



FRANCHISE
CLOUD
SOLUTIONS

User Guide

version 1.11



FranchiseOps version 1.169-1.226

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Throughout this guide standard page layouts are shown. Your page layouts may look different based on implementation-specific requirements.

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CHAPTER 1

Getting Started

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Introduction

Franchise Cloud Solutions Finance Management is designed especially for the franchise industry. It provides an efficient platform for franchise finance departments to

- » maintain an up-to-date schedule of fees for each franchisee
- » automate the generation of franchisee invoices, including
 - » fixed and royalty-based fees
 - » agreed expenses over and above contract fees
- » record payments against invoices
- » optionally synchronize financial information with external financial systems
- » obtain up-to-date reporting on the critical success factors for the business

Finance Management will help any franchisor

- » increase administrative efficiency
- » reduce errors and omissions
- » comply with tax codes
- » manage on-going relationships with your franchisees

Finance Management provides the tools you need to efficiently manage your business. Together with other Franchise Cloud Solutions products, your business will have all the IT capabilities it needs to grow and win in the marketplace.

Where to start

Finance Management is an application especially designed for the franchise industry running within the award-winning and market-leading Salesforce Platform.

This guide explains how to use Finance Management. You can access individual topics in this guide through

- » the menu to the left of this page, or
- » the search box at the top right of this page,

as shown in the following video.

If you are new to Salesforce, you may benefit from familiarizing yourself with Salesforce basic skills. Refer to the Salesforce User Guide, [Get Started with Salesforce](#).



Get Started with Salesforce

Salesforce, Spring '24



Last updated: April 26, 2024



For more Salesforce user guides, See [Salesforce Downloadable User Guides](#).

Where to start

Finance Management is an application especially designed for the franchise industry running within the award-winning and market-leading Salesforce Platform.

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Get Started with Salesforce

Salesforce, Spring '24



Last updated: April 26, 2024



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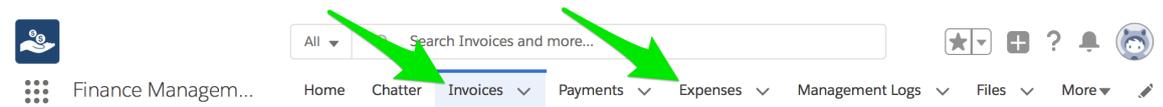
How Salesforce organizes information

Salesforce organizes data into different types of records. Each type of record is stored together.



All invoices are stored in the list of **Invoices**. All expenses are stored in the list of **Expenses**, etc.

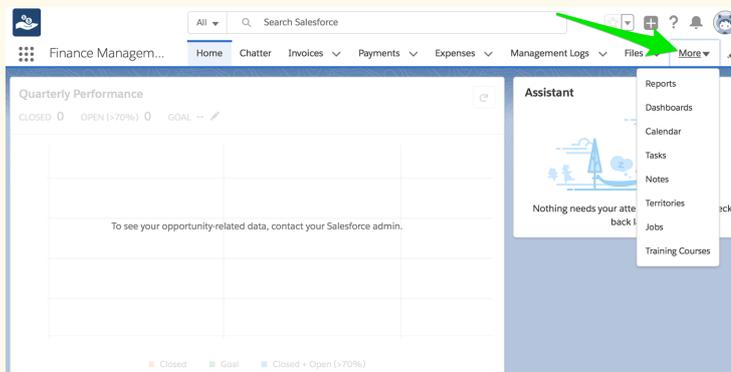
The Salesforce menu provides you access to each different type of record.



Clicking on any of these menus shows you a list of records of this type.



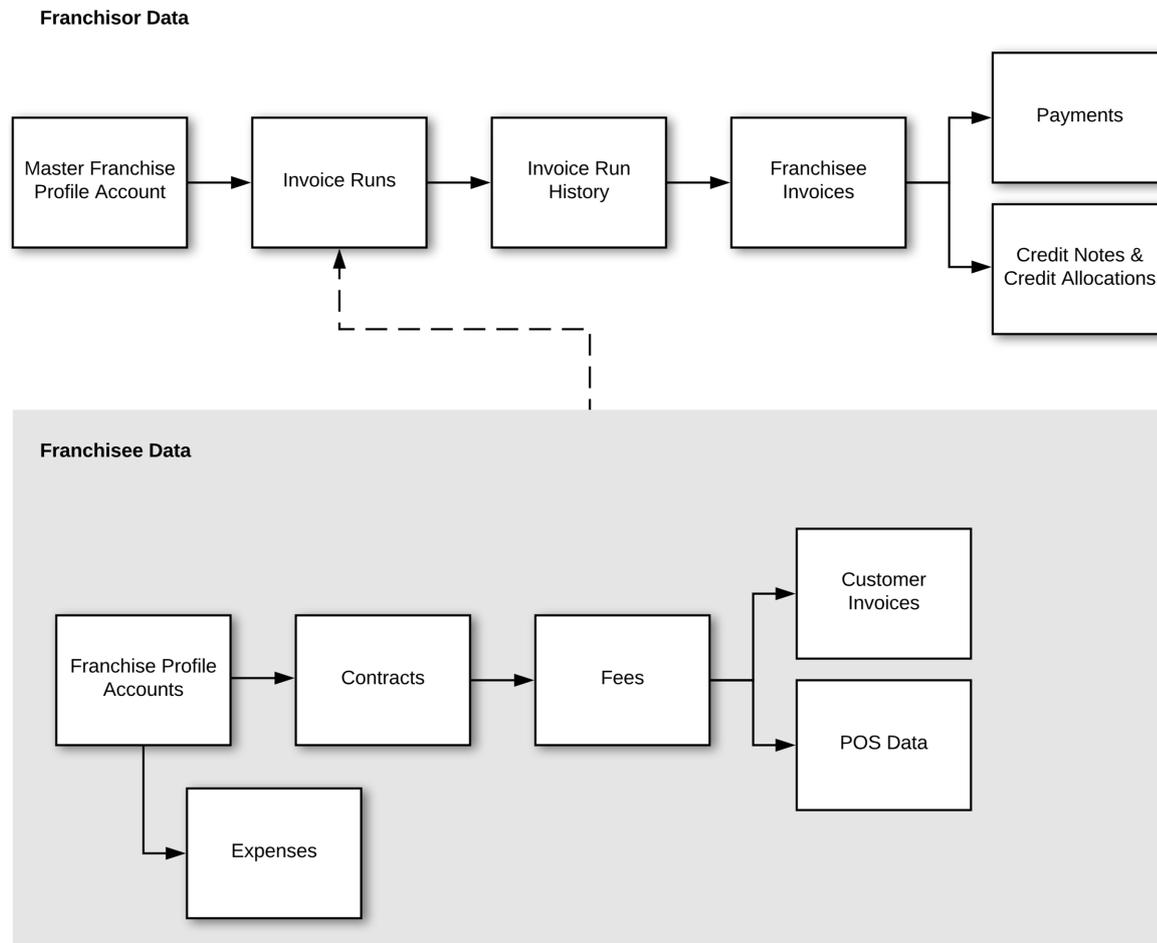
There are likely more menus than can fit on your screen. You can find the rest of the menus under the **More** link.



Overview

Finance Management works by creating records that allow you to capture information and store statuses. Records provide access to a variety of operations, some of which create new records.

The core records within Finance Management are illustrated below, and described in the following table.



Record	Description
Master Franchise Profile Account	The core record that defines the master franchisor's business.
Invoice Runs	An Invoice Run record defines a regular, periodic invoice generation process. Invoices are generated by reading Expenses attached to the Franchise Profile Account and Fees attached to the Franchise Profile Account's Contract. Invoices and POS Data may be used for Fee calculations.

Record	Description
Invoice Run History	The list of invoices generated within a single Invoice Run, together with details such as when and who ran the Invoice Run.
Franchisee Invoices	Invoices issued by the franchisor to the franchisee. Invoices may be automatically generated through Invoice Runs or be created manually.
Payments	A record of the franchisee's payment of an invoice.
Credit Notes	You can use a Credit Note to issue a discount to a franchisee. Credit Notes work together with Credit Allocations to allocate credit to one or more invoices.
Franchisee Profile Account	The core record that defines each individual franchise business.
Contract	An active Contract represents the current contract with the franchisee. Contracts contain fee records that appear in generated contracts and are read by Invoice Runs for automated creation of periodic invoices.
Fee	Contract Fees define the on-going, periodic fixed and royalty-based fees payable by the franchisee.
Expense	Expenses are used to recover incidental business expenses such as additional local advertising campaigns. An expense can be charged to a franchise either as a once off payment or as one of a fixed series of payments. An expense is ideally inserted by the person responsible for making the agreement with the franchisee.
Customer Invoices	Invoices issued by the franchisee to their customers form an optional source for royalty-based fee payments.
POS Data	POS receipts generated by the franchisee on receipt of customer payments is an optional source for royalty-based fee payments.



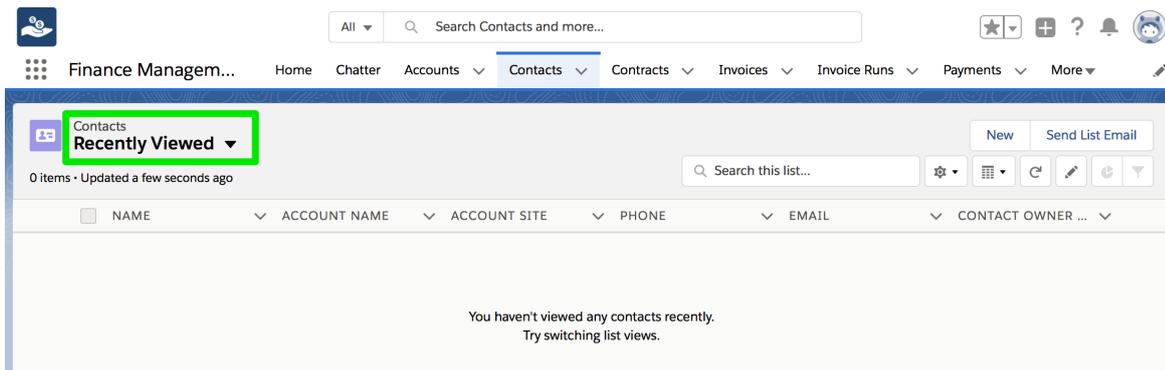
Franchise Profile Accounts, Franchisee Invoices, Payments, Credit Notes and Credit Allocations can optionally be sent to and synchronized from external financial systems.

How to browse information using List Views

When you open a Salesforce menu, you are unlikely to see all the information that Salesforce is storing. The system might be quite unwieldy if it did show you all its information. To help prevent information overload, what it does is show a subset of the information by use of what Salesforce calls a “List View”.

Each List View shows a certain subset of information. Each Salesforce menu already has multiple List Views, and you can create your own.

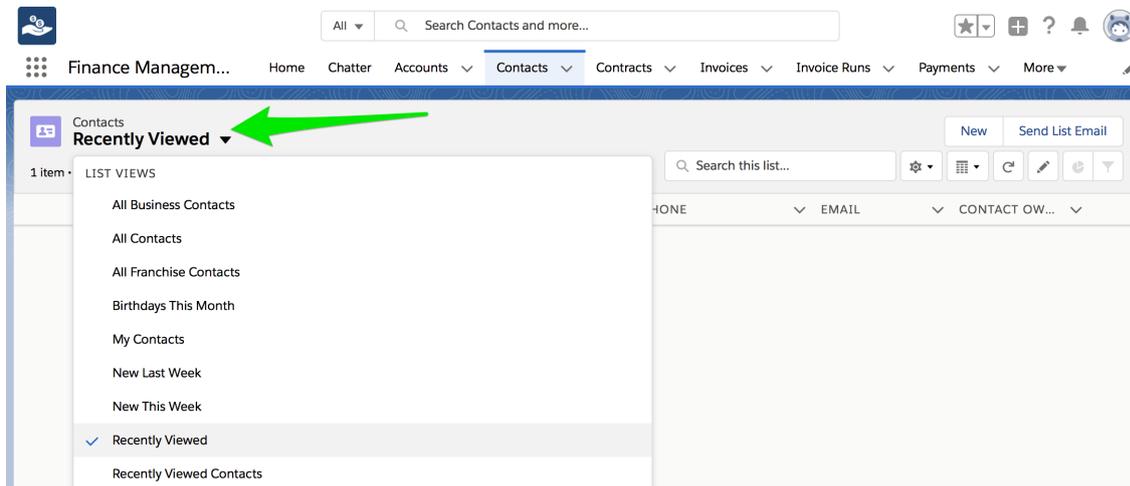
When you first open a menu, the first List View you see is likely to show you an empty list. Salesforce is showing you things you have viewed recently. This is known as the **Recently Viewed List View**.



If this is your first use and you have not yet viewed anything, you will see an empty list.

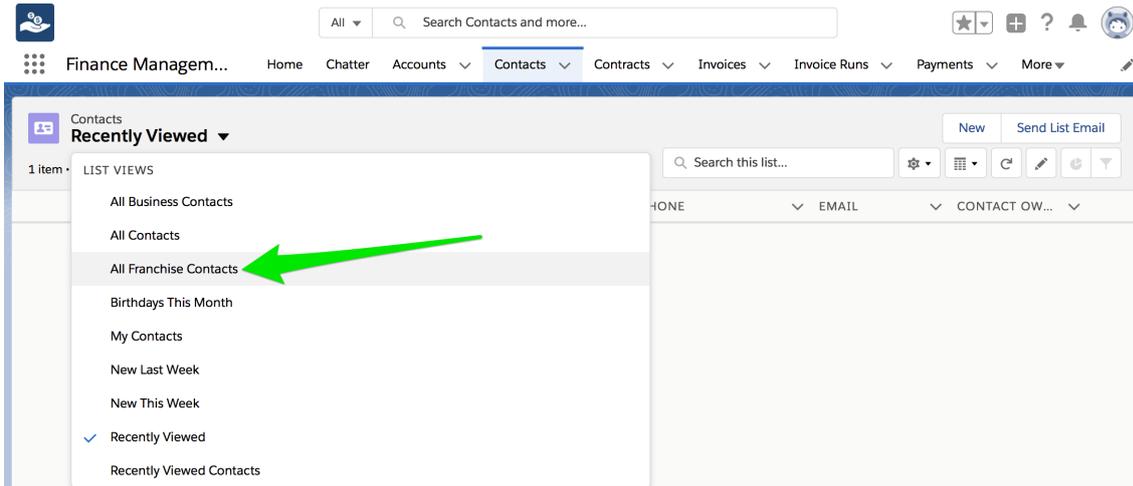
To see some data

1. Click on **Recently Viewed**.



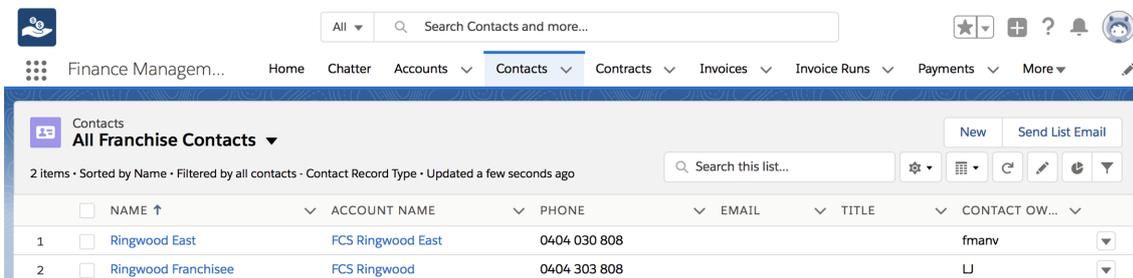
“Recently Viewed” is the name of a list that shows items you have viewed recently. Now that you have clicked on it, you can see the names of other lists.

2. Click on any list containing the word “All.”

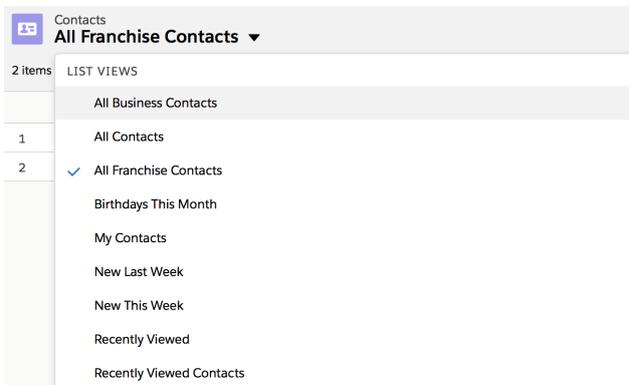


If there is data in your system, this list is likely to show it.

3. You can now see the data displayed by this list view.



4. Now re-open the list view and notice the different types of views.



Each list potentially contains a different subset of records. Salesforce uses list views to make the amount of data you can see manageable.

5. Now click away to a different tab.

The screenshot shows the Salesforce interface with the 'Accounts' tab selected in the navigation bar. The main content area displays the 'All Franchise Contacts' list view. The list contains two items:

	NAME ↑	ACCOUNT NAME	PHONE	EMAIL	TITLE	CONTACT OW...
1	<input type="checkbox"/> Ringwood East	FCS Ringwood East	0404 030 808			fmanv
2	<input type="checkbox"/> Ringwood Franchisee	FCS Ringwood	0404 303 808			LJ

You will see the list of recently viewed **Accounts**, which will be empty if you have not yet viewed any.

6. Now come back to the original tab.

The screenshot shows the Salesforce interface with the 'Accounts' tab selected. The main content area displays the 'Recently Viewed' list view, which is currently empty. The message below the list reads: "You haven't viewed any contacts recently. Try switching list views."

If you see an empty list, it is because Salesforce is showing you the **Recently Viewed** list.



While this behavior might be surprising when you are just getting started, in practice it is very useful. Most of the time, we want to work on records we have recently viewed. Of course, if you had clicked on one of the records, this list wouldn't be empty. It would show the item you had clicked on.



Take some time to go through each of the list views in the system. Get to know the sort of available list views. Understanding what is available will help you find the right information at the right time.

Key list views

In addition to the standard Salesforce list views, Finance Management ships with its own range of useful list views. Familiarizing yourself with these list views will help you quickly become proficient in locating information. A summary of the standard list views appears in the table below.

Record type	List Name	Description
Accounts	Business Accounts	The list of business customers.
	Individual Accounts	The list of potential franchisees (related to your business entity) and individual and household customers (owned by franchisees).
	Franchise Profile Accounts	The list of Franchise Profile Accounts. These are the entities operating the licensed franchise territories. Each Franchise Profile Account belongs to a Master Franchise Profile.
	Employment Candidate Accounts	Any accounts representing potential employees.
	Master Franchise Profile Accounts	The list of accounts representing Master Franchisor entities. Each Master Franchise Profile contains a list of Franchise Profile Accounts and Territories belonging to it.
Contacts	All Business Contacts	Records representing individuals that are attached to business customers of your franchisees.
	All Franchise Contacts	Records representing individuals that are attached to Franchise Profile Accounts. These typically represent franchisees, potential franchisees, their business associates and employees.
Contracts	All Activated Contracts	Contracts that are activated.
	All Draft Contracts	Contracts that are draft.
	Expiring Contracts	Contracts that are expiring in the next seven months.
	Expiring Contracts, Notifications Pending	Contracts that are expiring in the next seven months who have been sent a notification.

Record type	List Name	Description
Invoices	Head Office Invoices - Not Sent	Generated invoices that have not yet been sent to franchisees.
	Head Office Invoices - Sent	Generated invoices that have been sent to franchisees.

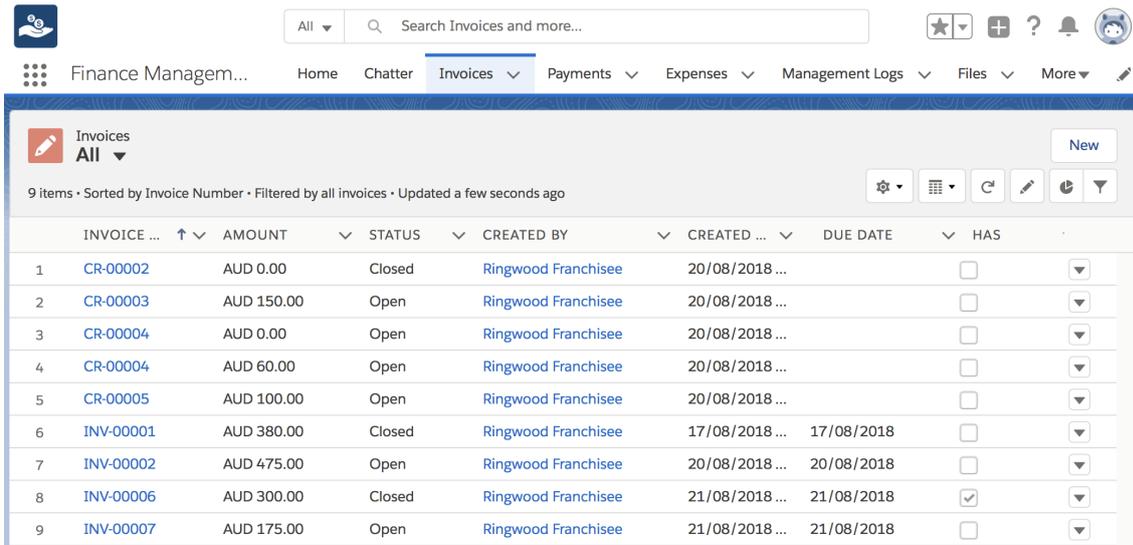
How to customize a list view

Once you have become familiar with the list views that are already available, you might want to configure your own list view to meet your particular need.

