees.

Power User Tip: *You may use the Discount Account field to "share" credit card fees with your owners. Enter the standard discount rate for each type of card in your Merchant Account setup in the Discount Rate field. You may then specify a "% of credit card fees" in your Owner Contract Charge templates. That % is multiplied by the rate specified for the Discount Rate in this UI times credit card amounts received on specific guest bookings.*

- Review the Credit Card Groups below
- "Cancel" back out when finished

Deposit Policies

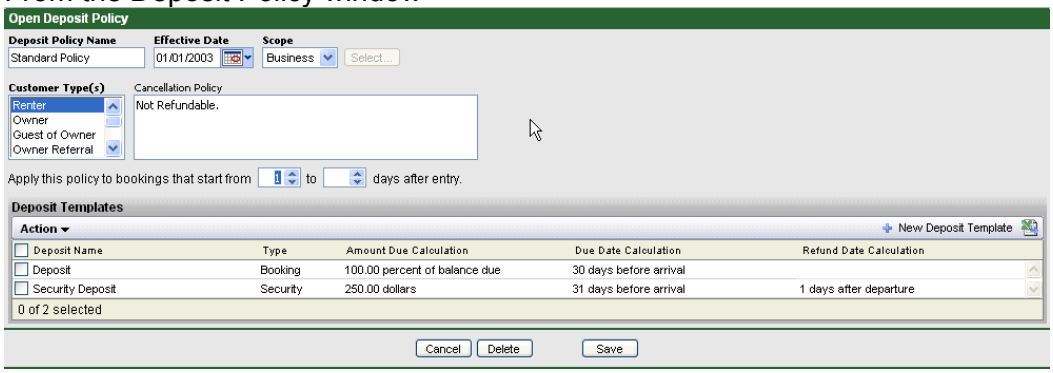
The Deposit Policy UI allows the user to define what advance payments and security deposits are due from a prospective guest and when these amounts are due. Advance deposits are also called "Booking" deposits and are payments made in advance of a guest's arrival. These deposits will be applied against rent, taxes, and booking charges and are considered "non-refundable" once certain specified contractual obligations are met. Security Deposits are generally considered "refundable" amounts and are returned to the guest at some specified time after departure, less any amounts withheld to cover damages caused by the guest or other charges not specified in the original guest contract.

You may need different sets of deposit policies depending upon how many days prior to arrival the deposit is due. For example: you may have a standard policy where deposits are due 30 days prior to arrival, and a last minute policy where the booking date is less than 30 days prior to arrival.

Setting up Deposit Policies

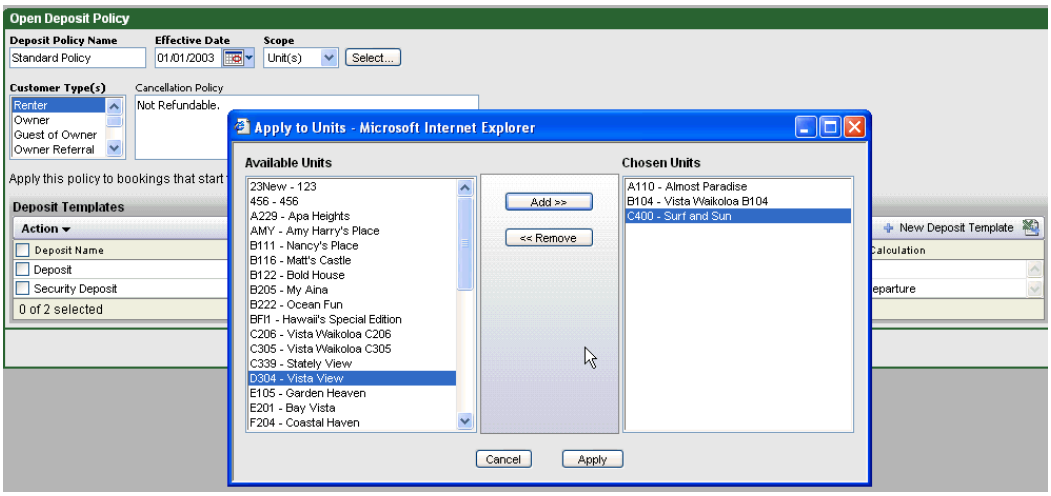
Accounting > Setup >Deposit Policies

From the Deposit Policy window

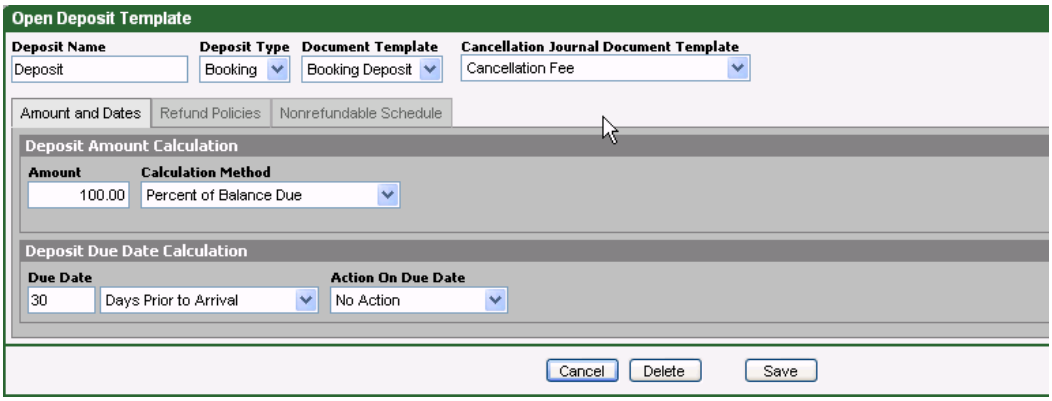


- Click on the "New Deposit Policy" button on the right side of the window

- Enter the “Deposit Policy Name” –Use a descriptive name such as “Standard”, “Last minute”, “Over 60 Days”, etc.
- Enter the “Effective Date”—This should be equal to your first arrival date.
- Choose the “Scope”—Your choices are “Business” or “Unit(s)”. Choose Business if ALL of your units will have the same deposit policy and amounts. Choose “Unit(s)” if different units will have different deposit policies or amounts.
- If you choose “Unit(s)” the *Select* button is enabled. Select the unit(s) to be covered by this Deposit Policy.



- Select the “Customer Type(s)”—Your choices are *Renter, Owner, Guest of Owner, Owner Referral, Travel Agent, Complementary, Group, or Long Term.*
- Apply the policy to the desired “start from” – “to” day entry—This is where you will enter the effective days before arrival for this policy. For example, if you wanted this policy to apply to all reservations booked from 30 to 60 days prior to arrival, you would enter 30 in the “start from” field and 60 in the “to” field.
- Click on the “New Deposit Template” button on the right of the Action Bar to create a Deposit Template.

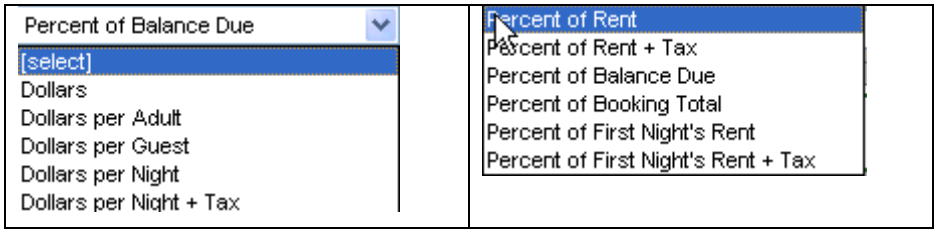


- Enter the “Deposit Name”—Use a descriptive name such as “Initial Deposit”, “Final Deposit”, “Booking Deposit”, “Security Deposit”, etc.

- Select the “Deposit Type”—Your choices are *Booking, Damage, Pet, Utility, and Security*. Only the Booking Deposit is a non-refundable (Advance) type of deposit. The others are all considered refundable deposits which will be returned to the guest, less itemized deductions some time after departure.
- Select the “Document Template”—this dropdown list is populated with the “Booking Deposit” type entries in the Journal Document Template program. The selection defines how deposits will be debited and credited in the General Ledger and which Subledgers will be affected.
- Select the “Cancellation Journal Document Template”—defines how a refundable security deposit will be debited or credited and may define a cancellation charge amount. This list is populated from the entries in the Charge Template user interface.

The Deposit Amount Calculation Section includes:

- Enter the “Amount” in the amounts tab—This may be a percentage amount or a fixed dollar amount, depending upon the chosen Calculation Method. If you are entering a percentage amount enter it as a whole number such as 30 for a 30% deposit and not as a decimal amount (e.g. .30).
- Select the “Calculation Method”—choices are:



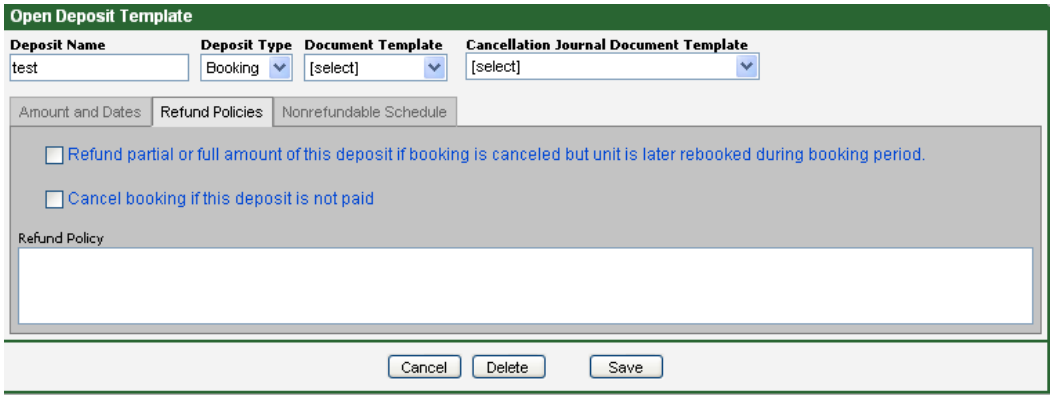
- There are three checkboxes which may be selected to include specified Booking Charge types with the Deposit amount. These types are: *Booking Charge – General, Booking Charge – Credit Card, and Booking Charge – Housekeeping.*

The Deposit Amount Due Date Calculation Section includes:

- Enter the “Due Date”—this field is for a specified number of days which are defined by the dropdown list to the right of this field. The list’s choices are: *Days after Booking Entered, Days Prior to Arrival, Specific Date*.
- Select the “Action on Due Date”—Your choices are: *No Action, Authorize Credit Card, Charge Credit Card.*

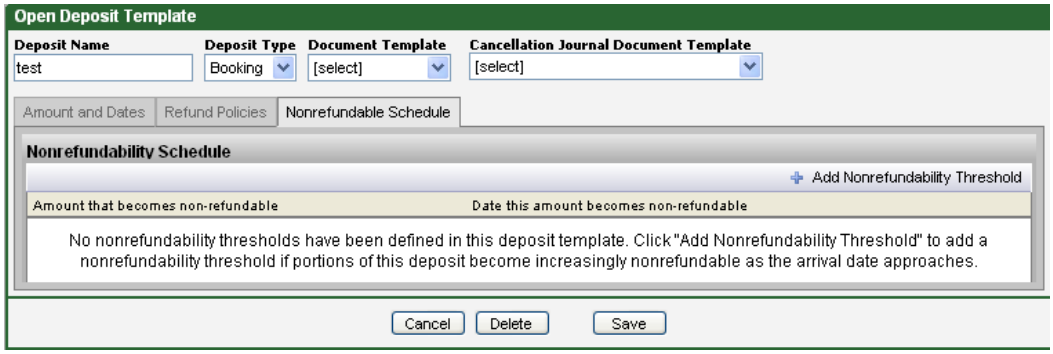
Note: The selected “Action on Due Date” will print in the “Action” field of the “Deposits Receivable Report”. It does not define an action which will be taken automatically by the program upon “Due Date”

From the Refund Policies Tab:



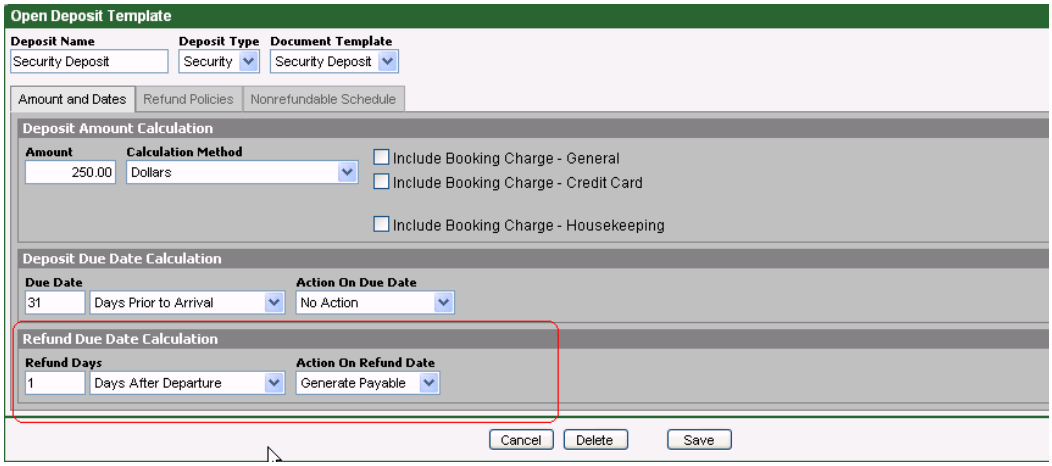
Currently the information in this tab is for policy purposes. The "less this amount" field is not automatically deducted from the refund. If this is your policy, you will need to manually deduct this amount from the refund.

From the Nonrefundable Schedule Tab:



Currently the information in this tab is for policy purposes. The "less this amount" field is not automatically deducted from the refund. If this is your policy, you will need to manually deduct this amount from the refund.

Example of a Refundable Security Deposit Template



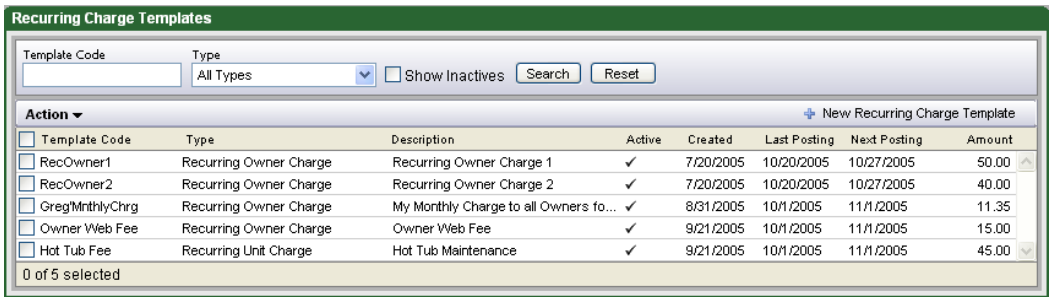
A refundable security deposit has the same parameters as the non-refundable deposit, however, it includes an additional Refund Due Date Calculation section.

- Refund Days—Enter a number of days.
- Select a calculation method from the dropdown list—the choices are: Days after *Booking Entered, Days Prior to Arrival, Days After Departure, and Specific Date*. The usual selection is *Days After Departure*.
- Action on Refund Due Date—Your choices are: No Action, Refund Credit Card, Generate Payable.

Note: The selected "Action on Refund Due Date" will print in the "Action" field of the "Security Deposit Refund Report". It does not define an action which will be taken automatically by the program upon "Due Date"

Setting up Recurring Charge Templates

Accounting > Setup > Recurring Charge Templates

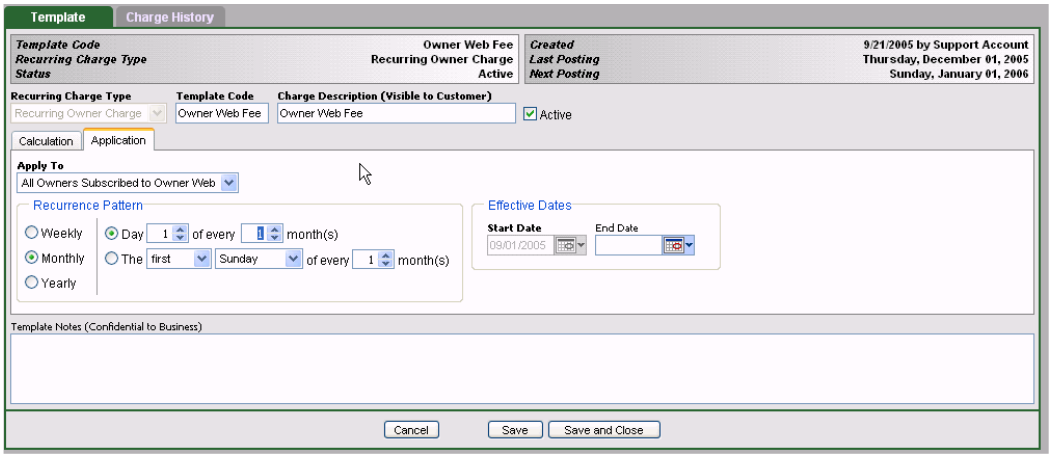


Recurring Charge Templates are used to create recurring bills which are not created due to a reservation being made. Examples are: Monthly Pest Control Bills, Hot Tub Maintenance Fees, and Owner Web Charges. There are three different types of recurring charges in Escapia.

1. Recurring Owner Charge: Posts directly to the Owner's subledger and not the Unit. This type of charge is useful if an owner has multiple properties, but is charged a single monthly fee regardless of the number of properties on the program. An Owner Web fee is an example of when this type of charge might be used.
2. Recurring Unit Charge: Posts directly to the Unit and allocates the charge to the Owners subledger. A monthly Pest Control fee is an example of this type of charge.

It is important to make sure to have an appropriate Journal Document Template created prior to setting up a Recurring Charge Template.

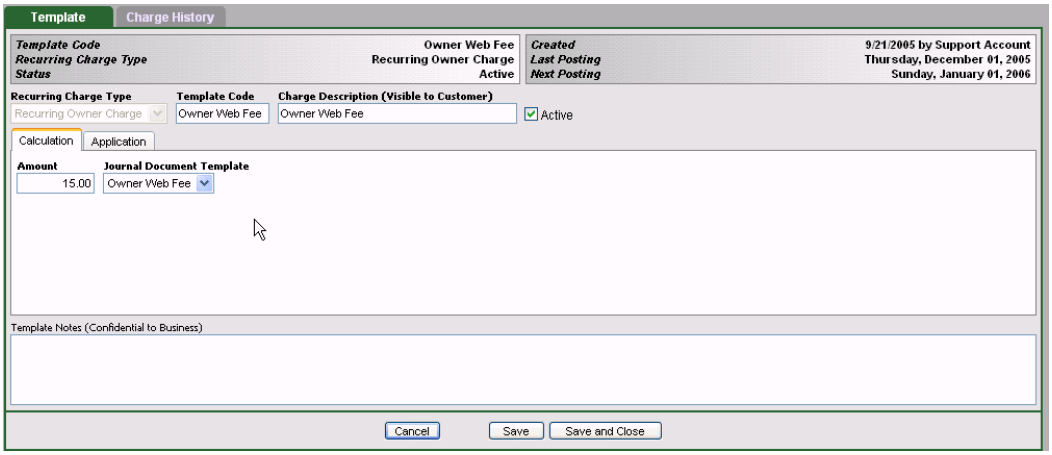
- Click on the “New Recurring Charge Template” button on the right side of the window.



- Select the “Recurring Charge Type”—Choices are *Recurring Owner Charge* and *Recurring Unit Charge*. The Recurring Owner Charge type will be used when you do not need to post the expense to a particular unit. The Recurring Unit Charge type will be used when you want to post the expense to the unit.
- Enter the “Template Code”— Enter the “Charge Description” (Visible to the Customer)

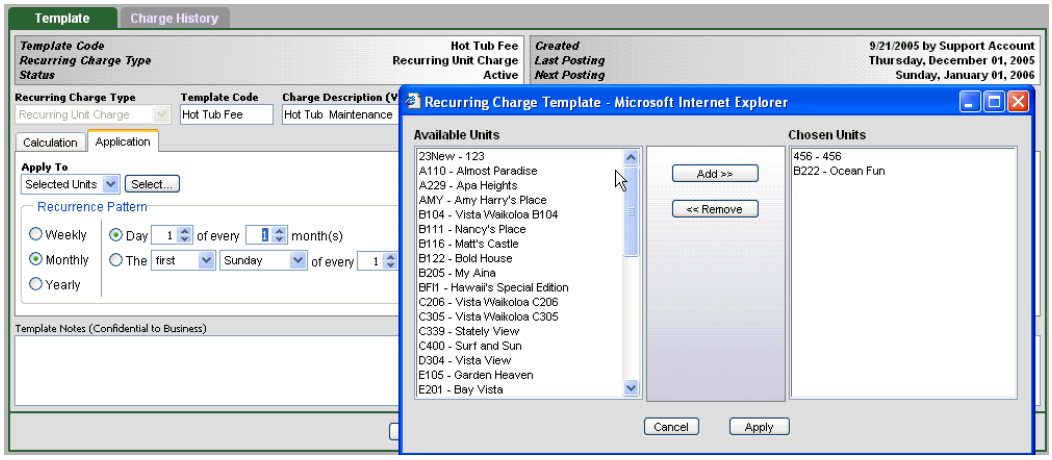
Recurring Owner Charges

- From the application tab, select “Apply To”—The choices from this list are: *Selected Owners, All Owners, All Owners Subscribed to Owner Web.* If Selected Owners is chosen, a select button will appear and allow you to select specific owners from a list of owner names.
- Enter the desired “Recurrence Pattern”—Recurrance patterns allow the user to create daily, weekly, monthly, a multi-month recurrence period such as quarterly, and yearly.
- Select the effective “Start & End Dates”—Enter the Effective Starting Date (required) and an optional Effective Ending Date (if necessary).
-



- From the calculation tab enter the “Amount”—This is the amount that will be automatically posted for the recurrence pattern.
- Select the “Journal Document Template”--Select a code from the dropdown list. Note that this list is populated from the Journal Document Template Setup up program discussed earlier in this documentation. The JDT Type code for will be either “Recurring Owner Charge” or “Recurring Unit Charge”.

Recurring Unit Charges



- Recurring Unit Charge Templates are entered just like the Recurring Owner Charge Templates with the exception that they are applied to units ledgers before being allocated to owner ledgers.
- Note that you have the option of posting to All Units or a group or a single unit for a specific charge or template.
- To complete the Entry for both types of Recurring Charge Templates, click the Save button when all required options have been completed.

Receiving Payments from a Reservation Folio Interface

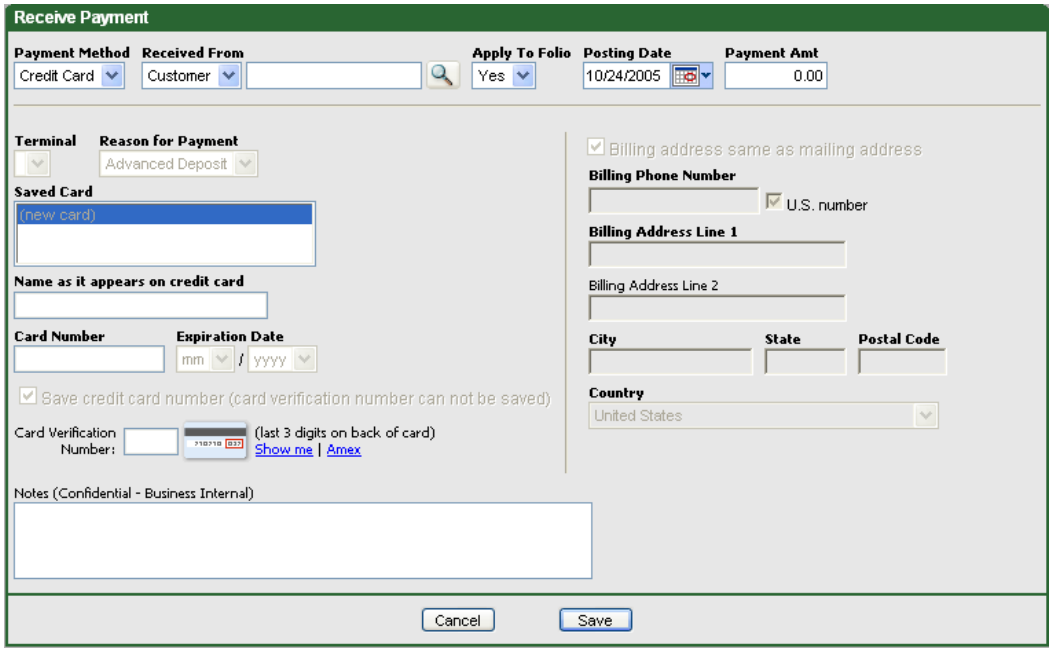
Reservation Grid > Open Reservation > Folio

- Click on the green “Payment Arrow”

- Follow the same process as Receive Payment below

Receiving Payments

Accounting > Accounts Receivable > Receive Payment



- Select the “Payment Method”
- Select whom it’s “Received From”
- Click on the “Magnifying Glass” to select specific contact
- Click on the “Radio Button” next to desired folio if populated (Select “New” if no names automatically populated).
- Select apply to folio “Yes”
- Enter the “Posting Date” *(defaults to today’s date)*
- Enter the “Payment Amount”
- Select the “Terminal”
- Select the “Reason for Payment” *(usually advanced deposit)*
- Select the desired card, or click on “New Card” to enter the information
- Enter the Name, CC Number, and Expiration Date.
- Put checkmark in the box “Save credit card number”
- Enter Verification Number
- Complete the “Billing Address” information
- Put a “Checkmark” in the box if billing address is the same as mailing address
- Select “Save”

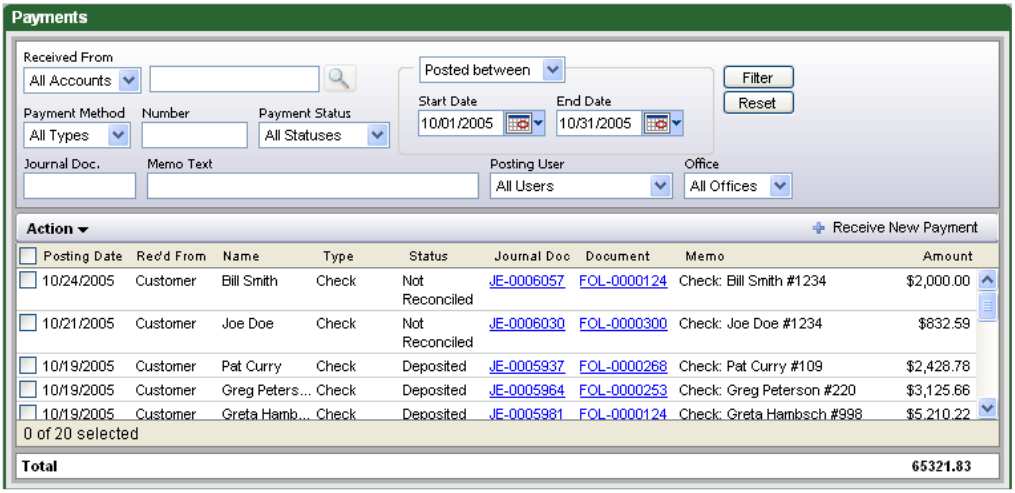
Clicking the ‘Save” button sends the payment data to SDC for processing which may take several minutes. When the processing is complete you will receive a Payment Confirmation Message or an Alert. If something strange occurs, or if you receive an error message that you don’t understand contact support.

When taking a payment from the “Receive Payment” window you have the option to select from multiple Folios. DO NOT click on the folio or reservation link from this page because you will loose your data and have to start your payment over.

Ask your processor what the benefits are for entering the CV number. By entering the CV number your transaction will be more secure, have less risks, and therefore possible discounts to you from your processor.

Reversing Payments

Accounting > Accounts Receivable > Payments

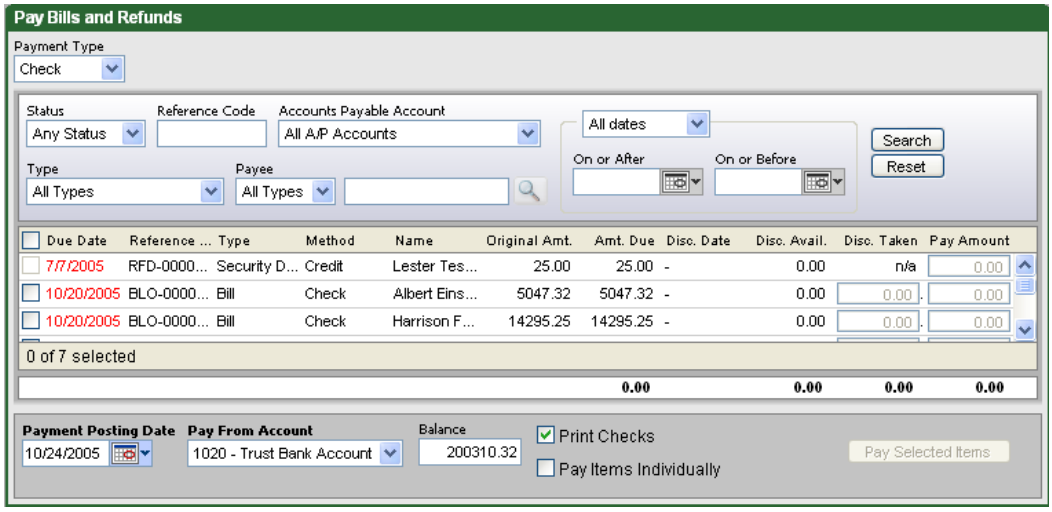


- Place a “Checkmark” in the box next to the desired payment
- Go to the **bold** “Action” button and select “Reverse Payment”
- When the transaction is complete, you will get a success message

If something strange occurs, or if you receive an error message that you don’t understand contact support

Refunds

Accounting > Accounts Payable > Pay Bills and Refunds



- Select the “Payment Type”
- Place a “Checkmark” next to the desired payment
- Click on the “Pay Selected Items” button on the bottom right of the window

Settling Batches:

Accounting > Banking > Credit Card Settlements

As per your agreement with SDC, it is required that batches are settled nightly!

- Put a check in the box next to the batch you want to settle
- Go to the bold “Action” button and select “Settle Batch”
- You will receive a Success Message once the batch is settled

You may have multiple settlement batches per day, however, there should be only one unsettled batch open at a time. Settling a batch can take several minutes; please be patient. If something strange occurs, or if you receive an error message that you don’t understand contact support immediately.

Credit Card Transaction Reports

Accounting > Reports > Banking > Credit Card Transaction Detail

- Select “Merchant Account”
- Enter Dates
- Select “Run Report”

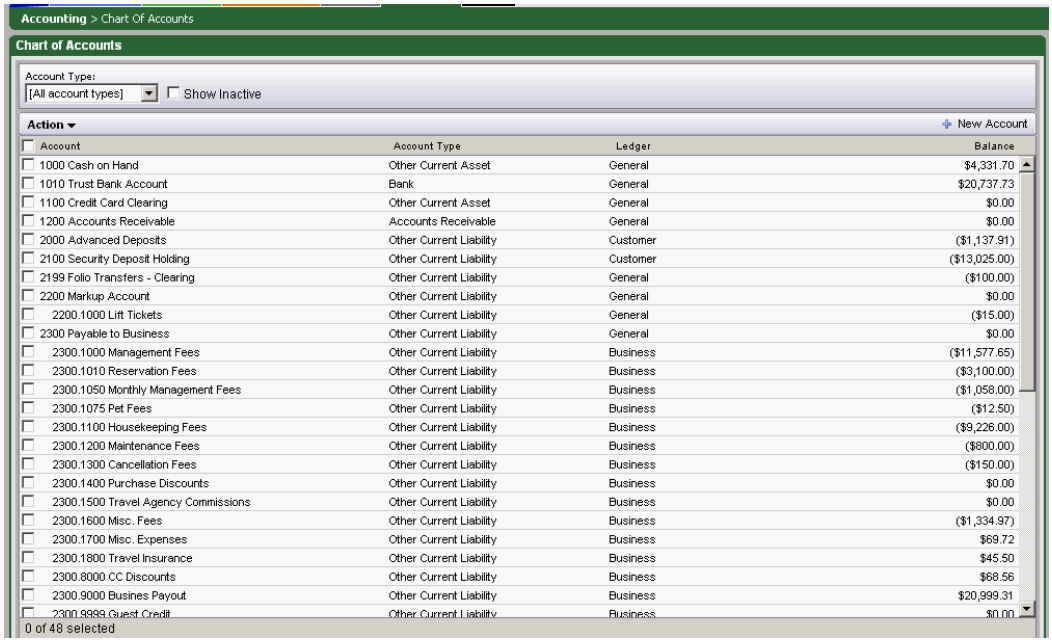
Accounts receivable transactions listed on this report for automatically processed terminals will always have an approval code unless there was an error in processing. The approval code can also be seen on the “Open Payment” screen when selecting a payment on a folio. This is a good way to check if a payment was successfully processed.

Unit 2: Chart of Accounts

The Escapia Chart of Accounts program serves several purposes. The first purpose is to provide an interface which allows you to modify and enter new and edit existing Chart of Accounts account definitions. The second purpose is to provide in interface for auditing existing transactions and trace those transactions to their source. A third purpose is to provide a quick snapshot of existing general ledger account balances.

Accounting > Chart of Accounts

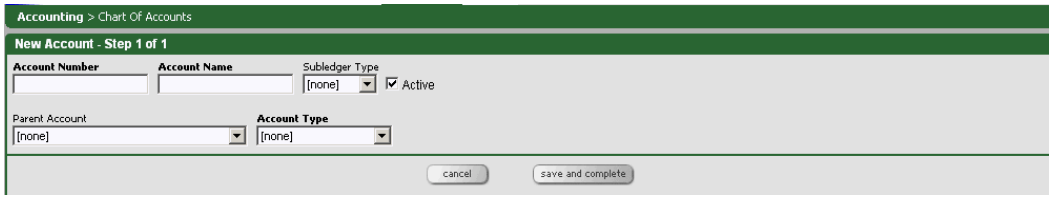
Escapia is delivered with a default set of general ledger accounts. Each account has an Account Number, Account Name (description), Subledger Type (Ledger), Parent Account, and Account Type field.