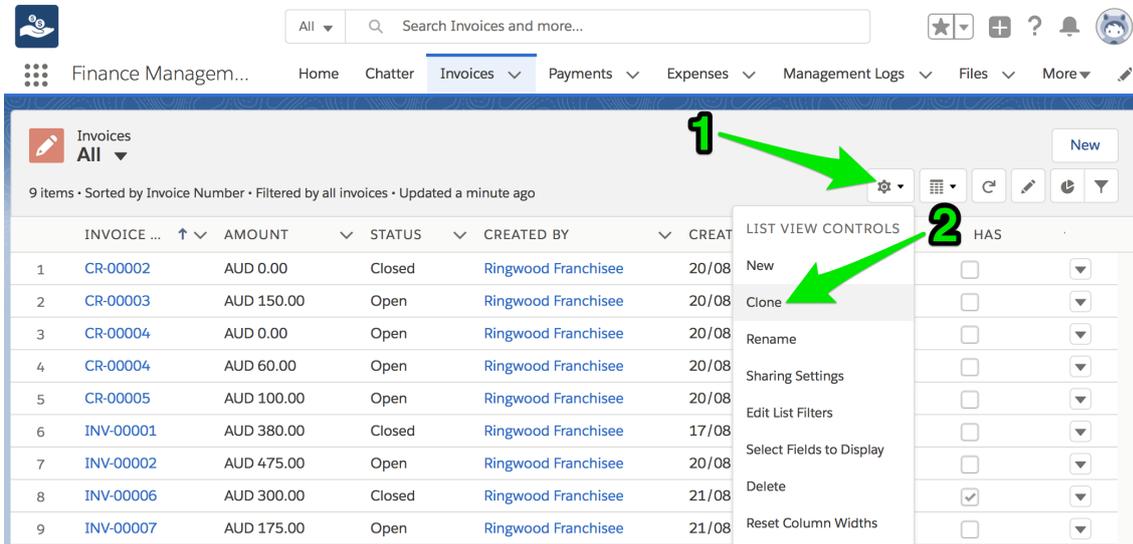
 Imagine you want to see the list of invoices with money outstanding. You could create a list view to show **Invoices with Money Owing**.

To modify an existing list view

1. Select the list view you want to copy.



2. Open the List View Control and choose Clone.



The Clone List View dialog box appears.

3. Enter the new List Name and press Save.

Clone List View

List Name

Invoices with Money Owing

Who sees this list view?

Only I can see this list view

All users can see this list view

Cancel Save

The newly named list view appears together with its filter pane.

4. Choose the Add Filter link to add an extra filter condition.

Finance Management... Home Chatter Invoices Payments Expenses Management Logs Files More

Invoices Invoices with Money Owing

9 items • Sorted by Invoice Number • Filtered by all invoices • Updated a few seconds ago

INVOICE ...	AMOUNT	STATUS	CREATED BY	CREATED ...
1 CR-00002	AUD 0.00	Closed	Disputed Expenses	20/08/2018
2 CR-00003	AUD 150.00			
3 CR-00004	AUD 0.00			
4 CR-00004	AUD 60.00			
5 CR-00005	AUD 100.00			
6 INV-00001	AUD 380.00			
7 INV-00002	AUD 475.00			
8 INV-00006	AUD 300.00			
9 INV-00007	AUD 175.00			

Field: Account Age

Operator: equals

Value:

Done

Filter by Owner: All invoices

Matching all of these filters

New Filter*

Add Filter Remove All

Add Filter Logic

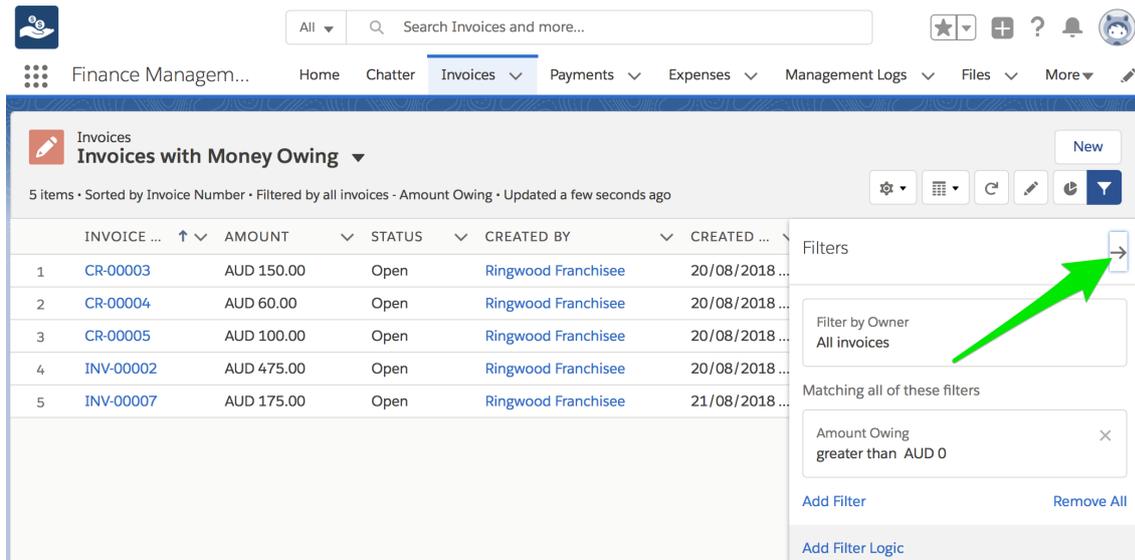
5. Use the Field, Operator and Value fields to set the new condition, then press Done.

The screenshot shows the 'Invoices with Money Owing' list view. A filter dialog is open over the table. The dialog has three sections: 'Field' with a dropdown menu showing 'Amount Owing' (labeled 1), 'Operator' with a dropdown menu showing 'greater than' (labeled 2), and 'Value' with a text input field containing '0' (labeled 3). A green arrow labeled 4 points to the 'Done' button at the bottom right of the dialog. The background shows a table with 9 items, sorted by Invoice Number, with columns for INVOICE, AMOUNT, STATUS, CREATED BY, and CREATED.

6. Now press Save.

The screenshot shows the same 'Invoices with Money Owing' list view. The filter dialog is now closed, and the filter 'Amount Owing* greater than 0' is visible in the filter panel on the right. A green arrow points to the 'Save' button in the top right corner of the dialog area. The table now shows 9 items, with the 'STATUS' column visible, and the filter is applied to the list.

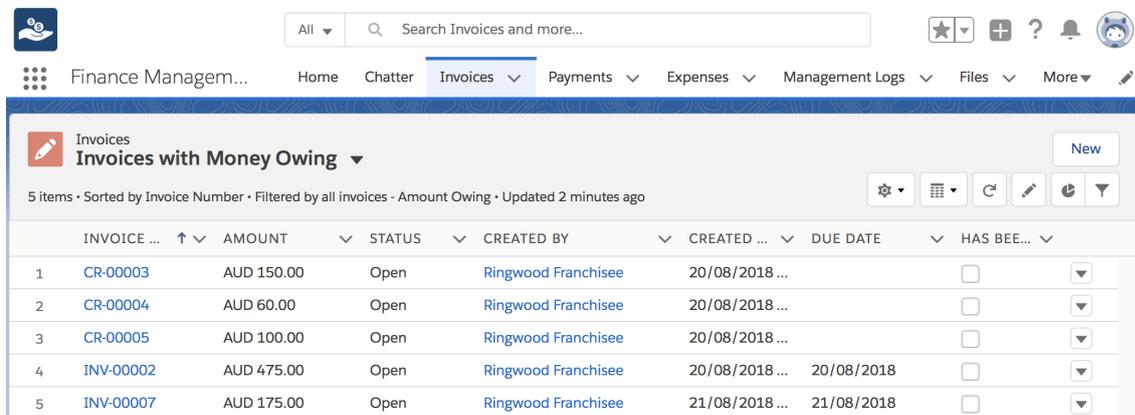
7. Press the arrow to remove the Filters pane.



The screenshot shows the 'Invoices with Money Owing' list view. The table has columns: INVOICE, AMOUNT, STATUS, CREATED BY, and CREATED. The Filters pane is open on the right, showing a filter for 'Filter by Owner: All invoices' and 'Amount Owing greater than AUD 0'. A green arrow points to the close button (arrow icon) in the top right corner of the Filters pane.

INVOICE ...	AMOUNT	STATUS	CREATED BY	CREATED ...
1 CR-00003	AUD 150.00	Open	Ringwood Franchisee	20/08/2018...
2 CR-00004	AUD 60.00	Open	Ringwood Franchisee	20/08/2018...
3 CR-00005	AUD 100.00	Open	Ringwood Franchisee	20/08/2018...
4 INV-00002	AUD 475.00	Open	Ringwood Franchisee	20/08/2018...
5 INV-00007	AUD 175.00	Open	Ringwood Franchisee	21/08/2018...

Now you can see your newly modified list view.



The screenshot shows the 'Invoices with Money Owing' list view after the Filters pane has been closed. The table now includes a 'DUE DATE' column. The 'HAS BEE...' column has checkboxes and dropdown arrows.

INVOICE ...	AMOUNT	STATUS	CREATED BY	CREATED ...	DUE DATE	HAS BEE...
1 CR-00003	AUD 150.00	Open	Ringwood Franchisee	20/08/2018 ...		<input type="checkbox"/> ▾
2 CR-00004	AUD 60.00	Open	Ringwood Franchisee	20/08/2018 ...		<input type="checkbox"/> ▾
3 CR-00005	AUD 100.00	Open	Ringwood Franchisee	20/08/2018 ...		<input type="checkbox"/> ▾
4 INV-00002	AUD 475.00	Open	Ringwood Franchisee	20/08/2018 ...	20/08/2018	<input type="checkbox"/> ▾
5 INV-00007	AUD 175.00	Open	Ringwood Franchisee	21/08/2018 ...	21/08/2018	<input type="checkbox"/> ▾



Making list views customized for your requirements will make your work much more efficient and enjoyable.

How to create your own list view

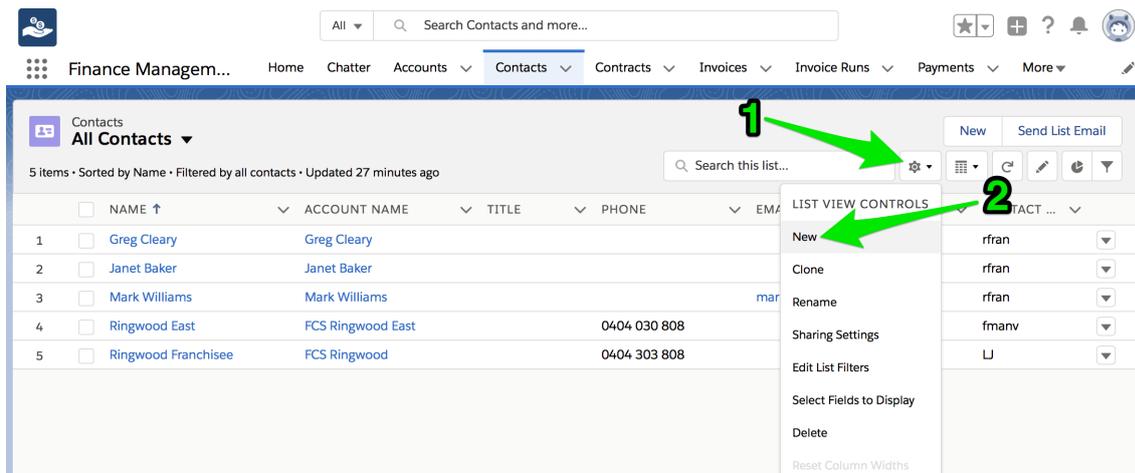
Creating your own list view can be a useful way to quickly access data.



In this example, we're going to create a list view to show us contacts in our State or Territory.

To create a new list view

1. Open the List View Control and choose New.



2. Enter the new List Name and press Save.

New List View

* List Name

Who sees this list view?

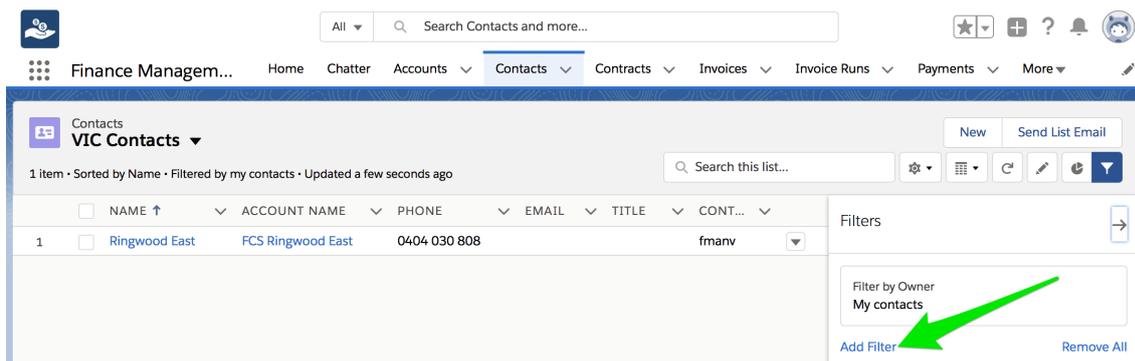
Only I can see this list view

All users can see this list view ⓘ

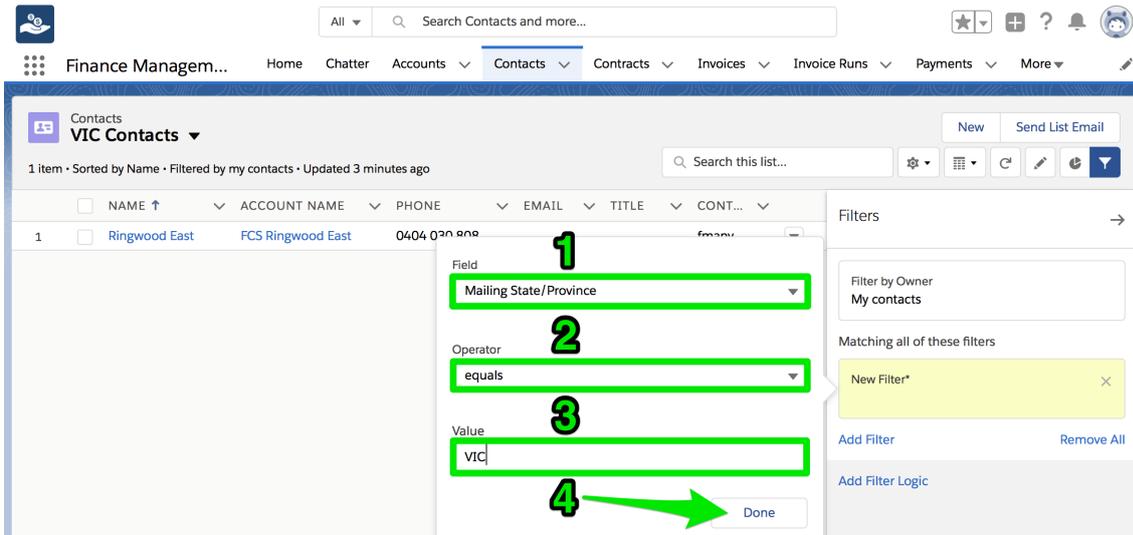
Share list view with groups of users ⓘ

The newly named list view appears together with its filter pane.

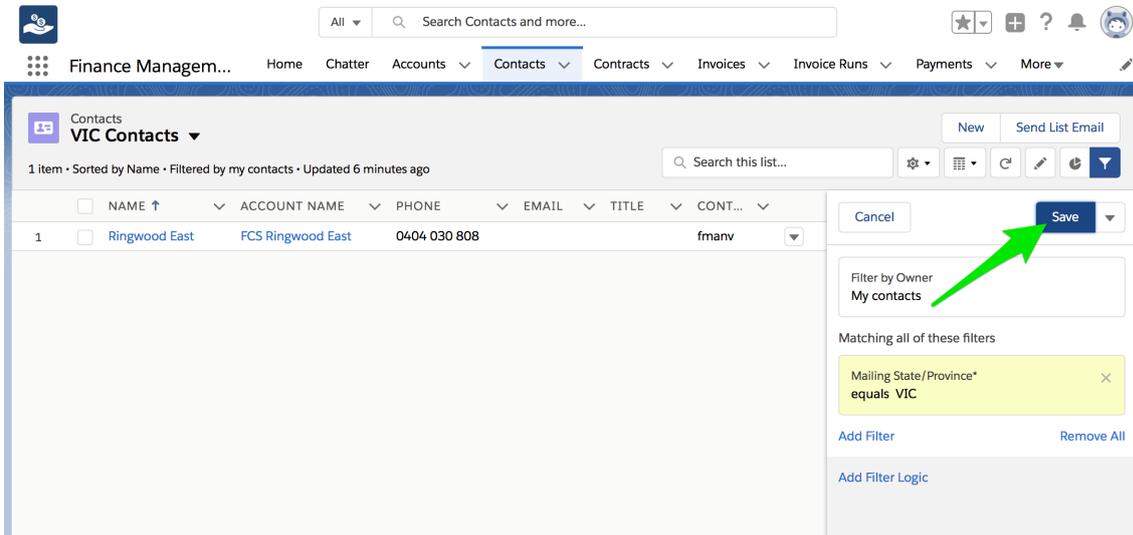
3. Choose the Add Filter link to add an extra filter condition.



4. Use the Field, Operator and Value fields to set the new condition, then press Done.



5. Press Save.



6. Press the arrow to remove the Filters pane.

The screenshot shows the 'VIC Contacts' list view. The table contains one contact: Ringwood East, FCS Ringwood East, 0404 030 808, fmanv. The 'Filters' pane is open on the right, showing a filter for 'Mailing State/Province equals VIC'. A green arrow points to the close button (a right-pointing arrow) in the top right corner of the Filters pane.

7. Now you can see your newly modified list view.

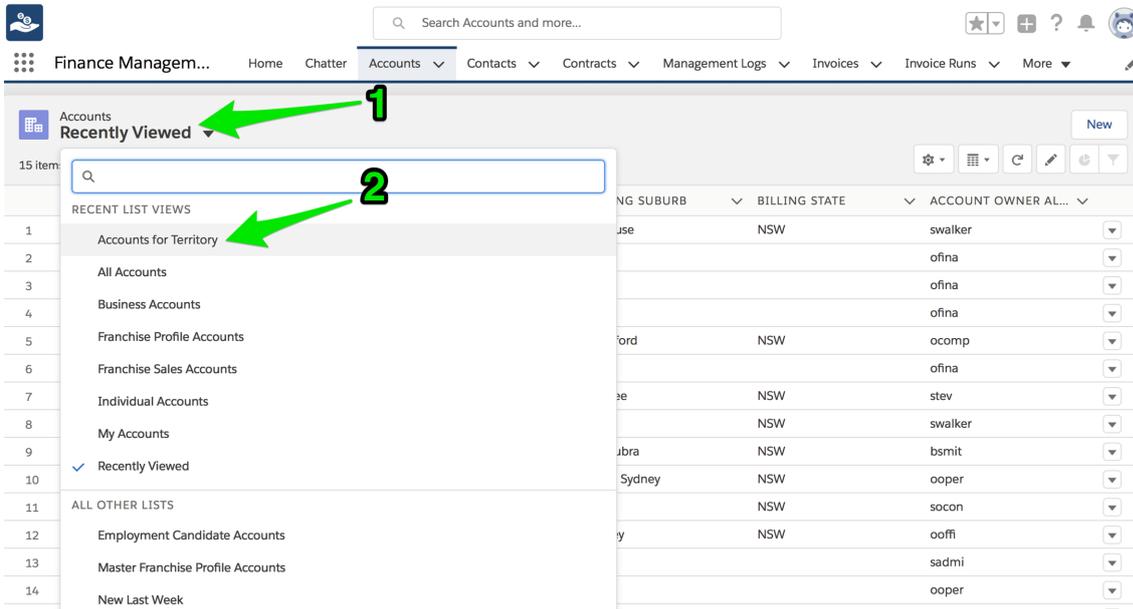
The screenshot shows the 'VIC Contacts' list view after the Filters pane has been removed. The table now shows columns for NAME, ACCOUNT NAME, PHONE, EMAIL, TITLE, and CONTACT OW... The contact 'Ringwood East' is still present with the same details.