Power User Tip: *The use of Windows drag, copy, and drop features allows you to copy and paste chart of account balances on an Excel spreadsheet. This is useful for creating a General Ledger Trial Balance. With such a report, you may use Excel sort and subtotal functions to create simple, but functional financial reporting statements such as a Balance Sheet and Profit and Loss Statement.*

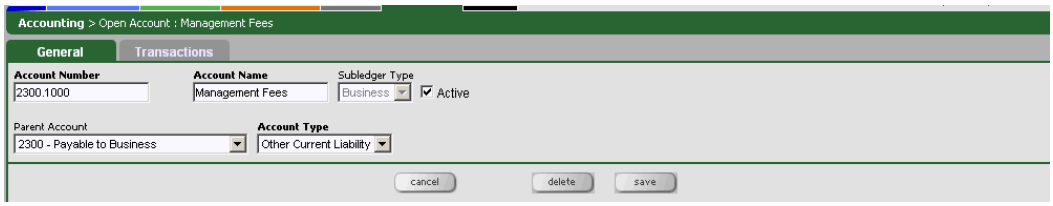
Adding a New Account

To add a new account to the Chart of Accounts, click on the + *New Account* button on the right side of the Action Bar. This opens the New Account wizard:

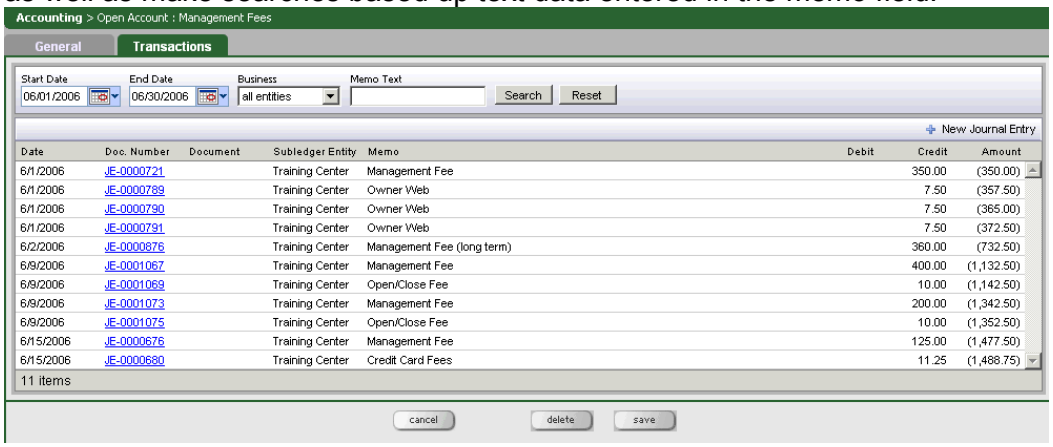


- Enter the new **Account Number** – Escapia allows you to define your own account number format, however, it is suggested that you use the Escapia predefined account numbering conventions. Enter the desired account number in this field (e.g. 1010 is the default trust bank account number and 2300.1000 is the default management fee income account for the business). The Chart of Accounts sorts alphanumerically on this field.
- Enter the account's description in the **Account Name** field. Examples are *Advanced Deposits* and *Unit Income*.
- The **Subledger Type** field associates an account with one of Escapia's subledger types or no subledger type (General). This field is displayed in the Ledger column on the chart of accounts list. This field allows the user to identify and group the main categories of entities entitled to a share in the Trust Bank Account. The Escapia subledger types are *Business*, *Owner*, *Unit*, *Vendor*, and *Customer*. The *General* type is also used to offset transactions posted to subledger type accounts.
- The **Parent Account** field is an optional use field. Its sole function is to allow you to indent "sub-accounts" on the chart of accounts list. It is not used to "roll-up" balances into a specific parent account, however, it is useful as a visual aid in grouping accounts.
- **Account Type**—Escapia has an extensive set of account types. Examples are Bank, Other Current Asset, Other Current Liability, Accounts Payable, Income, Expense, and Equity.

After you have entered account information in the five fields described above, click the Save button.



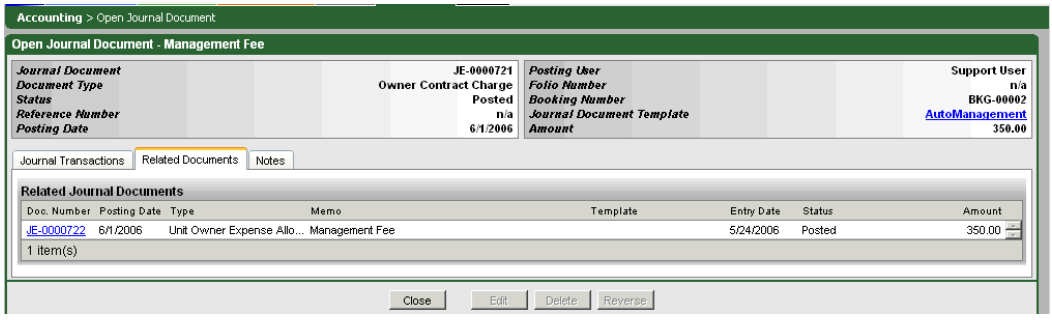
The **Transactions Tab** in the Open Account UI allows you to view individual transactions between any starting and ending date. You may also filter transactions on the individual subledger entities, depending on subledger type, as well as make searches based up text data entered in the memo field.



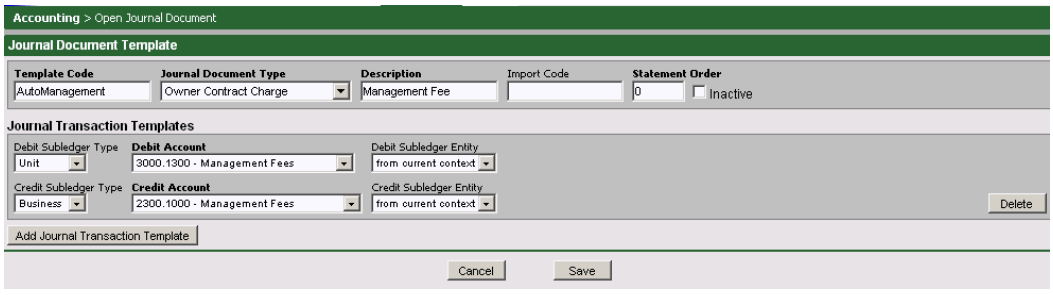
This interface allows the user to drill down to view more detailed transaction information by clicking on the blue Doc. Number link for each row.

This screen allows the user to view useful information such as the Journal Document Type, status, reference number, posting date, posting user, folio number, booking number, and journal document template. It also allows you to view all the offsetting entries associated with the transaction, including account number and description, Subledger Entity name, Memo, and debit and credit amounts.

The Related Documents Tab allows the user to see any related transactions. In this example, the related transaction shows the automatic allocation to an owner's subledger that takes place when an amount is posted to a specific unit.



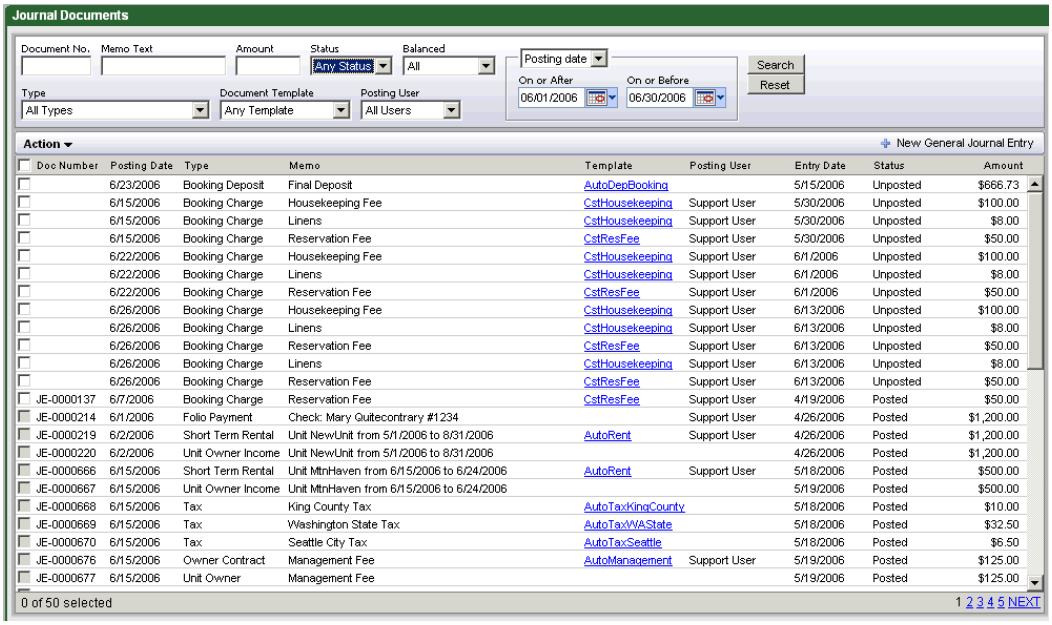
By clicking on the "AutoManagement" link (shown above in underlined blue), the user may view the Journal Document Template used to define the Debit and Credit entries for this transaction.



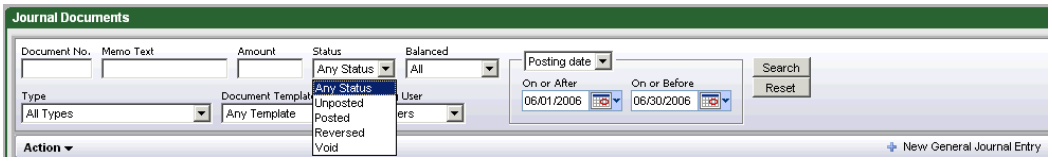
Unit 3: Journal Documents

The Journal Documents UI also serves several purposes. It is the main interface for posting General Journal Entries. It is also a tool for reviewing and auditing all transactions posted to your General Ledger.

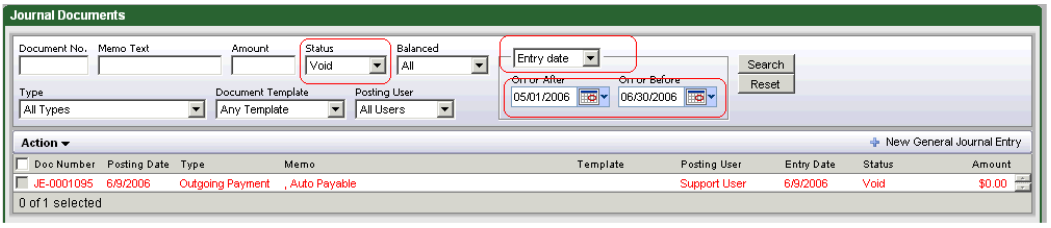
Accounting > Journal Documents



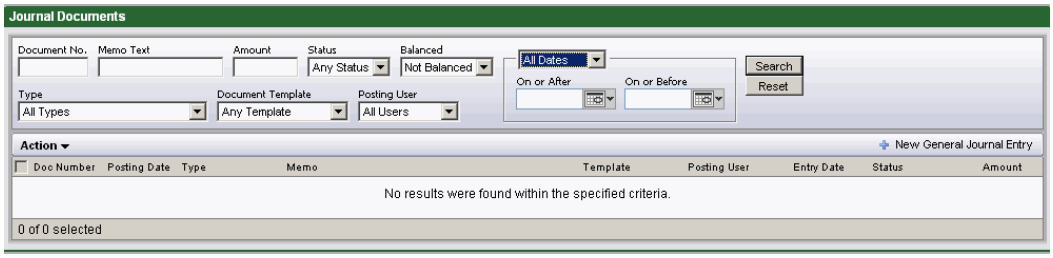
The first thing you will notice about this program is the powerful set of display filters at the top of the screen. These filters allow you to search on your general ledger database transactions for specific things such as a document number, specific text in a memo field, a dollar amount, and posting user. Let's go over some examples for using this powerful filter.



The Status filter allows you to filter for only those transactions which are unposted, posted, reversed, or void. For example, if you wanted to view all checks voided between May 1 and June 30 you would set your filters as shown below and click the Search button.



The results set for the above filter is a single payment on June 9. By clicking on the row in the result set, you may drill down into the details of this transaction. Click the Reset button to clear out your filters for the next entry.

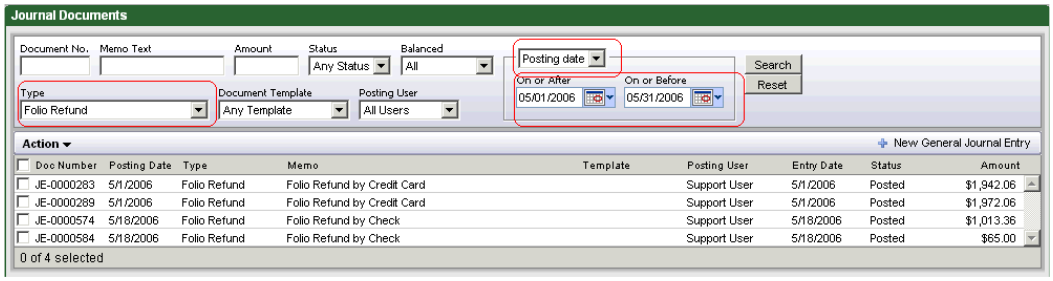


The example above is looking for any “Not Balanced” (or Out of Balance) transactions for “all dates”. After clicking the Search button, the results screen shows that no out of balance transactions were found. Note that it is very rare that you will ever see an out of balance transaction in Escapia.

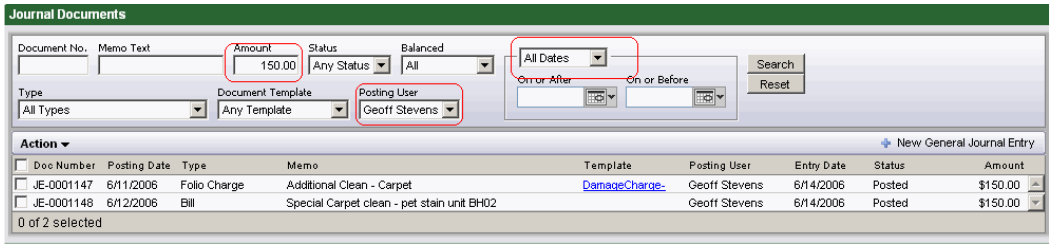
The Type filter allows you to filter for specific transaction types. Below is a sample list of some of items in the Type dropdown list:

General Journals	S/D Refund	Invoice	Folio Charge
U/O Income Alloc	Outgoing Pmt	Booking Deposit	Owner Charge
U/O Exp. Alloc	Bank Deposit	Security Deposit	Recurring Chgs
Bill	CC Settlement	Booking Charge	Folio Credit
Folio Refund	Bank Adjustments	Folio Charge	Folio Payment
Incoming Pmt	Tax	ST Rental Rev.	TA Commissions

The following example filters for folio refunds with a posting date between 5/1/06 and 5/31/06.



A final example shows a search for a $150 posting made by a specific employee—Geoff Stevens. The result set shows the initial folio charge for damages charged to a guest as well as the offsetting Bill to a vendor for fixing the damage.



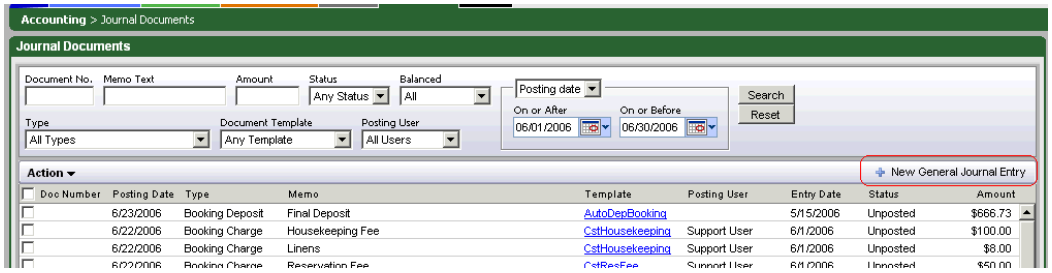
Once you have found a desired transaction by use of the filters, you may edit or delete certain transactions (depending on whether the transaction has been paid or not).

General Journal Entries

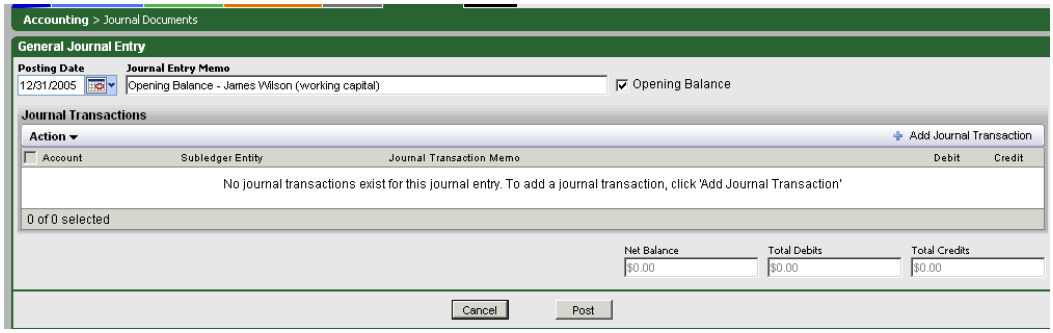
General Journal Entries are used to make adjusting entries which cannot be made through other standard Escapia program interfaces. These can be transactions used to correct posting errors, post marked-up invoices to owners, transfer funds between subledger accounts, enter opening balances, or just about any transaction which you can't post through a standard interface.

The program requires that you enter a balanced double-entry transaction—that is, total debits must equal total credits. If the general ledger account you are posting to is associated with a subledger account (eg. Business, owner, unit, vendor, or customer), a dropdown list of existing subledger accounts will appear on the posting interface.

To begin a new General Journal Entry (GJE), click the **+New General Journal Entry** button located on the right side of the Action Bar.



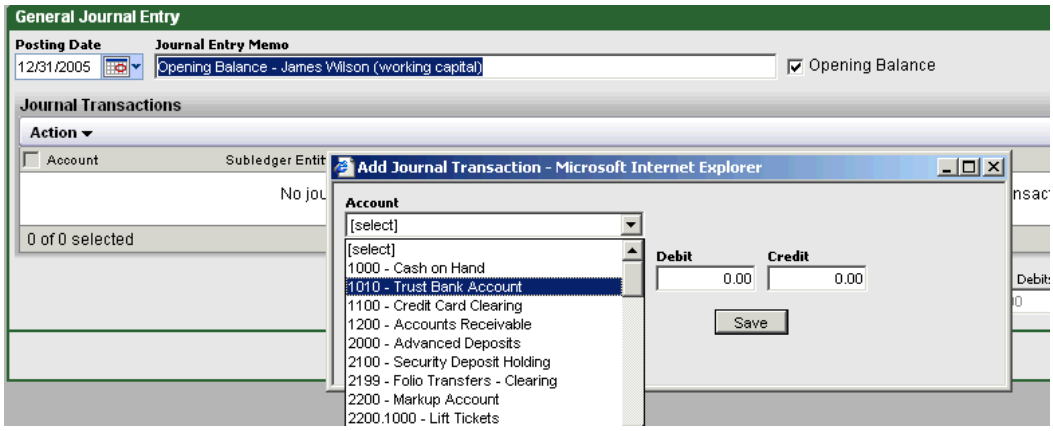
This opens the ***General Journal Entry*** interface. Enter a **Posting Date** and a description of the transaction in the **Journal Entry Memo** field. If this is an Opening Balance transaction, click the *Opening Balance* checkbox. Note that the posting date determines the period in which the General Journal Entry transaction will appear on ledgers and owner statements. Because you often wish to include the memo description in individual transactions, it is a good idea to highlight and copy the memo field to your Windows clipboard (left click and drag across the text, right click in the memo field, and click on "copy" in the drop down menu). You may then paste this text into the individual transaction memo fields.



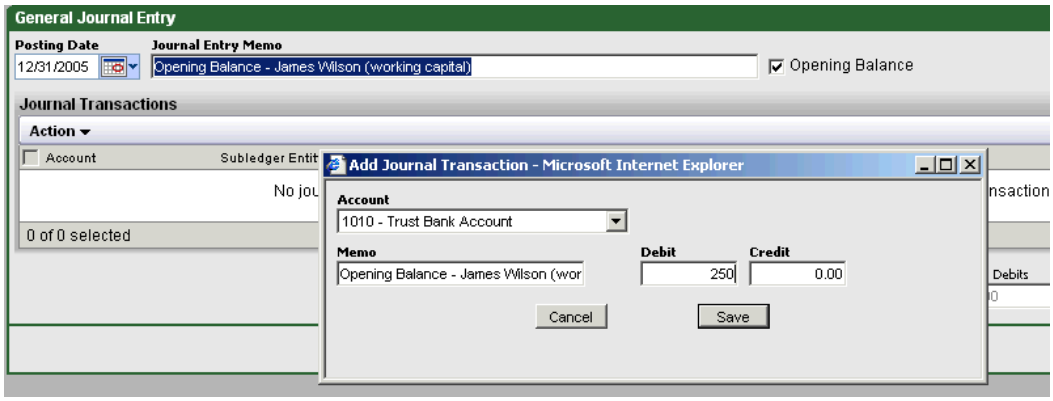
Next click on the **+Add Journal Transaction** button on the right side of the Action Bar. This opens an ***Add Journal Transaction*** dialog where you will enter the

debit or credit side(s) of a transaction. In our example, we are entering an opening working capital balance for owner James Wilson.

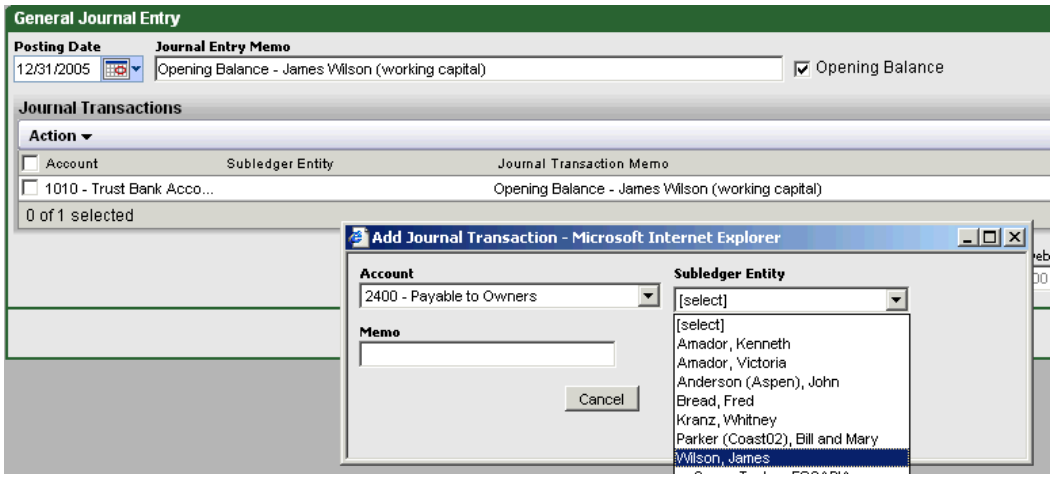
First we will enter the debit side to this transaction $250 to the *Trust Bank Account* by selecting the appropriate G/L account from the **Account** dropdown list.



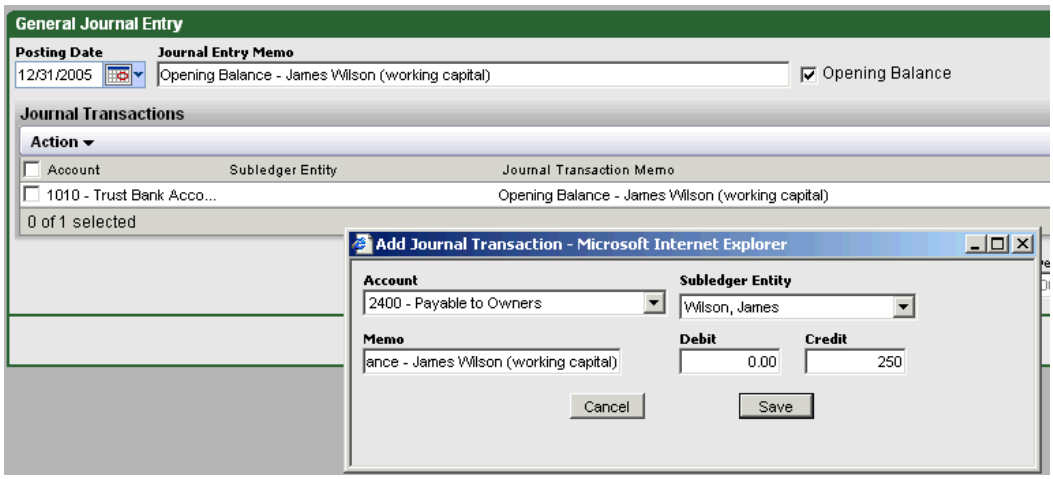
Complete Debit side of he transaction by pasting (click in the memo field and press the Ctrl+V keys on your keyboard) the memo from the Windows clipboard to the Add Journal Transaction popup memo field and entering the desired amount in the Debit field. Then click the "*Save*" button.



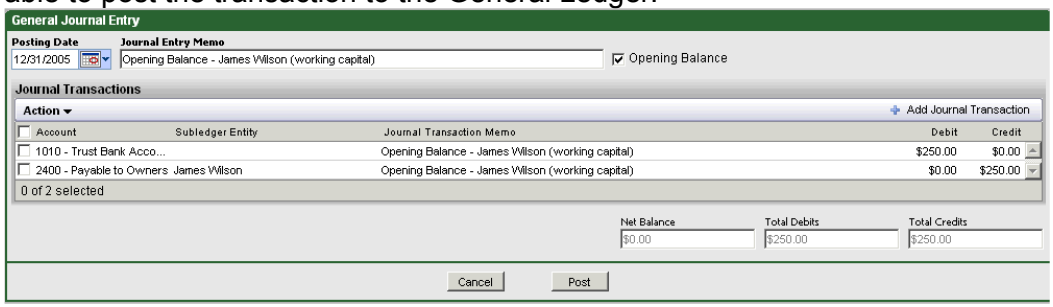
The next step is to post the offsetting Credit side of the transaction. This will be a $250 credit to g/l account *2400 Payable to Owners*. Note that this is an "Owner Type" ledger account. When you choose this account, a "subledger entity" field will appear and you must select the desired owner from a list of existing owner accounts.



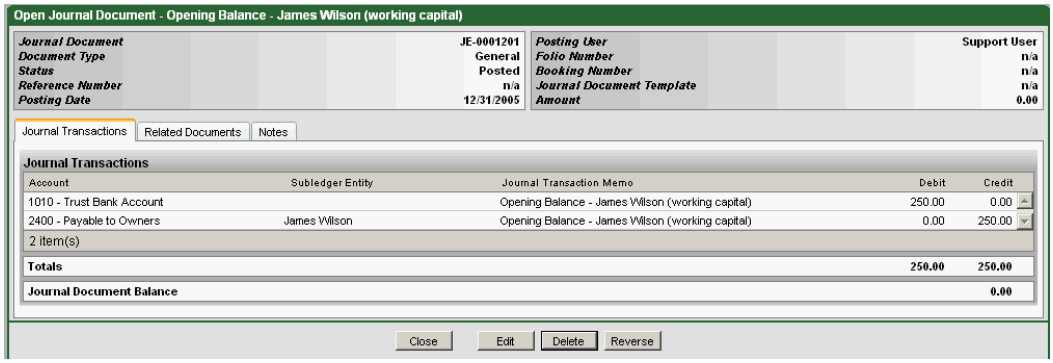
Finish by pasting the memo into the Memo field and entering a credit amount. Click the Save button.



The next screen shows a "balanced" General Journal Entry. If you made an error in one of the transactions you may delete and re-enter a transaction by clicking on the checkbox next to it and choosing the delete action from the Action Bar dropdown list. You would then re-enter the transaction by clicking on *+Add Journal Transaction* button and repeating the process shown above. Note that if you do not click the ***Post*** button as the final step of this process, all individual transaction postings will be lost and you will need to re-enter them. Also be aware that a GJE must have equal debit and credit totals in order to be able to post the transaction to the General Ledger.



If you need to edit an exist *General Journal Transaction*, you my do so by finding the row in the *Journal Documents* screen using the filter options. Next click on the row from the results list. This opens the *Open Journal Document* UI which allows you to view related documents, edit associated transaction Notes, as well as edit individual transactions and delete or reverse the entire GJE.



Unit 4: Folios

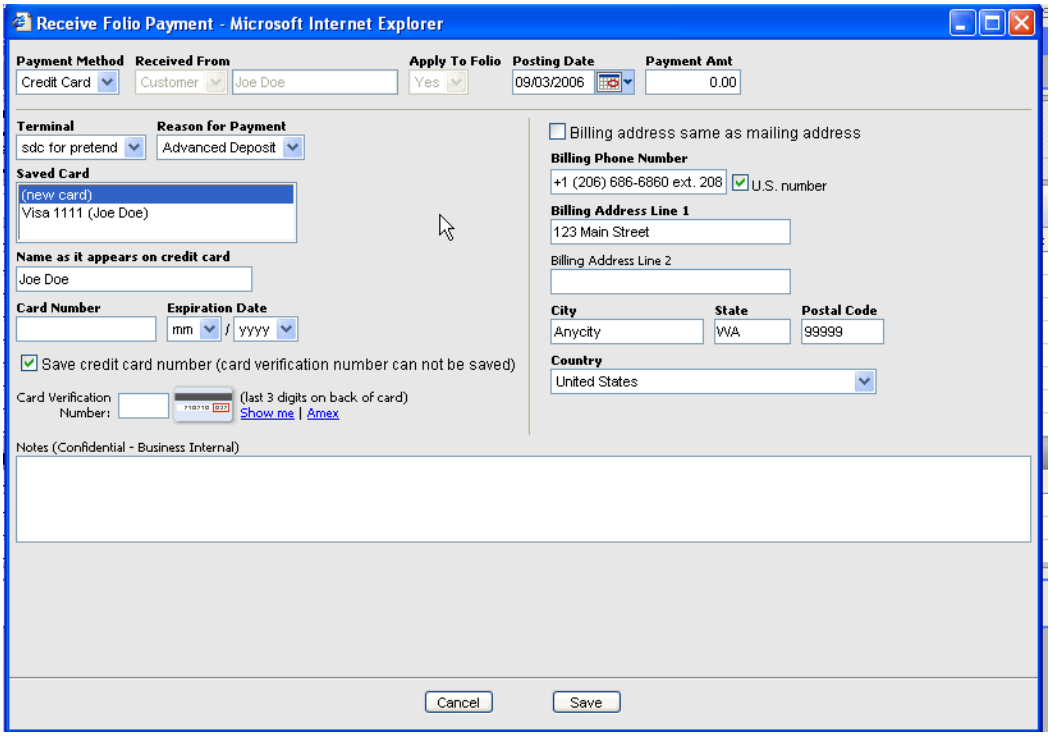
The Folio is a ledger used to track and display accounting transactions for individual guests and tenants. There is generally a one to one relation between a Folio and a Reservation. However, there may be a many to one relationship between Bookings and a Folio since it is possible to have more than one unit booking contained in a single folio. Folios are use to track monies due from guests in the form of rents, miscellaneous fees, taxes, and deposits. They are also used to generate refunds of balances due back to guests, such as refundable security deposits and overpayments.

The **Folio** is the third tab on the *Open Reservations* screen. It contains three informational sections:

- The top section displays Reservation information such as the Guest Name, booking creation date, current folio balance, booking deposits, security deposits, deposits due today, total payments received, other credits, total credits, refunds, charges, other debits and total debits.
- The middle section shows transaction details on a reservation. These details include rental amounts, taxes, security deposits, booking charges other than rent, and payments received.
- The bottom section displays Deposit information such as whether a deposit due is a refundable deposit such as a security deposit or advanced payments on charges which are called booking deposits. It also shows the due date for each deposit due amount, a refund date if it is a refundable deposit, and amounts received and applied against a particular deposit.

There are four process buttons included on the Folio Screen

- **Payment**—this button opens the Receive Folio Payments window. Use this screen to post payments received from a guest which are to be applied against the charges on a particular folio. Payments received may be in the form of cash, check, or credit card. The screen below shows the information required to process a credit card payment from a guest which will be applied against the folio from which this window was opened.



The required fields on a Receive Folio Payment credit card entry are:

- **Payment Method** – Credit Card – note: this field is used to determine the type of payment received—Credit Card, Check, or Cash. Credit Card is the default entry for this screen.
- **Received From**—since the payment window is opened from a specific folio, this field will be automatically populated with the current customers contact name and cannot be changed.
- **Apply to Folio**—defaults to Yes and cannot be overridden.
- **Posting Date**—for Gateway folio charges you should not change from today's date. For manual terminals, any date is accepted.
- **Payment Amt**—the amount being credited to the folio and charged against the customer's credit card account
- **Saved Card**—if no previous card has been used on this folio, or used by this guest, the only item in this list will be (new card). Cards previously used on this folio or cards included in the guests Payment Account records will also be displayed. You may click on an existing row to automatically populate the Card Number and Expiration Date fields below.
- **Name as it Appears on Credit Card**—this does not have to be the Guest's Name, however, that's the default value in this field. If the card being charged belongs to someone other than the guest, enter the appropriate name.
- **Card Number**—if the card being charged is not displayed in the Saved Card field, enter the new card number. Do not include spaces between the numbers.
- **Expiration Date**—this must be a valid future date. Expired cards will not be accepted.

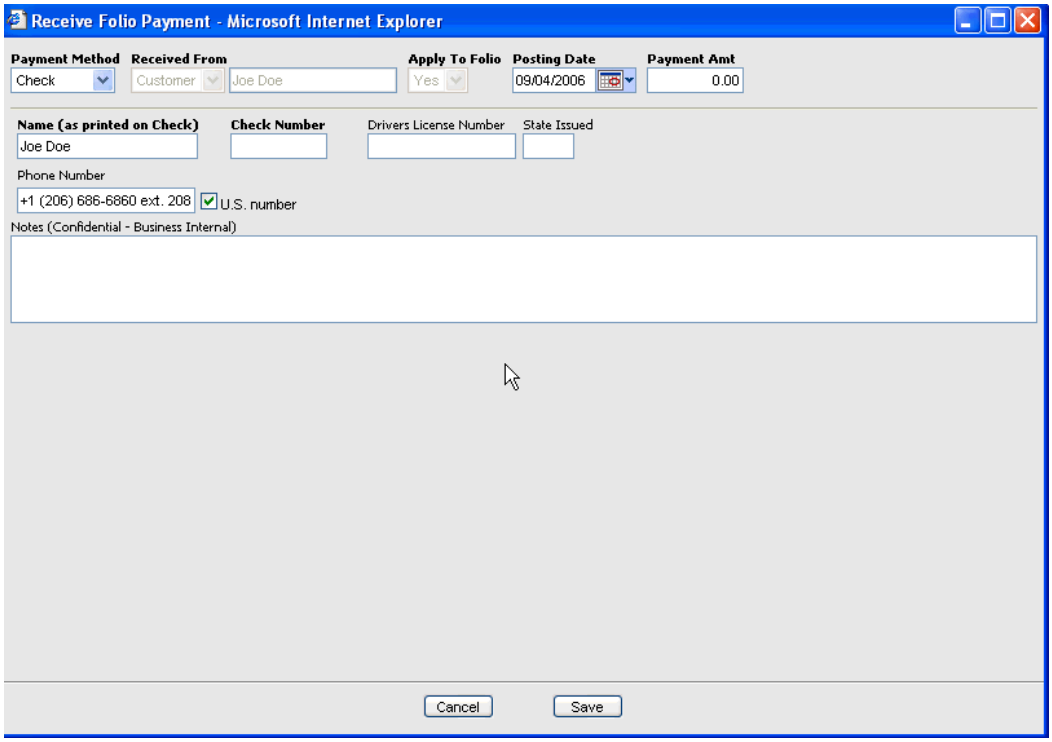
- **Save this Card Number** checkbox—if you wish to save the card number in the Guests Payment Account for future use, leave this box checked.
- **Billing Phone**, **Address**, **City**, **State**, **Zip Code**, and **Country** are required fields. If you check the checkbox above the address, this field may be automatically populated from the Guest Address record.

Non-required fields are:

- **Card Verification Number**—some gateway merchants require that this number be submitted. If not, there's no reason to enter it since this number is not permitted to be saved in the database.
- **Notes**—enter anything you wish to annotate this payment. This field is viewable to the business only and is not seen by the guest

Click the Save button to submit this entry for authorization through the gateway or to post a manual card to the guest Folio.

The following screen shows the fields required for posting a check received from a guest.



- **Payment Method** – Check – note: this field is used to determine the type of payment received—Credit Card, Check, or Cash. Credit Card is the default entry for this screen.
- **Received From**—since the payment window is opened from a specific folio, this field will be automatically populated with the current customers contact name and cannot be changed.
- **Apply to Folio**—defaults to Yes and cannot be overridden.
- **Posting Date**—Any date is accepted.
- **Payment Amt**—the amount being credited to the folio.

- **Name as Printed on Check**—this may differ from the Customer/Reservation name.
- **Check Number**—enter the check number on the check received. This must be a numeric field. If there is no check number or the number contains text, enter any number or the numeric portion and exclude text characters.

The rest of the data entry fields on this screen are optional.

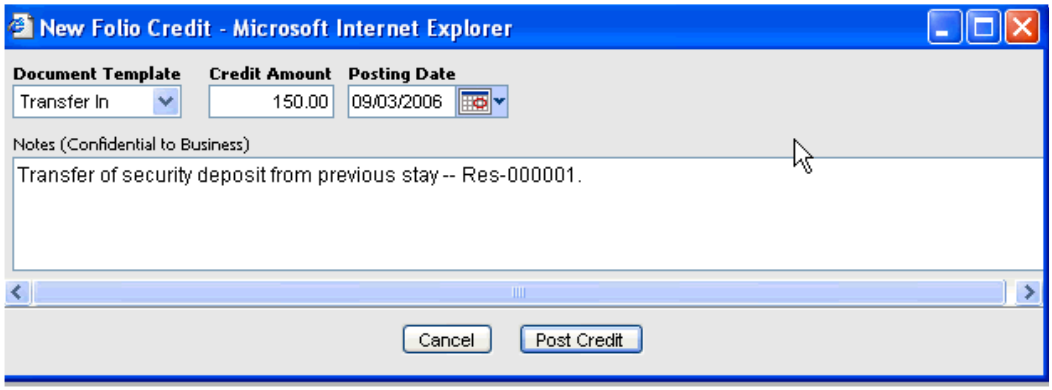
The General Ledger distributions for payments received through the Folio Payment process are:

- **Credit Card**
  - Debit 1100 Credit Card Clearing
  - Credit 2000 Advance Deposits
  - Debit 1010 Trust Bank Account
  - Credit 1100 Credit Card Clearing
- **Check or cash**
  - Debit 1000 Cash on Hand
  - Credit 2000 Advance Deposits

  Note: Checks and cash do not post to the bank account until a deposit entry is created in Accounting>Banking>Deposits.

Folio Credit

The next process button on the folio is the **Credit** button. This button will open a window which will allow you to apply credits other than payments received against the folio. Examples of folio credits are transfers of security deposits from previous stays, gift cards, credit for unexpected problems with a unit, underpayments on a folio of small change amounts.

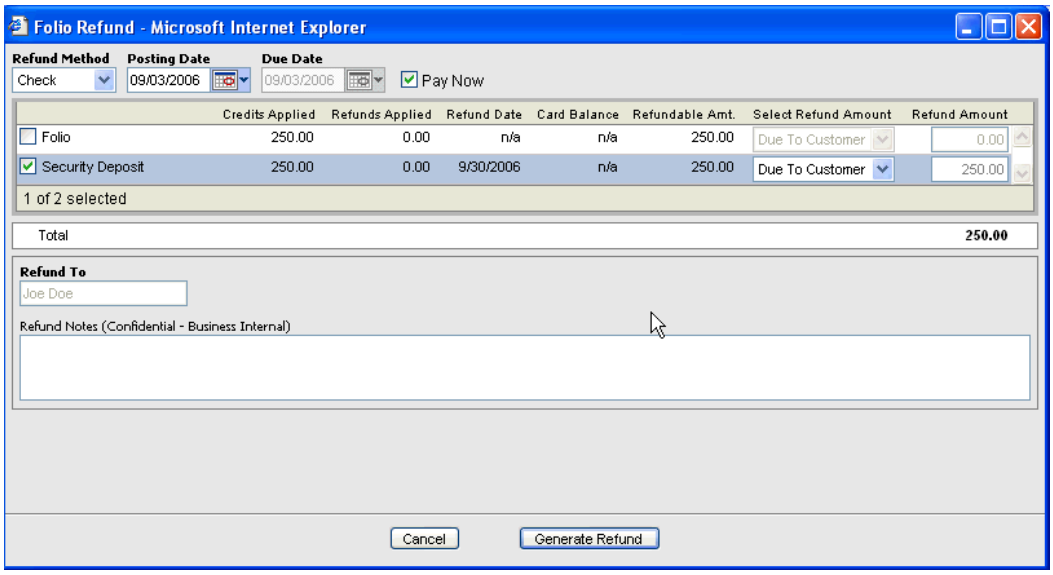


Predefined *Journal Document Templates* (JDTs) are selected from the Document Template dropdown list and are used to define the debit and credit entries for these credit transactions.

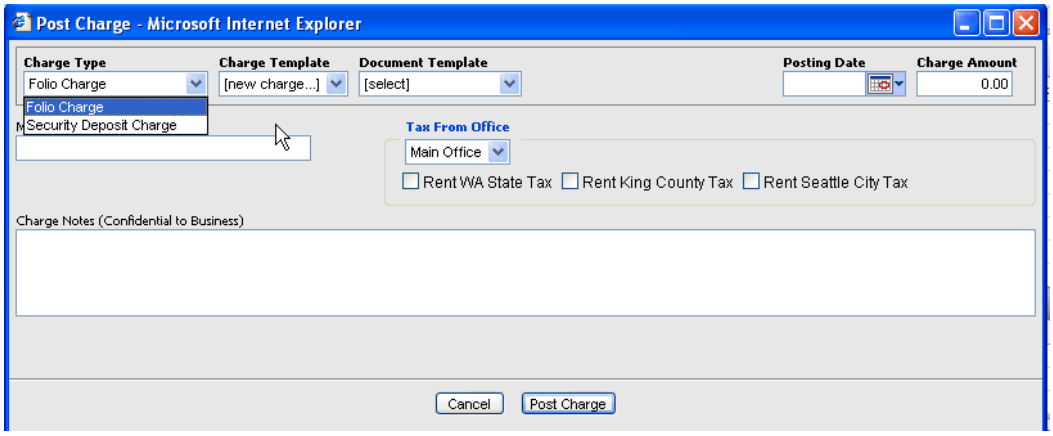
Refund

The **Refund** button is the third process button on the Folio screen. It may be used to generate security deposit refund checks for a particular guest. It may also be used to create credit card charge back refunds on overcharges.

The *Refund Method* may be check or credit card. You may also choose to refund a Folio amount, which will appear on the folio screen as a debit that offsets a credit balance on the folio. Or it may be a security deposit refund which doesn't appear on the folio. It is displayed on the Refunds Tab of the Security Deposit record.



The final process button on the Folio screen is the **Charge** button. This process is used to create debit entries—additional amounts due from guests and tenants. A common use of the Charge button is to post damage charges after the guest has stayed and the revenue from the folio has been processed. Therefore, unless you reverse the revenue process–thus reopening the booking for additional charges--the *Folio Charge* is the only way to post additional amounts due on a folio.

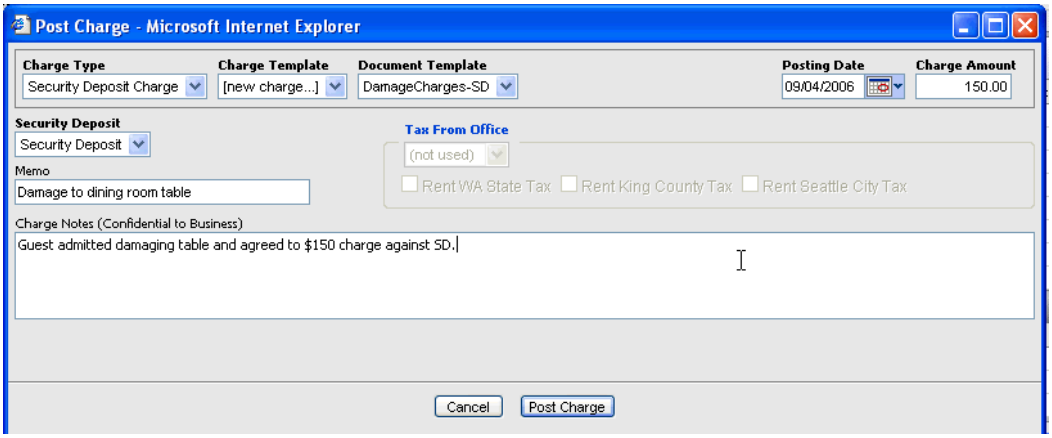


The first field in the Post Charge screen is the Charge Type dropdown. There are two choices in this field:

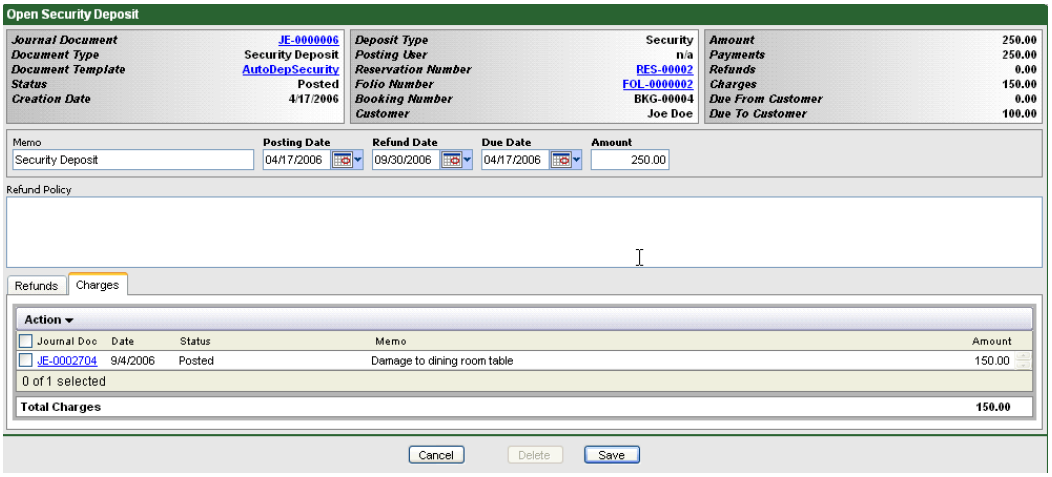
- **Folio Charge**—a debit for this charge will be applied against the folio (G/L account 2000 Advance Deposits) and will appear as a debit on the folio details section.

- **Security Deposit Charge**—a debit for this charge will be applied against the refundable Security Deposit record (G/L account 2100 Deposits Held). This debit will not appear directly on the folio screen. However if you open the Security Deposit record by clicking on its row on the folio, a Security Deposit window will appear and this posting will appear in the Charges tab of this screen. This debit will reduce the amount maintained in the guest's security deposit by the amount of the charge.

The screen below shows how to post a charge against a security deposit record.



The screen below shows that the damage charge has been applied against the security deposit record.

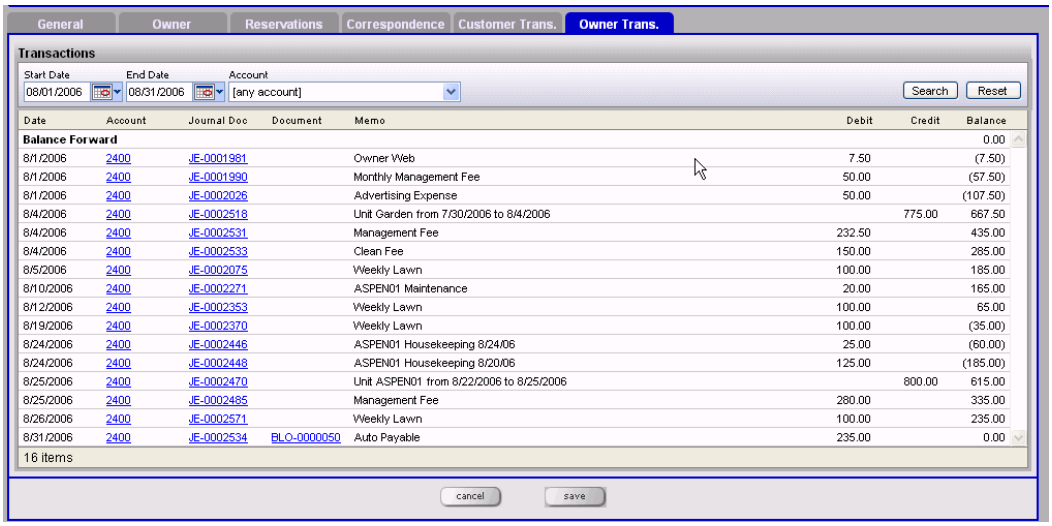


The charge against the security deposit appears in the charges tab. It may be edited or deleted using the Action bar. Note the net Due to Customer amount in the upper right corner of the screen. This is the amount now available for refund on this security deposit record.

Unit 5: Subledgers – Transactions Tabs

As described in the *Introduction to Accounting* at the beginning of this guide, entitlement to funds in a trust account is accounted for in subledger accounts. The subledger types are *Business, Owner, Unit, Vendor*, and *Guest/Tenant*. Escapia provides access to subledger information through Transactions Tabs found in the individual Contact records and the Transactions Tab found in the Manage Units record. These tabs are a very effective means of determining what makes up the current account balance as well as a means to review transaction history.

- **Owner Transactions Tabs**—are accessed from the *Find Contacts* icon above the Menu Tabs. Click *Find Owners*. Filter for and choose from a list of owners by clicking on the desired owner's row. This opens the Owner Contact record. Next click on the *Owner Trans. tab.*

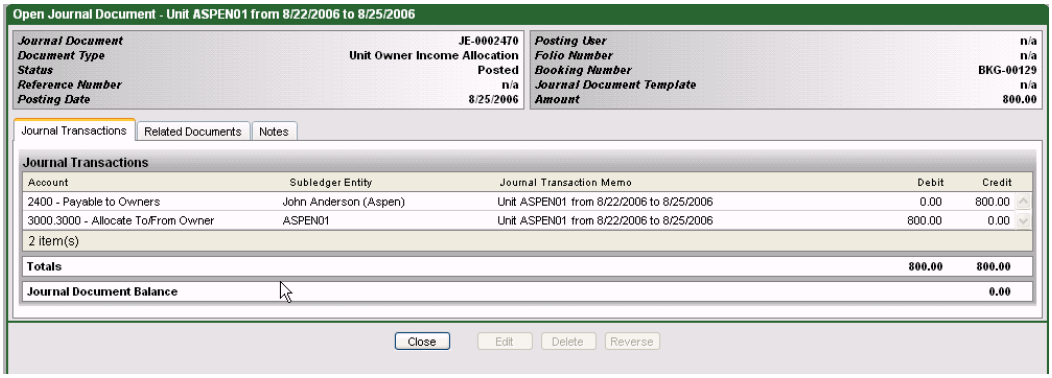


The **Owner Trans.** Tab displays a balance forward and all the transactions posted to the owner's subledger between any starting and ending date filters. To view a list of an owner's transactions starting with the owner's initial transaction, enter a date in the Start Date that is earlier than this owner joined your rental program. A starting date such as 1/1/2000 will be certain to capture all transactions for this owner. The Account filter allows you to filter on a specific general ledger account. However, since the Owner Trans tab only displays transactions for account 2400 Payable to Owners, there is not much point in using this filter. Note: After changing your Start Date and/or End Date filters, be sure to click the *Search* button. Otherwise your display won't match your date filters.

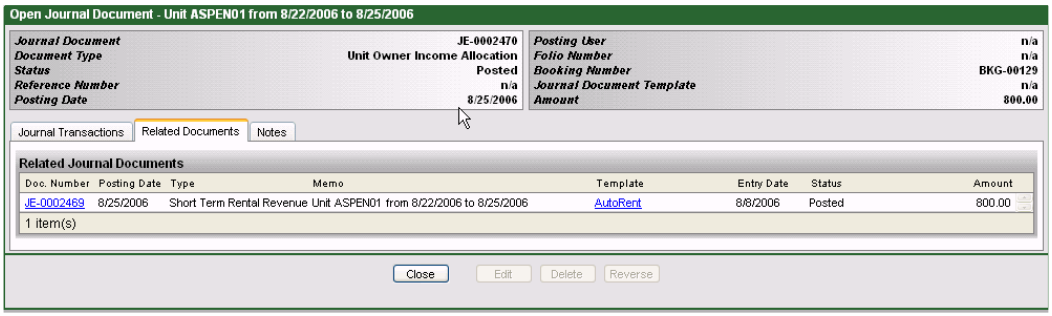
This screen shows the dates of transaction, g/l account #, Journal Document ID, Document Number (i.e. invoice number), transaction description, Debit or Credit amount and a running balance.

Click on the Journal Document link (JE-XXXXXXX) to display the both sides of the journal entry, as well as the Related Documents tab which provides details on automatically posted unit/owner Allocation transactions.

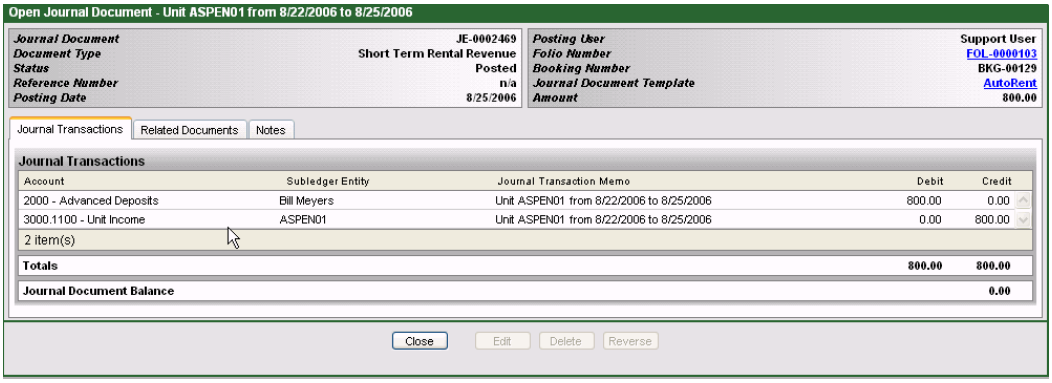
The following screen shows the owner allocation transaction which allocated rental income from the Unit subledger to the Owner subledger. But it doesn't show the originating transaction.



To view the originating transaction, click on the Related Documents Tab.



Then click on the Doc. Number link (JE-XXXXXX)



This shows the originating entry, a Revenue Processing transaction which debited Advance Deposits (guest subledger Bill Meyers) and credited account 3000.1100 Unit Income for the ASPEN01 unit. Note the folio link at the top right corner of the screen. This link navigates directly to the folio for this transaction for additional analysis of the transaction.

Power User Tip: *The Owner Trans. Tab is an extremely useful screen. It is especially useful in reconciling your monthly owner statements. By choosing on a period "wider" than your owner statement period, you can easily view*

transactions which make up the Balance Forward amount on an owner statement. It is also helpful on the end date side if an expense was accidentally posted into the next month when it should have been posted into the current month.

Similar transaction tabs may be found in the Guest Contact record, the Vendor Contact record, and the Manage Unit record. Presently, there is no transaction tab for the business. You may view business transactions, however, by specific general ledger account in the Chart of Accounts transaction tabs for Business type g/l accounts. Another way to view business transaction detail is to run the Transactions By Account report and filter on specific dates with an account range of 2300 Business Payables and 2300.9000 Business Payouts.

Unit 6: Process Booking Revenue

One of the main accounting functions in any vacation rentals software application is the distribution of rents, commissions, taxes, and miscellaneous fees to the appropriate subledger accounts for payment to those entities. Once again, the methods and business rules for these distributions vary widely for different property management companies.

A brief listing of the complexities involved should give you a full understanding as to why general application accounting software such as QuickBooks falls far short of meeting your needs. Probably more than any vacation rentals software program currently available, Escapia has met these challenges head on.

For a single short term vacation rental, the following scenario describes the steps necessary to make these distributions:

1. Rental income is transferred from the guest ledger to a unit ledger and is subsequently allocated to one or more owner ledgers.
2. Multiple tax scenarios transfer tax collections from the guest ledger to the appropriate tax entity ledgers.
3. A commission (or management fee) is transferred from a unit ledger to a property management ledger and an allocation of the expense is allocated to one or more owner ledgers. Commissions may be structured to accommodate a host of variations and calculation scenarios. For example, you may have a different commission structure for short term renters than for extended stay renters. Commission may be based upon a base rental amount or it may include other revenue generated from the booking.
4. Miscellaneous booking charges to guests are transferred from a guest ledger to appropriate unit (with associated owner allocations), management company, or vendor ledgers. These charges can vary widely and include things such as cleaning and linen charges, booking fees, pet deposits and fees, travel insurance commissions, amenity packages such as ski lift and green fees, service fees, as well as a host of other fees which vary widely by location and season. The charges may or may not be taxable and may have varying rates. The amount of the charge may vary by unit and be taxable by location.
5. Travel agent commissions are expensed to appropriate property management expense accounts and, if required, these expenses are shared in part or in whole with a unit (and associated owner allocations). In the case where the travel agent deducts his commission from the payment to the management company, accounting transactions are required to accommodate such pre-deductions.
6. Other reservation driven owner charges such as the sharing (in whole or in part) of credit card discount fees, open/close/inspection fees, housekeeping fees, linen charges, hot-tub, parking, and amenity fees (the list is endless) often require special calculations and handling to post these expenses to the appropriate accounts and ledgers. These fees may be fixed amounts or they may be a percentage of rents or other charges. Credit Card fees, for example, may only apply to charges paid for by credit cards, and exclude those paid by checks or cash.

The above list barely scratches the surface of the complexity involved. Not only must the transactions listed above be maintained on an individual entity basis in order to pay proceeds and fees to the appropriate individuals, but balanced general ledger account transactions are necessary to provide accurate reporting of these events for those management companies subject to the governmental audits by state departments of real estate who are required to ensure that commingling of trust funds have not occurred and that strict accounting procedures have been followed.

One of the ways in which processing revenue varies between management companies is the timing involved in the distribution of funds. A factor to be considered in this distribution is whether or not payment has been received from the guest as well as considering the possibility that the guest may cancel or leave early and never complete their projected stay. Escapia provides several "processing methods" which allows property management companies to choose a method which best fits their distribution policies.

1. **First Night Method** – With this policy, rents may be distributed (have a posting date) when the guest arrives. Property management companies which choose this method generally believe that there is a strong likelihood that the guest will complete their stay in the same unit. They consider the rental contract to be binding at this point, and there generally is no refund to the guest should the stay be cut short. Long-term rentals generally use this processing method. A possible complication with this method is that a problem may occur in the unit which requires the guest to be moved to a different unit. In such a situation, a "reverse revenue" process would be required which reverses all the distributions posted to a particular unit. The dates of stay and unit corrections would need to be made and revenue would be need to be reprocessed. Unless the property management company pays out these distributions as soon as they are posted, the reversal and reprocessing methods are safe and simple. If payment has been distributed and the reservation is not completed as posted, more complicated steps are required to make the appropriate adjustments. This is one reason why more conservative property mangers choose one of the next two methods.

2. **Last Night Method** – This method is considered more conservative because it reduces the possibility that funds will be distributed before the contract has been completed. That is, the guest has departed by the time funds are distributed. Therefore, there is less likelihood that an owner might be paid for unearned revenue and also reduces the need to reverse any processed revenue.

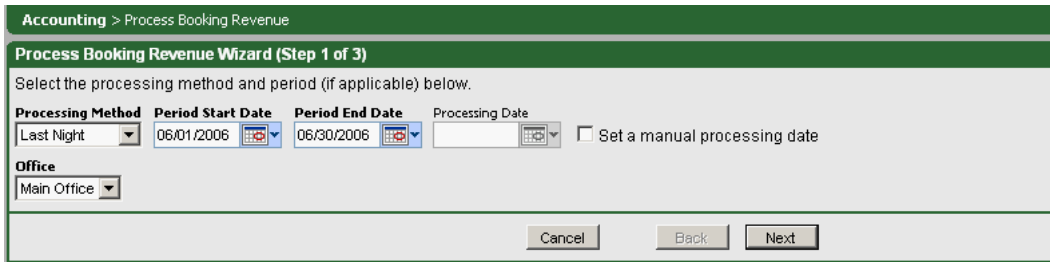
3. **Departure Day Method** – With this method, revenue is not distributed until the guest has actually left the premises and is one day later than the Last Night method.

4. **Partial Period Method** – This method is used by property managers who wish to pay revenue (and collect commissions) for the period in which it is earned. This allows owners to be paid the earned portion of a booking which crosses monthly date boundaries. For example, if a two week booking has five nights in May and nine nights in June, an owner will be paid for the earned May revenue at the close of May. The June revenue will not be distributed until it is "earned". The distinction between this method and the three previously described methods is that with the *First Night Method*, all revenue for the two week booking would be distributed in May. For *Last Night* and *Departure Day Methods* none of the revenue would be distributed until June.

5. **Payment Processing Method** – This is the most aggressive of all methods. It allows the distribution of revenue as soon as payment is received from a prospective guest or tenant. Therefore, if a guest pays an advance deposit several months prior to arrival, all or a portion of the payment received could be distributed as soon as it was received. This method also does not require a "full payment" on a booking in order to distribute funds. There are risks associated with choosing this method. If you distribute funds to owners prior to a guest's arrival, there is a possibility that you may need to collect these funds back from the owner if the guest doesn't complete the stay. Generally, managers who use this method have contracts that become binding as soon as payment is received. Others might require travel insurance as a safeguard against owing a guest previously distributed funds. This method is frequently used for long-term or permanent rentals. When a guest pays their monthly rent on the 1st day of the monthly rental period, the rent and commissions can be distributed on demand.

Accounting > Process Booking Revenue

Step 1



The *Processing Booking Revenue* program provides a three step wizard. The first field is the "Processing Method" field. Based upon the definitions of the methods provided above, select a method for the type of bookings you wish to process from the list below:

1. First Night
2. Last Night
3. Departure Day
4. Partial Period

5. Payment

Note: *The first time you enter Step 1 of the Process Booking Revenue Wizard after a new log-in, the default value will match the value set in the General Accounting Setup (Accounting>Setup>General Accounting Setup)* Default Revenue Processing Method *field. Each subsequent entry into this program (until the next time you log in) will be the same as the last time you exited the program.*

Enter the Period Start Date and Period End Date. Because Escapia allows you to process revenue on demand, there are no constraints on the dates you enter other than Period End Date must be equal to or greater than the Period Start Date. However, there are generally practical constraints for entering dates. If you process your bookings on a daily basis, you may want to enter a start date from the beginning of the month and an end date of yesterday or today. By using an early start date, you may catch reservations which had not been fully paid by their arrival date, last night, or departure date. If you wish to process revenue for an entire month enter the first day of the month in the Period Start Date and the last day of the month in the Period End Date.

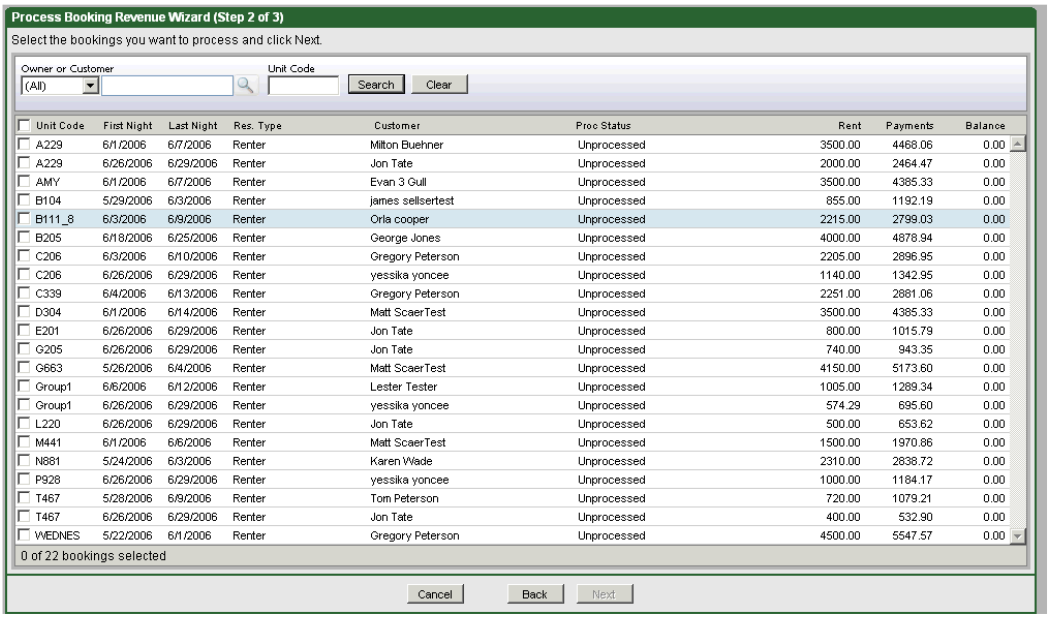
There are two related fields which you are not required to complete (and in most instances you will not complete) in this step of the wizard. These are the Set a Manual Processing Date checkbox and its associated Processing Date field. These are very powerful tools which give you complete control over the timing of processing your revenue. When you check the Set a Manual Processing Date checkbox, the Processing Date field is enabled and defaults to today's date. You may override this default date with any date you wish. Note that you may generate some undesirable results if you enter an incorrect date in this field, particularly if you enter a date outside of the current posting period. But there are certain situations where this is desirable. A good example is at the end of the year. If you are at the end of the calendar year and you have bookings which cross over the Dec. 31 – Jan. 1 boundary you may want to override which year to include the rental income. Let's say you use the Last Night Processing method and you have a booking which began on December 20 and ended on January 2. If you didn't enter a December 31 manual processing date, all of the revenue would post in January and the owner would probably not be paid for this booking until the end of January. Sometimes this is desirable and sometimes it is not depending upon the owner's desire for revenue and his sensitivity to 1099 income reporting. A similar situation might arise if a guest checks in on December 31, checks out on January 10 and your processing method is First Night. The owner may wish to postpone reporting revenue until the following year, which would require you to set a manual processing date in January.

Power User Tip: *There is a very important distinction between the Period Start and End Dates and a Manual Processing Date. The Period Start and End Dates are still in effect for selecting the bookings you wish to process, even though you have entered a Manual Processing Date. The Manual Processing Date only relates to the "Posting Date" of the bookings being processed. For example, if you were processing bookings for 12/1 through 12/31 using the First Night Method and your owner contract templates had posting dates set to First*

Night, all bookings which begin in December will be included in the current "batch" being processed. If no manual processing date were set—all bookings would have a processing date in December (on the booking's arrival date). If, however, you wished the crossover bookings to have a January posting date, you could set the Manual Processing Date to a January date and process them. This would override the processing date in the "Processing Method" field in this program AS WELL AS the processing date set in the Owner Contract Template(s).

The Office field permits revenue processing by office for those with multiple offices set up in Escapia. Click the Next button to proceed to step 2.