How to add columns to a list view

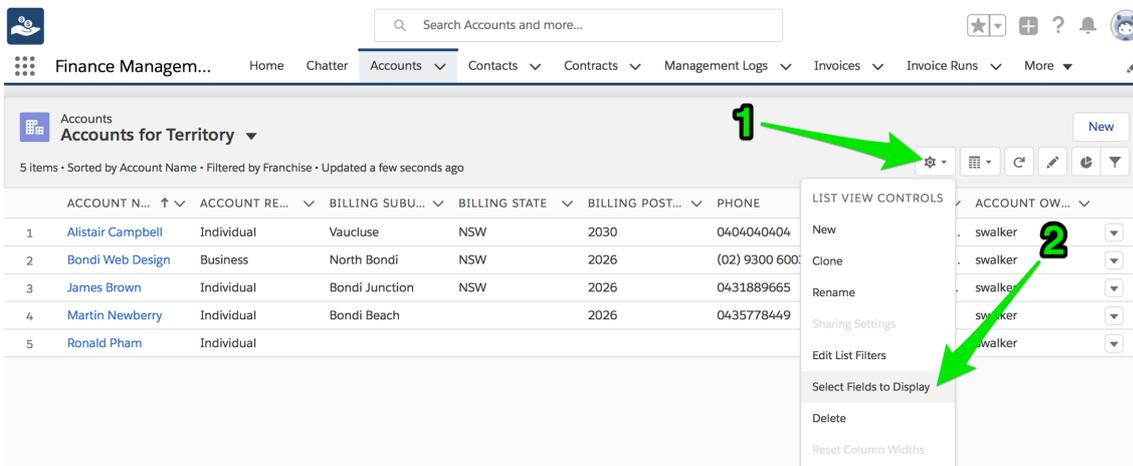
You can add columns to any custom list view.

To add columns to a custom list view

1. From **Recently Viewed**, select a custom list.



2. Open the **List View Control** and choose **Select Fields to Display**.



3. From Available Fields, select the fields you want to make visible.

Select Fields to Display

Available Fields	Visible Fields
Field Manager	Account Name
First Name	Account Record Type
Franchise	Billing Suburb
Gross Profit Actual	Billing State
Gross Profit Target	Billing Postcode
Has Overdue Balance	Phone
Home Phone	Email
Hourly Cost	Account Owner Alias
Inactive Reason	
Industry	
Initial Contact Date	

Cancel Save

4. Now remove any fields you want not to display.

Select Fields to Display

Available Fields	Visible Fields
Field Manager	Account Name
First Name	Account Record Type
Gross Profit Actual	Billing Suburb
Gross Profit Target	Billing State
Has Overdue Balance	Billing Postcode
Home Phone	Phone
Hourly Cost	Email
Inactive Reason	Account Owner Alias
Industry	Franchise
Initial Contact Date	
Insurance End Date	

Cancel Save

5. Sort the fields into the order you want to see.

Select Fields to Display

Available Fields

- FAC Nomination
- FAC Since
- Fax
- Field Manager
- First Name
- Gross Profit Actual
- Gross Profit Target
- Has Overdue Balance
- Home Phone
- Hourly Cost
- Inactive Reason

Visible Fields

- Account Name
- Account Record Type
- Franchise**
- Phone
- Email
- Account Owner Alias

2

1

6. When you have selected all the fields you want to see, press **Save**.

Select Fields to Display

Available Fields

- FAC Nomination
- FAC Since
- Fax
- Field Manager
- First Name
- Gross Profit Actual
- Gross Profit Target
- Has Overdue Balance
- Home Phone
- Hourly Cost
- Inactive Reason

Visible Fields

- Account Name
- Account Record Type
- Franchise**
- Phone
- Email
- Account Owner Alias

1

Now you can see the updated list.

Search Accounts and more...

Finance Management... Home Chatter Accounts Contacts Contracts Management Logs Invoices Invoice Runs More

Accounts Accounts for Territory New

5 items • Sorted by Account Name • Filtered by Franchise • Updated a few seconds ago

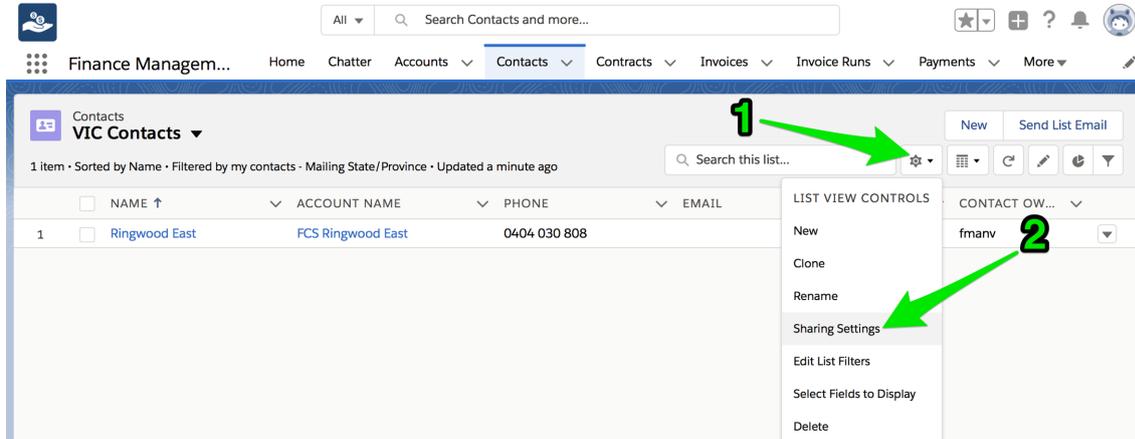
	ACCOUNT NAME ↑	ACCOUNT RECORD T...	FRANCHISE	PHONE	EMAIL	ACCOUNT OWNER AL...
1	Alistair Campbell	Individual	FCS Bondi Beach	0404040404	a.campbell@gmail.com.ux	swalker
2	Bondi Web Design	Business	FCS Bondi Beach	(02) 9300 6003	info@bondiwebdesign.com	swalker
3	James Brown	Individual	FCS Bondi Beach	0431889665	mike+test@franchiseclou...	swalker
4	Martin Newberry	Individual	FCS Bondi Beach	0435778449		swalker
5	Ronald Pham	Individual	FCS Bondi Beach			swalker

How to share list views

You can share your list views with your colleagues.

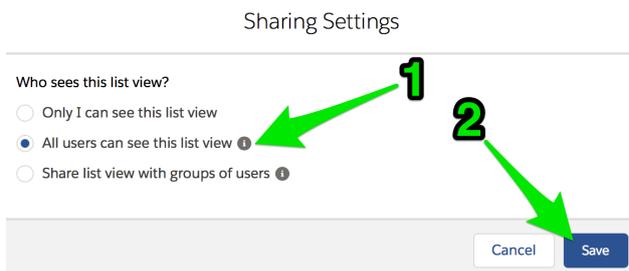
To share a list view

1. Select a custom list view that you want to share with others.
2. Open the **List View Control** and choose **Sharing Settings**.



The **Sharing Settings** dialog box appears.

3. Select **All users can see this list view** and press **Save**.



You have now shared a list view with everyone.

 The shared list view can now be edited by anyone with the **Manage Public List Views** permission.

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Working with Contracts

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Understanding contracts

Contracts record current and historical fees. They are stored so that they are machine-readable, and are used for invoice calculation. Machine-readable fee records make invoicing a highly efficient and reliable way of generating invoices that are guaranteed to conform to the contract.

Contract Statuses

Contract statuses provide a convenient way to keep track of the status of each contract. By managing contracts through each status, Finance Management helps you focus on efficiently growing your business.

You can see the status of each contract by looking at the contract status indicator.



Two more statuses become available after signing.



Here is a summary of each contract status.

Draft

When a contract is first created it is placed in the Draft status. The Draft status is where all the relevant details of the contract are entered and edited. The Draft status is complete when it matches the contract you have (or will) provide to the franchisee for consideration.

Documents issued

Documents issued status represents the period when the contract is issued to the franchisee for review and signing. Documents will be generated and sent to the franchisee for consideration during this status.

Signed

Contract signed records the date at which the contract is signed by the franchisee.



In compliance with the Australian Competition & Consumer Commission Franchising Code of Conduct, there must be fourteen days between the Documents Issued Date and the Customer Signed Date.

Activated

Signed contracts will automatically activate when the commencement date is reached.

Contract fees

Understanding contract fees

In Finance Management, contracts contain fee records. Fee records are used to document financial aspects of the contractual agreement with a franchisee. They are also used to calculate fees for inclusion on periodic invoices. Generating invoices using contract fees saves labor, increases accuracy and allows Finance Management to maintain records of all invoiced fees for compliance purposes.

Each fee record specifies two types of information

- » Fee period– the start date, end date and cycle at which the fee is charged
- » Fee calculation – how a fee is calculated each time it is invoiced

The screenshot shows a web interface for a fee record. At the top, there is a header with a green icon, the text 'Fee Fee-000024', and three buttons: 'Edit', 'Delete', and 'Clone Fee'. Below this is a 'DETAILS' section. The details are organized into two columns. The left column contains: 'Fee Number' (Fee-000024), 'Summary' (System Royalty), 'Type' (Management Fee), 'Start Date' (1/08/2018), 'End Date', and 'Description' (Royalty for franchisor landmark, systems and knowledge of production.). The right column contains: 'Contract' (0000108), 'Cycle' (Monthly), 'Reason For Change', and 'Last Invoiced' (28/08/2018). Below the details is a 'Fee Calculation' section, which is expanded. It contains: 'Calculation Type' (Royalty), 'Amount Inc Tax', 'Quantity', 'Royalty Source' (Invoice), and 'Royalty Rate' (3.00%).

Fee period

Fee calculation

Fee periods

Fee periods define how often a fee is collected within the given duration. The duration is defined by the start and end dates, and the frequency is defined by the selected cycle.

Start and End Dates

The period over which fees are charged begin at the date specified by *Start Date*. Setting an *End Date* is optional. When there is no *End Date*, the fee will be charged in every successive cycle until the contract is deactivated. When you do set *End Date*, this fee will not be charged after the specified date.

 Fee
Fee-000024

[Edit](#) [Delete](#) [Clone Fee](#)

DETAILS

Fee Number Fee-000024	Contract ⓘ 0000108
Summary ⓘ System Royalty	Cycle ⓘ Monthly
Type ⓘ Management Fee	Reason For Change ⓘ
Start Date ⓘ 1/08/2018	Last Invoiced ⓘ 28/08/2018
End Date ⓘ	

Description ⓘ
Royalty for franchisor brandmark, systems and knowledge of production.

∨ Fee Calculation

Calculation Type ⓘ Royalty	Royalty Source ⓘ Invoice
Amount Inc Tax ⓘ	Royalty Rate ⓘ 3.00%
Quantity ⓘ	



When you perform annual fee adjustments for CPI increases, it is useful to set the expiring fee's *End Date* and to create a new fee record to represent the adjusted fee value. That way you maintain a record of the value of all fees that have been charged under that contract.

Cycles

Each fee has a specified cycle.

 Fee
Fee-000024 Edit Delete Clone Fee

DETAILS

Fee Number Fee-000024	Contract ⓘ 00000108
Summary ⓘ System Royalty	Cycle ⓘ Monthly
Type ⓘ Management Fee	Reason For Change ⓘ
Start Date ⓘ 1/08/2018	Last Invoiced ⓘ 28/08/2018
End Date ⓘ	

Description ⓘ
Royalty for franchisor brandmark, systems and knowledge of production.

▼ Fee Calculation

Calculation Type ⓘ Royalty	Royalty Source ⓘ Invoice
Amount Inc Tax ⓘ	Royalty Rate ⓘ 3.00%
Quantity ⓘ	

Available cycles are

- » Daily
- » Weekly
- » Fortnightly (every second week)
- » Monthly
- » Quarterly
- » Annually

Using different cycles for different fees allows you the flexibility of charging fees at different frequencies.



For example, a contract may use a fixed annual fee, a monthly fee based on invoices, and a weekly fee based on POS receipts.



You will need at least one Invoice Run for each different cycle set on the fees. See “Working with Invoice Runs” on page 63.

Fee types

Some franchisors issue multiple monthly invoices.



For example, they may issue management fees on the first of the month and POS-based royalties on the fifteenth day of the month.

To enable multiple invoices to be issued using the same cycle, Finance Management allows you distinguish fees of one type from another.

Fee
Fee-000024

Edit Delete Clone Fee

DETAILS

Fee Number Fee-000024	Contract 00000108
Summary System Royalty	Cycle Monthly
Type Management Fee	Reason For Change
Start Date 1/08/2018	Last Invoiced 28/08/2018
End Date	

Description
Royalty for franchisor landmark, systems and knowledge of production.

Fee Calculation

Calculation Type Royalty	Royalty Source Invoice
Amount Inc Tax	Royalty Rate 3.00%
Quantity	

When you are constructing an Invoice Run, you can choose to select specific types of fees into the run. Typical examples of fee types are management fees, software subscriptions, advertising and communications levies.



The fee type will often also appear on the generated invoice beside the fee name in order to help franchisees understand what the fee is for.

Fee calculations

Fee calculations describe the way in which fees are calculated every invoice cycle. There are two types of fee calculations

- » Fixed fees – fees that levy specific dollar amounts
- » Royalties – fees that are levied in proportion to invoice or POS values

Fixed fees

Fixed fees represent concrete dollar amounts. When you complete a fixed fee, you need to specify that the Calculation Type is *Fixed*, the value of the Amount Inc Tax, and the Quantity.

Fee
Fee-000023
Edit Delete Clone Fee

DETAILS

Fee Number Fee-000023	Contract ? 0000108
Summary ? Management Fees	Cycle ? Monthly
Type ? Management Fee	Reason For Change ?
Start Date ? 1/08/2018	Last Invoiced ? 28/08/2018
End Date ?	
Description ?	

▼ Fee Calculation

Calculation Type ? Fixed	Royalty Source ?
Amount Inc Tax ? AUD 1,002.00	Royalty Rate ?
Quantity ? 1	

Quantity allows you to treat the Amount Inc Tax as if it represents a package.



For example, you might offer your franchisees “advertising packages,” where the franchisee may select additional packages. Where a franchisee selects two package units, you can enter the Quantity as 2 in order to double the amount charged for this particular fee.



The per unit Amount Inc Tax, Quantity and calculated sub-total usually all display on the franchisee invoice, depending on the configuration of your invoice template.

Royalty fees

Royalty fees represent fees that vary in proportion to a measure of business activity. Available measures include

- » Invoice – the value of invoices issued in the given period
- » POS – the value of POS transactions in the given period



POS data is imported into Finance Management from a POS data provider.

When you complete a royalty fee, you need to specify that the Calculation Type is *Royalty*, the Royalty Source is either *Invoice* or *POS*, and the Rate is set to a percentage value.

DETAILS

Fee Number Fee-000024	Contract ⓘ 0000108
Summary ⓘ System Royalty	Cycle ⓘ Monthly
Type ⓘ Management Fee	Reason For Change ⓘ
Start Date ⓘ 1/08/2018	Last Invoiced ⓘ 28/08/2018
End Date ⓘ	
Description ⓘ Royalty for franchisor brandmark, systems and knowledge of production.	

▼ Fee Calculation

Calculation Type ⓘ Royalty	Royalty Source ⓘ Invoice
Amount Inc Tax ⓘ	Royalty Rate ⓘ 3.00%
Quantity ⓘ	

How to view all fees on a contract

Here is the best way to see all the fees on a contract.

To view all fees on a contract

1. From the **Contract**, select the **Related** tab.

The screenshot shows the Salesforce interface for a contract. At the top, there is a navigation bar with 'Contracts' selected. Below this, the contract details for 'Contract 00000107' are displayed, including account name 'FCS Ringwood', status 'Activated', start date '1/08/2018', end date '31/07/2020', and term '24' months. A progress bar shows the contract status as 'Activated'. The 'Related' tab is selected, and a green arrow points to it. The 'Details' section shows contract owner 'Loryn Jenkins', status 'Activated', account name 'FCS Ringwood', and other details. The 'Activity' section shows filters and next steps.

Account Name	Status	Contract Start Date	Contract End Date	Contract Term (months)
FCS Ringwood	Activated	1/08/2018	31/07/2020	24

Related **Details**

Contract Owner Loryn Jenkins	Contract Number 00000107
Status Activated	Contract Version Number 1
Account Name FCS Ringwood	Territory Ringwood VIC
Type Of Agreement Initial	Master Franchise Profile VIC Master
Contract Start Date 1/08/2018	Purchase History PH-000006
Commencement Date 1/08/2018	Previous Contract
Contract Term (months) 24	Number Of Further Terms 5 (Five)
Contract End Date 31/07/2020	Further Term Duration (months) 12
Unexpired Contract Months 24	

Activity

Email

Create new... Add

Filters: All time · All activities · All types

Refresh Expand All

Next Steps More Steps

No next steps. To get things moving, add a task or set up a meeting.

Past Activities

No past activity. Past meetings and tasks marked as done show up here.

Load More Past Activities

2. From the Fees section, press View All.

The screenshot shows the Salesforce interface for Contract 00000107. The top navigation bar includes 'Finance Managem...', 'Home', 'Chatter', 'Accounts', 'Contacts', 'Contracts', 'Invoices', 'Invoice Runs', 'Payments', and 'More'. The contract details section shows 'Account Name: FCS Ringwood', 'Status: Activated', 'Contract Start Date: 1/08/2018', 'Contract End Date: 31/07/2020', and 'Contract Term (months): 24'. Below this is a progress bar with stages: 'Activated' (highlighted), 'Deactivation in Pro...', and 'Deactivated'. The 'Details' section is active, showing 'Related' items. A table lists 'Fees (2)':

FEE NUMBER	TYPE	CALCULATION TYPE	AMOUNT INC TAX
Fee-000022	Management Fee	Royalty	
Fee-000021	Management Fee	Fixed	AUD 1,001.00

At the bottom of the table, there is a 'View All' link with a green arrow pointing to it. To the right, the 'Activity' section shows an 'Email' activity with a 'Create new...' button and an 'Add' button. Filters are set to 'All time · All activities · All types'.

The Fees list appears with a summary of fee details.

The screenshot shows the detailed 'Fees' list for Contract 00000107. The page title is 'Contracts > 00000107 Fees'. It shows '2 items · Sorted by Fee Number · Updated a few seconds ago'. The table lists the following details:

	FEE NUMBER ↓	TYPE	CALCULATIO...	AMOUNT INC TAX	ROYALTY RATE	START DATE	END DATE
1	Fee-000022	Management Fee	Royalty		3.00%	1/08/2018	
2	Fee-000021	Management Fee	Fixed	AUD 1,001.00		1/08/2018	

How to add a contract fee

Contract fees are typically added:

- » during contract negotiation
- » at the conclusion of contract negotiation
- » during the operation of the contract as allowed for within the contract terms



While the system does not monitor changes in the contract fee schedule, any changes after signing not already provided for by the terms of the contract requires signing a variation to the contract. The system does not monitor or flag the need for variations based on fee changes. Contract variations can be issued using Operations Management. Refer to the Operations Management User Guide for more information.

To add a new fee

1. View all fees on a contract. See “How to view all fees on a contract” on page 34.
2. From the **Fees** list, press **New**.

The screenshot shows the Salesforce interface for a contract. The top navigation bar includes 'Finance Managem...', 'Home', 'Chatter', 'Accounts', 'Contacts', 'Contracts', 'Invoices', 'Invoice Runs', 'Payments', and 'More'. The 'Contracts' tab is selected. Below the navigation bar, the breadcrumb path is 'Contracts > 00000107'. The main content area is titled 'Fees' and shows a list of 2 items, sorted by Fee Number. A green arrow points to the 'New' button in the top right corner of the list.

FEE NUMBER ↓	TYPE	CALCULATIO...	AMOUNT INC TAX	ROYALTY RATE	START DATE	END DATE
1	Fee-000022	Management Fee	Royalty	3.00%	1/08/2018	
2	Fee-000021	Management Fee	Fixed	AUD 1,001.00	1/08/2018	

3. In the **New Fee** dialog box, configure the fee information.

New Fee

Information

Fee Number	* Contract 00000225
* Summary Software Subscription	* Cycle Monthly
* Type Software Subscription	Reason For Change Launch of new Business Management software.
* Start Date 1/01/2018	Last Invoiced
End Date	
Description World's best CRM software for franchise businesses.	

Fee Calculation

* Calculation Type --None--	Royalty Source --None--
Amount Inc Tax	Royalty Rate
Quantity	

System Information

Currency
Australian Dollar

Cancel Save & New Save

 Cycle and Type can affect which invoice run includes this fee. See “Understanding invoice runs” on page 64.

4. Complete the **Fee Calculation**.
 - » For a fixed fee, How to configure a fixed fee.
 - » For a royalty, How to configure a royalty.
5. When complete, press **Save**.

How to configure a fixed fee

Fixed fees enable you to charge a specified amount per contract cycle.

To configure a fixed fee

1. From the Calculation Type field, select *Fixed*.

New Fee

Information

Fee Number		* Contract	<input type="text" value="00000225"/>
* Summary	<input type="text" value="Software Subscription"/>	* Cycle	<input type="text" value="Monthly"/>
* Type	<input type="text" value="Software Subscription"/>	Reason For Change	<input type="text" value="Launch of new Business Management software."/>
* Start Date	<input type="text" value="1/01/2018"/>	Last Invoiced	<input type="text"/>
End Date	<input type="text"/>		
Description	<input type="text" value="World's best CRM software for franchise businesses."/>		

Fee Calculation

* Calculation Type	<input type="text" value="Fixed"/>	Royalty Source	<input type="text" value="--None--"/>
Amount Inc Tax	<input type="text"/>	Royalty Rate	<input type="text"/>
Quantity	<input type="text"/>		

System Information

Currency	<input type="text" value="Australian Dollar"/>
----------	--

2. Enter the value and quantity of the item.

New Fee

Information

Fee Number	* Contract 00000225
* Summary Software Subscription	* Cycle Monthly
* Type Software Subscription	Reason For Change Launch of new Business Management software.
* Start Date 1/01/2018	Last Invoiced
End Date	
Description World's best CRM software for franchise businesses.	

Fee Calculation

* Calculation Type Fixed	Royalty Source --None--
Amount Inc Tax 90.00	Royalty Rate
Quantity 2	

System Information

Currency Australian Dollar

Cancel Save & New Save



How to configure a royalty

Royalties allow you to charge a percentage of revenue. You can calculate a royalty based on invoices or on data imported from POS records.

To configure a royalty

1. From the Calculation Type field, select *Royalty*.

New Fee

Information

Fee Number	* Contract 00000225
* Summary Management Fee	* Cycle Monthly
* Type Management Fee	Reason For Change
* Start Date 1/01/2018	Last Invoiced
End Date	
Description	

Fee Calculation

* Calculation Type Royalty	Royalty Source --None--
Amount Inc Tax	Royalty Rate
Quantity	

System Information

Currency Australian Dollar

Cancel Save & New Save

2. From Royalty Source, choose which revenue record will be used to calculate the fee.

New Fee

Information

Fee Number

*Contract
00000225

*Summary
Management Fee

*Cycle
Monthly

*Type
Management Fee

Reason For Change

*Start Date
1/01/2018

Last Invoiced

End Date

Description

Fee Calculation

*Calculation Type
Royalty

Amount Inc Tax

Quantity

Royalty Source
--None--
✓ --None--
Invoice
POS

System Information

Currency
Australian Dollar

Cancel Save & New Save

3. In **Royalty Rate**, enter the percentage value, then press **Save**.

New Fee

Information

Fee Number

* Contract
00000225

* Summary
Management Fee

* Cycle
Monthly

* Type
Management Fee

Reason For Change

* Start Date
1/01/2018

Last Invoiced

End Date

Description

Fee Calculation

* Calculation Type
Royalty

Amount Inc Tax

Royalty Source
Invoice

Quantity

Royalty Rate
3.00%

System Information

Currency
Australian Dollar

Cancel Save & New Save



How to adjust a contract fee

There are times when you need to change a contract fee.



Annual CPI adjustments routinely require you to change fixed fees.

When you change a contract fee, you need to expire the current fee and then add a new fee. This is necessary to enable any further trailing fees at the current rate to be charged before switching to the new rate. It also maintains a record as to the fees historically charged on a contract.

To expire a contract fee

1. View all fees on a contract. See “How to view all fees on a contract” on page 34.
2. From the **Fees** list, locate the fee and select the **Edit** button.

FEE NUMBER ↓	TYPE	CALCULATIO...	AMOUNT INC TAX	ROYALTY RATE	START DATE	END DATE
1	Fee-000022	Management Fee	Royalty	3.00%	1/08/2018	
2	Fee-000021	Management Fee	Fixed	AUD 1,001.00	1/08/2018	

The **Edit Fee** dialog box opens.

3. From the **Edit Fee** dialog box, Enter an **End Date**, then press **Save**.

Edit Fee-000022

Fee Number Fee-000022	Contract ⓘ 00000107
* Summary ⓘ System Royalty	* Cycle ⓘ Monthly
* Type ⓘ Management Fee	Reason For Change ⓘ <input type="text"/>
* Start Date ⓘ 1/08/2018	Last Invoiced ⓘ 15/10/2018
End Date ⓘ 1/11/2018 1	
Description ⓘ <input type="text"/>	

Fee Calculation

* Calculation Type ⓘ
Royalty

Amount Inc Tax ⓘ

Quantity ⓘ

Royalty Source ⓘ
Invoice

Royalty Rate ⓘ
3.00%

System Information

Created By
Loryn Jenkins, 27/08/2018 11:45 AM

Last Modified By
VIC Finance Manager, 30/10/2018 3:10 PM

Currency
AUD - Australian Dollar

The fee is now listed as having an **End Date**.

Finance Managem... Home Chatter Accounts > Contracts > Invoices > Invoice Runs > Payments > More >

Contracts > 00000107

Fees

2 items - Sorted by Fee Number - Updated 9 minutes ago

FEE NUMBER	TYPE	CALCULATIO...	AMOUNT INC TAX	ROYALTY RATE	START DATE	END DATE
1	Fee-000022	Management Fee	Royalty	3.00%	1/08/2018	1/11/2018
2	Fee-000021	Management Fee	Fixed	AUD 1,001.00	1/08/2018	

This is the last date at which this fee will be charged.

4. Now that you have ended the previous fee, add a new fee to the contract. This new fee will serve as the “adjusted fee.” See “How to add a contract fee” on page 36.

CHAPTER 3

Franchise Profile Accounts

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Understanding franchise profile accounts

Franchise Profile Accounts represents the franchise operating entity. Settings on the Franchise Profile Account are used to control:

- » Job Allocation
- » Contact details
- » Trading hours
- » Defaults used on quotes and invoices

Beyond the franchise settings, the Franchise Profile Account ties together:

- » the franchise owner
- » the contract
- » the territory
- » the mastery territory to which this territory belongs



Visibility of the franchise profile account

The Franchise Profile Account (together with Jobs, Accounts, Contacts, Territories and Territory Locations) is shared between the franchisor and the franchisee. Any information stored on, or attached to, the Franchise Profile Account is visible to the franchisee.

When franchisors wish to record private information relating to a franchisee, a Management Log must be used. See Understanding management logs.

How to find contract fees for a franchise

To view all fees on a contract

1. From the Account, select the **Related** tab.

The screenshot shows the Xero account page for 'FCS Ringwood'. The 'Accounts' menu is selected, and the 'Related' tab is highlighted with a green arrow. The account details are as follows:

Type	Phone	Website	Account Owner	Account Site	Industry
	0404 303 808		Ringwood Franchis...		

The 'Details' section shows the following information:

- Account Name: FCS Ringwood
- Master Franchise: VIC Master
- Status: Active
- Status Reason: Inactive Reason
- Field Manager: Australia/Melbourne
- Account Owner: Ringwood Franchisee
- Email: loryn.jenkins@franchisecloudsolutions.com
- Phone: 0404 303 808
- Fax: [Redacted]
- Cell Member Role: [Redacted]
- Primary Cell Group: [Redacted]
- Secondary Cell Group: [Redacted]

The 'Connection Status' section shows 'FCS Ringwood East : Connected' with a 'Connect to XERO' button.

2. Locate the **Contracts** section, and select the contract whose *Status* is *Activated*.

The screenshot shows the Xero account page for 'FCS Ringwood'. The 'Accounts' menu is selected, and the 'Contracts' section is visible. The 'Contracts (Franchise Profile) (1)' section is highlighted with a green arrow. The contract details are as follows:

Contract ID	Account Name	Status
00000107	FCS Ringwood	Activated

The 'Related' section shows the following information:

- We found no potential duplicates of this account.
- Related Contacts (1): Ringwood Franchisee (FCS Ringwood, Franchisee Owner)
- Contracts (Franchise Profile) (1): 00000107 (FCS Ringwood, Activated)

The 'Connection Status' section shows 'FCS Ringwood East : Connected' with a 'Connect to XERO' button.

3. Note the contract's current details. When ready, select the **Related** tab.

Contract 00000107

Account Name: [FCS Ringwood](#) Status: Activated Contract Start Date: 1/08/2018 Contract End Date: 31/07/2020 Contract Term (months): 24

Contract Owner: [Loryn Jenkins](#) Contract Number: 00000107

Status: Activated Contract Version Number: 1

Account Name: [FCS Ringwood](#) Territory: [Ringwood VIC](#)

Type Of Agreement: Initial Master Franchise Profile: [VIC Master](#)

Contract Start Date: 1/08/2018 Purchase History: [PH-000006](#)

Commencement Date: 1/08/2018 Previous Contract

Contract Term (months): 24 Number Of Further Terms: 5 (Five)

Contract End Date: 31/07/2020 Further Term Duration (months): 12

Unexpired Contract Months: 24

Activity

Email

Filters: All time · All activities · All types

Next Steps: More Steps

Past Activities: Load More Past Activities

4. From the **Fees** section, press **View All**.

Contract 00000107

Account Name: [FCS Ringwood](#) Status: Activated Contract Start Date: 1/08/2018 Contract End Date: 31/07/2020 Contract Term (months): 24

Contract Owner: [Loryn Jenkins](#) Contract Number: 00000107

Status: Activated Contract Version Number: 1

Account Name: [FCS Ringwood](#) Territory: [Ringwood VIC](#)

Type Of Agreement: Initial Master Franchise Profile: [VIC Master](#)

Contract Start Date: 1/08/2018 Purchase History: [PH-000006](#)

Commencement Date: 1/08/2018 Previous Contract

Contract Term (months): 24 Number Of Further Terms: 5 (Five)

Contract End Date: 31/07/2020 Further Term Duration (months): 12

Unexpired Contract Months: 24

Activity

Email

Filters: All time · All activities · All types

Next Steps: More Steps

Past Activities: Load More Past Activities

Fees (2)

FEE NUMBER	TYPE	CALCULATION TYPE	AMOUNT INC TAX
Fee-000022	Management Fee	Royalty	
Fee-000021	Management Fee	Fixed	AUD 1,001.00

[View All](#)

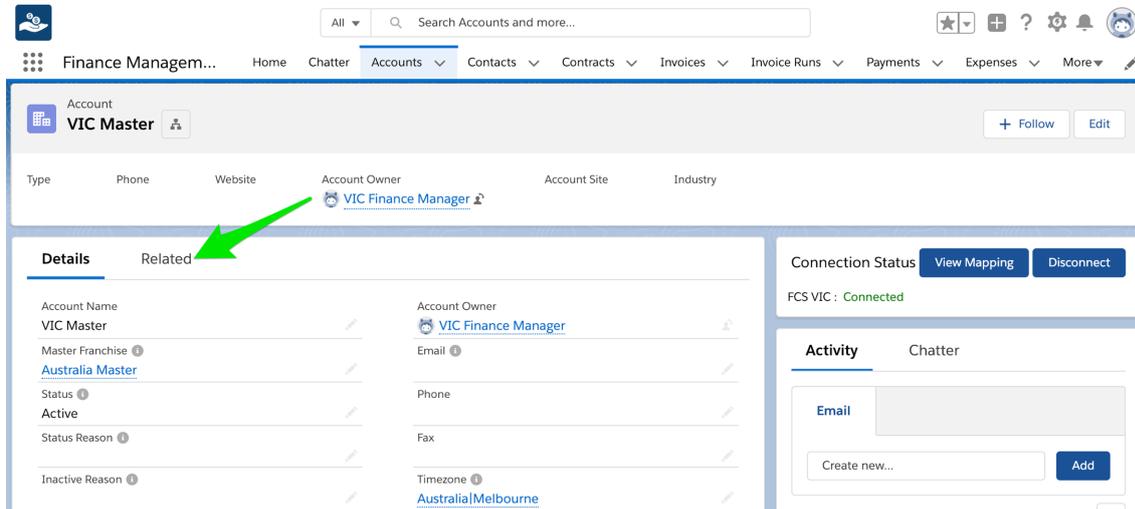
The **Fees** list shows all past and present fees associated with the **Contract**.

How to add a company asset

Company owned assets can be registered against the Master Franchise Profile Account.

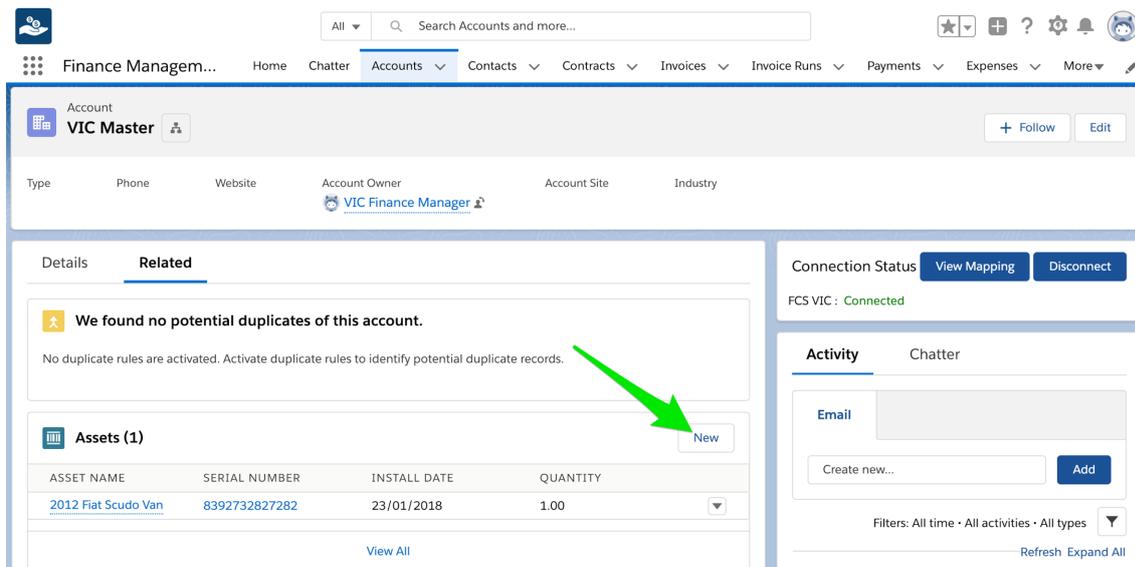
To add an asset to the register

1. From the Franchise Profile Account, select **Related**.



The screenshot shows the 'VIC Master' account page in a software interface. The 'Related' tab is selected, indicated by a green arrow. The page displays account details such as 'Account Name: VIC Master', 'Master Franchise: Australia Master', and 'Status: Active'. A 'Connection Status' section shows 'FCS VIC: Connected'. There is an 'Activity' section with an 'Email' input field and an 'Add' button.

2. On the **Related** tab, locate the **Assets Register** and press **New**.



The screenshot shows the 'VIC Master' account page with the 'Related' tab selected. A message states: 'We found no potential duplicates of this account. No duplicate rules are activated. Activate duplicate rules to identify potential duplicate records.' Below this, there is an 'Assets (1)' section with a table. A green arrow points to a 'New' button next to the table. The table has the following data:

ASSET NAME	SERIAL NUMBER	INSTALL DATE	QUANTITY
2012 Fiat Scudo Van	8392732827282	23/01/2018	1.00

Below the table is a 'View All' link. The 'Activity' section on the right shows an 'Email' input field and an 'Add' button. Filters are set to 'All time · All activities · All types'.

The **New Asset Register** dialog box appears.

3. Complete the details for the new asset then press **Save**.

New Asset Register

Information

* Asset Name: Jim's Mobile Phone Currency: AUD - Australian Dollar

Asset Number: _____

Make Model ⓘ: iPhone 7

Serial Number: C39SK9Z3BFYE

Purchase Date: 20/12/2017

Warranty Expiry: 19/12/2018

Purchased From: Apple Store Doncaster

Asset Details ⓘ: 35 921907 678239 0

Purchase Price: 749

Reminder Date ⓘ: 1/12/2019

Status: Owned

* Account: FCS Ringwood

Cancel Save & New **Save**



4. The new asset is now added to the register.

The screenshot shows the 'VIC Master' account page in a software interface. The top navigation bar includes 'Home', 'Chatter', 'Accounts', 'Contacts', 'Contracts', 'Invoices', 'Invoice Runs', 'Payments', 'Expenses', and 'More'. The account details section shows 'VIC Master' with a '+ Follow' and 'Edit' button. Below this, there are tabs for 'Details' and 'Related'. The 'Related' tab is active, displaying a message: 'We found no potential duplicates of this account. No duplicate rules are activated. Activate duplicate rules to identify potential duplicate records.' Below the message is a table titled 'Assets (2)' with a 'New' button. The table has columns for 'ASSET NAME', 'SERIAL NUMBER', 'INSTALL DATE', and 'QUANTITY'. Two rows are listed: 'Jim's Mobile Phone' with serial number 'C395K9Z3BFYE' and install date '20/12/2018', and '2012 Fiat Scudo Van' with serial number '8392732827282' and install date '23/01/2018'. The first row is highlighted with a green border. To the right of the table is a 'View All' link. Further right, there is a 'Connection Status' section showing 'FCS VIC : Connected' with 'View Mapping' and 'Disconnect' buttons. Below that is an 'Activity' section with a 'Chatter' tab and an 'Email' section containing a 'Create new...' input field and an 'Add' button. At the bottom right, there are 'Filters: All time · All activities · All types' and 'Next Steps' with a 'More Steps' button.

ASSET NAME	SERIAL NUMBER	INSTALL DATE	QUANTITY
Jim's Mobile Phone	C395K9Z3BFYE	20/12/2018	1.00
2012 Fiat Scudo Van	8392732827282	23/01/2018	1.00



If you insert a reminder date for an asset, you will receive an email on the reminder date notifying you to take action.

How to add an insurance policy

Insurance policies can be added to a list of policies held against the Master Franchise Profile Account.

To add an insurance policy

1. From the Master Franchise Profile Account, select **Related**.
2. On the **Related** tab, locate **Insurance Policies** and press **New**.
The **New Insurance Policy** dialog box appears.
3. Complete the details for the new policy then press **Save**.

New Insurance Policy

Information

*Insurance Policy Name <input type="text" value="Workers Compensation"/>	Currency <input type="text" value="AUD - Australian Dollar"/>
Insurer <input type="text" value="CGU"/>	Type ⓘ <input type="text" value="Public Liability"/>
Status <input type="text" value="Active"/>	Compulsory <input checked="" type="checkbox"/>
*Account <input type="text" value="FCS Ringwood"/>	Expiration Date ⓘ <input type="text" value="15/05/2019"/>



4. The new policy is now added to the list.



Your will be sent an email 30 days prior to the expiry of each insurance policy reminding you to renew the policy.

CHAPTER 4

Working with Expenses

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How to enter an expense	57

Understanding expenses

Expenses enable you to include charges on franchisee invoices that are additional to standard contract fees. You can include one off charges or have a charge be invoiced in a series of installments.

When you enter an expense, the expense is converted into one or more expense lines.

- » When you enter an expense with a single installment, it is converted into a single expense line.
- » When you enter an expense with multiple installments, it is converted into one expense line per installment. The effective date of the installments are spread across subsequent months.

Expense lines are invoiced in the first invoice run configured to charge expenses and whose period includes the expense line's *Due Date*.