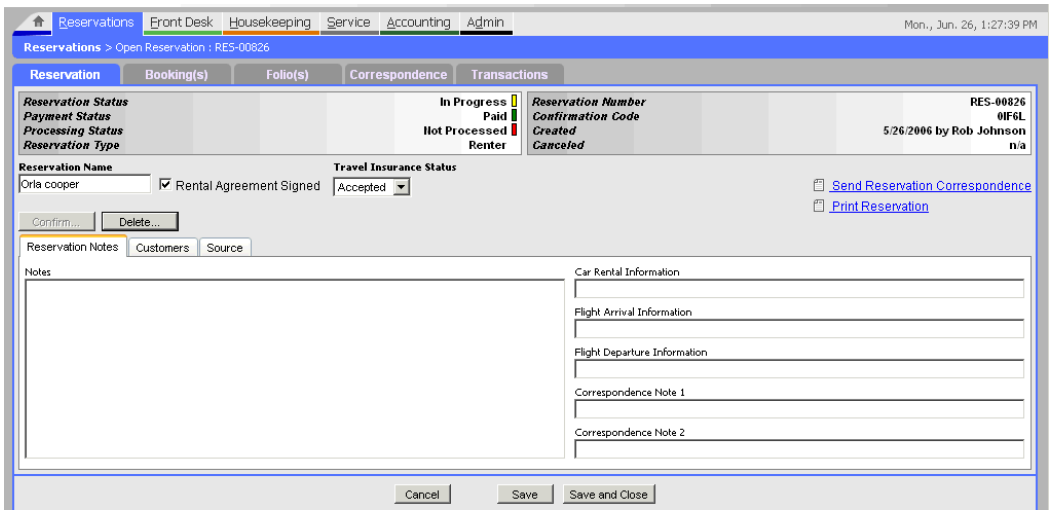
Step 2



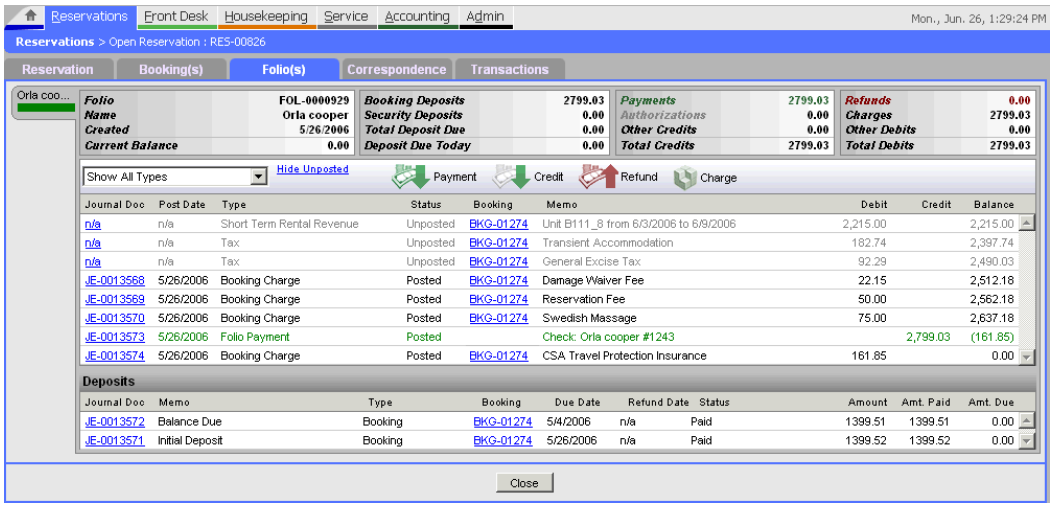
For processing of the First, Last, and Departure Date type, all **fully paid bookings** whose, arrival, last night, or departure date fall with the date range and processing method set in step one of the Wizard will appear in the details section of the Wizard's step 2 screen. This screen displays the Unit Code, first and last night dates, reservation type, customer name, processing status, rent amount, payments received, and a booking balance for each booking selected. There is a checkbox to the left of each row which allows you to select the row for or exclude from processing. The checkbox next to Unit Code in the column description row allows you to select or deselect all rows for processing.

There are also three filter settings which may be used to select only certain bookings for processing. These filters are the "Owner or Customer" field which works in conjunction with a Name list. This filter allows you to select only the bookings for a particular customer or all the bookings (including both renters and owners) for a particular owner's unit(s). The Unit Filter allows you to select only those bookings for a particular unit.

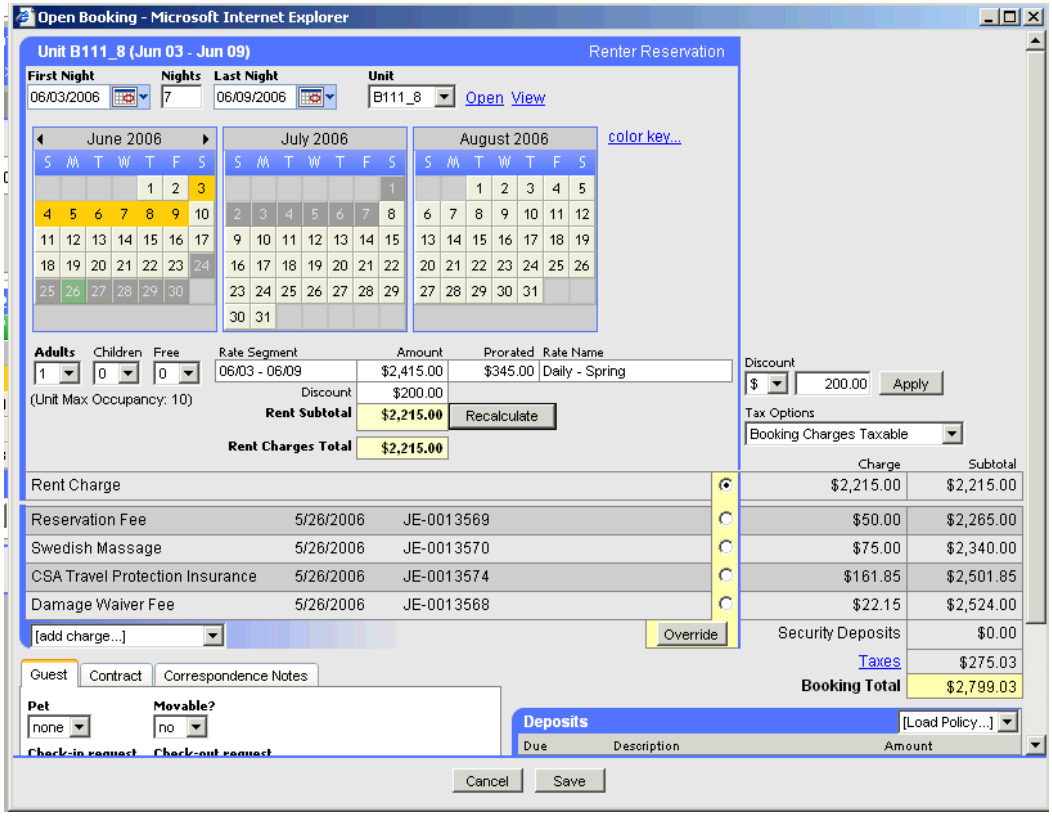
Note that you may highlight and click on a single row on this screen. This will navigate the program to the Reservation Tabs module. From here you may open and review this particular booking's Folio, Open Booking Screen, or any of the Tabs on the Reservations screen shown below.



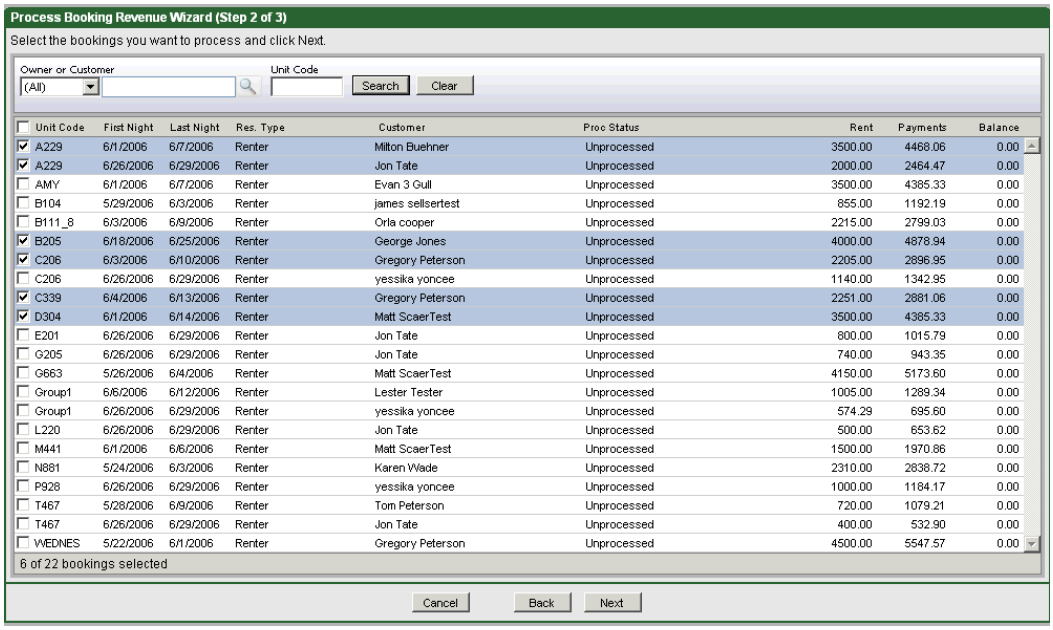
From the screen above you may click on "Folio(s)" to review the Folio Tab:



Or you may open the Booking and make adjustments to a booking:

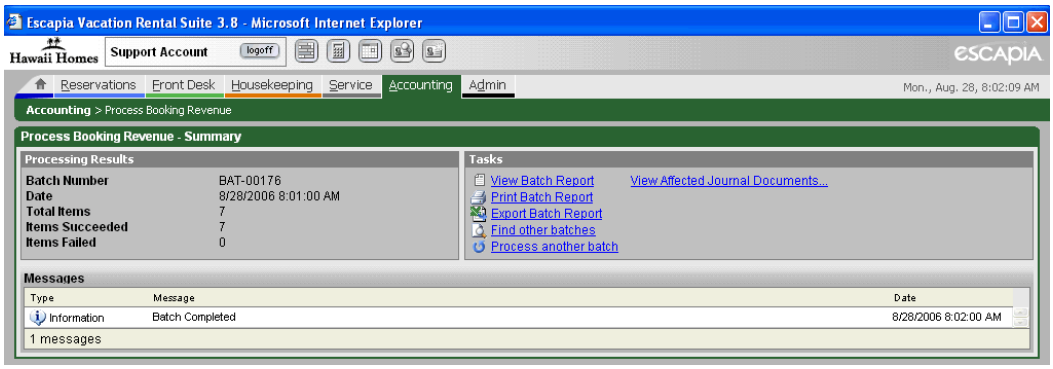


We will now return to the Process Booking Revenue Wizard—step 2 screen with several rows checked to be included in this processing batch.

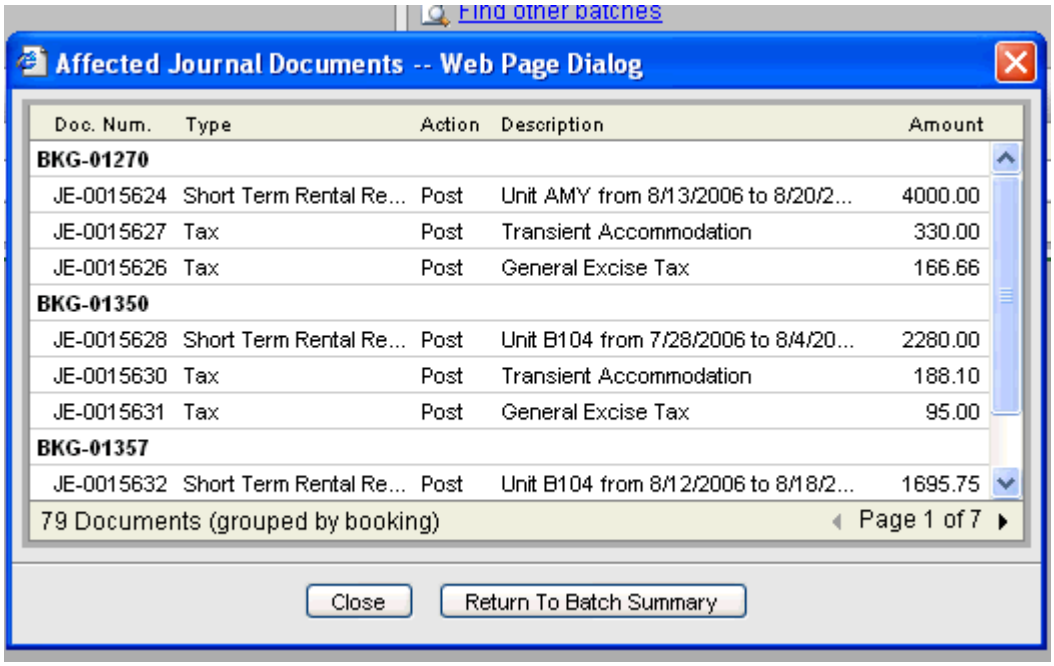


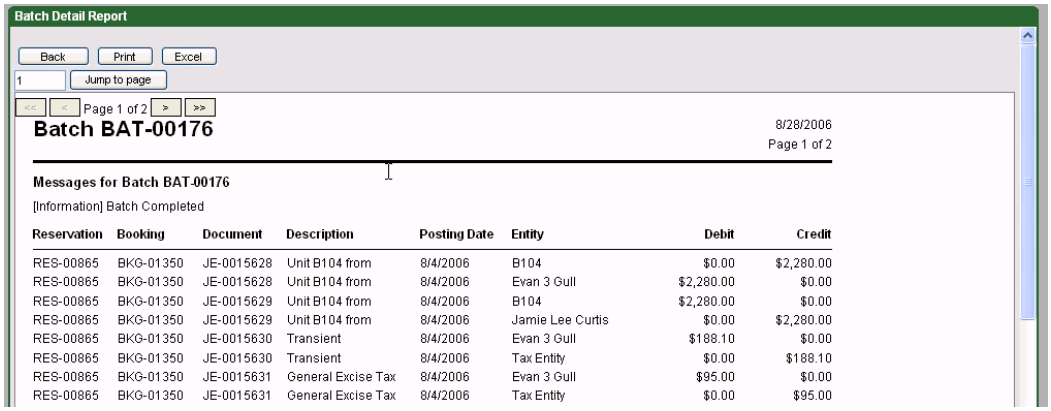
When you are confident that you have selected all the bookings you wish to process at this time, click the **Next** button. Note that there are users who may need to process hundreds of bookings. The Process Booking Revenue screen

can only select 50 bookings at a time per processing batch. So it may require you to run several batches to complete your revenue processing.
After clicking the **Next** button a progress bar will appear on Step 3 of the wizard. When the progress bar reaches 100%, a Process Booking Revenue Summary Screen will appear. This screen is divided into two sections: *Processing Results* and *Tasks*. The results screen provides summarized information about the batch such as the date and time the batch was run, the number of reservations in the batch and the number of successful and failed updates.



The Tasks section provides links to several batch reports as well as links to other programs relating to revenue processing.

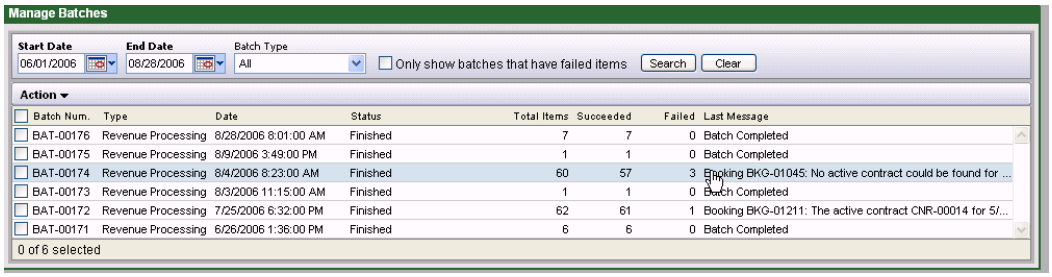




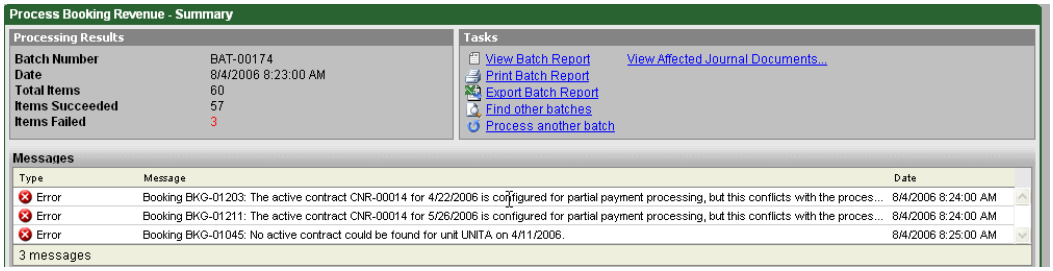
The Tasks section also provides a link to “process another batch” which returns you to step 1 of the Processing Booking Revenue Wizard and lets you process another batch or select a different processing method.

Manage Batches

Another Accounting Menu program related to Booking Revenue Processing is the ***Manage Batches*** program. This screen provides a list of all processed batches for any Start Date and End Date filter. The list provides information such as Batch #, Type, Date, Status, Total Items, Succeeded Item count, Failed Item Count, and Last Message.



Clicking on a row takes you back to a specific batch. In the example below, we can see what caused the three failed items in the batch and take specific action to correct the errors.



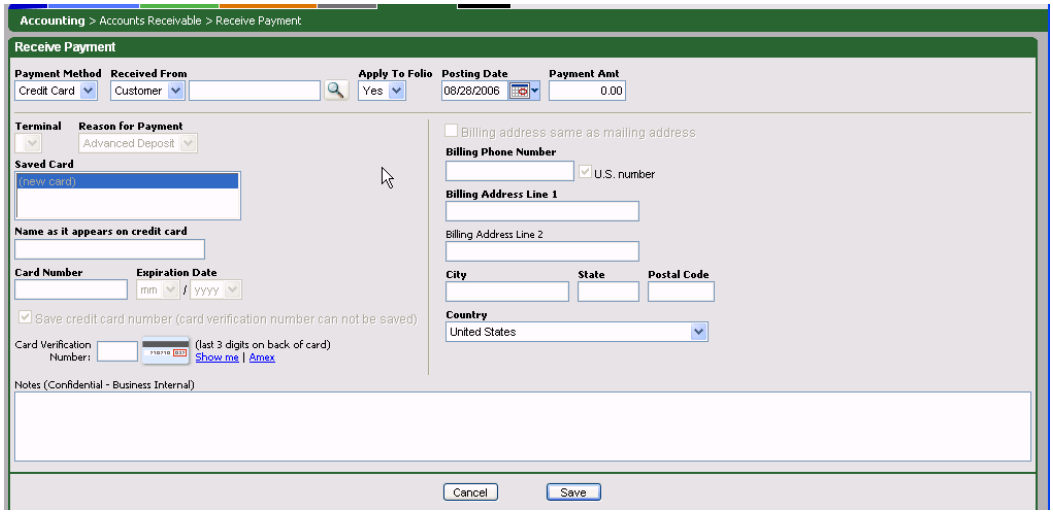
Unit 7: Accounts Receivable

The **Accounts Receivable** menu contains two items: 1) *Receive Payments* and 2) *Payments*. The *Receive Payments* program is used to post payments received from guests, tenants, owners, vendors, and the property management company. The payments may be advances against rents, security deposits, long term rent payments, amounts due from owners, refunds from vendors, and trust account reimbursements from the property management company. The **Payments** program is used to review, edit, change or delete previously entered payments received. You may also post non-sufficient funds notices (NSF) for checks returned by your bank in the Payments program.

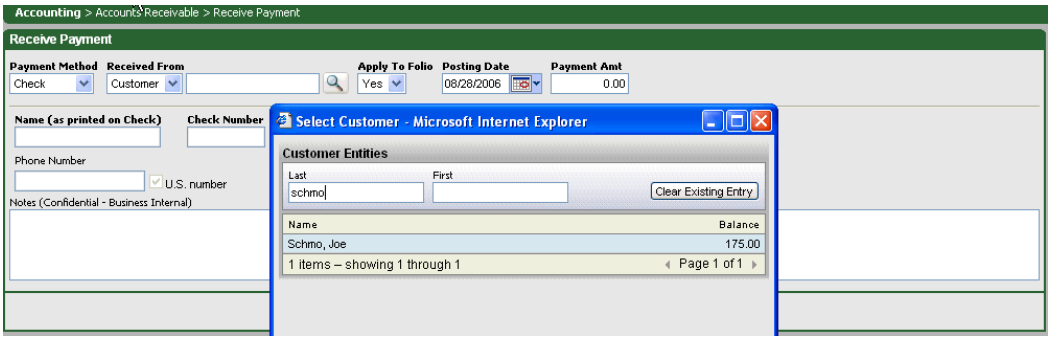
Accounting > Accounts Receivable > Receive Payments

Receive Payments There are actually two separate programs in Escapia used to receive payments. They are the *Receive Payments* program described here and the *Receive Folio Payments*. The *Receive Folio Payments* program is accessed by clicking on the Payment button in a folio and is used to receive a payment applied to a specific guest's folio. The Receive Payments program facilitates batch processing and applying payments to non-folio ledgers and subledgers.

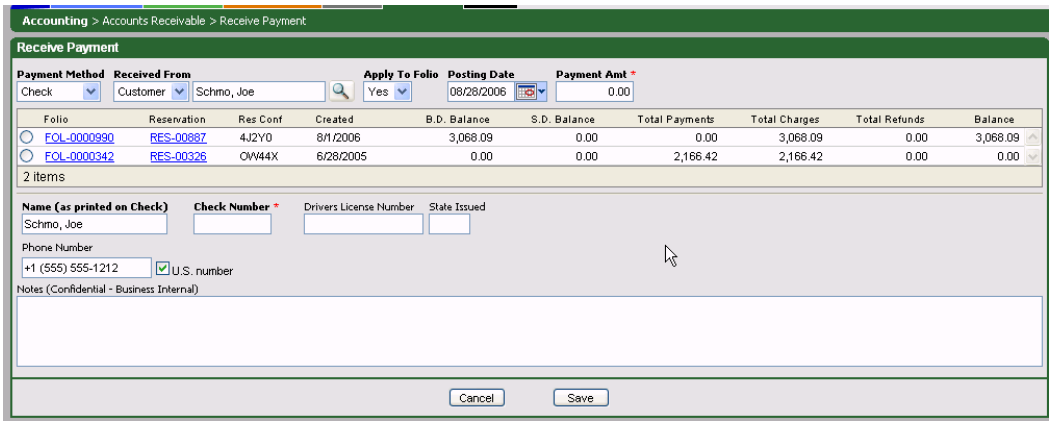
When would you use the *Receive Payments* program rather than the *Receive Folio Payments* program? Usually, you would use the *Receive Folio Payments* program while you are in the process of creating a new booking. As one of the last steps of creating a new booking, you would query the prospective guest for credit card information and process the payment during the booking process. The *Receive Payments* program is generally used if you are batching all the payments received in today's mail or if you use a separate credit card terminal and you wish to update your Escapia data with payments processed throughout the day on your credit card terminal. You must also use the Receive Payments program to post non-folio payments from owners, vendors, and the management company.



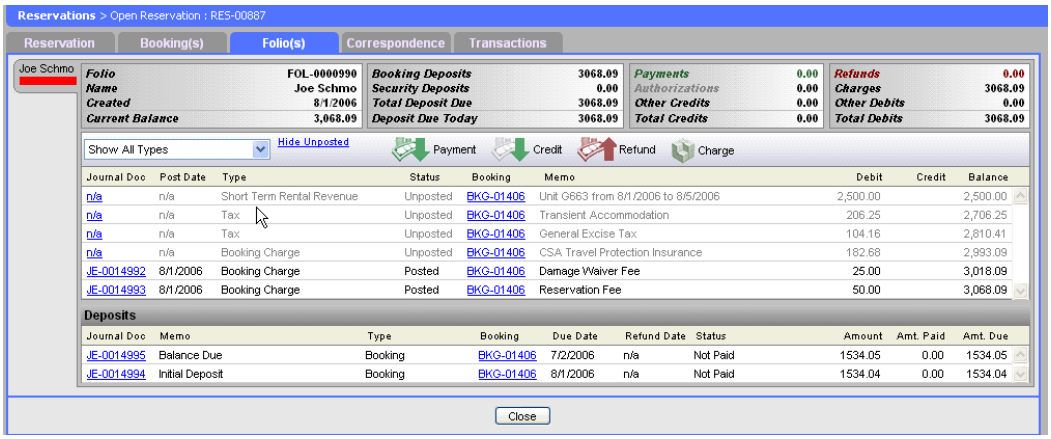
1. **Payment Method** – there are three methods for payments received: 1) Credit Card, 2) Check, 3) Cash.
2. **Received From** – there are four received from types: 1) Customer, 2) Owner, Vendor, Business.
3. **Name Search Field** – after selecting a payment type, click on the magnifying glass and choose from a list of contacts for the Received From type.



If the *Received From* type you have selected is **Customer** a screen listing all the folios relating to the selected customer will appear. This screen allows you to apply a payment to a specific Folio.

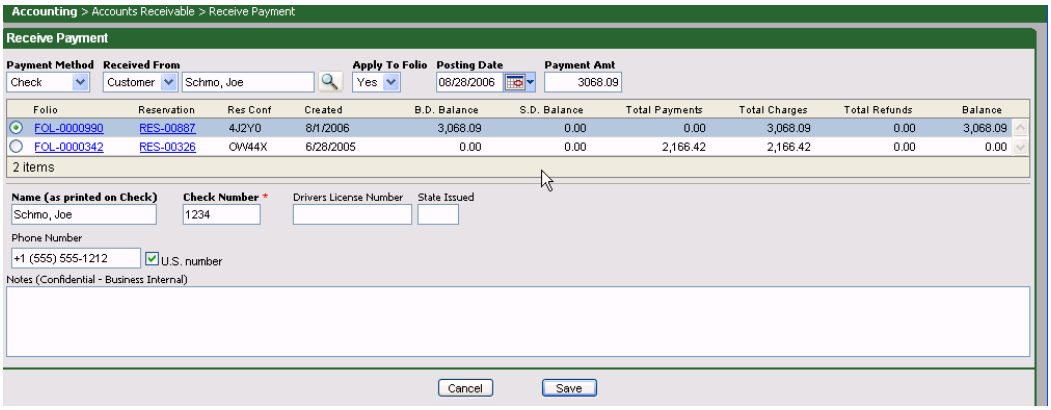


You can also click on the Folio or Reservation link (FOL-XXXXXXX RES-XXXXXXX) to quickly navigate to a particular folio or reservation in order to research the amount due from a guest.



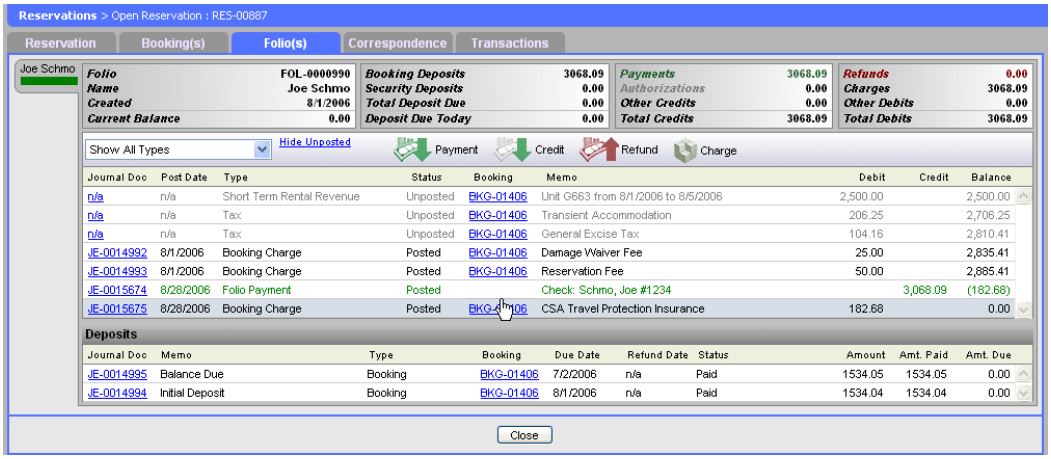
Click the Close button to return to the Receive Payments screen.

4. **Apply to Folio** – options are Yes or No. Customer types must be Yes, all others must be No.
5. **Posting Date** – Enter the date this payment was received (or enter a date in the month you wish this entry to appear on a statement).
6. **Payment Amount** – enter amount on check, cash amount, or CC payment amount.
7. **Select a Folio** -- choose from a list of folio's when receiving payments from guests with existing reservations only.



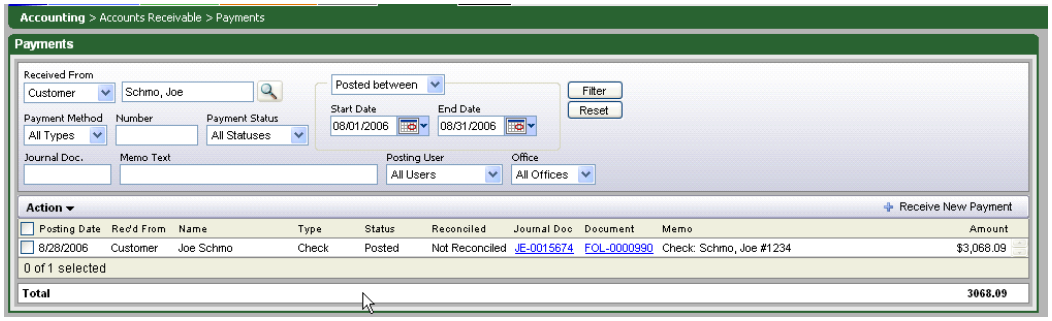
8. **Other fields** – there will be different fields to complete depending upon the payment method. For credit card payments, you must enter cardholder information. For checks or cash, you may override customer name with the name on the source document. For checks, you must enter a check number.
9. **Notes** – optional. For internal use only.
10. **Click Next button to post the payment**.

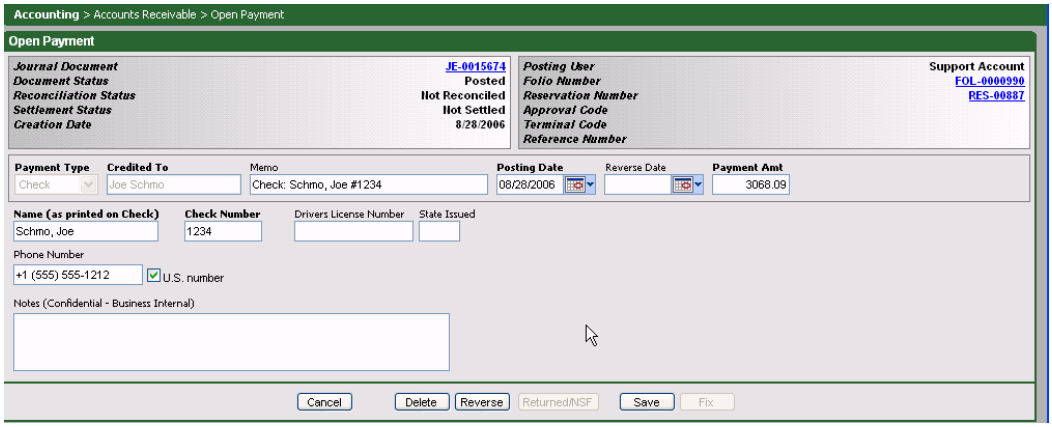
If you were to review the folio after applying a payment, the payment will appear as a green row on the folio and will display a credit amount.



Accounting > Accounts Receivable > Payments

Payments The *Payments* program allows the user to review, edit, or delete any previously posted payment. It is also the program used to post NSF checks returned by the bank. Use the filters at the top of the screen to help you find the payment you are looking for. The available filters are 1) received from subledger type, 2) received from name, 3) payment method—credit card, check, or cash, 4) check or CC number, 5) payment status—all, not reconciled, deposited, cleared, and reconciled, 6) Journal Document number, 7) Memo field description, 8) posting user, 9) office, 10 Dates—all dates, entered between, posted between. You may check the checkbox to the left of a specific row and delete the item using the Action list. You may also click on a row and choose from the following options: You may change the posting date, memo text, payment amount, name as printed on the check, and check number, drivers license number, state, phone number and internal notes. You may also delete the record or click the NSF button. If you click the NSF button you will be required to enter a Reversal Date. This gives the user control over which accounting period in which to post the return.





Note that the *Returned/NSF* button is not enabled if the payment has not been posted to a Bank Deposit. Only deposited checks can be marked as returned from the bank. If you receive an NSF notice from your bank, but the button is disabled as shown above, create a deposit record which includes this check. You will then be able to mark it as a returned item.

Unit 8: Accounts Payable

The Accounts Payable menu is comprised of five menu items which are used to enter and pay bills received from vendors, as well as make payments to owners, vendors, and the property management company. The menu items are:

1. **Generate Bills**—This program creates "bills" to vendors, owners, and the business, based upon transactions posted automatically through reservations processing. It also includes transactions posted as General Journal Entries. These "bills" are termed "autopayables" and they are "balance forward" transactions as opposed to "open item" transactions. Individual transactions are accumulated specific subledger accounts (such as vendor accounts) and are paid in lump sum amounts based upon posting dates rather than identifying the specific transactions which are to be paid.

2. **Enter Bills,** on the other hand, uses an "open item" methodology. Individual invoices or "bills" are entered into the database and are tracked by specific invoice numbers. Invoices entered through the *Enter Bills* program may be associated with a specific vendor account, but the transactions are not included in the subledger transactions tabs. They are paid directly by means of the **Pay Bills and Refunds** program and each invoice is specifically identified with a "paid" or "not paid" status. Only invoices with a "not paid" status may be selected for payment.