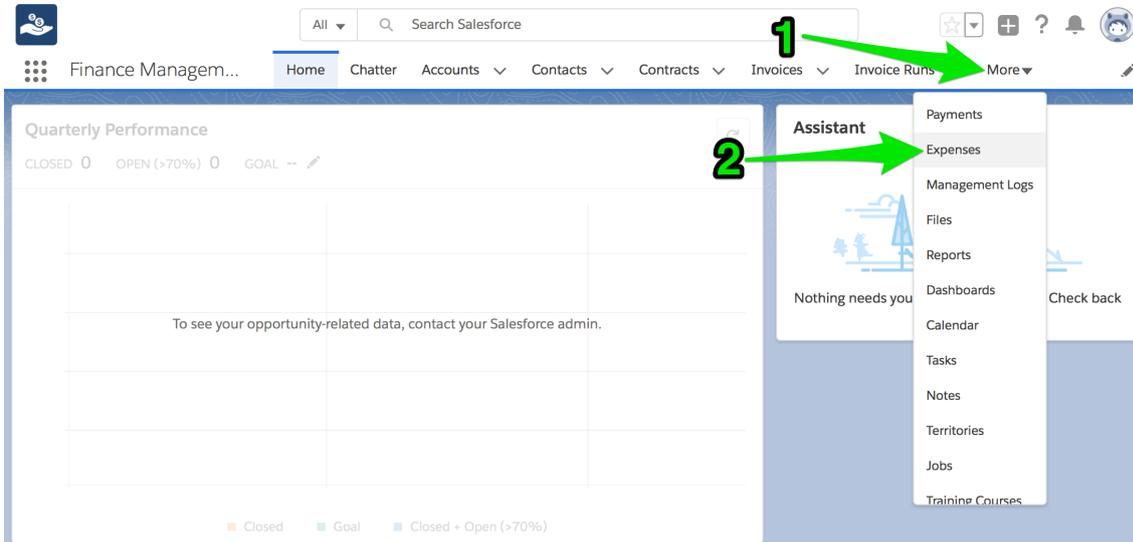
Expenses can really lower the communications overhead between the management team and the finance team.

For example, if the management team agrees to run additional advertising in a territory, they can enter the expense as a series of installments. These expenses will automatically be picked up by the invoice run. It avoids having to communicate special payment information to the finance team via email at the beginning or the end of the installments.

How to enter an expense

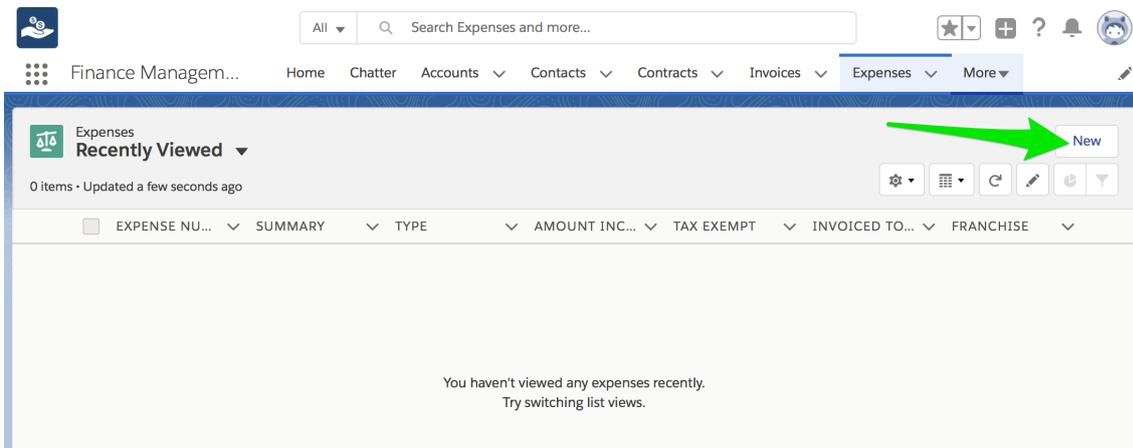
To create a new expense

1. Using the Salesforce menu, locate the Expenses tab.



Recently Viewed expenses are displayed.

2. Press New.



The New Expense dialog box appears.

3. Enter the expense description into the `Summary` field. This will appear on the franchisee invoice.

New Expense

Information

Expense Number

Owner
VIC Finance Manager

*Summary ⓘ
Mobile handset

*Franchise ⓘ
Search Accounts... Q

*Type ⓘ
--None--

Supplier ⓘ
Search Accounts... Q

*Date ⓘ
[Calendar Icon]

*Instalments ⓘ
1

*Amount Inc Tax ⓘ
[Input Field]

Tax Exempt ⓘ

System Information

Currency
Australian Dollar

Cancel Save & New Save

4. Select the `Franchise` to which the expense will be invoiced.

New Expense

Information

Expense Number

Owner
VIC Finance Manager

*Summary ⓘ
Mobile handset

*Franchise ⓘ
Ringwood

*Type ⓘ
--None--

Supplier ⓘ
Search Accounts... Q

*Date ⓘ
[Calendar Icon]

*Instalments ⓘ
1

*Amount Inc Tax ⓘ
[Input Field]

Tax Exempt ⓘ

System Information

Currency
Australian Dollar

Cancel Save & New Save

(Note: In the original image, a green arrow labeled '1' points to the 'Franchise' input field containing 'Ringwood', and another green arrow labeled '2' points to the 'FCS Ringwood' option in the dropdown menu.)

5. Select the expense **Type**.

New Expense

Information

Expense Number

Owner
VIC Finance Manager

* Summary ⓘ
Mobile handset

* Franchise ⓘ
FCS Ringwood

* Type ⓘ
--None--

Supplier ⓘ
Search Accounts...

* Instalments ⓘ
1

Advertising
Business Cards
Mobile Bill Charges
Mobile Handset
Vehicle Signage
Other

Australian Dollar

Cancel Save & New Save

 The expense **Type** can be used to determine which invoice run includes this particular expense. See “Understanding invoice runs” on page 64.

6. Enter the **Date** the expense was incurred.

7. Choose the number of installments in which this expense will be paid.

 Installments are payable on subsequent months.

8. Enter the Amount Inc Tax, then press Save.

New Expense

Information

Expense Number

Owner
VIC Finance Manager

* Summary ⓘ
Mobile handset

* Franchise ⓘ
FCS Ringwood

* Type ⓘ
Mobile Handset

Supplier ⓘ
Search Accounts...

* Date ⓘ
1/10/2018

* Instalments ⓘ
2

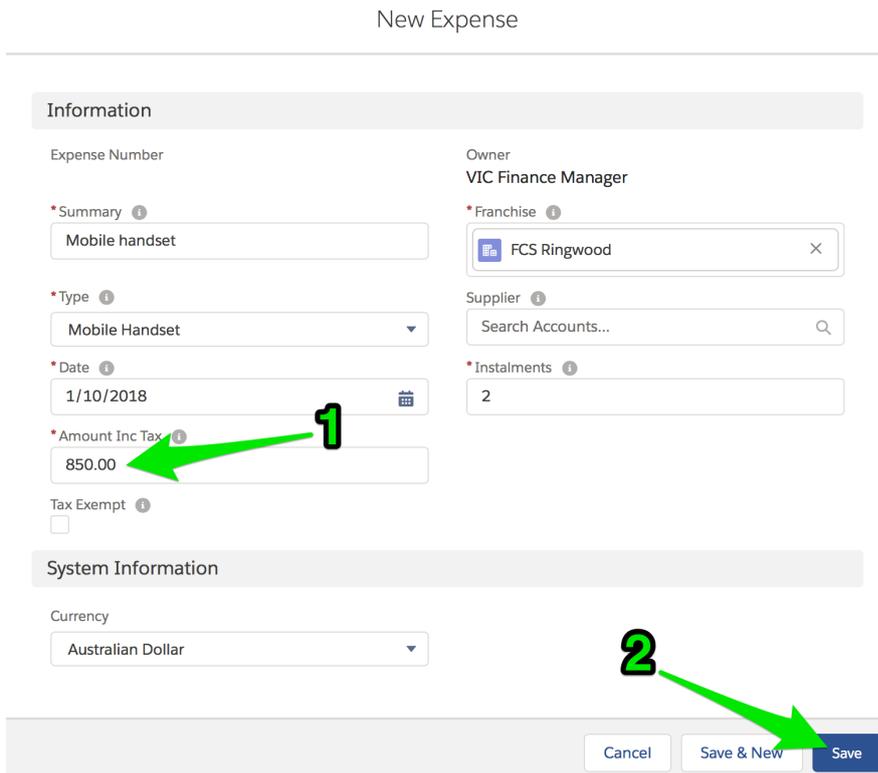
* Amount Inc Tax ⓘ
850.00

Tax Exempt ⓘ

System Information

Currency
Australian Dollar

Cancel Save & New **Save**



Finance Management displays the newly created Expense record.

Finance Management... Home Chatter Accounts Contacts Contracts Invoices Expenses More

Expense **Mobile handset** Edit Delete Clone

Type	Amount Inc Tax	Date	Franchise	Instalments
Mobile Handset	AUD 850.00	1/10/2018	FCS Ringwood	2

DETAILS RELATED

Expense Number
EXP-000002

Summary ⓘ
Mobile handset

Type ⓘ
Mobile Handset

Date ⓘ
1/10/2018

Amount Inc Tax ⓘ
AUD 850.00

Tax Exempt ⓘ

Owner
[VIC Finance Manager](#)

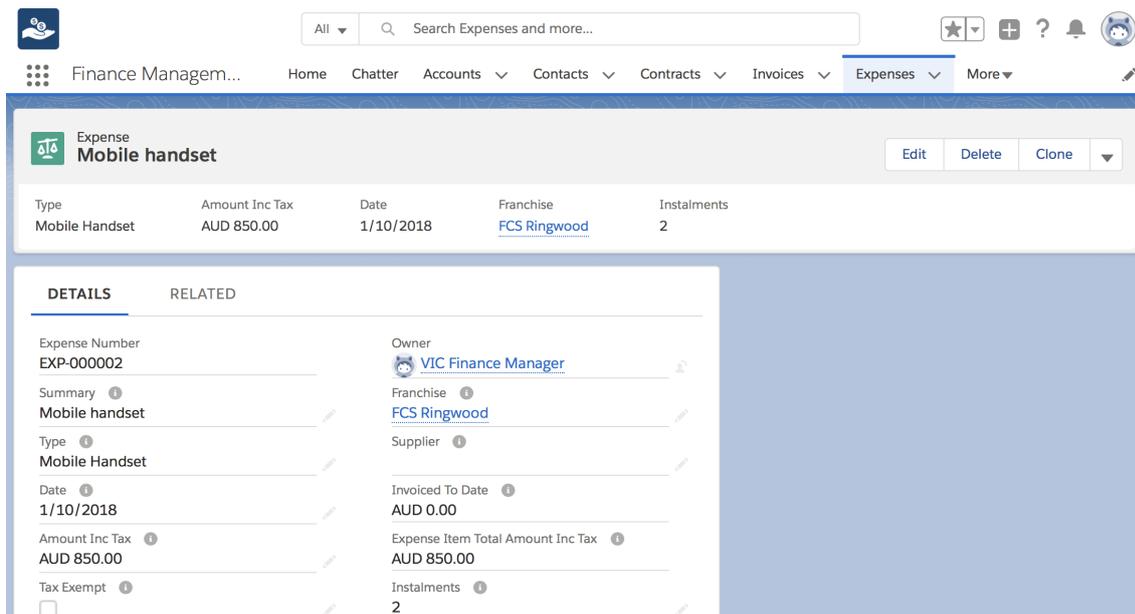
Franchise ⓘ
[FCS Ringwood](#)

Supplier ⓘ

Invoiced To Date ⓘ
AUD 0.00

Expense Item Total Amount Inc Tax ⓘ
AUD 850.00

Instalments ⓘ
2



To see when an expense will become payable

1. From the **Expense**, select the **Related** tab.

The screenshot shows the 'Expense Mobile handset' page. At the top, there is a search bar and navigation tabs: Home, Chatter, Accounts, Contacts, Contracts, Invoices, Expenses, and More. The 'Expense Mobile handset' header includes 'Edit', 'Delete', and 'Clone' buttons. Below the header is a table with the following data:

Type	Amount Inc Tax	Date	Franchise	Instalments
Mobile Handset	AUD 850.00	1/10/2018	FCS Ringwood	2

The 'DETAILS' and 'RELATED' tabs are visible. A green arrow points to the 'RELATED' tab. The 'DETAILS' section shows the following information:

- Expense Number: EXP-000002
- Summary: Mobile handset
- Type: Mobile Handset
- Date: 1/10/2018
- Amount Inc Tax: AUD 850.00
- Tax Exempt:
- Owner: VIC Finance Manager
- Franchise: FCS Ringwood
- Supplier: [Redacted]
- Invoiced To Date: AUD 0.00
- Expense Item Total Amount Inc Tax: AUD 850.00
- Instalments: 2

2. Review the expense lines.

The screenshot shows the 'Expense Mobile handset' page with the 'RELATED' tab selected. The 'Expense Line Items (2)' section is highlighted with a green box. It contains the following table:

EXPENSE ITEM ...	SUMMARY	AMOUNT INC TAX	TAX EXEMPT	
EIN-000015	Mobile handset - ...	AUD 425.00	<input type="checkbox"/>	▼
EIN-000016	Mobile handset - ...	AUD 425.00	<input type="checkbox"/>	▼

Below the table is a 'View All' link.

3. To see more detail, press **View All**.

The screenshot shows the Salesforce interface for an Expense record titled "Mobile handset". The record details include: Type: Mobile Handset, Amount Inc Tax: AUD 850.00, Date: 1/10/2018, Franchise: FCS Ringwood, and Instalments: 2. Below the record, there are tabs for "DETAILS" and "RELATED". Under the "RELATED" tab, there is a section for "Expense Line Items (2)" with a "New" button. A table lists two expense line items:

EXPENSE ITEM ...	SUMMARY	AMOUNT INC TAX	TAX EXEMPT	
EIN-000015	Mobile handset - ...	AUD 425.00	<input type="checkbox"/>	▼
EIN-000016	Mobile handset - ...	AUD 425.00	<input type="checkbox"/>	▼

At the bottom of the table, there is a "View All" link, which is highlighted with a green arrow.

All Expense Line Items display.

The screenshot shows the Salesforce interface for the "Expense Line Items" list view. The page title is "Expenses > EXP-000002 Expense Line Items". Below the title, it says "2 items - Updated a minute ago". There are buttons for "New", "Settings", and "Refresh". The table below shows the following data:

EXPENSE ITEM N...	SUMMARY	AMOUNT INC TAX	TAX EXEMPT	DUE DATE	INVOICED	
1	EIN-000015 Mobile handset - 1/10/2018	AUD 425.00	<input type="checkbox"/>	1/10/2018	<input type="checkbox"/>	▼
2	EIN-000016 Mobile handset - 1/11/2018	AUD 425.00	<input type="checkbox"/>	1/11/2018	<input type="checkbox"/>	▼



If you need to manually edit any of the expense lines, select **Edit**.

The screenshot shows the same "Expense Line Items" list view as above. A dropdown menu is open for the first item (EIN-000015), showing "Edit" and "Delete" options. A green arrow labeled "1" points to the dropdown arrow, and another green arrow labeled "2" points to the "Edit" button.

CHAPTER 5

Working with Invoice Runs

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Understanding invoice runs

Finance Management automates mass generation of periodic invoices for all franchisees on behalf of a particular Master Franchise. Invoices are generated by reading the contract fees from each franchisee's contract. Expenses whose type and due date match an invoice run are also charged.

Automatic generation of invoice runs provides significant benefits to your business, by:

- » Increasing the reliability of producing periodic invoices
- » Minimizing the communications overhead between the management team and the finance team
- » Increasing the efficiency of producing invoices compared with manual invoice generation

Understanding invoice sources

An invoice run is constructed by gathering certain fee types from the available fee sources.

Fee Sources	Fee Classes	Explanation
Contract Fees	Fixed Fees	Contract fees expressed as fixed dollar value per period.
	Percentage of Invoice value	Contract fees expressed as a percentage of invoiced value per period.
	Percentage of POS value	Contract fees expressed as a percentage of POS data (which is loaded into Salesforce from an external data source) per period.
Expenses	One off expenses	Any one-off expense to be paid by the franchisee.
	Expenses paid in installments	Any expense paid in installments over a series of months.

Understanding invoice cycles

Each invoice run defines its own periodic cycle. Each invoice cycle is capable of collecting fees that are configured for the matching cycle.



For example, an invoice run with a monthly cycle will only contain contract fees that are configured with a monthly cycle, ignoring all fees with a weekly cycle.

- » A monthly invoice run can only charge contract fees on a monthly cycle.
- » A weekly invoice run can only charge contract fees on a weekly cycle.



If you are wanting to issue a single invoice to your franchisees each period, it is important to configure all fees to have a single cycle. If you are wanting to issue multiple invoices each period, you can filter the fees charged on each invoice cycle by

- » invoice source
- » cycle length
- » category

Understanding when expenses are invoiced

Every expense is assigned a date when it becomes capable of being invoiced. When you enter an expense, it is saved into an expense line. The date an expense can be invoiced is taken from the expense detail line's `Due Date` field.

An expense will be made part of the first invoice generated by an invoice run that:

1. Has an invoice source that collects expenses matching the expense `Type`, and
2. Whose period includes the `Due Date` specified by the expense line.



If you have multiple invoice runs that charge expenses for a particular `Type`, whichever invoice run covers the period that includes the `Due Date` and is run first will generate the invoice containing the expense.



No expense line is charged twice.

How to prepare a master franchise to generate invoice runs

A Master Franchise Profile must be set up correctly in order to generate invoice runs.

To check that a Master Franchise Profile will support invoice run generation

1. Ensure the **Billing Address** is set. If not, enter the **Billing Address**.
2. Ensure the **Default Tax Rate** is set. If not, set the **Default Tax Rate**.
3. Ensure the **Configuration Set** is not empty. If it is empty, ask your system administrator to add a **Configuration Set** for this Master Franchise Profile Account.



Your implementation may also use fields within the **Payment Method Information** section.



Check your site implementation notes to understand how your system has been configured.

How to ready franchisee account names for Xero sync

When an invoice from a franchise invoice run is synced to Xero, the invoice is linked to a “customer account.” By default, the account name is given the value of the **Franchise Profile Account’s (FPAs) Account Name** field.



If the Xero account name differs from the Salesforce **FPA Account Name** field, the sync process will update the Xero account name to make it match.

Sometimes, the name of the **FPA Account Name** is not a suitable name for the Xero account name. When this is the case, you can control the name of the Xero account through using

- » **Financial System Name Type**
- » **Trading Name and**
- » **Legal Entity Name fields.**

How to use the Legal Entity Name field

- » Use this to record the legal entity that operates this franchisee.
- » The **Legal Entity Name** field is a simple text entry field. You can open it for edit and enter whatever name you need. Press **Save** to commit the change.

How to use the Trading Name field

- » Use this to record the trading name under which this franchise is operated.
- » The **Trading Name** field is a simple text entry field. You can open it for edit and enter whatever name you need. Press **Save** to commit the change.

How to use the Financial System Name Type field

- » The Financial System Name Type field provides a drop-down list allowing you to select the style of name to be used for the Xero account name.
 - » *--None--*
 - » *Record Name*
 - » *Legal Name T/as Record Name*
 - » *Legal Name T/as Trading Name*



Record Name will set the `Financial System Name` field from the `FPA Account Name` field.

Legal Name T/as Record Name uses the `Legal Entity Name` followed by "T/as" then the `Account Name`.

Legal Name T/as Trading Name uses the `Legal Entity Name` followed by "T/as" then the `Trading Name`.

- » When you made a selection and saved it, the name that will be pushed to the Xero account is shown in the `Financial System Name` field.



Any changes you might make to a **Franchise Profile Account** name in Xero will not be reflected back into Salesforce.

When you begin syncing to a Xero account, the sync process controls the Xero customer account name field. This means that any changes you want made to a Xero account name must be done from Salesforce.