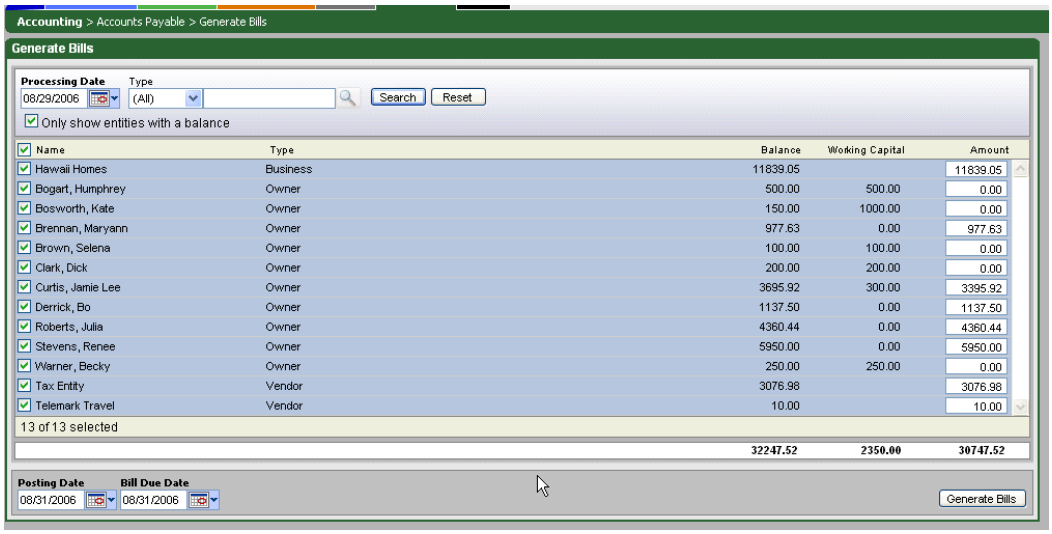
3. **Pay Bills and Refunds** is the program used to pay bills created either through the *Generate Bills* program, known as autopayables, or invoices entered in the *Enter Bills* program. Also included in checks created in the *Pay Bills and Refunds* program are guest refunds generated with the *Refund* button found on the Folio screen. This program is used to create checks which may be comprised of one or more invoices, autopayables, or refunds.

4. **Bills and Refunds** is a program which allows the user to review, edit, reverse, or delete previously posted bills, refunds, and autopayables.

5. **Payments** is the program used to edit, delete, or modify printed or manual checks and credit card charge backs. It is also the interface for printing the Supplemental AP Payment report. This report provides a listing of invoices which have been "paid" by a specific check.

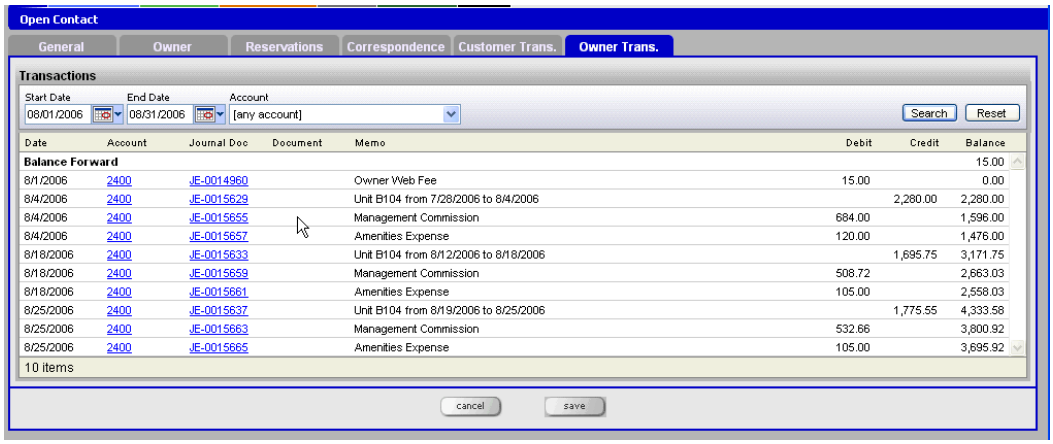
Generate Bills

Accounting > Accounts Payable > Generate Bills



An understanding of the ***Processing Date*** field in the *Generate Bills* is extremely important in keeping accurate, easy to understand owner statements. It defines the posting date for payments applied against an owner ledger. Therefore, if you wish to pay off owner balances at month end and reflect a zero balance on the next month's owner statement, it is important that you set this date to the last day of the period you are processing. It is recommended that you faithfully adhere to the policy that this date matches the ending date for the owner statement in which you want the payment to appear. The generate bills autopayable posted at month end should also be the last transaction posted to each owner's account for the statement period. Just as important is the ***Posting Date*** field at the bottom of the *Generate Bills* screen.

The Generate Bills program calculates a bill amount by scanning and summing all transactions posted a particular subledger through the *Processing Date*. The date that this bill appears on the ledger and on the owner statement is the *Posting Date*. The following screen shots show the relationship between the Generate Bills total through a processing date and a specific ledger:

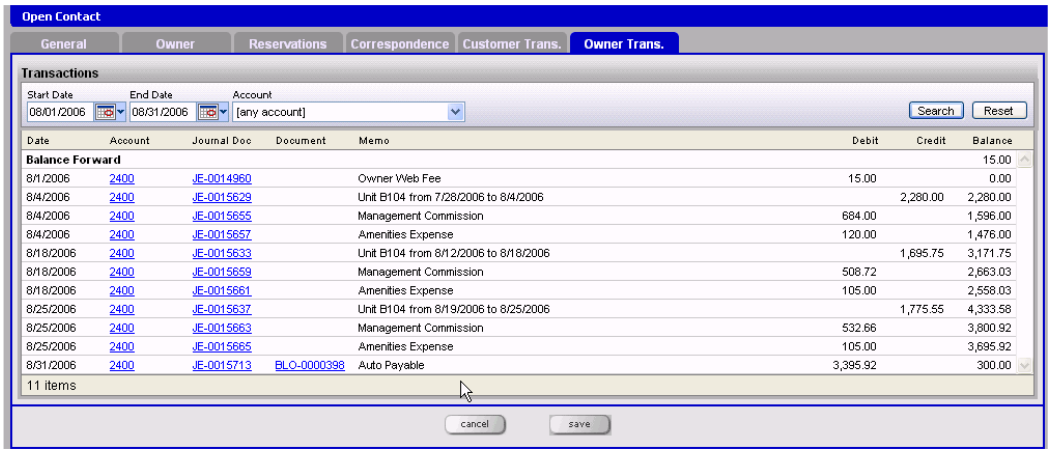


The ending balance on the screen above matches the amount for Jamie Curtis on the Generate Bills screen. Notice that the Generate Bills screen does not have starting and ending dates as in the Owner Trans tab—just an ending (processing) date. Therefore the payment is not for a particular start/end period, it is for ALL transactions prior to and including the processing date. And any changes made to the ledger after the previous statement had been printed, but with a posting date prior to the statement ending date will be reflected in the autopayable total. This is a Balance Forward system which includes all transactions paid for or not, rather than an Open Item system which only reflects transactions which have not been identified as previously paid.

The steps for completing the Generate Bills process are:

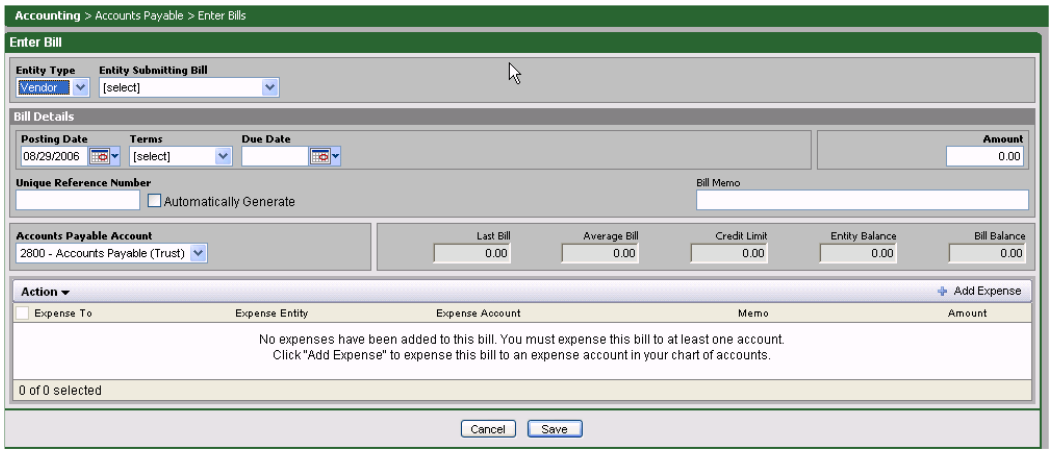
1. Enter the *Processing Date* – the date through which to pay a particular subledger entity. The owner statement ending date is recommended for this field.
2. Select the *Payee Type* – choices are All, Business, Owners, or Vendors.
3. Select rows to pay – you may select all rows or specific rows.
4. Make sure payment amounts are correct on the right side of the screen. Note that you may lower the payment amount, but you can't make it higher than the calculated ledger balance.
5. Enter the *Posting Date* – suggest using the owner statement ending date in order to have a zero balance on next month's statement.
6. Enter *Bill Due Date* – this is the order in which bills will appear in the *Pay Bills and Refunds* program. This date doesn't appear on owner ledgers or statements.
7. Click the *Generate Bills* button on the lower right side of the screen to begin the update.

The following screen shows an Owner Transactions tab after running the Generate Bills program. Note the $300 working capital amount that was retained in the owner's ledger:



Enter Bills

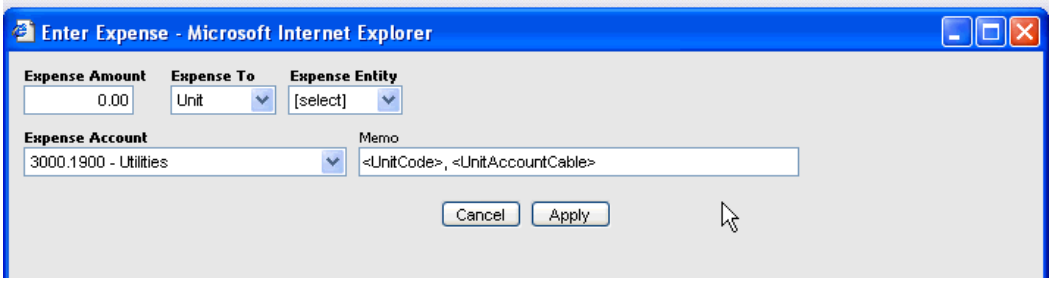
Accounting > Accounts Payable > Enter Bills



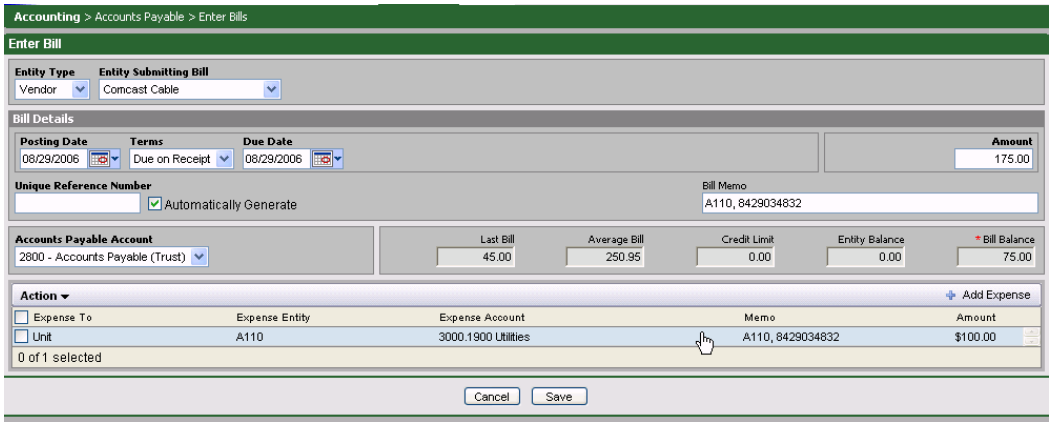
The *Enter Bills* program is used to post invoices received from outside vendors and from the property management company itself. These bills are generally offset by expensing the service rendered or item(s) purchased to a specific unit, owner, or business. Note that invoices entered via this program are Open Items—that is, they are paid individually, and they do not post to the vendor subledger account.

The steps for entering a new bill are:

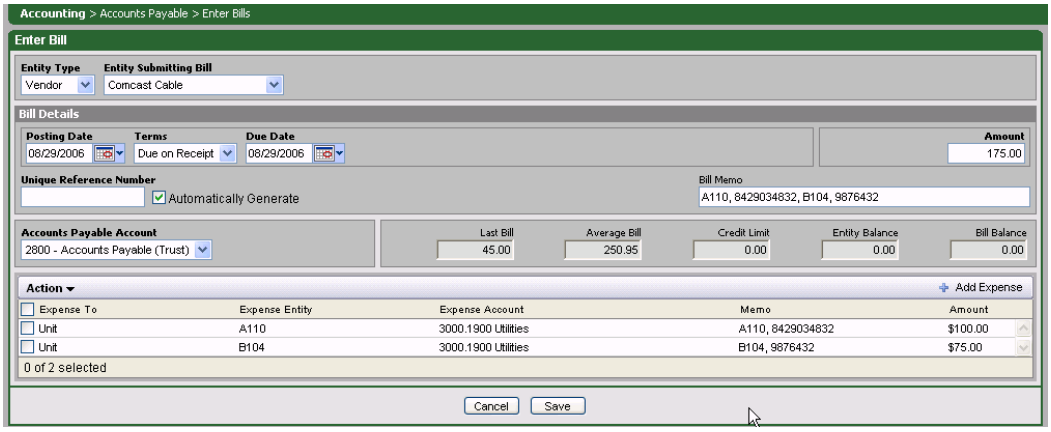
- Select *Entity Type*—choices are business, owner, or vendor.
- Select the "Entity Submitting Bill" from the dropdown list, based upon the Entity Type selected in the previous field.
- Enter the *Posting Date*—This can be the actual invoice date or it can be a date in the period in which you want it to appear in your records. For example, if you received a bill dated 8/5/06 for a service rendered on 7/31/06, you may enter the date for the period owner statement in which you want the bill to appear—either July or August.
- Enter *Terms*—this field can be set in advance in the Vendor contact record or it may be entered manually, the choice for terms are: 1% 10 net 30, 2% 20 net 30, due on receipt, net 15, net 30 or net 60.
- Enter the *Due Date*—this defines the order in which this bill will appear in the Pay Bills and Refunds program.
- Enter the invoice Amount in the Amount field.
- Enter the invoice number on the bill, or, if there is no invoice number on the bill, check the Automatically Generate checkbox.
- The *Bill Expense Memo* field is used to enter a description for the expense on the check. This field can be manually entered, or it can use a "Tag" to automatically update this field from the expense distribution memo field. The <BillExpenseMemos> tag is defined on the Details page of the Vendor Contact record (see information regarding invoice memo tags below).
- Click the +Add Expense button on the right side of the Action Bar. This will open an expense distribution popup window.

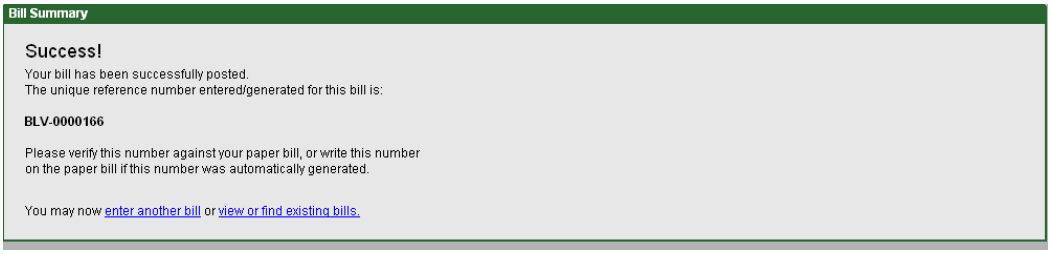


- Enter an amount in the *Expense Amount* up to the value of the Amount field in the vendor section of the bill.
- The *Expense To* field can be selected from a dropdown list or it can be predefined on the Vendor Contact Details page. The choices for this field are: business, owner, unit, vendor, and general.
- Depending on the choice made in the Expense To field, the Expense Entity dropdown will be populated with account names for the appropriate expense type.
- The Expense Account dropdown list may also be predefined on the Vendor Contact Details page or the dropdown list may be populated based upon the Expense To field.



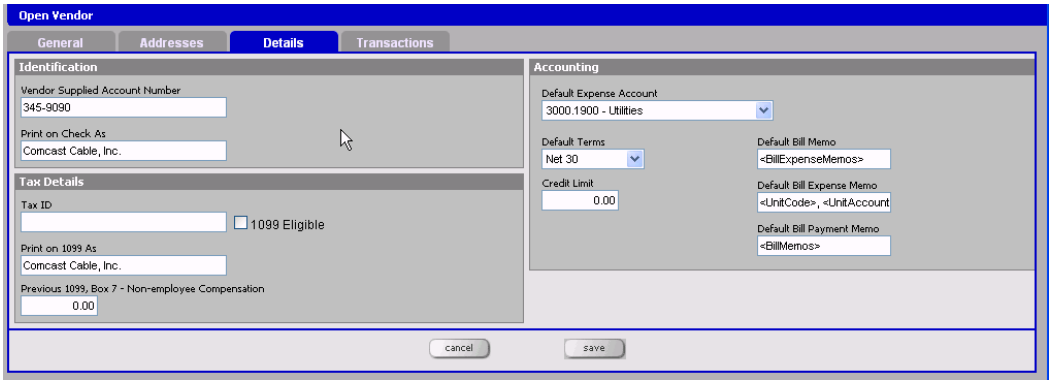
- Click Apply.
- Notice that the *Bill Balance* field on the right side of the screen shows $75.00 remaining to be distributed on this invoice. You must make distributions until the vendor amount field has been offset with expenses and the Bill Balance field is zero.
- Click the Save button to post the invoice.





Memo Fields in the Vendor Contact Details Tab

The *Enter Bills* program has several fields which may be automatically populated with data from certain records in the database. These are the Memo fields found in the Vendor Contact Details Tab and the data is pulled, mainly, from the Details Tab in the Unit record.



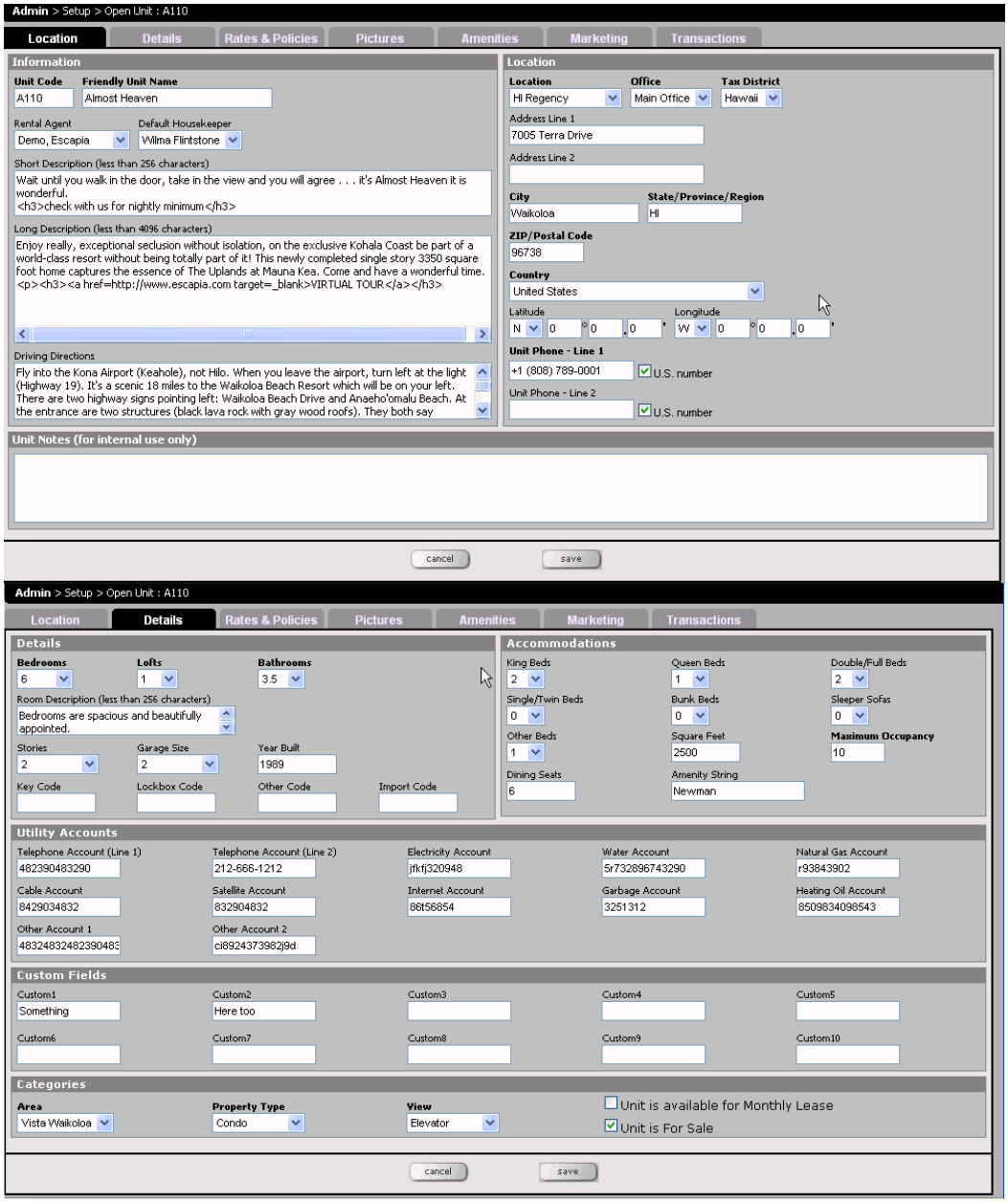
The screen above shows the fields which instruct the Enter Bills program to pull data from the database. These fields are 1) Vendor Supplied Account Number, Default Expense account, Default Terms, Default Bill Memo, Default Bill Expense Memo, and Default Bill Payment Memo. Notice that the Vendor Supplied Account Number is a number entered into this field, and the Default Expense account and Default Terms fields allow the user to select items from a dropdown list. The Default Bill Memo, Default Bill Expense Memo, and the Default Bill Payment Memo field uses “tags” to pull data from elsewhere in the database or program.

The *Default Bill Memo* uses a single code <BillExpenseMemos> which must be typed into the field exactly as it is shown in the row above. The purpose of this tag is to instruct the program to copy the Memo data from the expense distribution Memo field and include it in the Memo field which prints on the face of a check. Note that it will pull and concatenate the memo from all expense distribution records—however the size of this field is limited to what can print on the face of a check and is generally truncated to fit in this space.

The *Default Bill Expense Memo* field can accept a variety of tags which pulls data mainly from the *Utility Accounts* section of the Unit Details Tab screen. This field is used to automatically update the Expense Distribution Memo field in Enter Bills program. Below is a list of tags which may be used to pull data from the unit record:

Tag	Data In
<VendorAccountNumber>	Vendor Contact Details
<UnitCode>	Unit Location Tab
<UnitFriendlyName>	Unit Location Tab
<UnitPhone1>	Unit Location Tab
<UnitPhone2>	Unit Location Tab
<UnitAddress1>	Unit Location Tab
<UnitAddress2>	Unit Location Tab
<UnitAddressCity>	Unit Location Tab
<UnitAddressState>	Unit Location Tab
<UnitAddressZIP>	Unit Location Tab
<UnitAccountElectricity>	Unit Details Tab
<UnitAccountPhone1>	Unit Details Tab
<UnitAccountPhone2>	Unit Details Tab
<UnitAccountWater>	Unit Details Tab
<UnitAccountGas>	Unit Details Tab
<UnitAccountCable>	Unit Details Tab
<UnitAccountSatellite>	Unit Details Tab
<UnitAccountInternet>	Unit Details Tab
<UnitAccountGarbage>	Unit Details Tab
<UnitAccountOil>	Unit Details Tab
<UnitAccountOther1>	Unit Details Tab
<UnitAccountOther2>	Unit Details Tab

The following screens show where this information is drawn from:



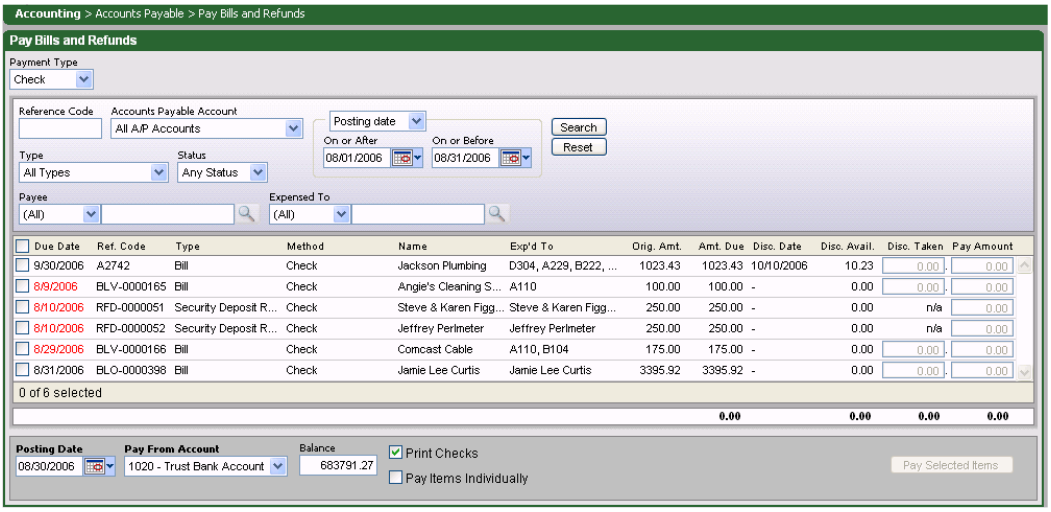
The last field in the Vendor Contact Details Tab which includes a tag is the Default Vendor Payment Memo field. The code to be entered in this field is <BillMemos>. The purpose of this tag is to instruct the *Pay Bills and Refunds* program to enter the memos in the from the Enter Bills Bill Memo field into the description field of the check voucher rows and in the Supplemental AP Report. These fields help a vendor determine which invoices are being paid by a specific check.

Note: How to enter memos so they appear on the check voucher
*A question most new users have is what memo fields appear on the check voucher. Some users erroneously surmise that it is the Expense Distribution memo that appears on a separate row on the check voucher. This is not the case. It is the **Bill Memo**—or the first memo field entered*

into the Enter Bills program which appears on the check voucher. In order to display utility account numbers or unit codes on a check voucher, it is necessary to enter each unit's bill as a separate invoice. You should not create one large invoice with multiple-unit expense memos if you need to detail which bills are being paid by a check. You must enter each unit expense as a separate invoice and then select multiple invoices for a specific vendor in the Pay Bills and Refunds program in order to display unique Invoice Date, Invoice Number, Memo Description, and Invoice Amount on the check voucher or in the Supplemental AP Report.

Pay Bills and Refunds

Accounting > Accounts Payable > Pay Bills and Refunds



The *Pay Bills and Refunds* program is used to select bills you wish to pay out of the trust account and put them into the check printing queue. You may also generate "manual" (i.e. non-printing) checks from this program. The bills you select are those unpaid transactions which have been entered either through the *Enter Bills* program, refunds generated from a folio, and autopayable transactions created in the Generate Bills program.

You have the ability to list all unpaid bills, refunds, and autopayables, or you may shorten the list by means of the filters at the top of the page. The filters are:

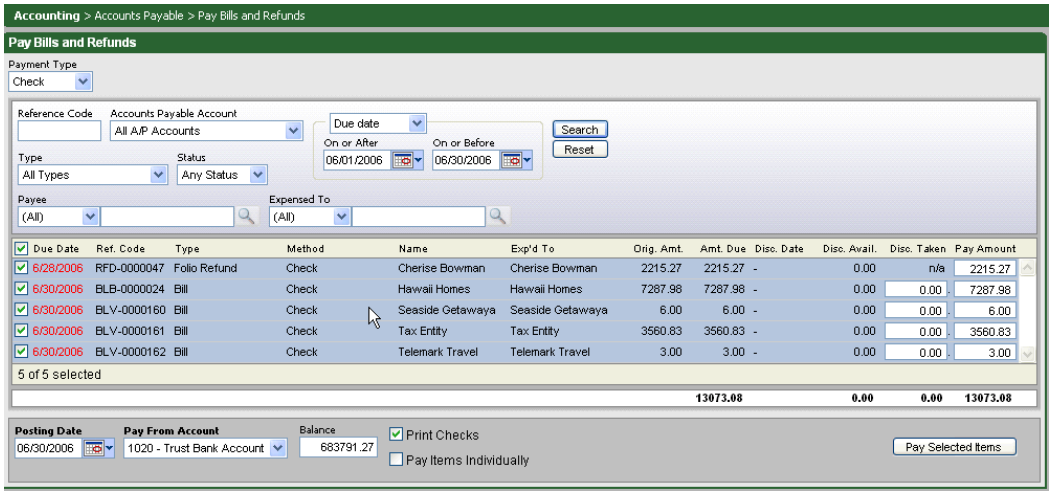
- **Payment Type** – this may be *check* or *credit card*. Credit card transactions in this list are folio or security deposit refunds generated from the folio Refund button in which the Pay Now checkbox was unchecked when you saved the refund. These transactions were not submitted to your credit card gateway for processing when created and you must now submit them through this program.
- **Type** – these are Bills, Folio Refunds, and Security Deposit Refunds—they are related to the third column in the listing section.
- **Status** – the three status selections are *Any Status*, *Paid*, *Partially Paid*.
- **Payee** – this includes *All*, *Business*, *Customer*, *Vendor*, and *Owner* payee types.

- **Payee Name Search** – click on the magnifying box to open a list of payees determined by the selection in the previous field.
- **Expensed To** – includes *All, Business, Customer, Vendor, Owner,* and *Unit*—this allows you to list transactions based upon the bill expense distribution rather than by the payee.
- **Expensed To Name Search** – click on the magnifying box to open a list of Expensed accounts based upon the entry in the previous field.
- **Date** – the date filter options are *All Dates, Due Dates, Discount Dates*, *Posting Date*, and *Entry Date* with "on or after" and "on or before" calendar popups (i.e. Starting and ending dates). This filter can be quite useful if you have a large list and just want to find items entered on a specific date such as yesterday or today. The dates being filtered are the various dates entered into the bill record.
- Once any or all of the filters have been selected, you must click on the *Search* button in order for the filters to take effect.

Power User Tip: *It is quite possible that you will have more rows than can fit on a single page on this screen. However, you can only select items to be paid one page at a time. This may be a cause for concern if you are paying a vendor with a large number of invoices (such as a utility vendor) and you want to pay all transactions with a single check, but not all invoices appear on the first page. Use the Payee filter button to select a single vendor. This will allow you to pay up to fifty invoices on a single check. If you have more than 50 invoices for a vendor, the program requires that you print multiple checks.*

Once you have filtered your listing, start selecting items for payment by checking the checkboxes on the left side of the screen. Notice the amount fields on the right side of the list: *Original Amount*, *Amount Due*, *Discount Date*, and *Discount Available*. Use these fields to determine whether or not an invoice has been partially paid and whether or not a discount can be taken. You can manually enter a Discount Taken amount which will reduce the payment by the amount of the discount. The discount taken will be offset to the *AP Discounts G/L* defined in *Accounting>General Accounting Setup.*

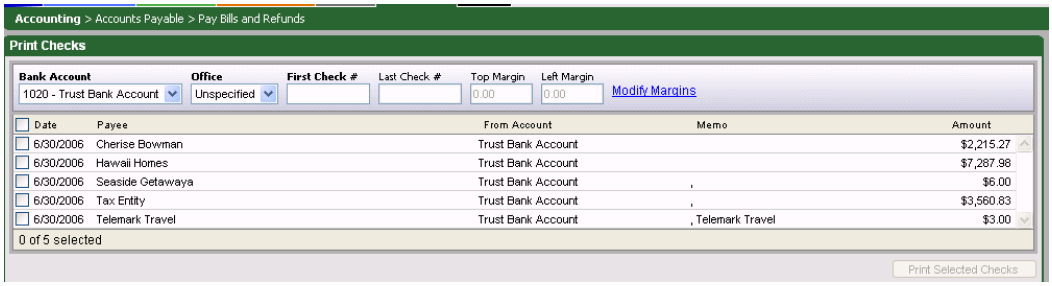
After checking the checkbox to the left of the row, the invoice amount (less any previous partial payments and discount taken amounts) will appear in the last column on the screen. You may override this amount with a lesser amount (note: you cannot increase the amount in this field), thus creating a new "partial payment".



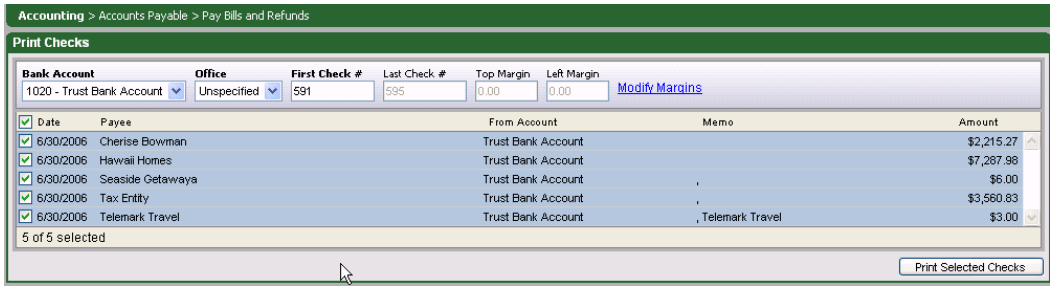
The bottom section of *Pay Bills and Refunds* displays three fields, two checkboxes and a processing button.

- The ***Posting Date*** field determines the date printed on the check. This may be different from the actual check printing date and allows you to pre- and post- date checks.
- The **Pay From Account** field allows you to choose the bank account from which you will pay these checks. If you have multiple bank accounts, be sure to select the correct account and use the appropriate checks when printing.
- The **Balance** field displays the current bank balance of the bank account you chose in the previous field. You may wish to compare the *Pay Amount* column total to make sure you have sufficient funds to cover the checks. Note that this balance does not reflect any funds in the "Cash on Hand (GL 1000) account. Make sure you post deposits to your bank account on a timely basis in order to have a correct current balance.
- The **Print Checks** checkbox is used to either put checks into the check queue for printing or to skip the check printing process for non-printing or "manual" checks. The default is for this box to be checked. If you want to post manual checks, uncheck this box.
- The **Pay Items Individually** checkbox may be used to print individual checks to specific vendors even though multiple invoices for that vendor have been selected. The default for this field is unchecked. This means that invoices selected for a single vendor will be combined into a single check. Check this box if you wish to print a separate check for each invoice.
- Clicking the **Pay Selected Items** button will put the selected items directly into the check printing queue.

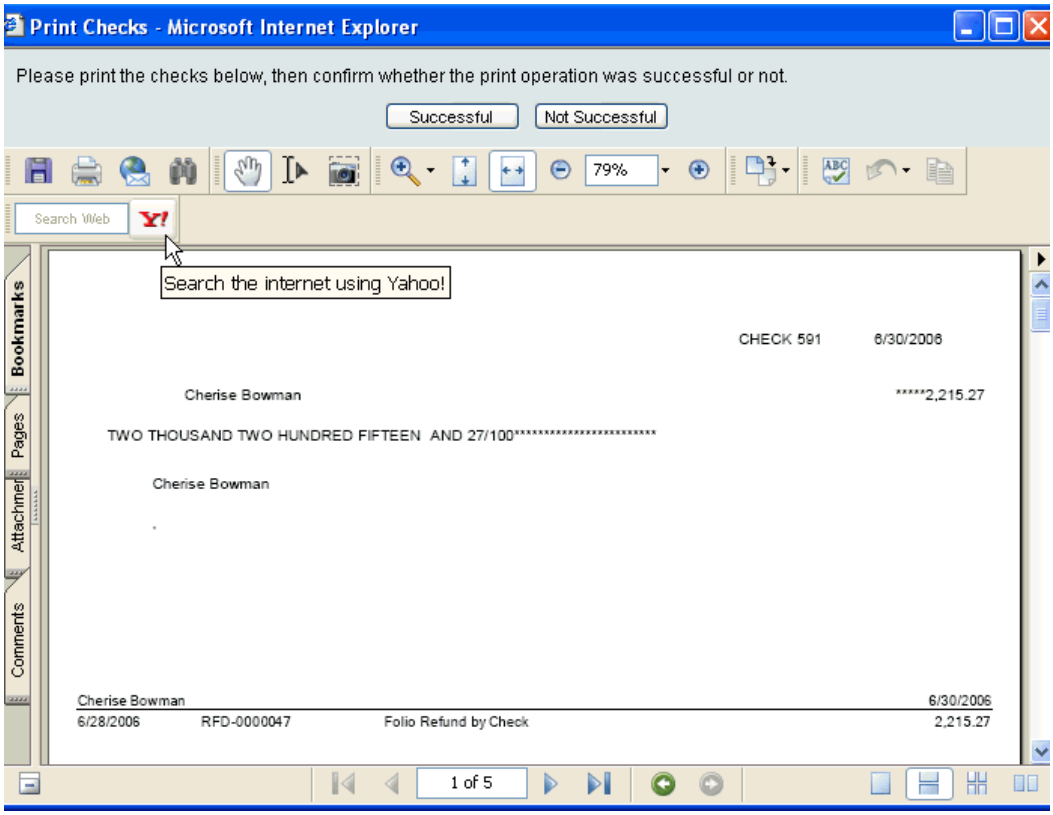
After clicking the Pay Selected Items button the user is redirected to the Print Checks program.



Select the checks for printing by clicking on the checkboxes at the left side of the row (or next to the word Date to select all checks in the print queue).



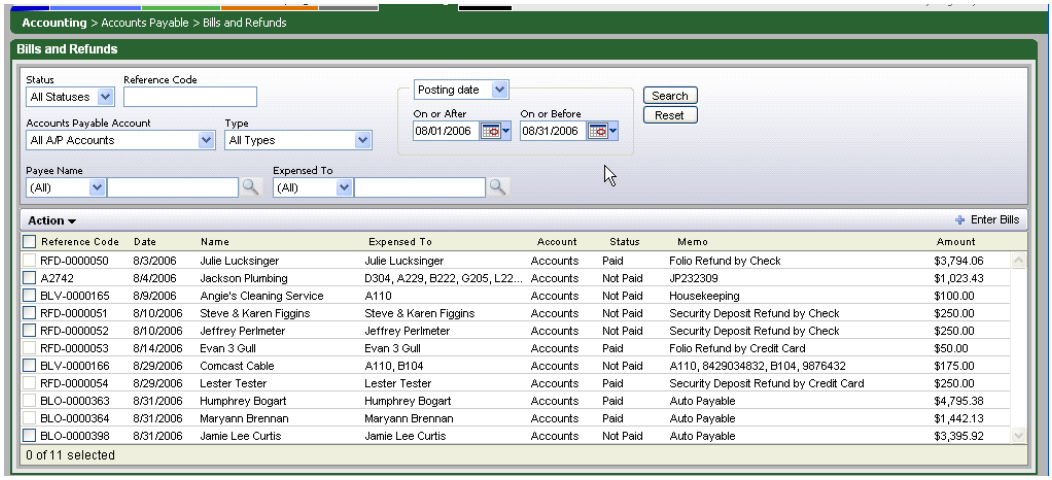
When you select at least one check to be printed, the program will populate the *First Check #* and *Last Check #.* Verify that these numbers and proceed by clicking on the **Print Selected Checks** button.



The checks to be printed will first appear in an Adobe Reader screen. You can preview the checks by scrolling through the list. If everything looks OK, place the appropriate checks into your printer and click the printer icon at the top of the screen. Once all checks have printed successfully, click the **Successful** button at the top of the screen to update the check numbers and clear out the check queue. If one or more checks did not print correctly, click on the **Not Successful** button. In this situation, the checks will remain in the queue for reprinting.

Note: *Your goal should be to keep the list of all unpaid bills on the Pay Bills and Refunds screen as small as possible. To do this, select and print bills to be paid as soon as possible after they have been created. Don't let "red" (past due date) items sit around on the list.*

Bills and Refunds



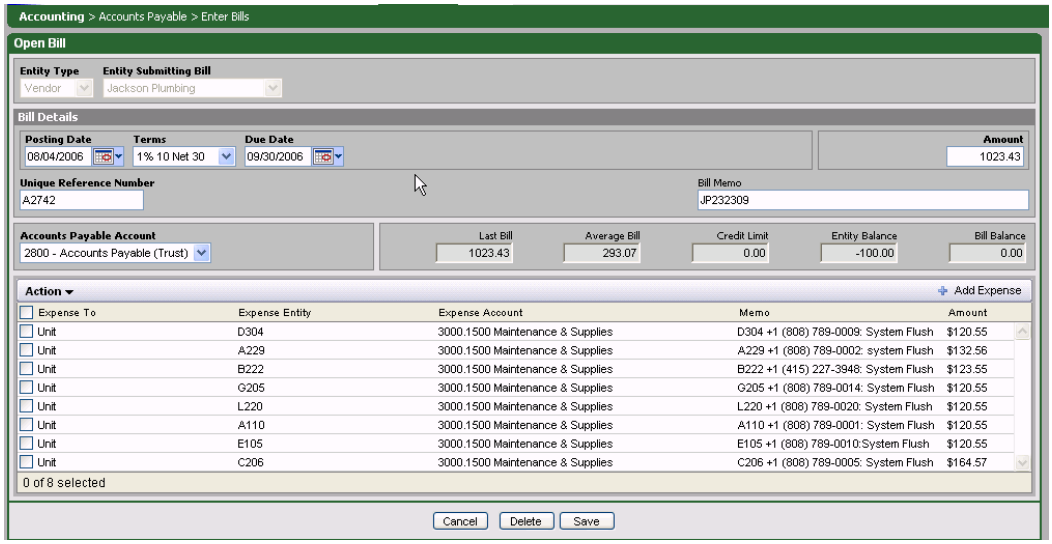
The *Bills and Refunds* program is used to review, edit, and delete bills (invoices) posted by means of the *Generate Bills* program and the *Edit Bills* program. Any invoice that has been entered via those two programs can be accessed using the powerful set of filters at the top of the screen. Use these filters to shorten the list from which you select the individual invoice you wish to review.

- The **Status** field lets you filter for *All Statuses, Not Paid, Partially Paid,* and *Paid* invoices.
- The **Reference Code** filter lets you enter a specific reference number (invoice number) as shown in the left column.
- The **Type** filter lets you choose from *All Types, Bills, Folio Refunds*, and *Security Deposit Refunds*.
- The **Payee Name** fields allow you to select a subledger type (All, Business, Customers, Vendors, or Owners), then click on the magnifying glass to select a specific account from a list of accounts for that type for the invoice Payee.
- The **Expensed To** fields allow you to select a subledger type (All, Business, Customers, Owners, Vendors, Units), then click on the magnifying glass to select a specific account from a list of accounts for the expense distribution subledger entered in the invoice.

- The **Date** filter options are *All Dates, Due Dates, Discount Dates*, *Posting Date*, and *Entry Date* with “on or after” and “on or before” calendar pop-ups (i.e. Starting and ending dates). This filter can be quite useful if you have a large list and just want to find items entered on a specific date such as yesterday or today. The dates being filtered are the various dates entered into the bill record.
- Once any or all of the filters have been selected, you must click on the *Search* button in order for the filters to take effect.

From the list of invoices (bills) in the lower half of the screen, you have the option of clicking on the checkbox to the left of the desired row and select an action from the *Action Bar* dropdown. The only available action is **“Delete Item(s)”.** Note that some of the checkboxes are disabled. This is true for paid and partially paid invoices which may not be deleted since they are associated with checks which have been printed and distributed.

You may also click on a desired row. This gives you the opportunity to review the expense distributions for a given bill. It also provides you with the opportunity to edit either the header for the bill or edit individual expense distributions.



Note that a paid or partially paid invoice will have the editing functions disabled for this screen. The fields you may edit (see warning below) are:

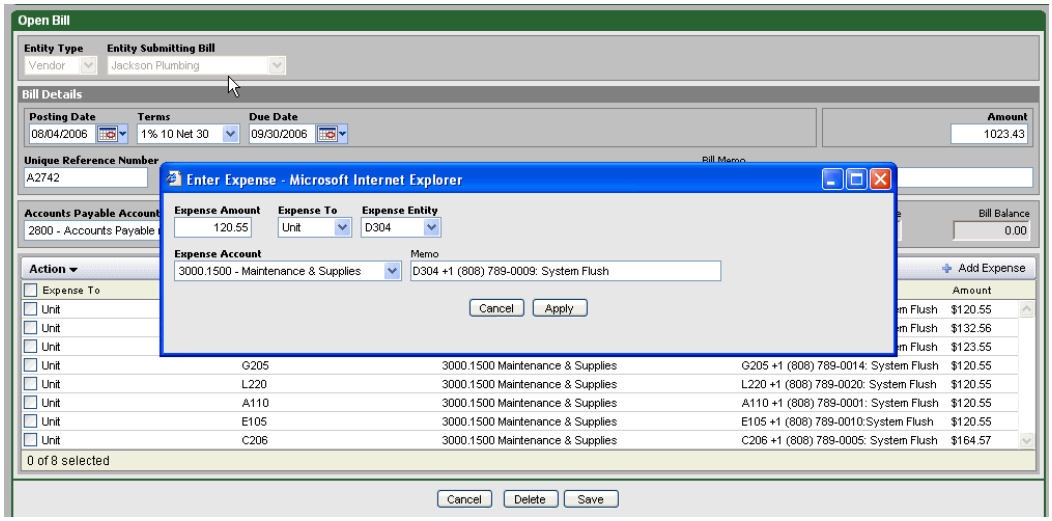
1. Posting Date
2. Terms
3. Due Date
4. Amount (total invoice amount)
5. Unique Reference Number
6. Bill Memo text

You may also use the checkboxes and action bar to remove individual expense distributions. You may also add new distributions by clicking the **+AddExpense** button on the right side of the *Action Bar*.

At the bottom of this screen are three buttons:

- **Cancel** – returns you to the previous screen without saving any changes.
- **Delete** – Deletes the entire invoice. Warning: *Be careful using this button—you may be intending to delete a single distribution by clicking on a checkbox, then, instead of choosing "Delete Item" from the Action Bar, you click the Delete button at the bottom of the page. This will delete the entire invoice. If you have many expense distributions on that invoice, you will be very unhappy while re-entering them all again.*
- **Save** – you must click this button to save any changes made on this screen for a specific invoice.

You may also edit individual distributions by clicking directly on a row.

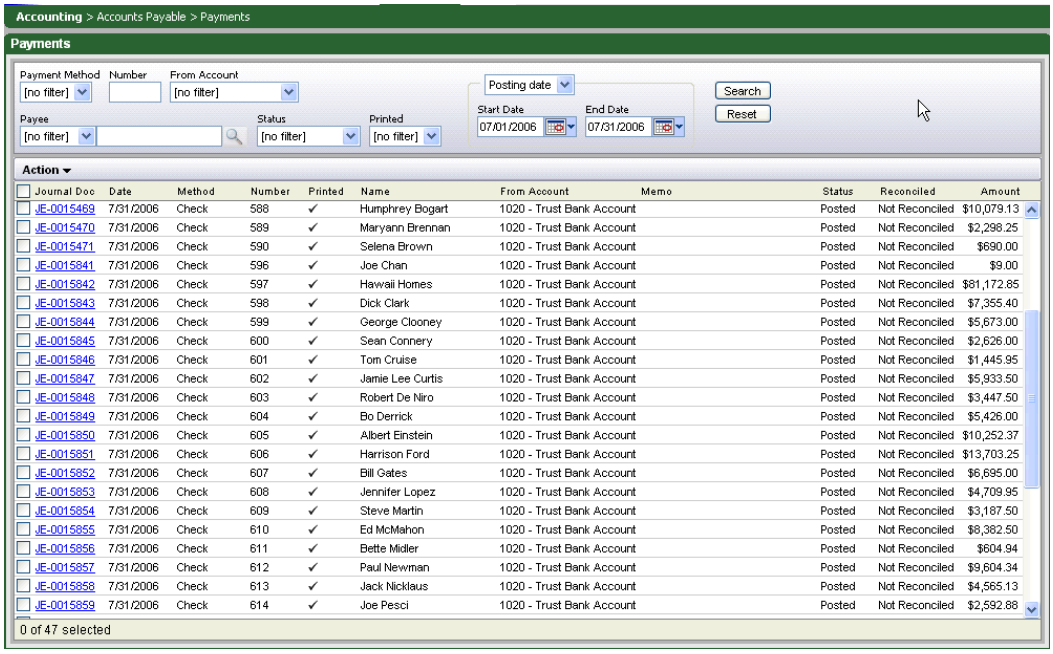


This popup allows you to change the *Expense Amount*, *Expense To* type and *Expense Entity, Expense Account* (G/L number) and *Memo* text. Click the Apply button to save any changes.

Warning: *There is an additional situation of which you should be aware when editing invoices in the Bills and Refunds program. This occurs when you edit invoices that are expensed to Units. Any time you post an expense to a unit, an "allocation" transaction is automatically posted to the owner(s) of that unit. You should not make date adjustments to invoices expensed to units because the date change only affects the Unit transaction, it does NOT adjust the allocation transaction. This can cause an unexpected situation when the date change crosses an owner statement closing period. The allocation to the owner will not appear in the same statement period as the Unit transaction. If you must make this type of adjustment, it is best to delete and re-enter the invoice instead of making a date change to an existing invoice.*

Payments

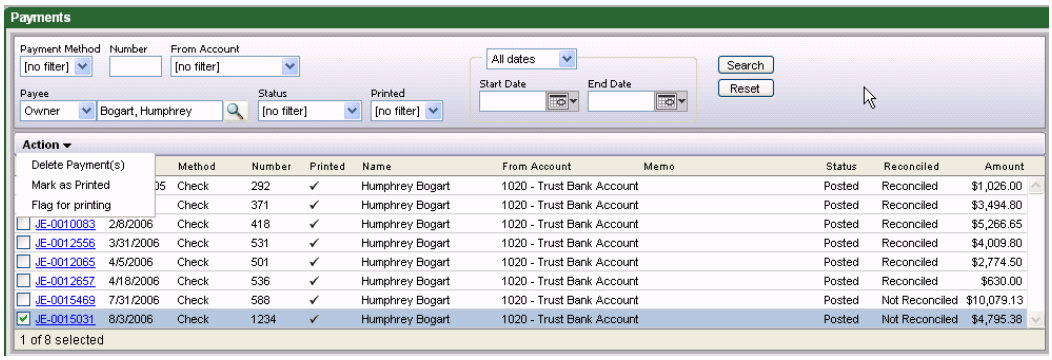
Accounting > Accounts Payable > Payments



The **Payments** program allows you to review, void, and reprint outgoing payments. These payments may be either checks paid from an existing bank account or they may be credit card refunds and charge backs. This program will list all previously posted checks and credit card refunds, however, after a period of time, this full list becomes unmanageable and you will need to use the filter buttons to find the specific document(s) you are looking for.

The filter fields are:

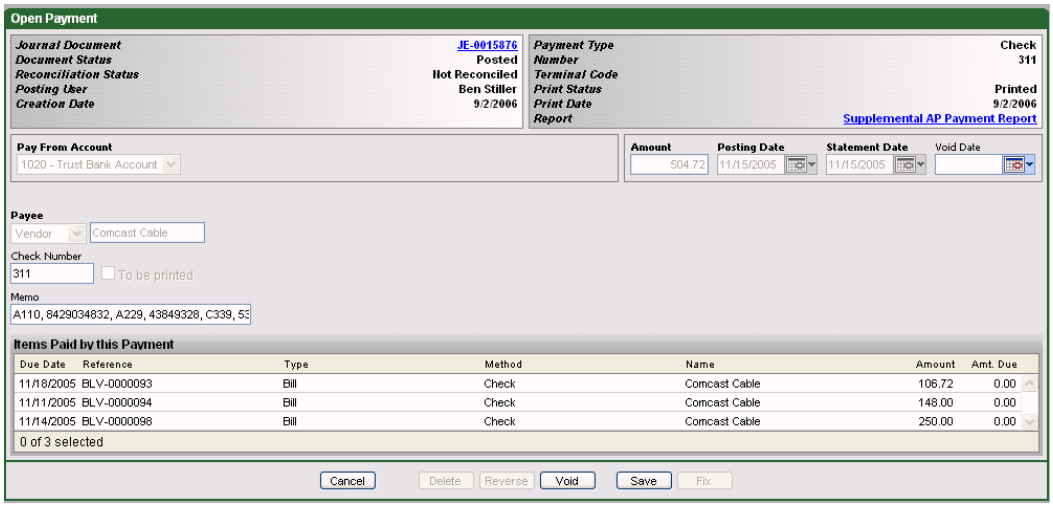
- **Payment Method**: *No Filter, Cash, Credit, Check*
- **Number**: check number or last four digits of a credit card number
- **From Account**: the bank account on which the payment was drawn.
- **Payee**: *All, Business, Customer, Owner, Vendor* type. Click on magnifying glass to access a name search popup for the type of payee selected.
- **Status**: *No Filter, Reconciled, Cleared, Not Reconciled*
- **Printed**: *No Filter, Yes, No*
- **Dates**: *All Dates, Posting Dates, Printed Date* with "Start Date" and "End Date" calendar popups. This filter can be quite useful if you have a large list and just want to find items printed or posted on a specific date such as yesterday or today.



Once you have filtered for your desired result set there are two options for reviewing and editing one or more payments.

The first option is to click on one or more checkboxes on the left side of the screen, then click on the **Action** item on the *Action Bar*. This opens a dropdown list from which you may choose one of three activities: 1. **Delete Payment(s)**—this allows you to delete a previously entered check from the database. This is useful for correcting erroneous checks which have not been sent out to the payee. But it should be used judiciously. In most instances, you should "void" (see below) a check, thus providing an audit trail of the activity. 2. **Mark as Printed**—this allows you to remove a check from the check printing queue. It also allows you to record that a "manual" or non-printed check has been posted. 3. **Flag for Printing**—this allows placing the check back into the check printing queue. It also removes any existing check number from the payment record and unchecks the Printed flag.

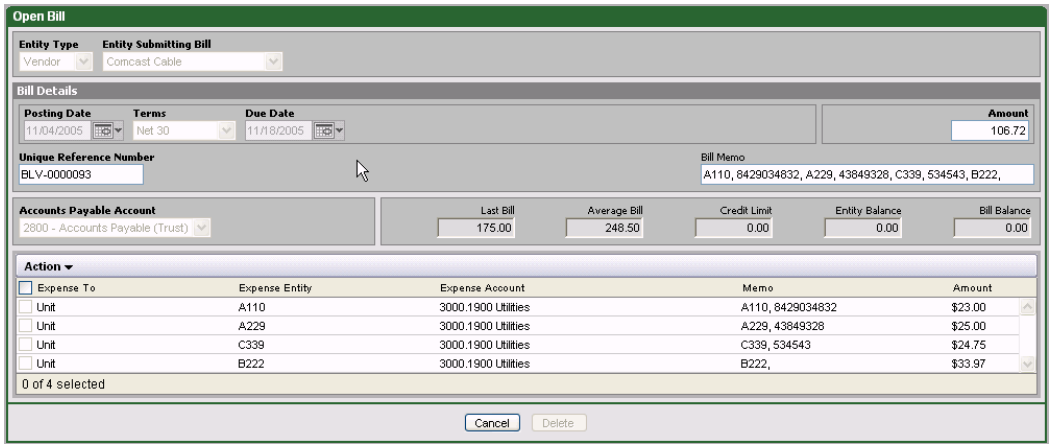
A second option for reviewing and editing or deleting previously posted checks is to click on the row (do not click on the Journal Entry link). This opens the specific check in an Open Payment window.



From this screen you are able to change the *Check Number* field and the *Memo* field. Use the "Save" button to retain any changes made in those two fields. You may also **Void** an outgoing payment by clicking on the Void button at the bottom of the screen. When voiding a check, you will be prompted for a "Void

Date". This will allow you to post a "check reversal" in a period other than the check printing period in the event that you have printed final statements or reports which should not be changed. Voiding a check, removes the "paid" status on the invoices paid by the check. You may then go back to *Pay Bills and Refunds* to reprint the check, or you may delete or edit the invoice in *Bills and Refunds* before reprinting.

You may also view the expense distribution details for the paid invoices listed on this screen by clicking on the row. This opens the *Open Bill* window for the invoice you selected in the previous screen.



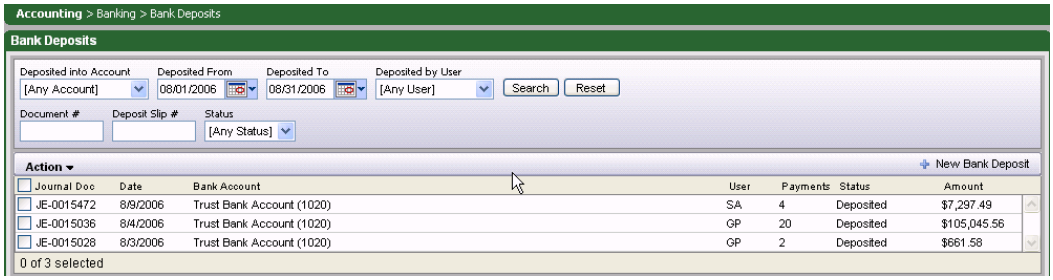
Finally, you may print a listing of the invoices paid by the check by clicking on the Supplemental AP Payment report link on top right side of the Open Payment window. This report is especially useful if you have printed a check with more invoices than will fit on a check voucher. You may send this report along with its corresponding check.

Warning: *Be careful using the Delete and Void buttons in this program. Obvious negative consequences such as overpayment may result from using either of these options for a check that has gone out to a payee and then is reprinted. The ability to change existing check numbers is useful in maintaining an accurate audit trail of printed checks. But this feature can also be abused. Discretion when using these features is advised. An occasional review of the sequence of printed check numbers is highly recommended. Look for missing checks and duplicate checks and check numbers. Make sure the starting check number listed in the Print Checks program matches the first check loaded in your printer. Be sure to do a reconciliation to your monthly bank statement.*

Unit 9: Banking

Deposits

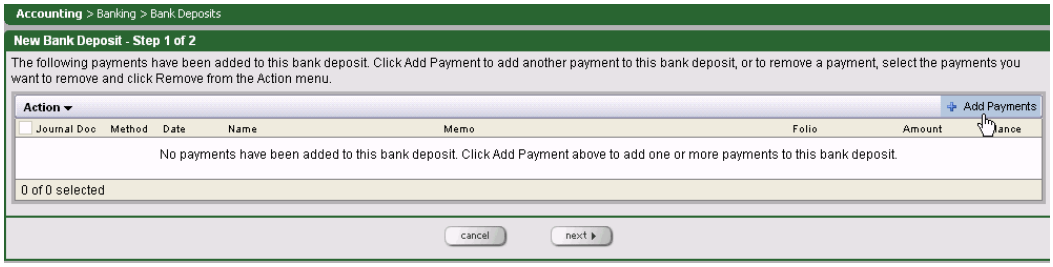
Accounting > Banking > Deposits



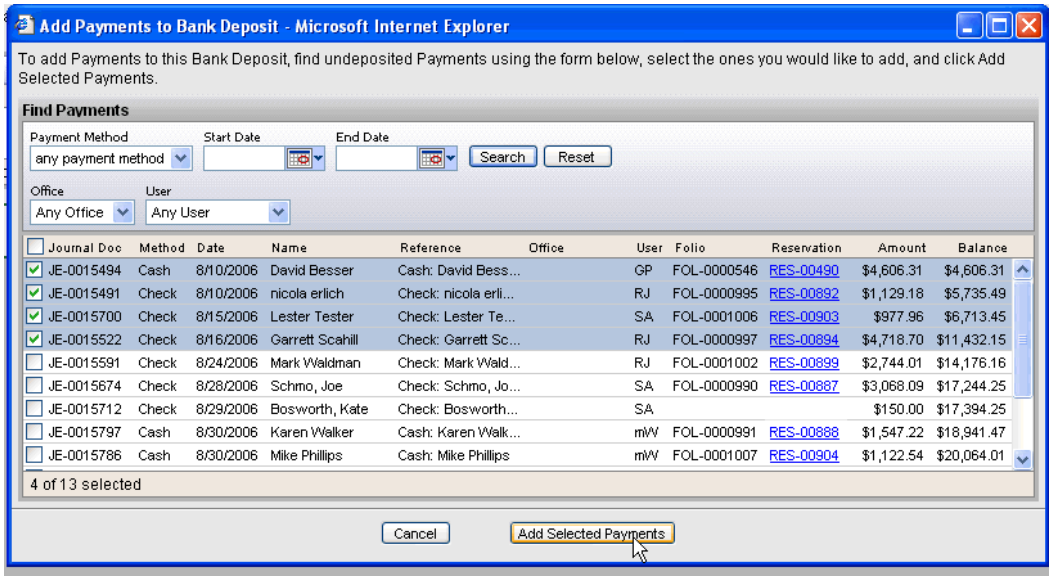
The *Deposits* program is used to combine payments received (checks or cash payments) into a bank deposit which matches your physical bank deposit slip. This facilitates reconciling your bank accounts to your monthly bank statements.

The screen shown above lists three bank deposits for the month of August, which are the only ones listed because of the Deposit From and Deposited To filter dates. All deposit history is retained and can be accessed by changing the date filters.

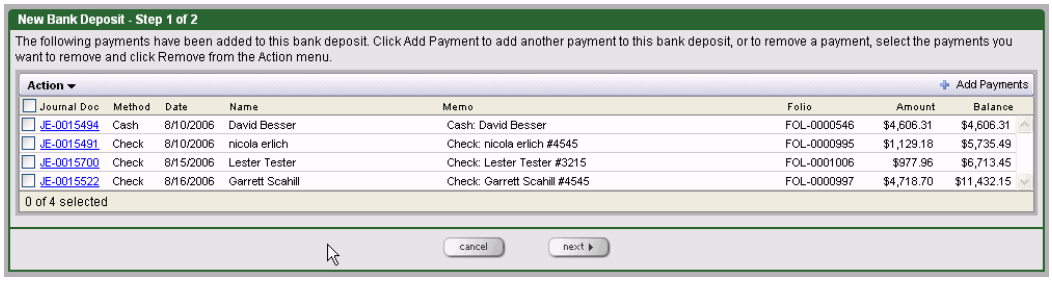
To begin a new bank deposit click on the **+New Bank Deposit** button on the right side of the *Action Bar*. This opens up Step 1 of the *New Bank Deposit Wizard*. Click the **+Add Payments** button on the *Action Bar*.



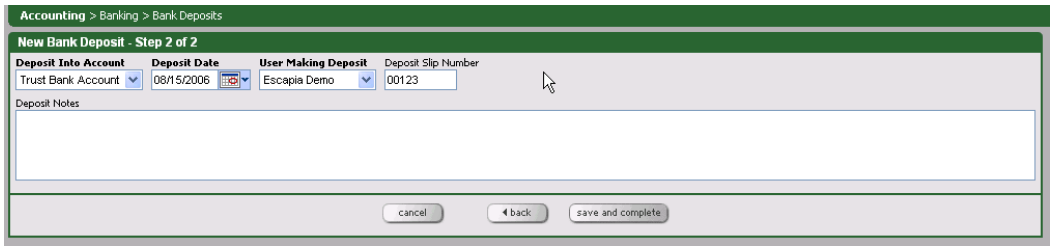
This opens up a window which lists all deposits received into the system through the *Receive Folio Payment* program and the *Receive Payments* program.



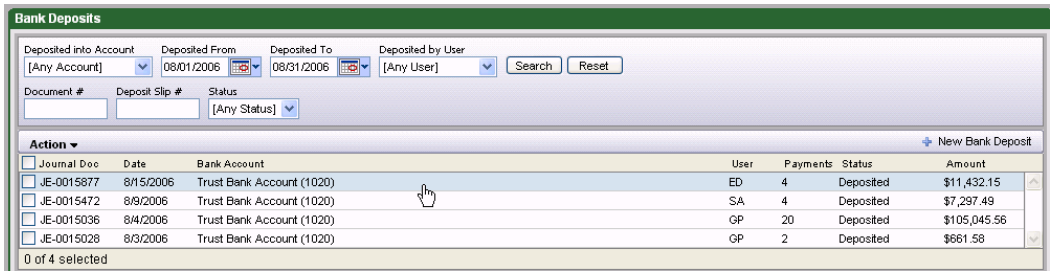
This screen lists all “undeposited” payments received. Select individual payments received by checking the checkbox on the left side of the screen. When you have selected all items which match the deposit slip in your carbonless deposit book, click on the *Add Selected Payments* button at the bottom of the screen.



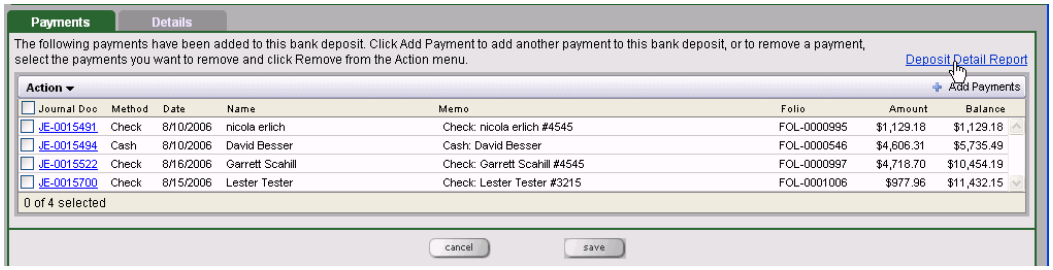
Use a combination of *Action* items and *+Add Payments* to make this screen match your handwritten deposit slip. Then click *Next.*



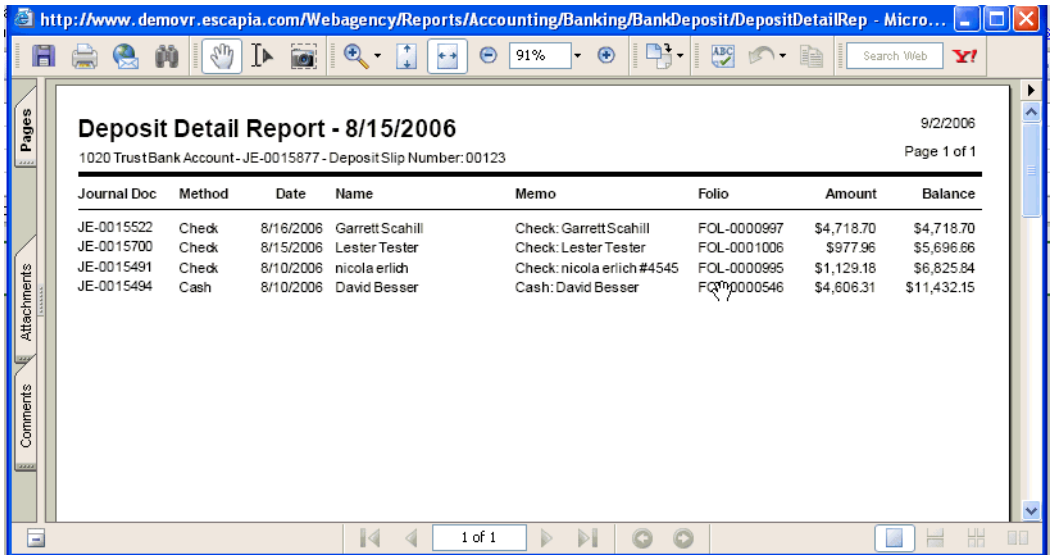
Step 2 of 2 in the New Bank Deposit wizard, prompts you for the appropriate bank account, deposit date, posting user, and Deposit Slip Number. It is recommended that you sequentially number your bank deposit slips and hand write this number on each deposit slip in your deposit book. Click the “Save and Complete” button.