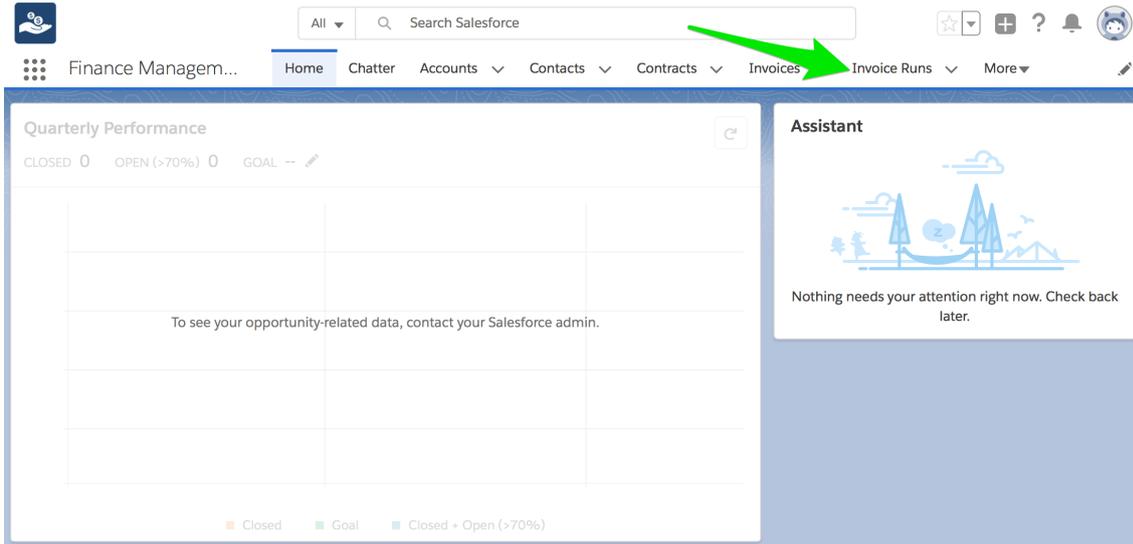
How to configure an invoice run

The simplest possible way to invoice franchisees is to charge all contract fees and expenses on a single cycle. The most commonly used cycle is monthly.

The following procedure builds an invoice run set for a monthly cycle that collects all contract fees and expenses.

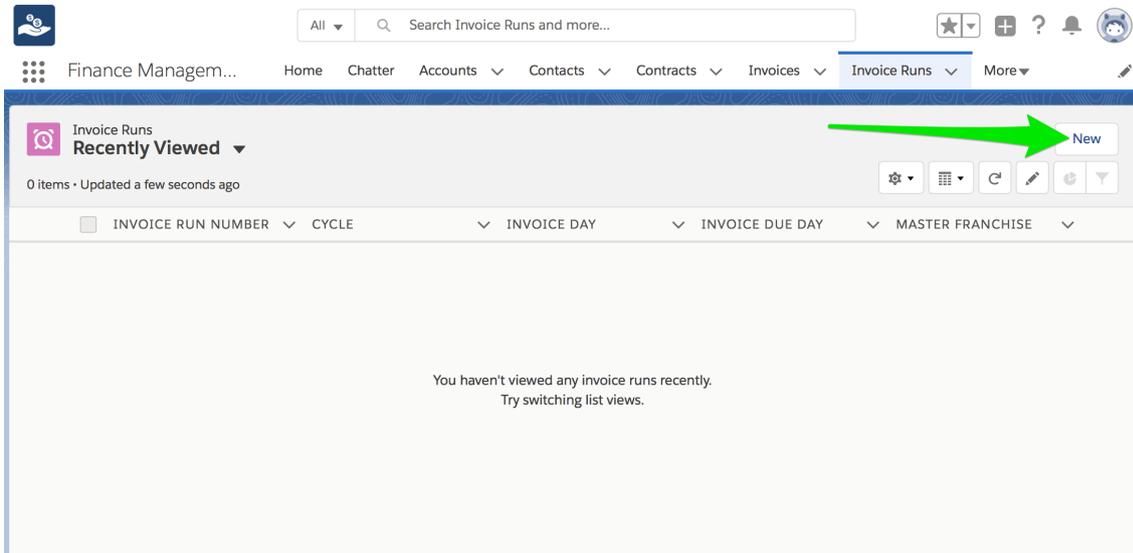
How to configure an invoice run

1. From the Salesforce menu, select **Invoice Runs**.



Recently Viewed invoice runs display. This list may be empty.

2. Press **New**.



The **New Invoice Run** dialog box appears.

3. Enter the invoice run details, then press **Save**.

New Invoice Run

Information

Invoice Run Number	* Master Franchise ⓘ <input type="text" value="VIC Master"/>
Cycle ⓘ <input type="text" value="Monthly"/>	Generation Lead Time ⓘ <input type="text" value="7"/>
Invoice Day ⓘ <input type="text" value="15"/>	Invoice Day End of Month ⓘ <input type="checkbox"/>
Invoice Due Day ⓘ <input type="text" value="30"/>	Invoice Due Day End Of Month ⓘ <input checked="" type="checkbox"/>

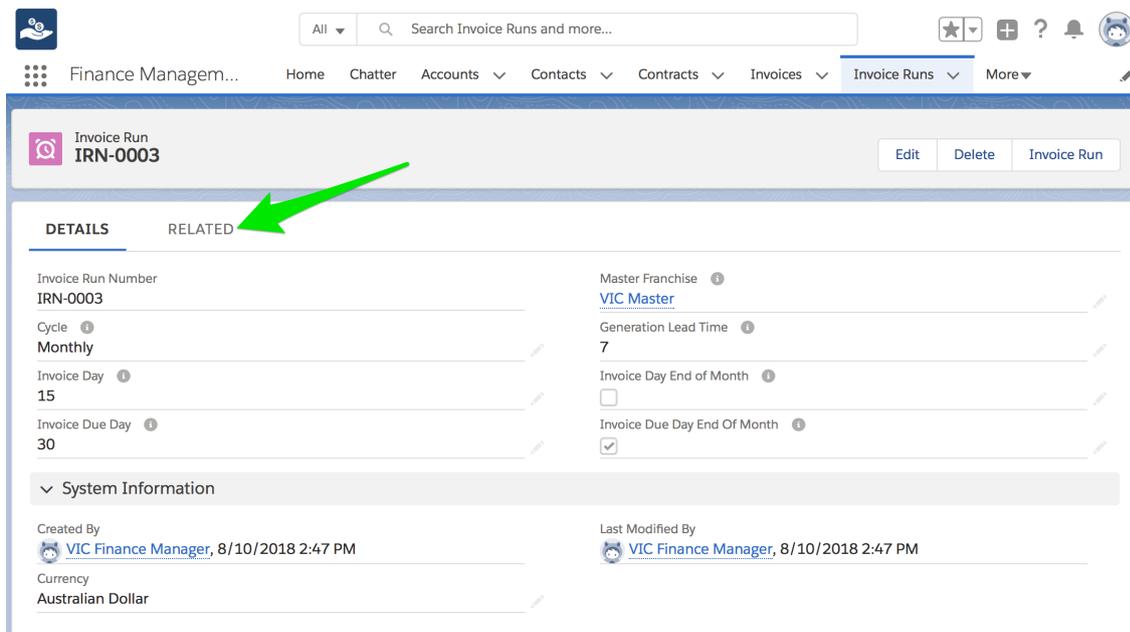
System Information

Currency <input type="text" value="Australian Dollar"/>
--

 Invoice run details are described in detail, [How to specify invoice run cycles](#).

The **Invoice Run Details** page appears.

4. To configure the invoice run sources, select **Related**.



5. Now add two Invoice Run Sources:
- A contract fee invoice run source.
 - An expense invoice run source.

 How to add an invoice run source.

How to specify invoice run cycles

Each invoice run is designed to operate on a particular cycle. You specify the cycle using the **New Invoice Run** dialog box.

Information

<p>Invoice Run Number</p> <p>Cycle ? <input type="text" value="Monthly"/></p> <p>Invoice Day ? <input type="text" value="15"/></p> <p>Invoice Due Day ? <input type="text" value="30"/></p>	<p>* Master Franchise ? <input type="text" value="VIC Master"/></p> <p>Generation Lead Time ? <input type="text" value="7"/></p> <p>Invoice Day End of Month ? <input type="checkbox"/></p> <p>Invoice Due Day End Of Month ? <input checked="" type="checkbox"/></p>
---	---

System Information

Currency

What Invoice Day means on first generation

The first time you generate a run, *Invoice Day* specifies which day of the current month is the date displayed on the generated invoice.

Invoice Day means “the day of the current month” regardless of the cycle selected.

How invoice runs work after first generation

Every subsequent time you generate an invoice run, the run will generate for the cycle after the most recently run cycle.

If you last generated a monthly invoice run on 15/12/2017, and it is now 15/02/2018, the next time invoices are generated, it will be for 15/01/2018.

For every invoice cycle, Finance Management finds the most recently generated cycle, calculates the next cycle and generates that.

This allows you to “catch up” if you happen to miss invoicing during any period.

For daily, weekly and fortnightly cycles, *Invoice Day* only controls the invoice date for the first generation. Subsequent generations will calculate Invoice



Day as being one day, seven days or fourteen days after the most recently generated invoice.

What Invoice Due Day means

What Invoice Due Day means varies by cycle type.

Cycle	What Invoice Due Day means
Daily, Weekly, Fortnightly	Payment is due this number of days after the Invoice Day.
Monthly, Quarterly, Annually	Payment is due on this date of the current month (unless Invoice Day is set as the last day of the month). If Invoice Day is set to be the last day of the month, payment is due on this date of the next month.

What Invoice Due Day End of Month and Invoice Day End of Month check boxes mean

When Invoice Day or Invoice Due Day values are 28, 29, 30 or 31, checking either of these check boxes will cause the value to be “last day in the month”, no matter how many days there are in the month.



With either of these check boxes set, in February the invoice date or due date would be on the 28th, while in March it would be on the 31st.



These two check boxes affect only Monthly, Quarterly or Annual cycles, they do not apply to Daily, Weekly or Fortnightly cycles.

How to add an invoice run source

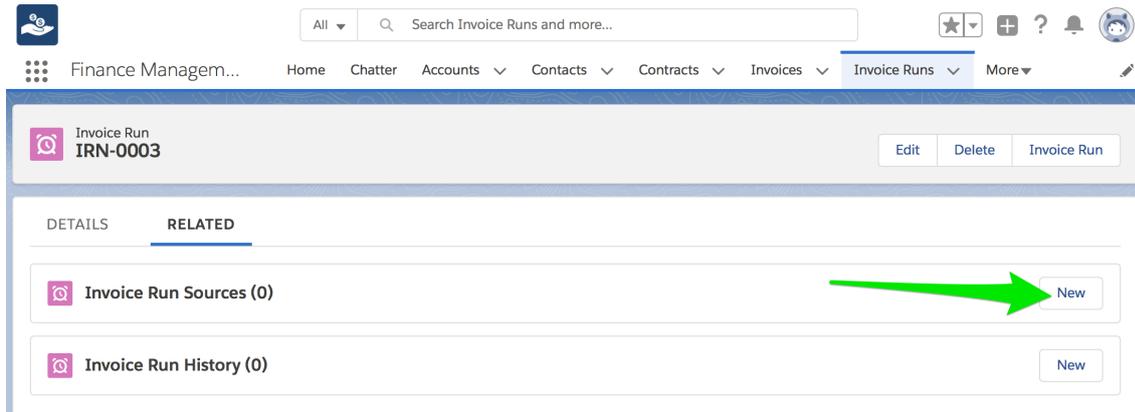
An invoice run source can be configured with a Source Type of either Contract Fees or Expenses. They can also be filtered by type (returning a single fee type) or unfiltered (returning all fee types).



An invoice source using Contract Fee will only return fees that have a cycle that matches the invoice run's cycle.

To add an invoice run source

1. From the **Invoice Run Related** tab, locate the **Invoice Run Source** section and press **New**.



The **New Invoice Run Source** dialog box appears.

2. Choose the *Source Type*.

New Invoice Run Source

Information

Source Type ¹ ²

- ✓ --None--
- Contract Fee
- Expense

Invoice Run Source Number

*Invoice Run ³

View all dependencies

System Information

Currency

 For a listing as to what each *Source Type* can capture, Understanding invoice sources.

3. To capture all fees within a source, leave the source unfiltered.

4. To capture only one type of fees within a source, select a value from **Filter Fees By**.

New Invoice Run Source

The screenshot shows the 'New Invoice Run Source' configuration page. Under the 'Information' section, the 'Source Type' is set to 'Contract Fee'. The 'Filter Fees By' dropdown menu is open, with 'Advertising Levy' selected and highlighted by a green arrow. Other options in the menu include 'Communications Levy', 'Management Fee', 'National Conference', 'Software Subscription', and 'Subscription'. The 'Invoice Run' field contains 'IRN-0003'. At the bottom, there are three buttons: 'Cancel', 'Save & New', and 'Save'.

5. Now press **Save**.



To add another invoice run source, or to filter by additional categories, continue adding **Invoice Run Sources** until you are finished.

How to generate an invoice run

To generate invoices, the day's date must be either after the preceding cycle's Invoice Day, or after this cycle's Invoice Day – Generation Lead Time date.



If Cycle is *Monthly*, Invoice Day is set to 15, and Generation Lead Time is set to 7, the earliest date you can generate this cycle's invoice run is the 8th.

To generate an invoice run

1. From an Invoice Run, press the Invoice Run button.

The screenshot shows the 'Invoice Run' details page for IRN-0003. The page is divided into 'DETAILS' and 'RELATED' sections. The 'DETAILS' section contains the following information:

Invoice Run Number IRN-0003	Master Franchise VIC Master
Cycle Monthly	Generation Lead Time 7
Invoice Day 15	Invoice Day End of Month <input type="checkbox"/>
Invoice Due Day 30	Invoice Due Day End of Month <input checked="" type="checkbox"/>

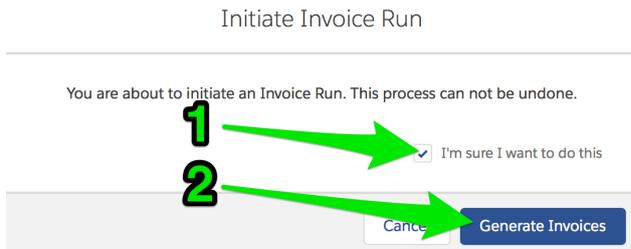
Below the details is a 'System Information' section:

Created By VIC Finance Manager , 8/10/2018 2:47 PM	Last Modified By VIC Finance Manager , 8/10/2018 2:47 PM
Currency Australian Dollar	

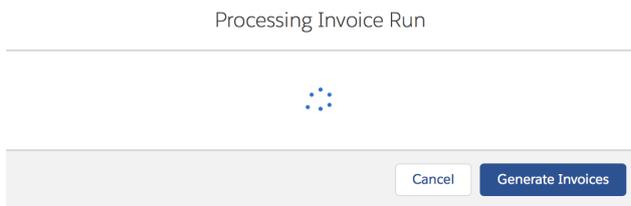
A green arrow points to the 'Invoice Run' button in the top right corner of the details section.

The Initiate Invoice Run dialog box appears.

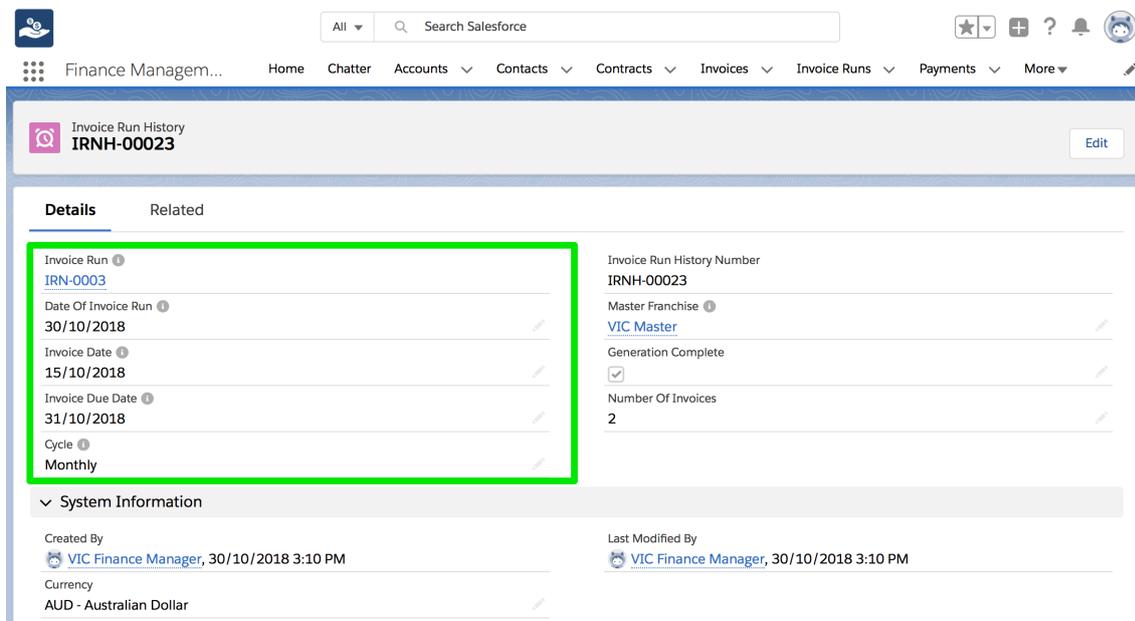
2. Check I'm sure I want to do this, then press **Generate Invoices**.



The **Processing Invoice Run** dialog appears. Wait until it completes processing.



When completed, it displays the **Invoice Run History** record. You can see the summary of the invoice run details.



3. To see the list of invoices that have been generated, select the **Related** tab.

The screenshot shows the Salesforce interface for 'Invoice Run History' with ID 'IRNH-00023'. The 'Related' tab is selected, indicated by a green arrow. The page is divided into two columns of details:

- Left Column:**
 - Invoice Run: IRN-0003
 - Date Of Invoice Run: 30/10/2018
 - Invoice Date: 15/10/2018
 - Invoice Due Date: 31/10/2018
 - Cycle: Monthly
 - System Information: Created By VIC Finance Manager, 30/10/2018 3:10 PM; Currency AUD - Australian Dollar
- Right Column:**
 - Invoice Run History Number: IRNH-00023
 - Master Franchise: VIC Master
 - Generation Complete:
 - Number Of Invoices: 2
 - Last Modified By: VIC Finance Manager, 30/10/2018 3:10 PM

4. To view the details on any invoice, click on the **Invoice Number**.

The screenshot shows the 'Related' tab selected in the 'Invoice Run History' page. A section titled 'Invoices (2)' is highlighted with a green arrow. It contains a table with the following data:

INVOICE NUMBER	INVOICE DATE	STATUS	TYPE
INV-00004	15/10/2018	Open	Full
INV-00005	15/10/2018	Open	Full

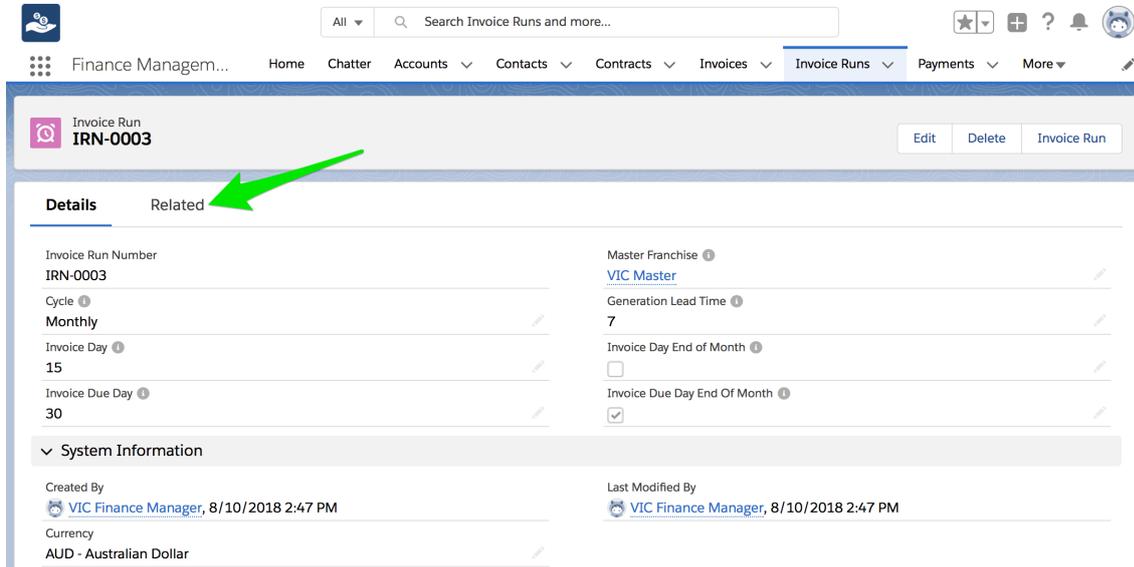
Below the table is a 'View All' link.

How to review generated invoices

After generating an invoice run, you can inspect each invoice generated by the run.

To view invoices generated by an invoice run

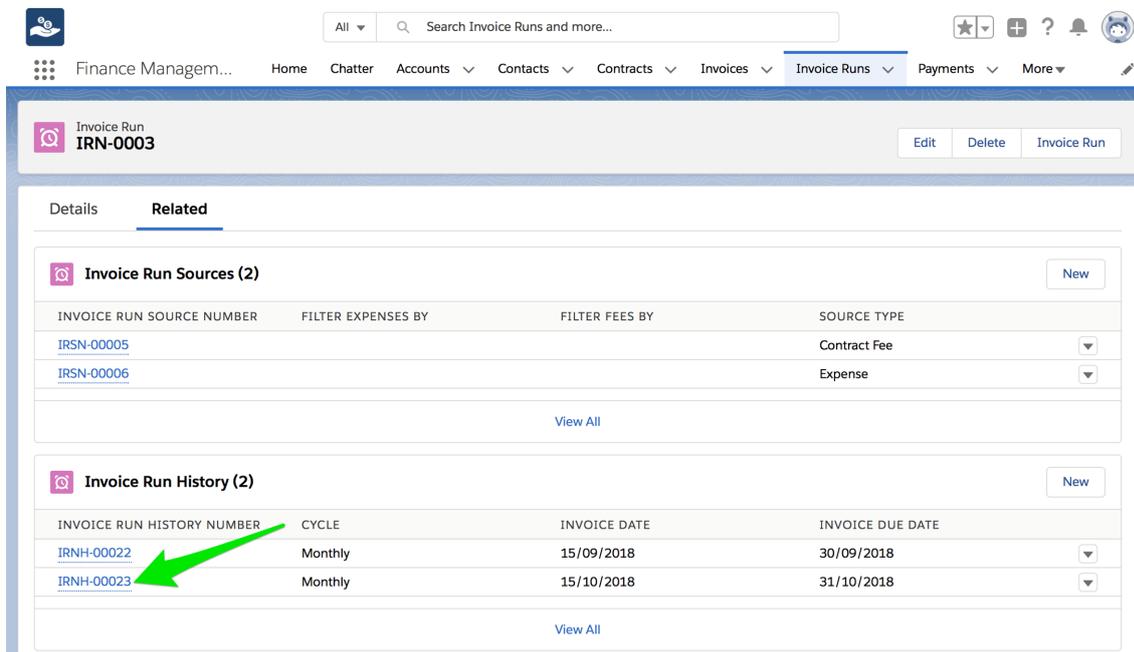
1. From an Invoice Run, select the Related tab.



The screenshot shows the 'Invoice Run' page for 'IRN-0003'. The 'Related' tab is selected, indicated by a green arrow. The page displays various details and system information.

Field	Value
Invoice Run Number	IRN-0003
Master Franchise	VIC Master
Cycle	Monthly
Generation Lead Time	7
Invoice Day	15
Invoice Day End of Month	<input type="checkbox"/>
Invoice Due Day	30
Invoice Due Day End of Month	<input checked="" type="checkbox"/>
Created By	VIC Finance Manager, 8/10/2018 2:47 PM
Last Modified By	VIC Finance Manager, 8/10/2018 2:47 PM
Currency	AUD - Australian Dollar

2. From the Invoice Run History section, select the Invoice Run History Number.



The screenshot shows the 'Invoice Run' page for 'IRN-0003'. The 'Related' tab is selected, and the 'Invoice Run History' section is visible. A green arrow points to the 'IRNH-00023' link in the history table.

INVOICE RUN HISTORY NUMBER	CYCLE	INVOICE DATE	INVOICE DUE DATE
IRNH-00022	Monthly	15/09/2018	30/09/2018
IRNH-00023	Monthly	15/10/2018	31/10/2018

3. From the Invoice Run History record, select the Related tab.

Invoice Run History
IRNH-00023

Details Related

Invoice Run 1
IRN-0003

Date Of Invoice Run 1
30/10/2018

Invoice Date 1
15/10/2018

Invoice Due Date 1
31/10/2018

Cycle 1
Monthly

System Information

Created By
VIC Finance Manager, 30/10/2018 3:10 PM

Last Modified By
VIC Finance Manager, 30/10/2018 3:10 PM

Invoice Run History Number
IRNH-00023

Master Franchise 1
VIC Master

Generation Complete

Number Of Invoices
2

Currency
AUD - Australian Dollar

4. To view the details on any invoice, click on the Invoice Number.

Invoice Run History
IRNH-00023

Details Related

Invoices (2) New

INVOICE NUMBER	INVOICE DATE	STATUS	TYPE
INV-00004	15/10/2018	Open	Full
INV-00005	15/10/2018	Open	Full

[View All](#)

5. The invoice summary is available from the Invoice Details tab.

The screenshot displays the Salesforce interface for an invoice. At the top, there is a navigation bar with the Salesforce logo, a search bar, and various utility icons. Below this is a breadcrumb trail: Finance Managem... Home Chatter Accounts > Contracts > Contracts > Invoices > Invoice Runs > Payments > More >. The main header for the invoice shows 'Invoice INV-00005' with action buttons: + Follow, Edit, Clone, Delete, and Send To Financial System. A summary row provides key information: Account (FCS Ringwood East), Invoice Date (15/10/2018), Amount Inc Tax (AUD 1,002.00), and Status (Open).

The 'Details' tab is active and contains the following fields:

Sync Status	Owner
Invoice Number: INV-00005	VIC Finance Manager
Invoice Date: 15/10/2018	Booking Contact: Loryn Jenkins
Due Date: 31/10/2018	Amount: AUD 910.91
Status: Open	Tax Amount: AUD 91.09
Account: FCS Ringwood East	Amount Inc Tax: AUD 1,002.00
Reference	Tax Exempt: <input type="checkbox"/>
	Job
	Has been emailed?: <input type="checkbox"/>

Below the details is a 'Payment Details' section:

Amount Paid: AUD 0.00	Date Paid
Amount Credited: AUD 0.00	Days to Pay
Amount Owing: AUD 1,002.00	

The 'Activity' sidebar on the right shows an 'Email' section with a 'Create new...' button and an 'Add' button. Below this are filters for 'All time', 'All activities', and 'All types', along with 'Refresh' and 'Expand All' options. The 'Next Steps' section indicates 'No next steps' and provides a 'More Steps' button. The 'Past Activities' section indicates 'No past activity' and provides a 'Load More Past Activities' button.

6. Each individual Invoice Line Item is available from the Related tab.

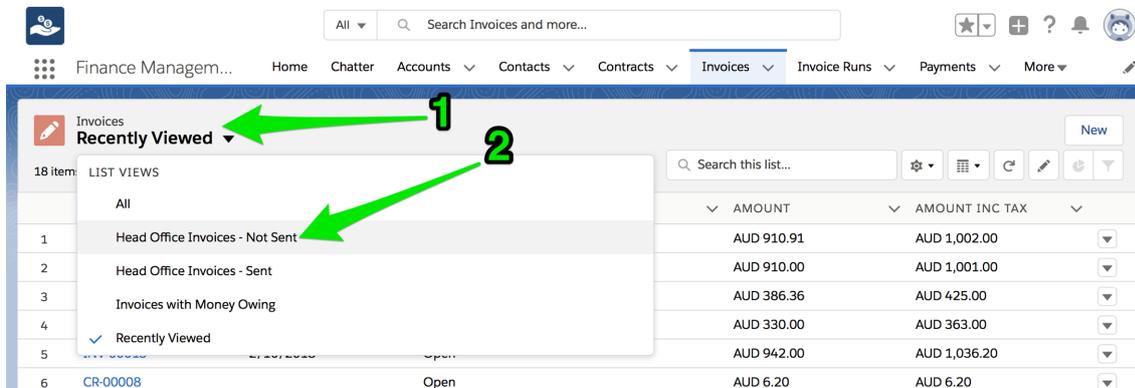
The screenshot shows the Salesforce interface for an invoice. At the top, there's a navigation bar with 'Finance Management...' and various tabs like 'Home', 'Chatter', 'Accounts', 'Contacts', 'Contracts', 'Invoices', 'Invoice Runs', 'Payments', and 'More'. The 'Invoices' tab is selected, showing an invoice for 'INV-00005' with details: Account 'FCS Ringwood East', Invoice Date '15/10/2018', Amount Inc Tax 'AUD 1,002.00', and Status 'Open'. Below this, the 'Related' tab is active, displaying 'Invoice Line Items (2)'. A table lists two items: 'Management Fees' (Amount: AUD 910.91, Amount Inc Tax: AUD 1,002.00, Account Code: 200) and 'System Royalty' (Amount: AUD 0.00, Amount Inc Tax: AUD 0.00, Account Code: [dropdown]). These two rows are highlighted with a green border. Below the table are sections for 'Payments (0)', 'Syncs (1)', and 'Files (0)'. On the right, the 'Activity' tab is visible, showing 'Email' and 'Chatter' sections with filters and buttons like 'Add', 'Refresh', and 'Expand All'.

How to mass email invoices

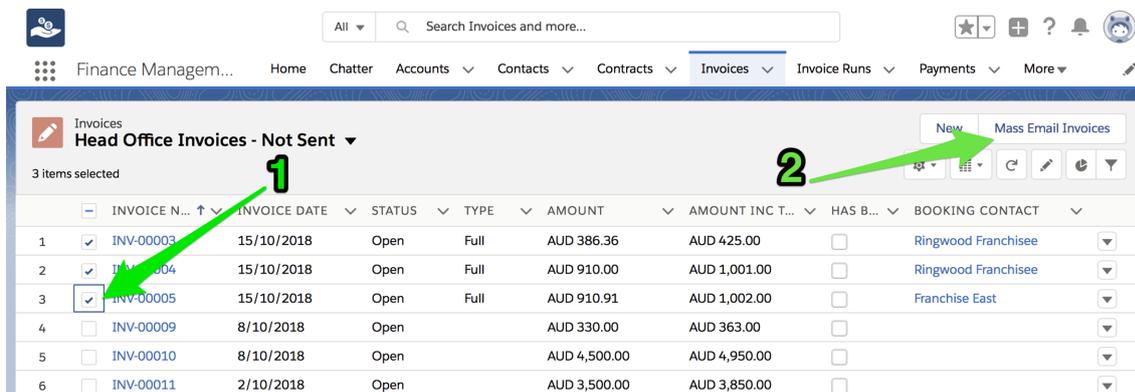
Finance Management can send an entire batch of emails to franchisees simultaneously.

To mass email invoices

1. From the Invoices tab, select the Head Office Invoices - Not Sent list view.

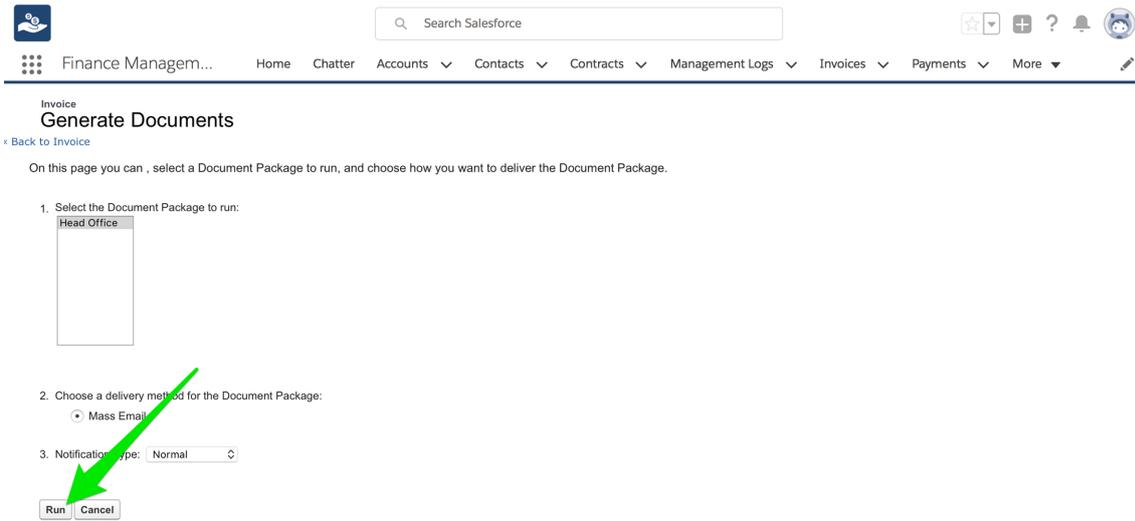


2. Now select each invoice that you want to send, then press Mass Email Invoices.



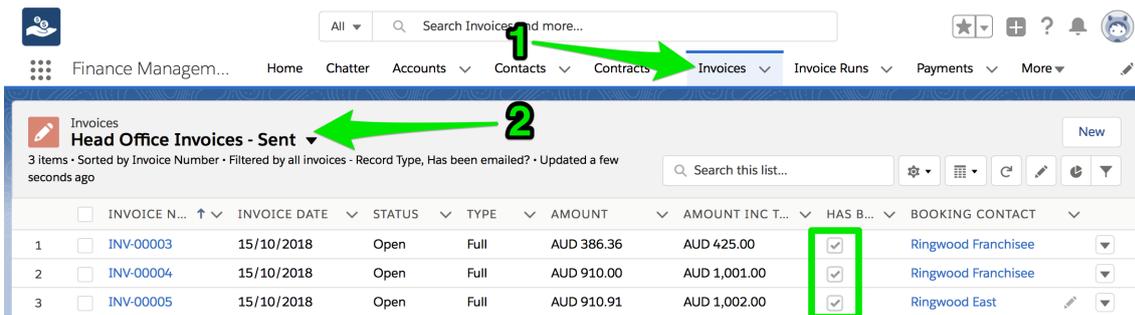
The Invoice Generate Document page appears.

3. Press Run.



Finance Management indicates that it is processing the requests. It displays a dialog box, then displays the Home page.

4. You can confirm that the emails have been sent by going back to **Invoices** and selecting the **Head Office Invoices - Sent** list view.



How to manage multiple invoice cycles

Here are some common recipes for configuring contract fees and invoice runs.

To create a single invoice run per month

You create a monthly invoice run with two invoice sources:

- » An expense source
- » A contract fee source

You set up both sources so they are unfiltered. That way all contract fees and expenses are captured, assuming that every contract fee is in fact set up for a monthly cycle.

This recipe requires all fees in the franchisee contracts to have a monthly cycle.

To create invoice runs with multiple cycles

You may have a weekly invoice and a monthly invoice.

In this case, you create two invoice runs. One invoice run is set to a weekly cycle, and the other to a monthly cycle.

You can configure one or both of the invoice runs to collect expenses. If you want to filter by expense category, you can choose to do so. Without filtering, expenses that are due will be charged on the first available cycle configured to collect expenses. An expense is never invoiced twice.

Both invoice cycles will be configured with contract fee sources. If the cycle is sufficient to distinguish the fees, then you can leave the contract fee source unfiltered. Otherwise, filter them to ensure the correct fee category is picked up by each invoice run. Where either of the invoice runs draw from multiple categories, you must add one invoice source per category.

To create invoice runs with the same cycle that are issued at different times in the month

Sometimes you might have a monthly invoice in the first week of the month, with another monthly invoice mid-month.

In this case, you create two invoice runs, both of which are set to monthly cycles.

Either one or both of the invoice runs can be configured with an expense source type.

Both of the invoice runs should be configured with a contract fee source filtered by the appropriate category. For example, the early-in-month invoice might be filtered for software subscriptions, while the mid-month invoice may collect management fees, royalties and expenses.

How to generate an invoice run ahead of time

You can generate invoice runs several days ahead of when you distribute the invoices. This allows you to check the invoice generation and perform any other necessary accounting procedures prior to sending the invoices.

To generate an invoice run ahead of time, ensure the `Generation Lead Time` is set correctly. See “How to configure an invoice run” on page 69. When you are ready to invoice the run, See “How to generate an invoice run” on page 76.

CHAPTER 6

Working with Invoices, Payments & Credit Notes

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Understanding payments and credit notes

Finance Management allows you to record franchisee payments against invoices. You can also offer discounts and allocate payments using Credit Notes and Credit Allocations.



Finance Management can optionally integrate with the Xero accounting software.

Using Credit Notes with Financial Integration

If you have chosen to use financial integration with Xero (and have created an active connection to Xero) we recommend:

Do what	Where	Next action
Create invoice	Finance Management	Invoices created in Finance Management are automatically and instantly sent to Xero.
Create credit note	Finance Management	Credit notes created in Finance Management are automatically and instantly sent to Xero.
Allocate credit to invoice	Xero	Allocations will be pulled back to Finance Management within 15 minutes, OR For instant update, from the invoice in Finance Management, press Pull from Financial System .

Using Credit Notes in Finance Management

If you elect to not use Financial Integration, you can enter create invoices, enter payments, create credit notes and allocate credit to invoices all in Finance Management.

Payments

How to record a payment



It is preferable to record your payments in Xero if you are using financial integration. Any payments recorded in Xero will be pulled back to Salesforce (generally within 15 minutes). You can immediately retrieve changes to payment by manually choosing the **Pull from Financial System** button.

If you are not using financial integration with Xero, you can record payments within FranchiseOps. You record payments against an invoice. You first locate the invoice generated for a particular franchise, then you record the payment against the invoice.

1. From the **Invoice**, select the **Related** tab.

The screenshot displays the FranchiseOps interface for an invoice. At the top, there is a navigation bar with 'Finance Managem...' and various menu items like 'Home', 'Chatter', 'Accounts', 'Contacts', 'Contracts', 'Invoices', 'Invoice Runs', and 'More'. A search bar is also present. Below the navigation, the invoice details for 'Invoice INV-00010' are shown, including 'Account: FCS Ringwood', 'Invoice Date: 8/10/2018', 'Amount Inc Tax: AUD 4,950.00', and 'Status: Open'. The main content area is divided into three tabs: 'DETAILS', 'RELATED', and 'ACTIVITY'. The 'RELATED' tab is selected and highlighted with a green arrow. The 'DETAILS' tab shows various fields for the invoice, including 'Sync Status', 'Invoice Number', 'Invoice Date', 'Due Date', 'Status', 'Account', 'Reference', 'Amount', 'Tax Amount', 'Amount Inc Tax', 'Tax Exempt', 'Job', 'Has been emailed?', and 'Payment Details'. The 'ACTIVITY' tab shows an 'Email' section with a 'Create new...' button and an 'Add' button, and sections for 'Next Steps' and 'Past Activities'. The 'Next Steps' section indicates 'No next steps. To get things moving, add a task or set up a meeting.' and the 'Past Activities' section indicates 'No past activity. Past meetings and tasks marked as done show up here.'

2. From the **Payments** section, press **New**.

The screenshot shows the 'Invoice INV-00010' page. At the top, there is a search bar and navigation tabs including 'Home', 'Chatter', 'Accounts', 'Contacts', 'Contracts', 'Invoices', 'Invoice Runs', and 'More'. Below the invoice header, there are tabs for 'DETAILS' and 'RELATED'. Under 'RELATED', there is a table for 'Invoice Line Items (1)' with columns for 'SUMMARY', 'AMOUNT', 'AMOUNT INC TAX', and 'ACCOUNT CODE'. Below this table is a 'View All' link. At the bottom of the 'RELATED' section, there is a 'Payments (0)' section with a green arrow pointing to a 'New' button.

The **New Payment** dialog box appears.

3. Press **Next**.

The 'New Payment' dialog box is shown. It has a title 'New Payment' and a subtitle 'Select a record type'. There are two radio buttons: 'Payment' (which is selected) and 'Credit Allocation'. At the bottom of the dialog, there are two buttons: 'Cancel' and 'Next'. A green arrow points to the 'Next' button.

The **New Payment** dialog box appears with **Invoice** automatically selected.

4. Complete the payment information, then press **Save**.

New Payment: Payment

Information

Sync Status ¹

Payment Number

Type ¹

Payment Method ¹

Reference ¹

Invoice ¹

Amount ¹

Effective Date ¹

Status ¹

System Information

Currency

Record Type
Payment

Financial System Id ¹

5. The New Payment dialog box is saved and the payment appears on the Invoice.

Finance Management...

★
+
?
🔔
👤

Home
Chatter
Accounts
Contacts
Contracts
Invoices
Invoice Runs
More

Invoice

INV-00010

Account	Invoice Date	Amount Inc Tax	Status
FCS Ringwood	8/10/2018	AUD 4,950.00	Open

Invoice Line Items (1)

SUMMARY	AMOUNT	AMOUNT INC TAX	ACCOUNT CODE
Franchise Paym...	AUD 4,500.00	AUD 4,950.00	▼

View All

Payments (1)

PAYMENT NUMB...	TYPE	STATUS	AMOUNT
PMT-000108	Payment	Partial Payment	AUD 3,000.00

View All

Email

Filters: All time • All activities • All types ▼

Refresh Expand All

Next Steps

No next steps. To get things moving, add a task or set up a meeting.