This returns you to the first page of the Bank Deposits program which lists individual bank deposits. You may click on a bank deposit row in order to review the details of the deposit, make corrections, and print a hard copy of your bank deposit slip.



To print the deposit slip, click on the “Deposit Detail Report” link at the top right of the screen.



The General Ledger account flow for payments received are:

- When receiving a check or cash payment from a Guest
  - Debit G/L 1000 Cash on Hand
  - Credit G/L 2000 Advanced Deposits
- When receiving a check or cash payment from an Owner
  - Debit G/L 1000 Cash on Hand
  - Credit G/L 2400 Payable to Owners
- When receiving a check or cash payment from the Business

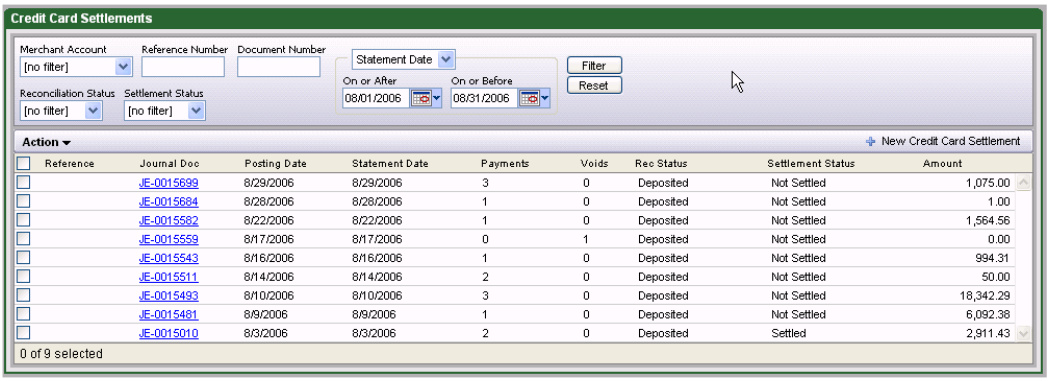
    - Debit G/L 1000 Cash on Hand
    - Credit G/L 2300.9000 Business Payout
- When receiving a check or cah payment from a vendor
    - Debit G/L 1000 Cash on Hand
    - Credit G/L 2600 Payable to Vendors

The General Ledger account flow for bank deposits (cash or checks)

- Debit G/L 1010 Trust Bank Account
- Credit G/L 1000 Cash on Hand

Credit Card Settlements

Accounting > Banking > Credit Card Settlements

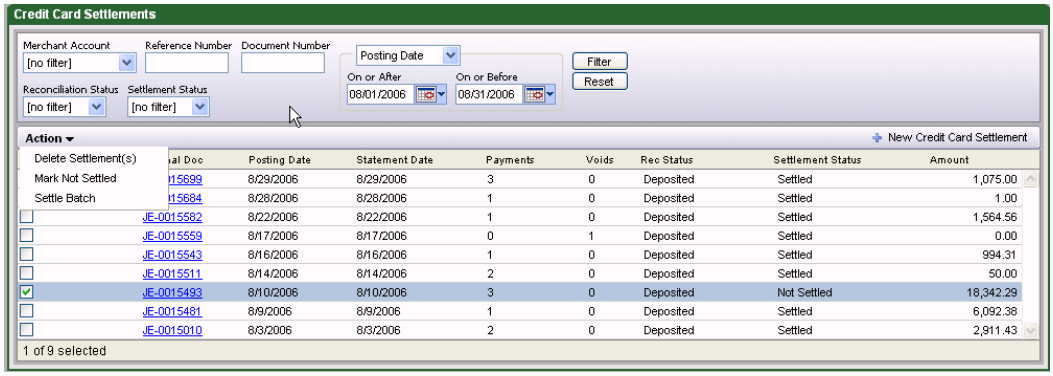


The *Credit Card Settlements* program processes credit card settlements via the Southern Datacomm gateway. It is also used to review existing credit card settlement batches. Finally, it can be used to record as settled, edit, and review manual credit card settlement batches submitted for processing outside of the Escapia program.

This program works similarly to the Bank Deposit program in that the first screen allows you to view all posted credit card settlement batches. The filters at the top of the screen allow the user to limit the number of batches displayed in order to more easily find a specific batch. The filters are:

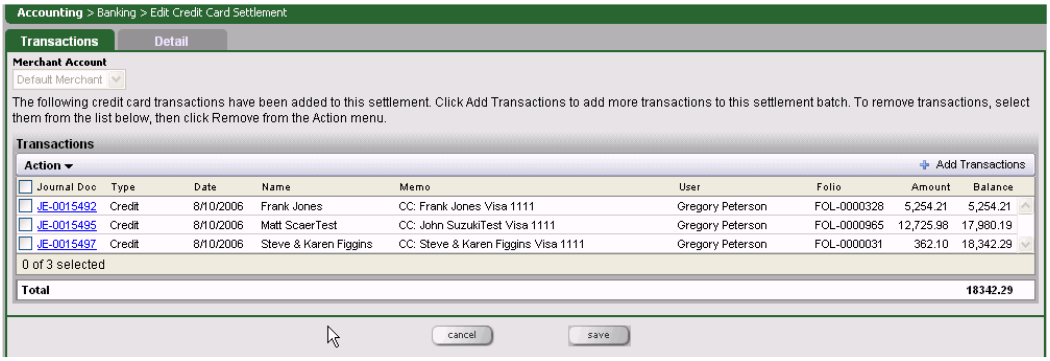
- *Merchant Account* – credit card batches are maintained by the merchant accounts created in the Credit Card setup process. Presently, you may have one gateway (Southern Datacomm) merchant account and multiple manual merchant accounts. Select the specific merchant account you wish to review.
- *Reference Number*—presently, no reference number is tracked.
- *Document Number*—this is the Journal Document number of the batch transaction g/l distribution, you must include the 'JE-' prefix and all leading zeros.
- *Reconciliation Status*—choices are *No Filter, Reconciled, Cleared, Not Reconciled*.
- *Settlement Status*—choices are *No Filter, Settled, Not Settled*.
- *Dates*—choices are *All Dates, Statement Date, Posting Date*. "On or After" and "Before or After" (i.e. Starting and Ending) popup calendars are used to filter by specific dates.

The Credit Card Settlement screen provides a *Settlement Status* column (second column from the right side of the screen). There are three possible settlement statuses: 1) *Settled*—batch is closed and batch processing complete. Gateway transactions have processed to your merchant bank. 2) *Not Settled*—batch is open, addition transactions may be added to the batch (manual transactions may be removed). 3) *Failed*—Gateway (Southern Datacomm) batches only. Failed batches are closed for further processing. If you receive this message you should contact Escapia Support for assistance. These transactions have not processed at your merchant bank.



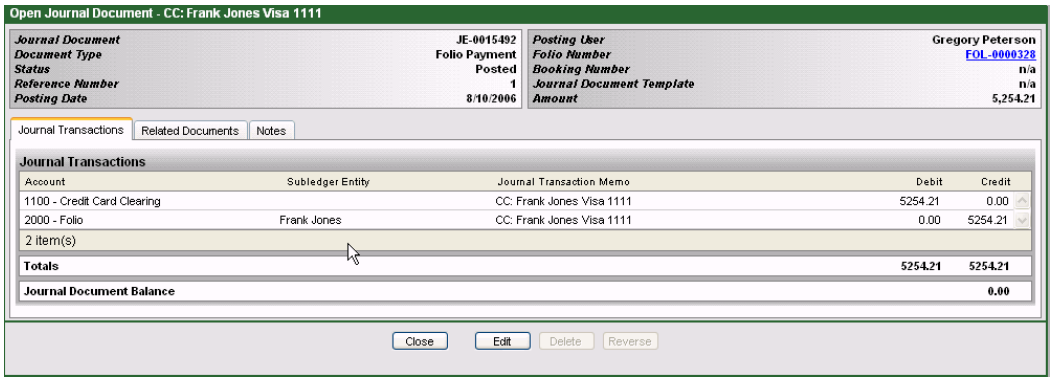
- **Delete Settlement(s)**—this is only available on empty manual merchant account transactions. You may not delete a gateway settlement.
- **Mark Not Settled**— this is only available on manual merchant account transactions. You may not "unsettle" a gateway settlement.
- **Settle Batch**—this is an "end of day" process which "settles" your credit card authorizations posted throughout the day. Although you may settle more than one batch per day, you should only have one daily batch open at a time. For gateway merchant accounts, you should be sure to "settle" today's transactions at the close of the workday. Although not required on manual batches, it is a good practice to compare manual batch totals to your terminal printout and "close" the batch in Escapia.

You may review the details of settlement batches by clicking on the row (don't click on the JE-xxxxx link). This opens a window displaying each transaction in a settlement batch.

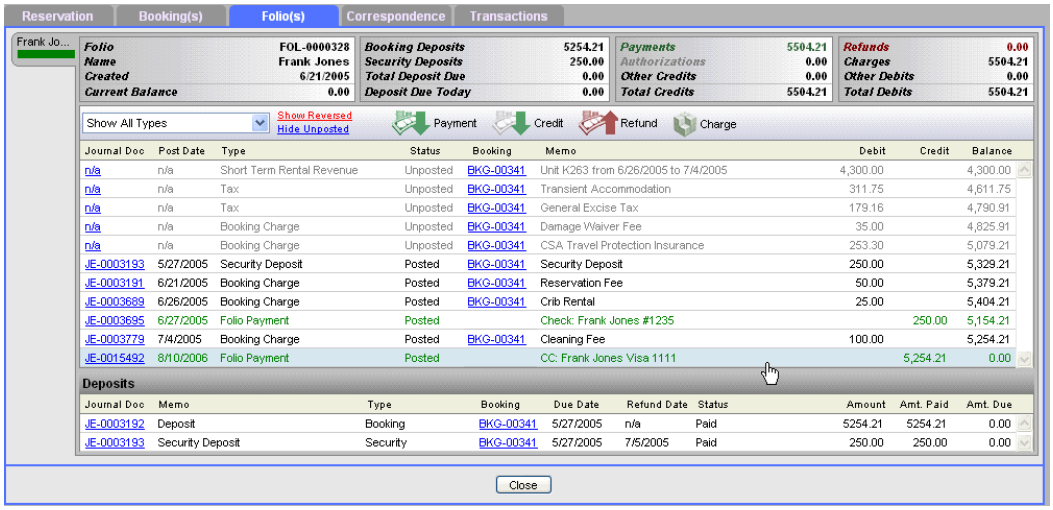


For manual (non-gateway) settlement batches, you may remove a transaction from a settlement by clicking the checkbox and choosing “Remove Transaction(s) from Settlement) from the Action Bar. To remove a transaction from a gateway settlement—you must “Void” the transaction from the Open Payment screen. However, this is only available for unsettled transaction batches. Once a batch has been settled, you must create a “charge back” by entering a Folio refund on the folio in question.

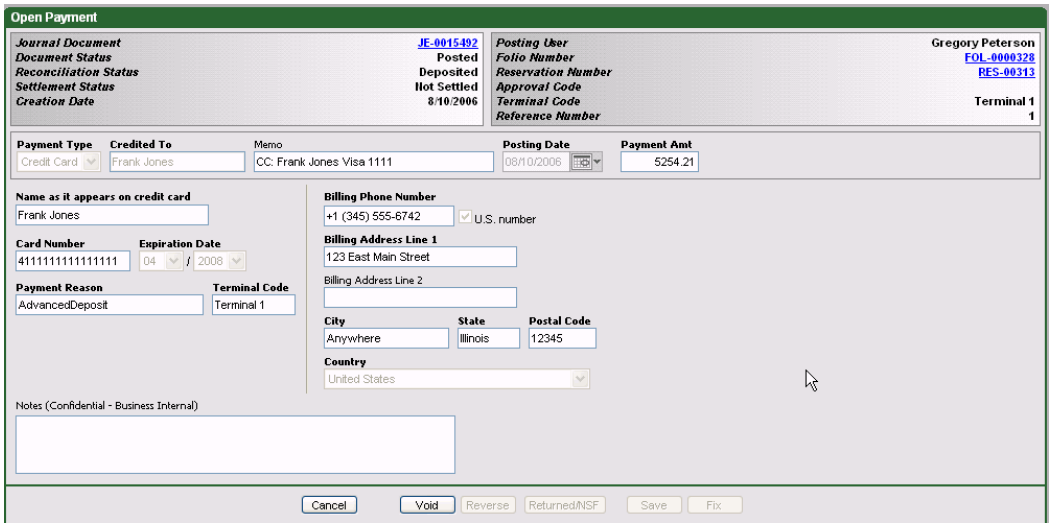
You may drill down into the details of a transaction by clicking on the JE link.



This displays header information about the transaction at the top of the screen as well as the general ledger transactions in the Journal Transactions tab. You may drill down further to navigate to the Folio for this transaction and take corrective action there. This is done by clicking on the FOL-xxxxxx link on the top right side of the screen.



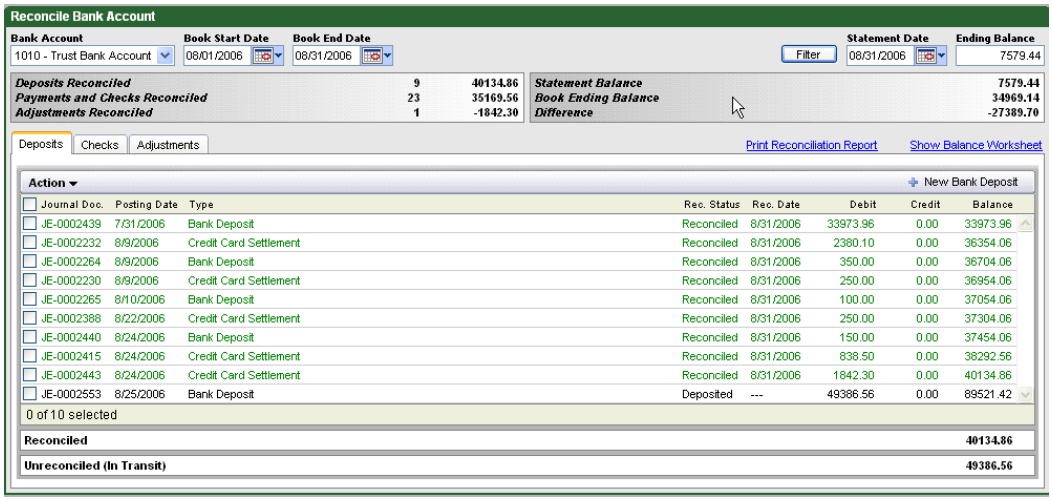
To edit the credit card transaction, click on the row. This will open the Open Payment window.



Depending on the settlement status and the merchant type, you may be able to "void" the transaction by clicking on the "Void" button at the bottom of the screen. Notice that this screen provides detailed information about the transaction including the full credit card number, expiration date, and merchant account (Terminal Code).

Bank Reconciliation

Accounting > Banking > Bank Reconciliation

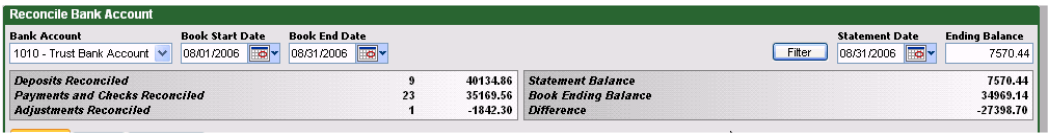


The Bank Reconciliation program is used to compare your posted bank transactions to an outside source, you monthly bank statement. This is normally the last step in "closing" an accounting period and providing an audit to verify the integrity of your data.

The *Bank Reconciliation* screen provides filters on the top row in order to choose the correct accounting period. It also provides a field for entering your Ending Bank Statement Balance taken from your monthly Bank Statement. The filters are:

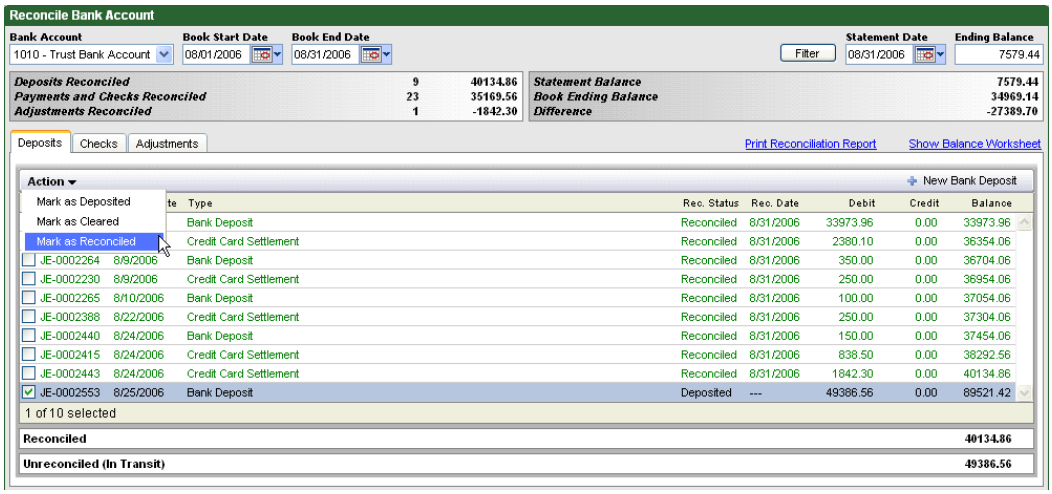
- **Bank Account**—this field allows you to select from multiple G/L accounts designated as Bank type accounts.
- **Bank Start Date**—this is the starting date of your bank statement. This is generally the first day of a particular month.
- **Bank End Date**—this is the ending date for you bank statement. Although not always the last day of the month, it is recommended that you request your bank to provide you with monthly bank statements which close on the last day of the month. This is the norm for Business type bank accounts and your bank should be willing to do this. If not, consider choosing another bank. Having bank starting and end dates which match monthly periods and greatly simplifies your accounting processes. The Bank Starting and Bank Ending dates control the selection of transactions which will appear in the Deposit, Checks, and Adjustment Tabs on the lower section of this screen.
- **Bank Statement Date**—This date will be entered into the "reconciliation date" field of your individual bank transaction records. It is generally the same as the Bank Ending Date field.
- **Ending Balance**—Although not actually a filtering field, this is where you enter the *Ending Balance* from your monthly Bank Statement. It is a key element in the reconciliation process and is the amount to which you must balance your "book" transactions.

Warning: *You must click the **Filter** button at the top of the screen after you have entered the starting and ending filter dates. Otherwise, the transactions in the tabs will not match your expected starting and ending dates.*



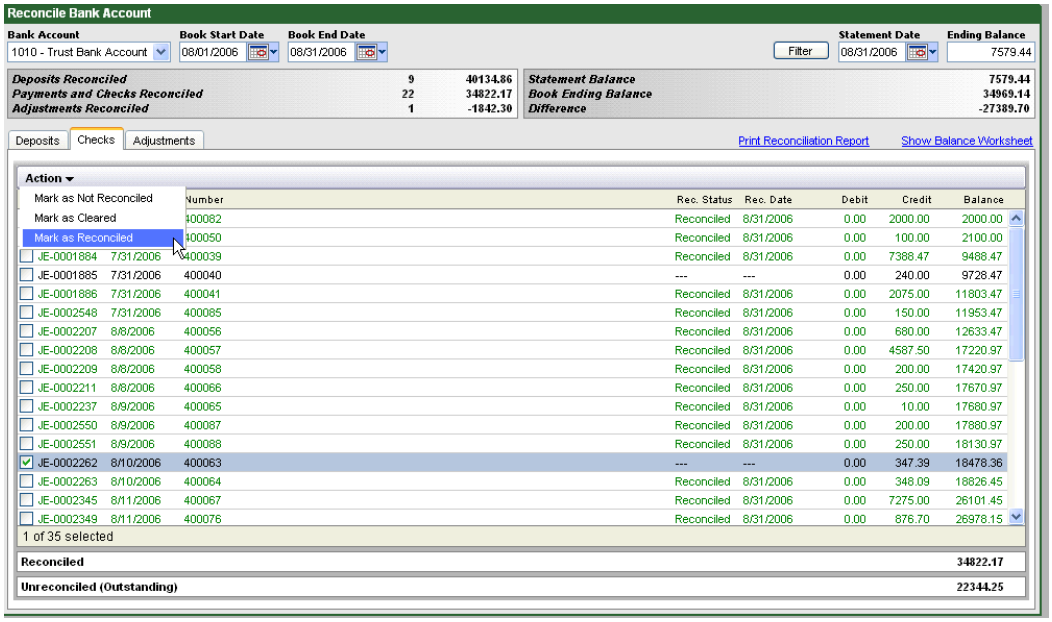
The section below the filter fields provide valuable information in helping you reconcile your bank account to your bank statement. The Deposts Reconciled field and the Payments and Checks Reconciled lines provide a count of the items you have marked in Escapia as appearing on your bank statement and a total for those items. Depending on how you bank lists these items, the amounts might match summary totals shown on your bank statement. When these amounts match, you may be confident that you have marked all the items on the bank statement as reconciled for this bank statement period. There may be instances where your bank shows credit cared charge backs, NSF checks, and other adjustments in different categories than Escapia does. If that's the case, you should manually make the appropriate conversions in order to compare Escapia totals to your bank statement. The Adjustments Reconciled field shows items such as bank charges and credits that are not derived from payments deposited to or checks withdrawn from your bank account. Again, depending on how your bank statement categorizes these items, this field may or may not match a similar field on your bank statement.

There are three tabs on the Bank Reconciliation Screen. The first tab is the Deposit Tab



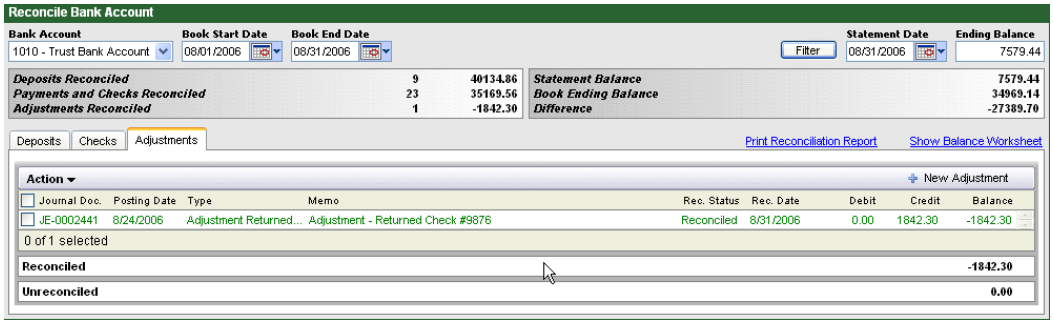
This tab displays all non-reconciled deposits with a posting date up to the Bank End Date as well as all deposits with a reconciliation date which falls between the Bank Start Date and Bank End Date. You may mark transactions as "Deposited" (not reconciled), "Cleared" (identified as received by the bank, but not included in reconciled totals), and "Reconciled" (deposits which are on this month's bank statement and included in the Bank Reconciliation reconciled totals). You may override the Rec Status of individual deposits by checking the checkbox on the left side of the screen and select one of the status options from the Action Bar. Note that you may check multiple items and update them with a single Action Bar selection. Transactions with a reconciliation date that falls within the Bank Start Date and Bank End Date are displayed in green text. Non-reconciled transactions and transactions with a reconciliation date greater than the Bank End Date are displayed in black text. Reconciled totals and non-reconciled totals (in-transit items) are included on the bottom of the page. Month to Date book deposit totals may be viewed by clicking on the Show Balance Worksheet Link. Note that deposit amounts are "deposit slip" totals and not individual payment amounts. This is how deposits are displayed on your bank statement. To see the individual transactions that make up a deposit total, you may open the Accounting>Banking>Deposits or Accounting>Banking>Credit Card Settlements programs and click on the associated journal transaction row. This allows you to drill down into individual payment transaction records. When the Deposits Reconciled total matches your bank statement deposit total, move on to the Checks tab.

The *Checks* tab provides a similar display of outgoing payments. Note, however, that checks are displayed at the transaction level rather than summarized as in the deposits tab.

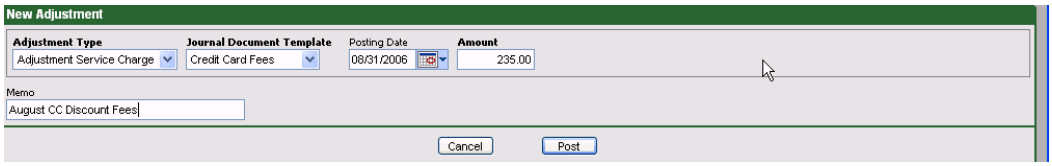


To reconcile your checks tab, check each row for which there is a corresponding check on your bank statement. Then choose “Mark as Reconciled” from the Action Bar dropdown list. Be sure the Statement Date on the top right side of the screen shows the last day of your bank statement period. Totals at the bottom of the screen show reconciled check totals and outstanding check totals. When the Payments and Checks Reconciled total matches your bank statement cleared checks total move on to the Adjustments tab.

The Adjustments Tab displays all transactions posted to the selected bank account using a process other than Receive Payments and Print Checks. This is generally through an adjusting general journal entry or an adjusting entry entered from the Adjustments Tab itself. This screen also displays reversing entries posted during the NSF and Void checks process.

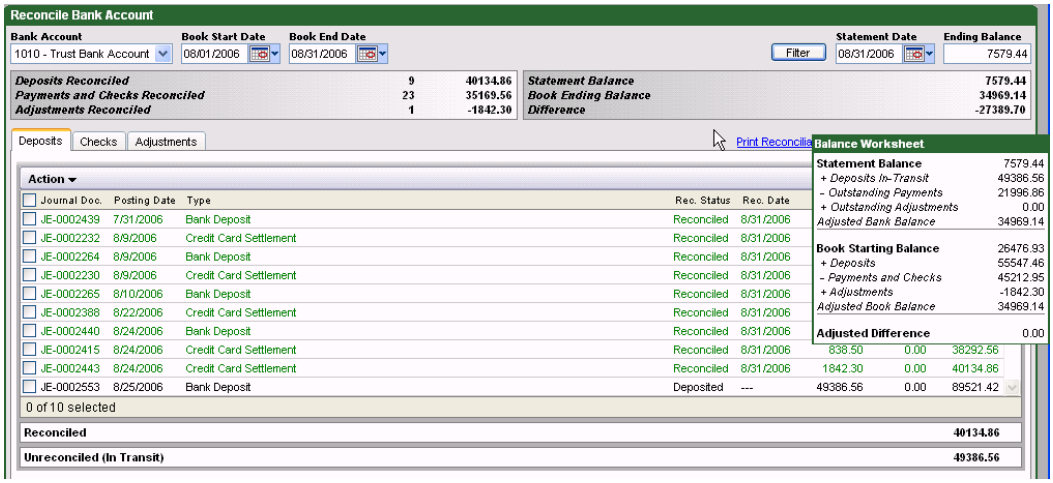


Mark items as reconciled or not reconciled in the same manner as you did the deposits and checks. The +New Adjustment button on the right side of the Action Bar allows you to enter Bank Statement entries such as bank charges, interest earned, check fees, overdraft fees, etc. which are not normally entered as payments received or checks printed.



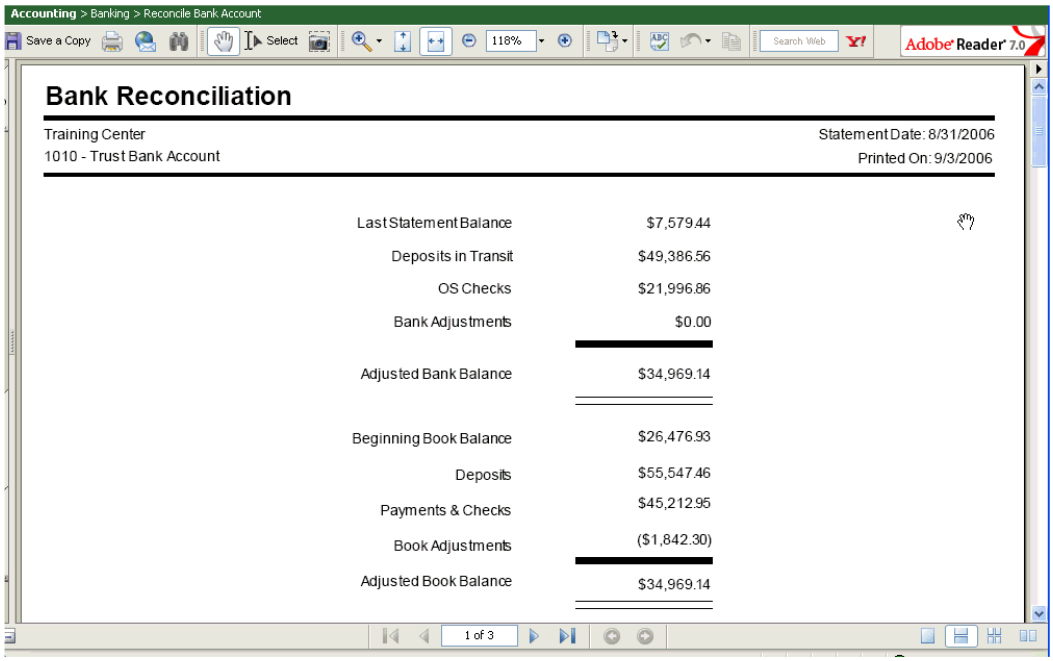
This opens a window which allows you to select from a list of pre-configured bank adjustment type Journal Document Template records, which define the debit and credit g/l accounts. After adjustments have been recorded and appropriately marked as reconciled, you may click on the Show Balance Worksheet link.

The *Balance Worksheet* popup displays a mini-bank reconciliation statement which totals the Bank Statement Balance, plus Deposits in transit, less Outstanding checks, +/- outstanding adjustments for an Adjusted Bank Balance. This total is then compared to the Adjusted Book Balance which is comprised of the Beginning Book Balance for the period, plus the period's Deposits, less the period's Disbursements, +/- Book Adjustments for the period. Any difference between the Adjusted Book and Adjusted Bank Balance is displayed in the bottom row Adjusted Difference field.



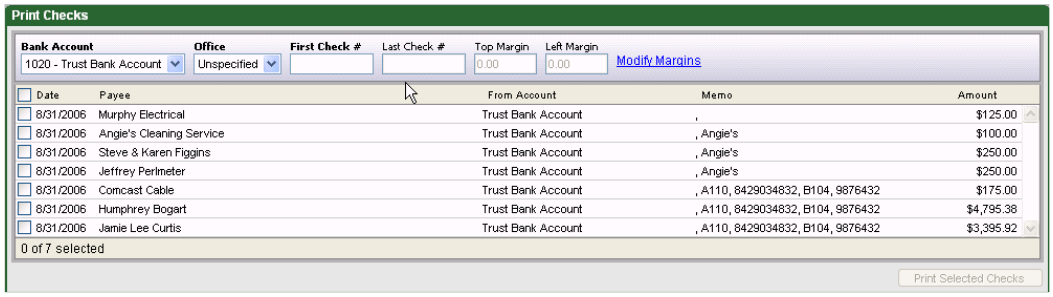
Your Books are reconciled to your Bank Statement Balance when the Adjusted Difference amount is zero.

When the Adjusted Difference amount is zero, click on the Print Reconciliation link to print a hard copy of the Bank Reconciliation Report.



Print Checks

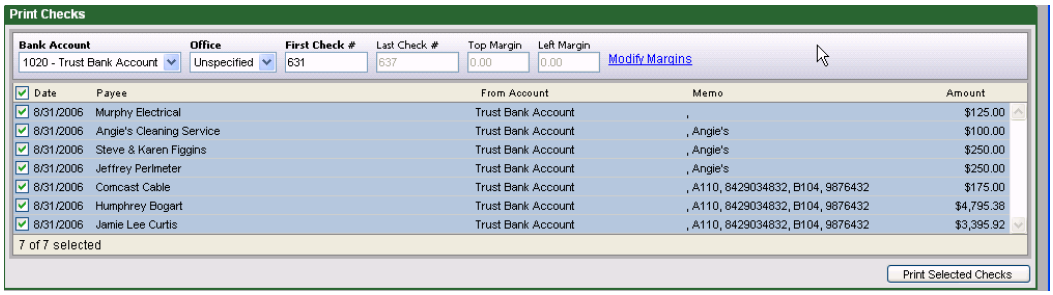
Accounting > Banking > Print Checks



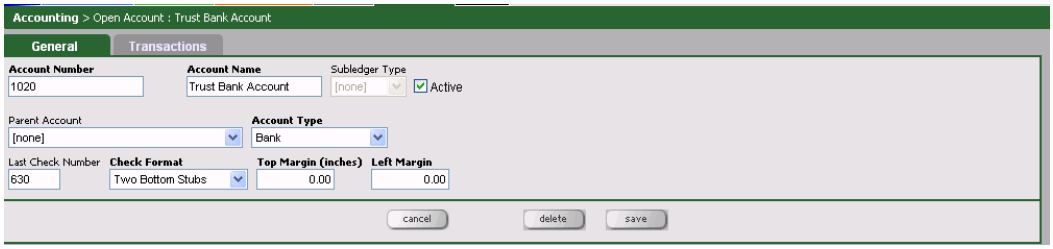
The *Print Checks* program is the last menu item in the Banking submenu. Its sole purpose is to print checks in the check printing queue. The program can be accessed in either of two ways: 1) It may be linked to automatically as the last step of the *Pay Bills and Refunds* process. 2) It may be selected directly from the Accounting>Banking>Print Checks menu item.

The filters for this program are: 1) *Bank Account*—select from any G/L account defined as a "Bank" type account. 2) *Office*—if you have multiple offices set up in Escapia.

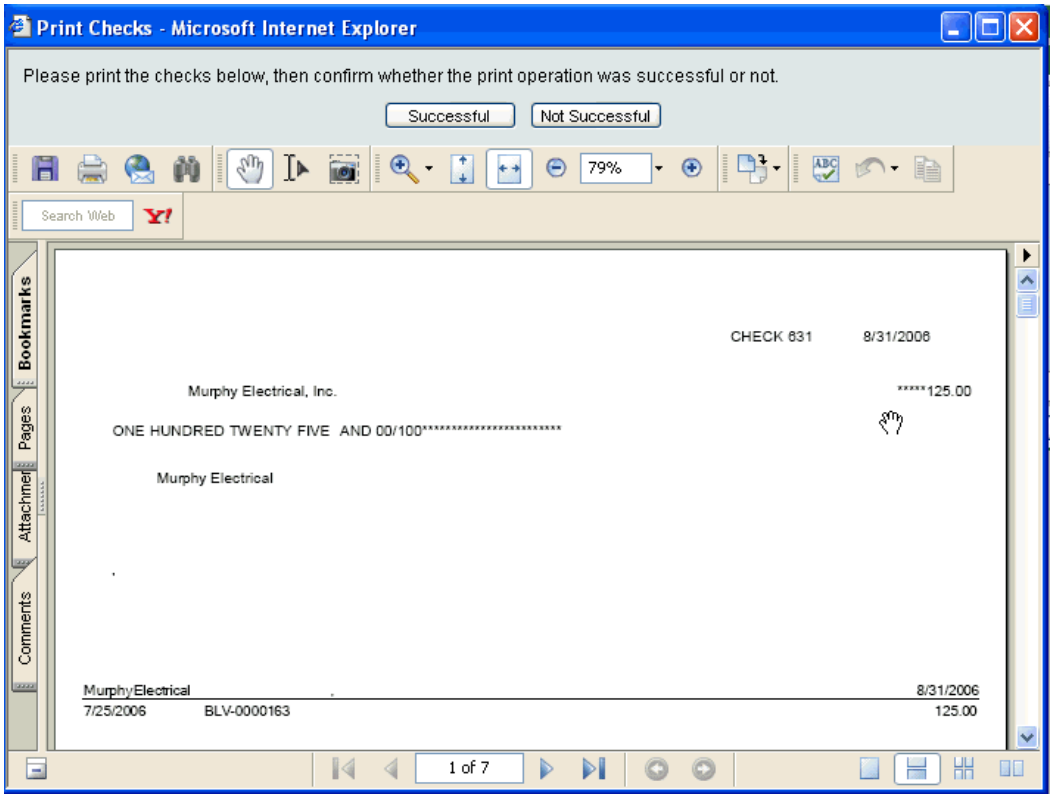
There are four other fields in the filter area of the screen, but they are not really filters. They are input fields which define the starting and ending check numbers, and two fields to make small adjustments to the print position on the check face. The system maintains a "last check used" field in the bank account's G/L header record. When you click on one or more checkboxes on the print checks screen, the *First Check #* field updates with the "last check number used" plus one. The *Last Check #* field automatically updates with the first check number plus the number of check boxes checked. You should check



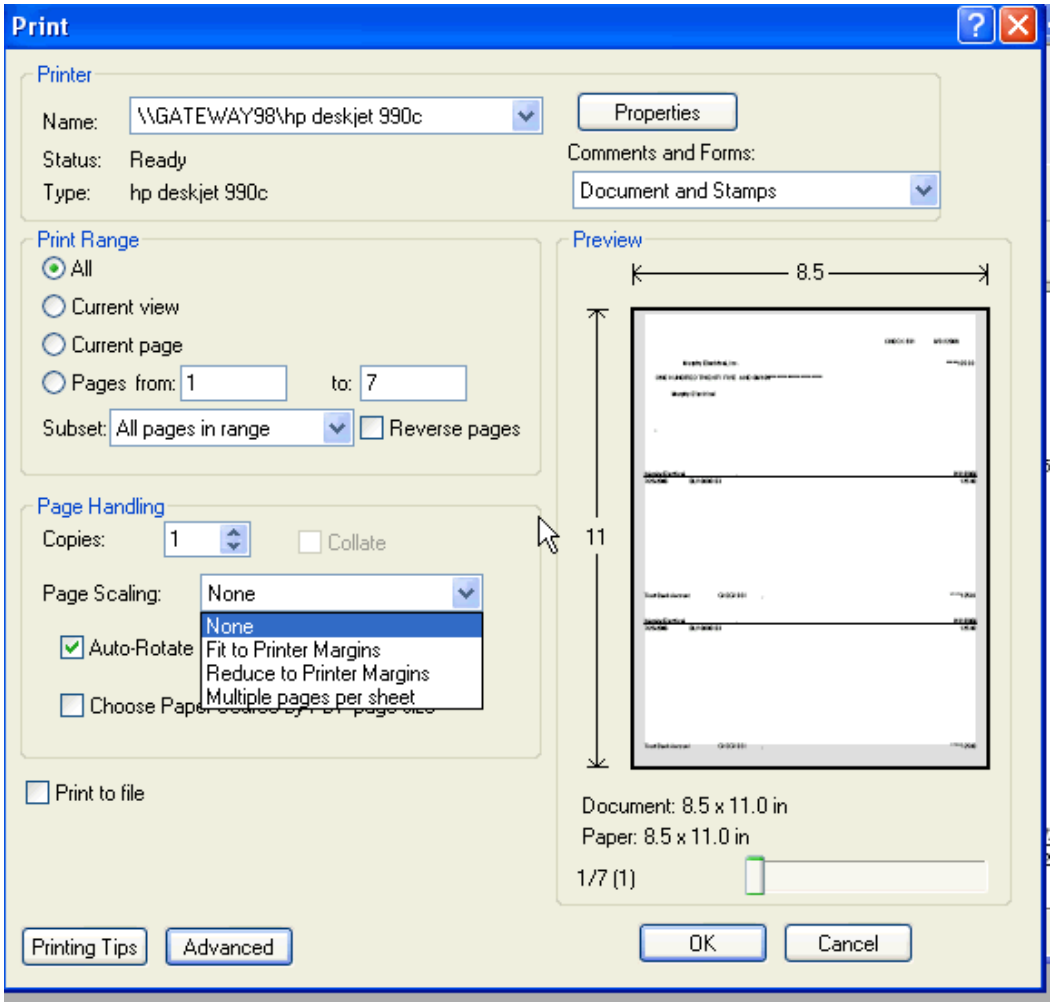
the First Check number against the first you pull from your box of checks. If the numbers don't match you can override the starting check number in either of two methods. The first method is to overwrite the First Check Number field on the Print Checks screen. This will cause a popup to appear warning that this number does not equal the expected check number based on the last check number used field in the bank g/l account record. The second method is to click on the Modify Margins link at the top of the screen. This link takes you to where you can correct the starting check number as well as make minor top and left margin adjustments.



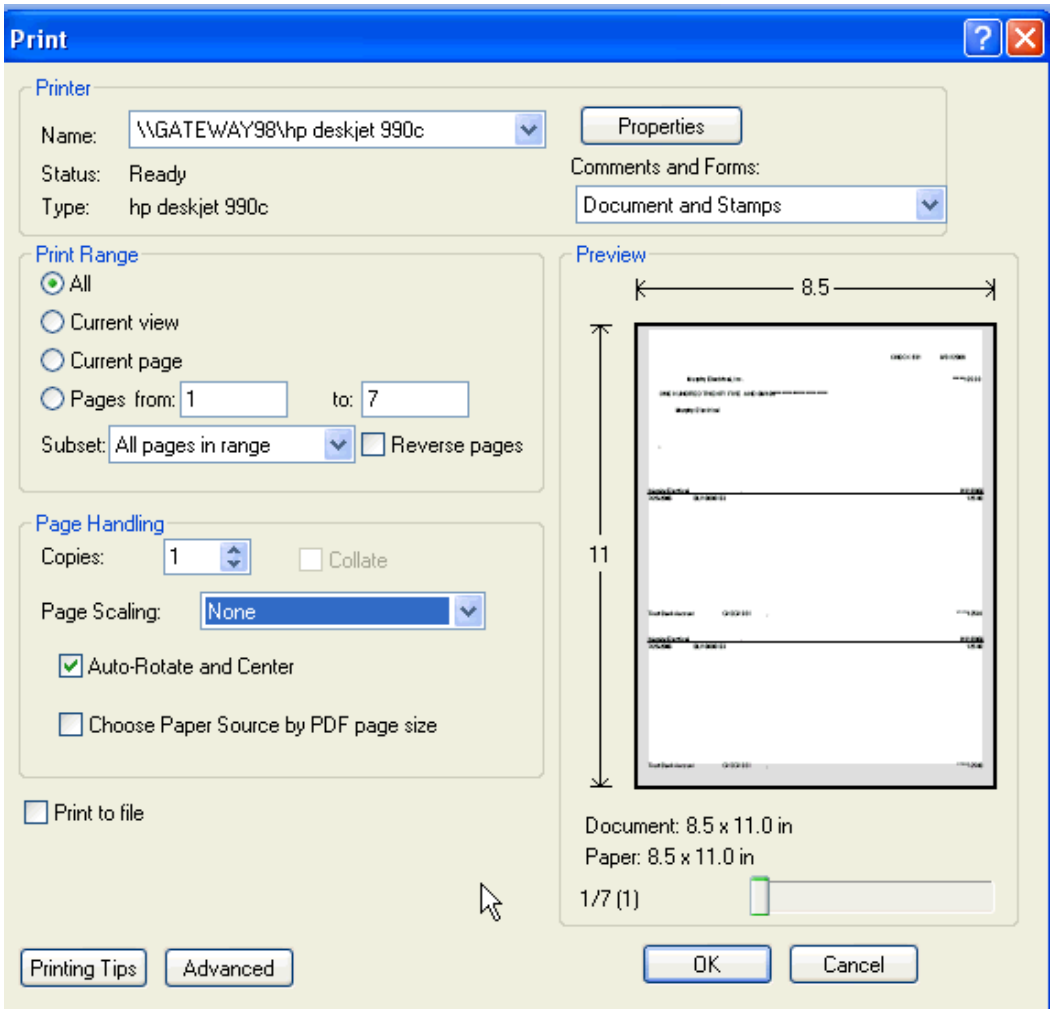
Once the *Last Check Number* or *Top* and *Left Margin* fields have been updated, click Save to return to the Check Printing program. To begin printing, click the Print Selected Checks button. This displays the checks to be printed in an Adobe Reader screen.



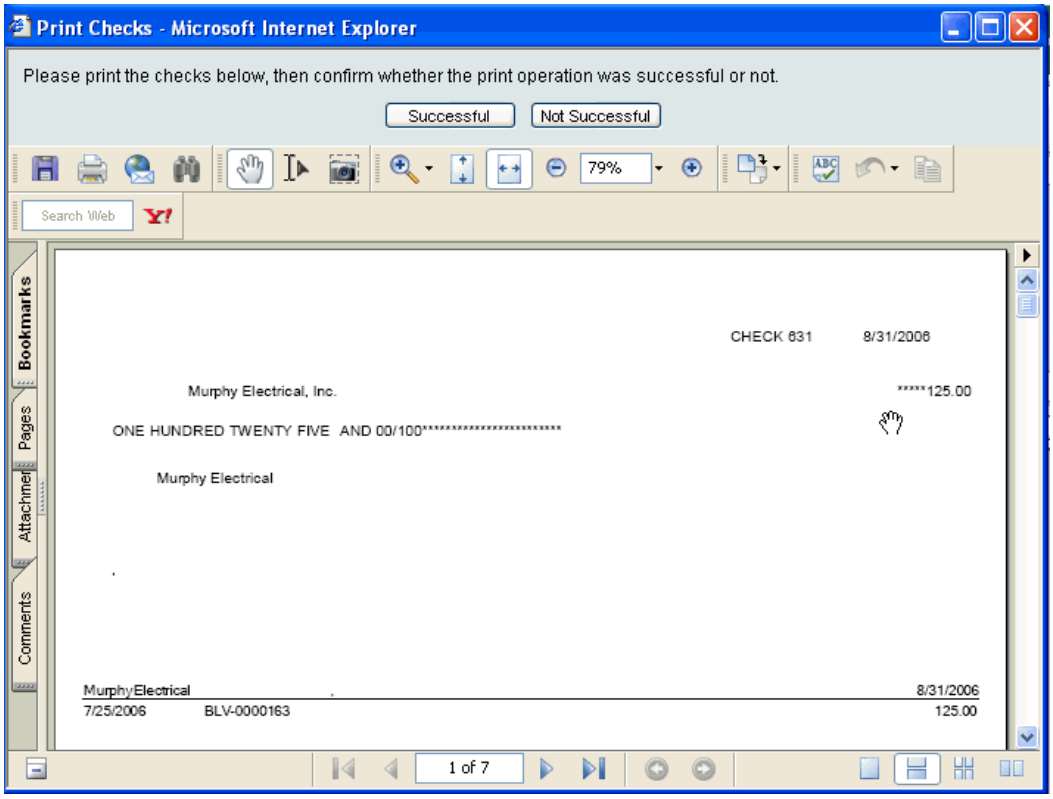
You may scroll through and preview the checks to be printed. If the checks look correct, click the printer icon at the top left of the screen.



Each printer has its owner printer driver screen, but they usually have similar fields which must be set in order for checks to fit properly on the check form. The first setting is Page Scaling. Your printer driver may display Page Scaling options in a dropdown list as is shown above, or they may provide check boxes. Be sure to select “None” or make sure that no check boxes are checked which contains wording similar to “Fit to Printer Margins” or “Fit to Page.



There is generally one addition field called “Auto-Rotate and Center”. This field should be checked.

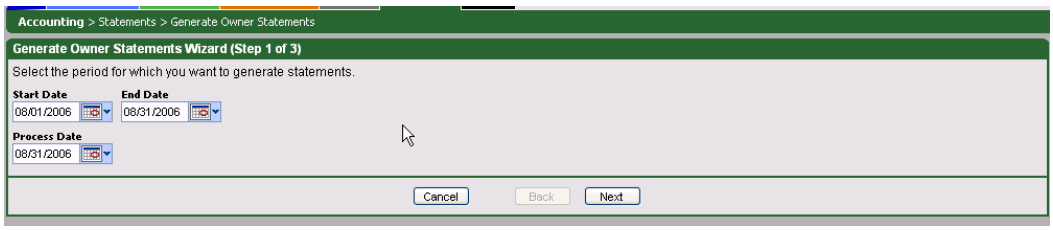


After all checks have printed successfully, click on the *Successful* button at the top of the Adobe form. This will update the check records with the appropriate check number and empty the print checks queue. If there was a printer jam or you didn't have the correct number of checks in the printer, click *Not Successful*. This will allow you to reprint the checks in the print checks queue.

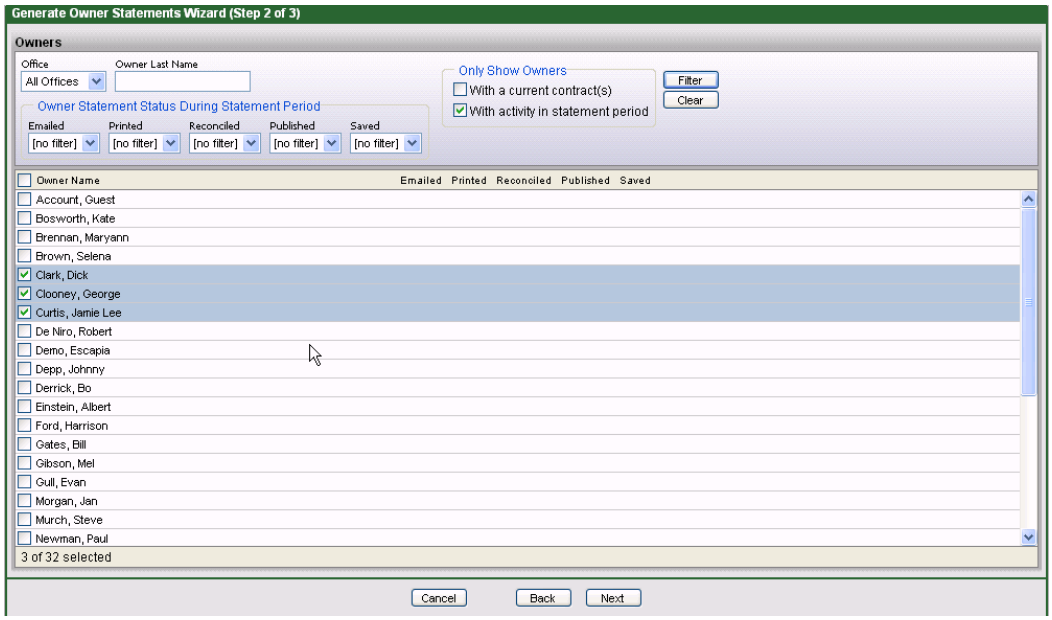
Unit 10: Statements

Generate Owner Statements

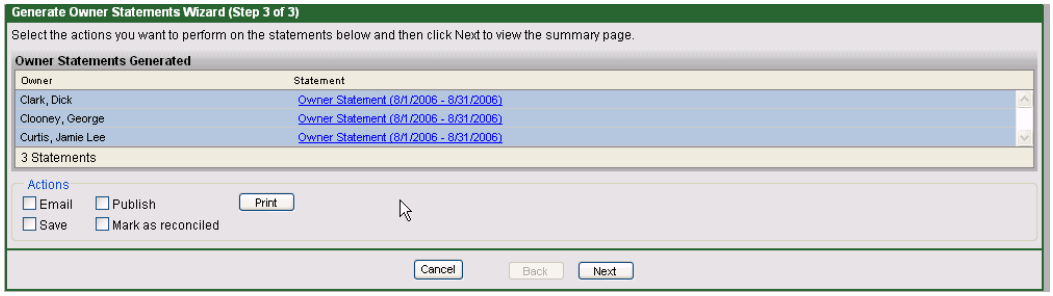
Accounting > Banking > Print Checks



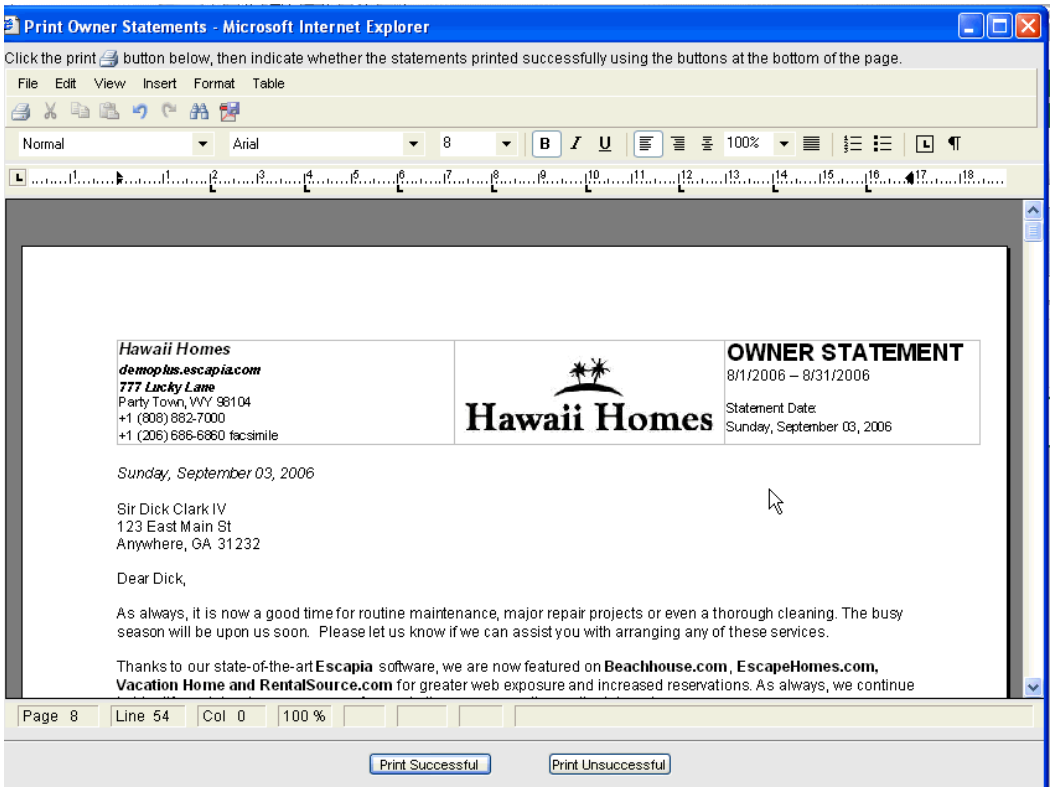
The *Generate Owner Statements* program is used to select one or more owner statements for printing. A three step Generate Owner Statement Wizard guides you through the process. The first filters in step one of the wizard are the *Start Date* and *End Date*. These dates are used to include bookings and owner/unit accounting transactions which fall between these two dates. Click Next to proceed to step 2 of the wizard.



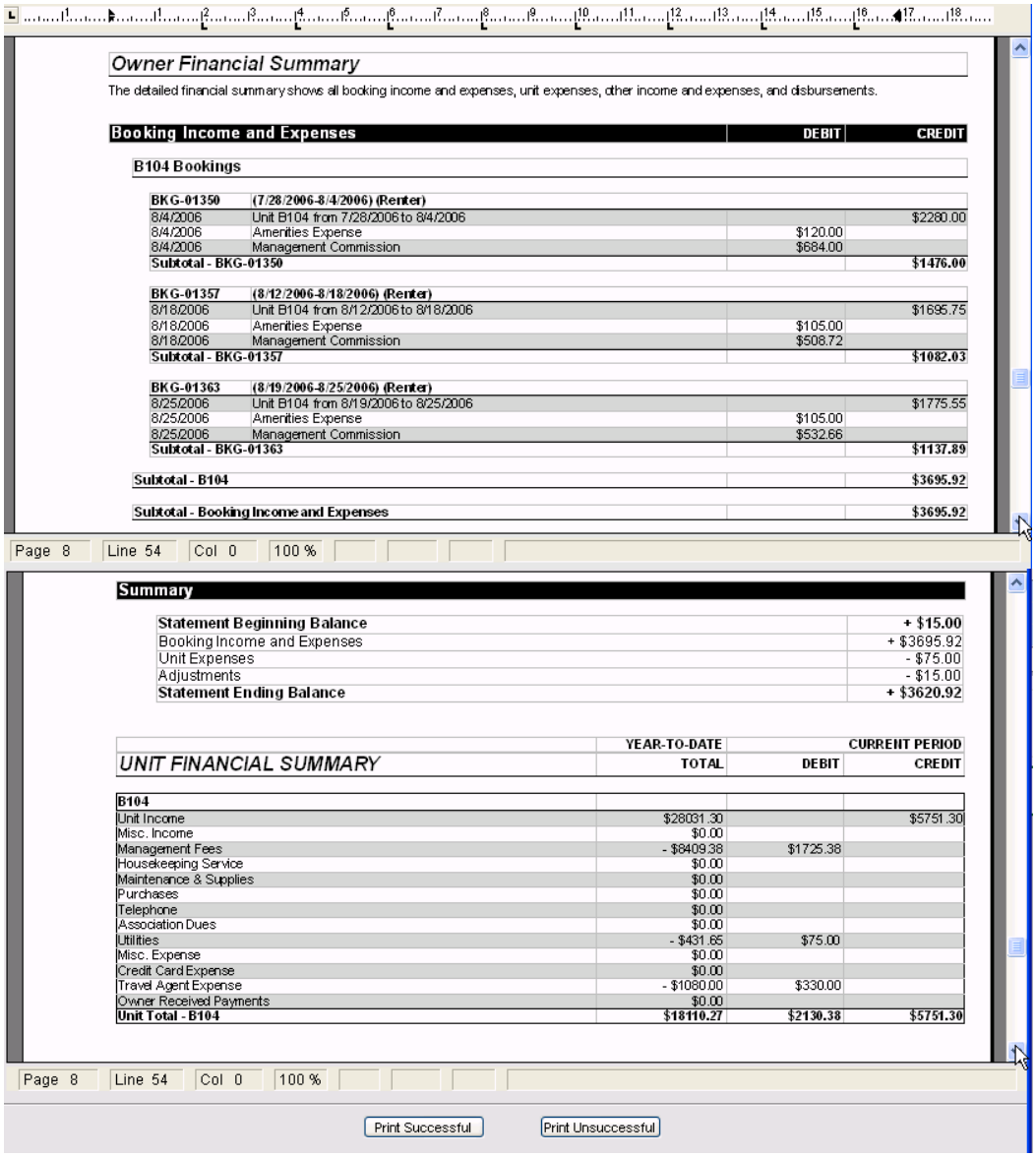
Step 2 of the wizard allows you to select the owner(s) whose statements you wish to print. This screen can be filtered by Office, a specific owner's last name, and by all owners who have a current active contract and by all owners with activity in the statement period (excluding owners with out valid contracts or activity in the statement period). Check the checkbox next to the name of the owner(s) you wish to select and click the Next button.



Step 3 provides some Action options: You may choose to email the statement to the selected owners, publish their statements to the Owner Web tool, Save the statement in the owner's contact record, mark the statement as reconciled. When ready to print the statements, you may click on the Print button which will print all statements listed on this screen. Or you may click on the owner statement link to print one statement at a time.



Statements first appear in an Adobe Reader screen. You can preview the entire statement (or group of statements) before printing by scrolling the scroll bar on the right side of the screen.



Owner Financial Summary

The detailed financial summary shows all booking income and expenses, unit expenses, other income and expenses, and disbursements.

Booking Income and Expenses		DEBIT	CREDIT
B104 Bookings			
BKG-01350	**(7/28/2006-8/4/2006) (Renter)**		
8/4/2006	Unit B104 from 7/28/2006 to 8/4/2006		$2280.00
8/4/2006	Amenities Expense	$120.00	
8/4/2006	Management Commission	$684.00	
Subtotal - BKG-01350			**$1476.00**
BKG-01357	**(8/12/2006-8/18/2006) (Renter)**		
8/18/2006	Unit B104 from 8/12/2006 to 8/18/2006		$1695.75
8/18/2006	Amenities Expense	$105.00	
8/18/2006	Management Commission	$508.72	
Subtotal - BKG-01357			**$1082.03**
BKG-01363	**(8/19/2006-8/25/2006) (Renter)**		
8/25/2006	Unit B104 from 8/19/2006 to 8/25/2006		$1775.55
8/25/2006	Amenities Expense	$105.00	
8/25/2006	Management Commission	$532.66	
Subtotal - BKG-01363			**$1137.89**
Subtotal - B104			**$3695.92**
Subtotal - Booking Income and Expenses			**$3695.92**

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Summary

Statement Beginning Balance	**+ $15.00**
Booking Income and Expenses	+ $3695.92
Unit Expenses	- $75.00
Adjustments	- $15.00
Statement Ending Balance	**+ $3620.92**

UNIT FINANCIAL SUMMARY	YEAR-TO-DATE TOTAL	CURRENT PERIOD DEBIT	CURRENT PERIOD CREDIT
B104			
Unit Income	$28031.30		$5751.30
Misc. Income	$0.00		
Management Fees	- $8409.38	$1725.38	
Housekeeping Service	$0.00		
Maintenance & Supplies	$0.00		
Purchases	$0.00		
Telephone	$0.00		
Association Dues	$0.00		
Utilities	- $431.65	$75.00	
Misc. Expense	$0.00		
Credit Card Expense	$0.00		
Travel Agent Expense	- $1080.00	$330.00	
Owner Received Payments	$0.00		
Unit Total - B104	**$18110.27**	**$2130.38**	**$5751.30**

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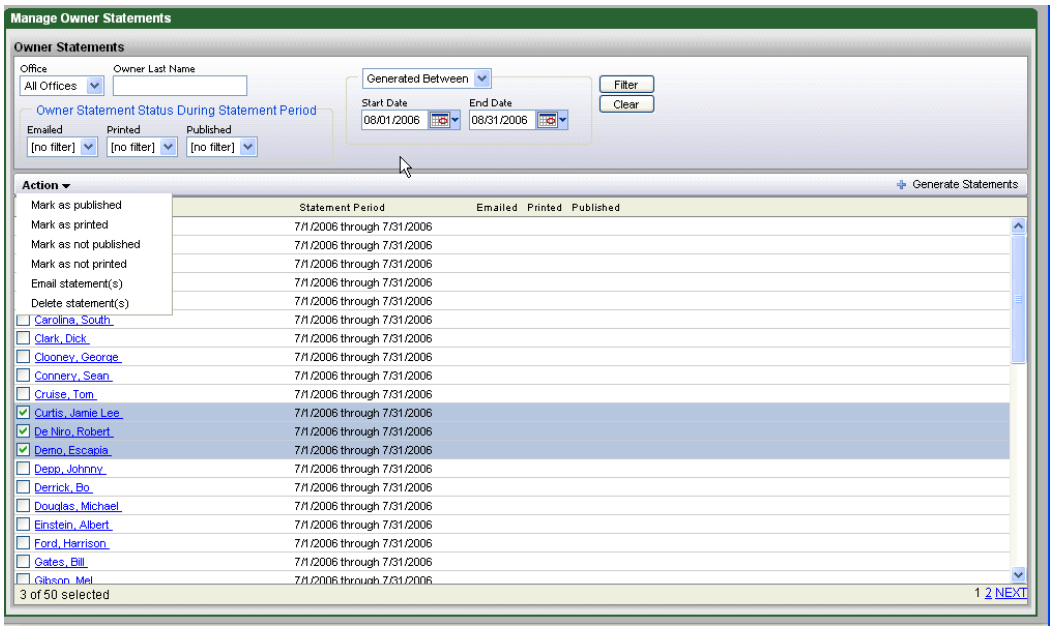
Print Successful | Print Unsuccessful

To print a Statement, click the Printer Icon at the top of the Adobe Reader Screen. When printed statements are complete, click the Print Successful button.

This brings you to the **Manager Owner Statements** program.



You may filter for existing statements from the filter fields listed on the above screen. This program is used to manage your existing statements by checking on the checkbox next to the desired owner's name and selecting an action from the Action Bar dropdown list. The available Actions are:

- Mark as Published—push the statement to the Owner Web tool.
- Mark as Printed
- Mark as Not Published—remove the statement from the Owner Web.
- Mark as Not Printed
- Email Statement(s)
- Delete Statements

Unit 11: Reports

The following table lists the Accounting Menu reports. They are listed by Report Name and the Sub Menu in which they can be found. The Purpose column provides the basic category the report belongs to:

- **Audit**–should be printed and retained for audit purposes.
- **Process**—to assist an ongoing process such as refunding security deposits, tracking payments due, and paying vendors.
- **Reporting**—used in preparing report submissions such as tax reports.
- **Information/projection**—useful information for business analysis.

The Frequency column provides guides for when a specific report should be printed. Most Audit reports should be printed on a monthly basis at month end. Daily and Optional reports are optional operations reports to help track processes. Annual provides year end tax reporting data.

Report Name	Sub Menu	Purpose	Frequency
Booking Revenue Projection	Revenue Projection	Projection	Optional
Charge Revenue Projection	Revenue Projection	Projection	Optional
No Charge Doc Detail Report	Revenue Projection	Projection	Optional
Check Register	Accounts Payable	Audit	Monthly/Daily
Security Deposit Refund	Accounts Payable	Process	Weekly/Daily
Deposits Receivable	Accounts Receivable	Process	Weekly/Daily
Late Deposits	Accounts Receivable	Process	Weekly/Daily
Manual Credit Card Process.	Accounts Receivable	Audit	Daily
Payment Audit	Accounts Receivable	Audit	Monthly/Daily
Bank Register	Banking	Audit	Monthly/Daily
Credit Card Transaction Det.	Banking	Audit	Daily/Monthly
Deposits	Banking	Audit	Monthly
Trust Reconciliation	Banking	Audit	Monthly
Deposit Detail	Banking	Audit	Monthly
Housekeeping Cost Report	Housekeeping	Audit	Monthly
Owner Balance	Owners	Audit	Monthly/Pre A/P
Owner Ledger Report	Owners	Audit	Monthly/Pre A/P
Owner Negative Balance Report	Owners	Audit	Monthly/Pre A/P
Reservation Activity Report	Reservations	Information	Optional/Monthly
Print 1099s	Tax	Reporting	Annual
1099 Detail Report	Tax	Information	Annual
Booking Tax Report	Tax	Reporting	Monthly/Quarterly
Tax Audit Report	Tax	Reporting	Monthly/Quarterly
District Tax Report	Tax	Reporting	Monthly/Quarterly
Occupancy Report	Tax	Reporting	Monthly/Quarterly
Tax Report By Tax Entity	Tax	Reporting	Monthly/Quarterly
Unit Occupancy Tax Report	Tax	Reporting	Monthly/Quarterly
Transactions By Account	Transactions	Audit	Monthly
Transactions By Date	Transactions	Information	Optional
Trial Balance	Trial Balance	Audit	Monthly
Business Summary Trial Balance - By Date	Trial Balance	Audit	Monthly
Business Summary Trial Balance - Monthly By Year	Trial Balance	Audit	Monthly

GL Detail Trial Balance Monthly	Trial Balance	Audit	Monthly
GL Detail Trial Balance YTD	Trial Balance	Audit	Monthly
GL Summary Trial Balance - By Date	Trial Balance	Audit	Monthly
GL Summary Trial Balance - Monthly By Year	Trial Balance	Audit	Monthly
Chart of Accounts	Reports	Information	Optional
General Ledger	Reports	Audit	Monthly
Travel Insurance	Reports	Process	Monthly
Damage Waiver Report	Reports	Process	Monthly
JDT Report	Setup	Audit	Monthly
Unit Management Report	Reports	Audit	Optional

Escapia Support

Knowledge Base

Home Page > Links > Knowledge Base

On Knowledge Base you can….

1. Browse
    - Customer Web Sites Q&A
    - Accounting Q&A
    - Administration Q&A
    - Contact Q&A
    - Correspondence Q&A
    - Login Q&A
    - Reservation Q&A
    - Unit Q&A

2. Search by specific topic or question.

Technical Support Line 1-800-Escapia (x. 3)

Before contacting customer support, please have the following information on hand so that we may assist you the best way possible:

1. Booking Number
2. Date Range
3. Contact Name
4. Detailed description of the issue you are having

Thank you for being part of the **Escapia Family**!