Past Activities

CHAPTER 6 | Payments

91

How to review payments for an invoice

To understand the status of payments on an invoice

1. From the Invoices tab, open an Invoice.

INVOICE NUMBER	INVOICE DATE	STATUS	TYPE	AMOUNT	AMOUNT INC TAX
1 INV-00009	8/10/2018	Open		AUD 330.00	AUD 363.00
2 INV-00010	8/10/2018	Open		AUD 4,500.00	AUD 4,950.00
3 INV-00006	21/08/2018	Closed	Custom	AUD 300.00	AUD 330.00
4 INV-00002	20/08/2018	Open	Full	AUD 475.00	AUD 522.50
5 CR-00004		Open	Credit Note	AUD 60.00	AUD 66.00

2. For a summary of the current payment status, from the Invoice review Payment Details.

Invoice INV-00009

Account: [FCS Ringwood](#) Invoice Date: 8/10/2018 Amount Inc Tax: AUD 363.00 Status: Open

DETAILS	RELATED
Sync Status:	Owner: VIC Finance Manager
Invoice Number: INV-00009	Booking Contact:
Invoice Date: 8/10/2018	Amount: AUD 330.00
Due Date: 8/10/2018	Tax Amount: AUD 33.00
Status: Open	Amount Inc Tax: AUD 363.00
Account: FCS Ringwood	Tax Exempt: <input type="checkbox"/>
Reference:	Job:
	Has been emailed?: <input type="checkbox"/>

Payment Details

Amount Paid: AUD 200.00	Date Paid:
Amount Credited: AUD 0.00	Days to Pay:
Amount Owing: AUD 163.00	

ACTIVITY | **CHATTER**

Email

Create new...

Filters: All time • All activities • All types

[Refresh](#) [Expand All](#)

Next Steps

No next steps. To get things moving, add a task or set up a meeting.

Past Activities

No past activity. Past meetings and tasks marked as done show up here.

3. To check the detail behind the current status, select the **Related** tab.

The screenshot shows the 'Related' tab selected in the invoice details view. The interface includes a top navigation bar with 'Finance Management...' and various menu items like 'Home', 'Chatter', 'Accounts', 'Contacts', 'Contracts', 'Invoices', 'Invoice Runs', and 'More'. The main content area is divided into 'DETAILS' and 'RELATED' sections. The 'RELATED' section is highlighted with a green arrow. It contains fields for 'Sync Status', 'Invoice Number', 'Invoice Date', 'Due Date', 'Status', 'Account', and 'Reference'. The 'Owner' section shows 'VIC Finance Manager' as the booking contact. The 'Amount' section displays 'AUD 330.00' and 'AUD 363.00'. The 'Tax Amount' section shows 'AUD 33.00' and 'AUD 363.00'. The 'Tax Exempt' section has a checkbox. The 'Job' section has a dropdown menu. The 'Has been emailed?' section has a checkbox. The right-hand side of the interface shows the 'ACTIVITY' and 'CHATTER' sections, including an 'Email' section with a 'Create new...' button and an 'Add' button. Below this is a 'Filters' section with 'All time', 'All activities', and 'All types' options. The 'Next Steps' section shows 'No next steps. To get things moving, add a task or set up a meeting.' and a 'More Steps' button. The 'Past Activities' section is also visible.

Now you can see both the **Invoice Line Items** comprising the invoice, and the **Payments** allocated towards it.

The screenshot shows the 'Related' tab selected in the invoice details view. The interface includes a top navigation bar with 'Finance Management...' and various menu items like 'Home', 'Chatter', 'Accounts', 'Contacts', 'Contracts', 'Invoices', 'Invoice Runs', and 'More'. The main content area is divided into 'DETAILS' and 'RELATED' sections. The 'RELATED' section is highlighted with a green arrow. It contains two main sections: 'Invoice Line Items (1)' and 'Payments (1)'. The 'Invoice Line Items' section has a table with columns 'SUMMARY', 'AMOUNT', 'AMOUNT INC TAX', and 'ACCOUNT CODE'. The first row is 'Additional Adv...' with 'AUD 330.00', 'AUD 363.00', and a dropdown arrow. The 'Payments' section has a table with columns 'PAYMENT NUMB...', 'TYPE', 'STATUS', and 'AMOUNT'. The first row is 'PMT-000107' with 'Payment', 'Partial Payment', and 'AUD 200.00'. Both the 'Additional Adv...' row and the 'PMT-000107' row are highlighted with green boxes. The right-hand side of the interface shows the 'ACTIVITY' and 'CHATTER' sections, including an 'Email' section with a 'Create new...' button and an 'Add' button. Below this is a 'Filters' section with 'All time', 'All activities', and 'All types' options. The 'Next Steps' section shows 'No next steps. To get things moving, add a task or set up a meeting.' and a 'More Steps' button. The 'Past Activities' section is also visible.

4. To check further payment details, select the **Payment Number**.

The screenshot shows the Xero Finance Management interface. At the top, there is a search bar and navigation tabs for Home, Chatter, Accounts, Contacts, Contracts, Invoices, Invoice Runs, and More. The 'Invoices' tab is selected, displaying an invoice for 'FCS Ringwood' with invoice number 'INV-00009', dated '8/10/2018', for an amount of 'AUD 363.00'. Below the invoice details, there are two sections: 'DETAILS' and 'RELATED'. The 'RELATED' section contains 'Invoice Line Items (1)' and 'Payments (1)'. A green arrow points to the payment entry 'PMT-000107' in the 'Payments (1)' table, which is a 'Payment' of 'AUD 200.00' with a status of 'Partial Payment'. To the right, there are sections for 'ACTIVITY' and 'CHATTER', including an 'Email' section with a 'Create new...' button and 'Add' button, and 'Next Steps' and 'Past Activities' sections.

The Payment Details display.

The screenshot shows the 'Payment Details' for payment 'PMT-000107'. The interface includes a search bar and navigation tabs for Home, Chatter, Accounts, Contacts, Contracts, Invoices, Payments, and More. The 'Payments' tab is selected, displaying the payment details for 'PMT-000107'. The 'DETAILS' section is expanded, showing the following information:

- Sync Status:** Synced to Financial System
- Payment Number:** PMT-000107
- Type:** Payment
- Payment Method:** Cash
- Reference:**
- Invoice:** INV-00009
- Amount:** AUD 200.00
- Effective Date:** 9/10/2018
- Status:** Partial Payment

Below the details, there is a 'System Information' section with the following information:

- Created By:** VIC Finance Manager, 9/10/2018 11:36 AM
- Last Modified By:** VIC Finance Manager, 9/10/2018 11:36 AM
- Currency:** Australian Dollar
- Record Type:** Payment
- Financial System Id:** Xero - ae3344dc-ff5e-4b54-8e71-388392b1cc1f

Credit Notes

How to discount an invoice using a credit note

Sometimes you need to discount an issued invoice. There are a variety of reasons you may choose to do this:

- » You may choose to round off an invoice when a franchisee pays in cash
- » You may choose to use this feature in the case of incentives for rapid payment, or
- » You may use this to correct errors in previous billing cycles.

To provide a discount on an invoice

1. From the **Invoice**, note the value of **Amount Owing**.

The screenshot shows the 'Invoice' page for INV-00013. The interface includes a navigation bar at the top with 'Finance Managem...', 'Home', 'Chatter', 'Accounts', 'Contacts', 'Contracts', 'Invoices', 'Invoice Runs', and 'More'. Below the navigation bar, there is a search bar and several utility icons. The main content area is divided into two columns. The left column contains 'DETAILS' and 'RELATED' sections. The 'DETAILS' section includes fields for Sync Status, Invoice Number (INV-00013), Invoice Date (2/10/2018), Due Date (9/10/2018), Status (Open), Account (FCS Ringwood), and Reference. The 'RELATED' section includes Owner (VIC Finance Manager), Booking Contact, Amount (AUD 942.00), Tax Amount (AUD 94.20), Amount Inc Tax (AUD 1,036.20), Tax Exempt, Job, and Has been emailed?. Below these is a 'Payment Details' section with Amount Paid (AUD 1,030.00), Date Paid, Amount Credited (AUD 0.00), Days to Pay, and Amount Owing (AUD 6.20), which is highlighted with a green box. The right column contains 'ACTIVITY' and 'CHATTER' sections. The 'ACTIVITY' section includes an 'Email' section with a 'Create new...' button and an 'Add' button, and a 'Next Steps' section with a 'More Steps' button. The 'CHATTER' section includes a 'Past Activities' section with a 'Load More Past Activities' button.

You now need to create a new invoice as a **Credit Note**.

How to allocate credit to an invoice

When you issue a credit note, you generally need to allocate it to an invoice.

To allocate a credit note to an invoice

1. From the **Credit Note**, press the **Related** tab.

The screenshot shows the 'Invoice CR-00008' page in a web application. The top navigation bar includes 'Finance Management...', 'Home', 'Chatter', 'Accounts', 'Contacts', 'Contracts', 'Invoices', 'Invoice Runs', and 'More'. The main header displays the invoice details: Account (FCS Ringwood), Invoice Date, Amount Inc Tax (AUD 6.20), and Status (Open). Below this, there are two tabs: 'DETAILS' and 'RELATED'. A green arrow points to the 'RELATED' tab. The 'DETAILS' section contains fields for Sync Status, Invoice Number (CR-00008), Status (Open), Account (FCS Ringwood), Reference, System Information, Created By (VIC Finance Manager, 10/10/2018 10:31 AM), Currency (Australian Dollar), Owner (VIC Finance Manager), Job, Total Amount Allocated, Amount Inc Tax (AUD 6.20), Credit Balance (AUD 6.20), Last Modified By (VIC Finance Manager, 10/10/2018 11:04 AM), Record Type (Credit Note), and Financial System Id. The right-hand side of the page features an 'ACTIVITY' section with an 'Email' input field, a 'Create new...' button, and an 'Add' button. Below this are sections for 'Next Steps' and 'Past Activities', both indicating no activity.

2. From the **Credit Allocations** section, press **New**.

This screenshot is similar to the previous one, showing the 'Invoice CR-00008' page. The 'RELATED' tab is selected. Under the 'RELATED' section, there are two expandable sections: 'Invoice Line Items (1)' and 'Credit Allocations (0)'. The 'Invoice Line Items' section shows a table with columns 'SUMMARY', 'JOB', and 'AMOUNT INC TAX'. One item is listed: 'Rounding discount' with an amount of 'AUD 6.20'. A 'View All' link is present below the table. The 'Credit Allocations (0)' section has a green arrow pointing to its 'New' button. The right-hand side of the page remains the same as in the previous screenshot.

The New Payment dialog box opens.

3. Choose Credit Allocation, then press Next.

New Payment

Select a record type Payment Credit Allocation

1 → 2

Cancel Next

The New Payment: Credit Allocation dialog box opens.

4. Select the Invoice, enter the Amount and Effective Date and then press Save.

New Payment: Credit Allocation

Information

Sync Status

Payment Number

Type

Credit Note

Reference

Invoice

Amount

Effective Date

Status

System Information

Currency

Record Type

Financial System Id

Cancel Save & New Save

 Depending on the underlying payment method, you may find it useful to include a transaction number in the Reference field or to assign a Status.

5. The credit invoice is now allocated as a payment against the customer invoice.

The screenshot shows the 'Invoice CR-00008' page in the Finance Management system. The page is divided into two main sections: 'DETAILS' and 'RELATED'. The 'RELATED' section contains two tables. The first table, 'Invoice Line Items (1)', has columns for SUMMARY, JOB, and AMOUNT INC TAX, with one row for 'Rounding discount' valued at AUD 6.20. The second table, 'Credit Allocations (1)', is highlighted with a green border and has columns for PAYMENT NUMBER and INVOICE, with one row for 'PMT-000112' allocated to 'INV-00013'. The right-hand side of the page shows 'ACTIVITY' and 'CHATTER' sections, including an 'Email' section with a 'Create new...' button and 'Add' button, and 'Next Steps' and 'Past Activities' sections.

6. You can check that this is correct by selecting the Invoice.

This screenshot is identical to the one above, showing the 'Invoice CR-00008' page. A green arrow points to the 'INV-00013' value in the 'INVOICE' column of the 'Credit Allocations (1)' table, indicating that this is the invoice to be selected for verification.

7. Review **Payment Details**. Check that the Amount Owing is \$0.00. When this is the case the credit note has been correctly allocated.

The screenshot displays a web application interface for managing invoices. At the top, there is a navigation bar with a search box and various menu items like 'Home', 'Chatter', 'Accounts', 'Contacts', 'Contracts', 'Invoices', 'Invoice Runs', and 'More'. The main content area is titled 'Invoice INV-00013' and includes a summary table with the following data:

Account	Invoice Date	Amount Inc Tax	Status
FCS Ringwood	2/10/2018	AUD 1,036.20	Open

Below the summary table, there are two main sections: 'DETAILS' and 'ACTIVITY'. The 'DETAILS' section is further divided into 'RELATED' and 'ACTIVITY' sub-sections. The 'RELATED' section contains fields for 'Sync Status', 'Invoice Number', 'Invoice Date', 'Due Date', 'Status', 'Account', and 'Reference'. The 'ACTIVITY' section contains fields for 'Owner', 'Booking Contact', 'Amount', 'Tax Amount', 'Amount Inc Tax', 'Tax Exempt', 'Job', and 'Has been emailed?'. The 'Payment Details' section is highlighted with a green border and contains the following information:

Amount Paid	Date Paid
AUD 1,030.00	
Amount Credited	Days to Pay
AUD 6.20	
Amount Owing	
AUD 0.00	

The 'ACTIVITY' section on the right side of the interface shows an 'Email' activity with a 'Create new...' button and an 'Add' button. Below this, there are filters for 'All time', 'All activities', and 'All types', along with 'Refresh' and 'Expand All' buttons. The 'Next Steps' section shows 'No next steps. To get things moving, add a task or set up a meeting.' The 'Past Activities' section shows 'No past activity. Past meetings and tasks marked as done show up here.' and a 'Load More Past Activities' button.

How to allocate credit against multiple invoices

Sometimes you may need to allocate credit against multiple invoices.

To allocate a credit note to multiple invoices

1. Generate the Credit Note record. See “How to discount an invoice using a credit note” on page 95.
2. Now allocate part of the value of the credit note to the first invoice. See “How to allocate credit to an invoice” on page 95.
3. Repeat allocation steps 2 through 4 until you have allocated the entire value of the credit note.

CHAPTER 7

Xero Integration

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Understanding Xero integration

Finance Management's Financial Integration provides the ability to connect Salesforce financial information with Xero. This allows franchisors to take advantage of the strengths of Salesforce and Finance Management, while also providing the financial reporting, controls and compatibility with software required by finance departments.

What data is exchanged

Finance Management exchanges the following financial records

- » Accounts
- » Invoices
- » Payments
- » Credit Notes
- » Credit Allocations

This data is replicated from Salesforce to Xero. Changes made in Xero are synchronized back to Salesforce.



Supplier Invoices can optionally be sent to Xero. Supplier Invoices don't sync back from Xero to Salesforce.

When data is exchanged

When you create a new invoice, payment, credit note or credit allocation in a Xero account that is connected to , changes are replicated back to Finance Management in the next sync cycle. The frequency of the sync cycle is determined by the setting of the Master Franchise Profile Account's **Configuration Set**.

How to connect to Xero

You will need your own Xero account and have on hand your Xero username and password to connect Finance Management to Xero.

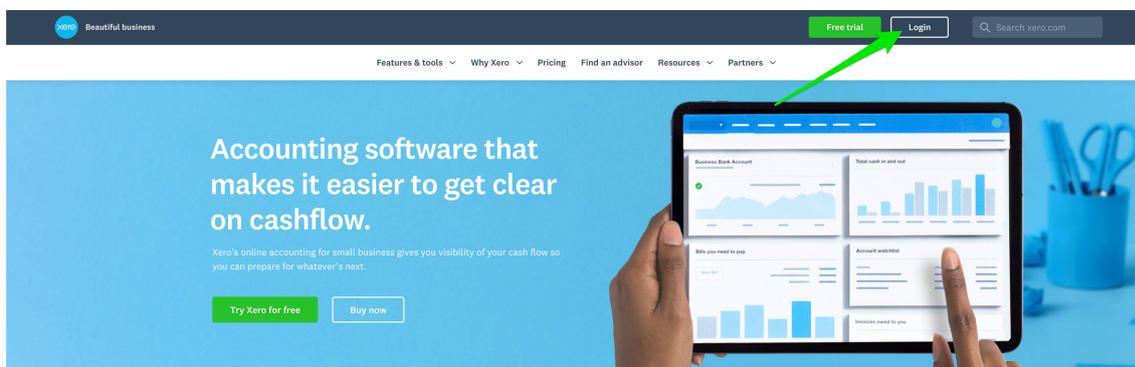
To connect your Master Franchise Profile Account to Xero

1. In your browser, login to Xero.
2. From Salesforce, connect your Franchise Profile Account to Xero.

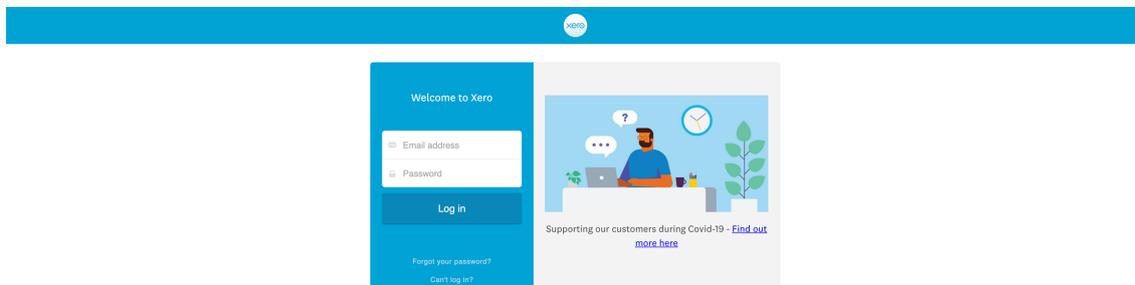
How to do this is described below.

To login to Xero

1. Go to the Xero website www.xero.com.au and click the **Login** button.



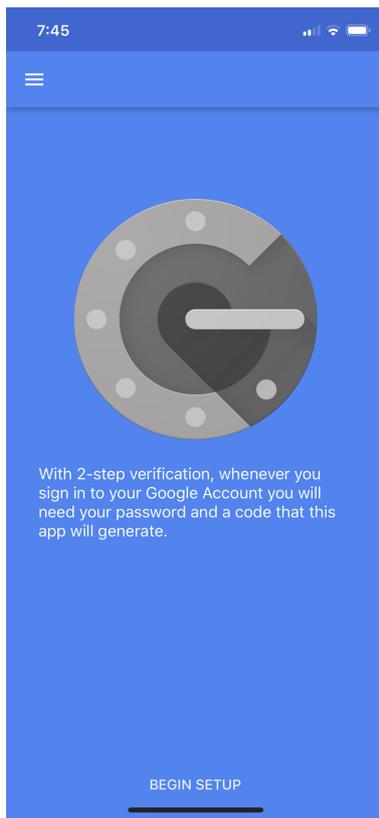
2. Now enter your **Email address** and **Password** then press **Log in**.



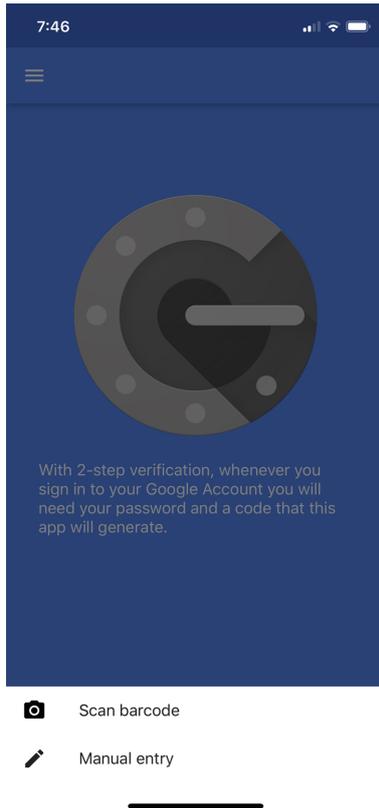
3. Xero may prompt you to set up two-step authentication. Press **Set up two-step authentication** to continue.



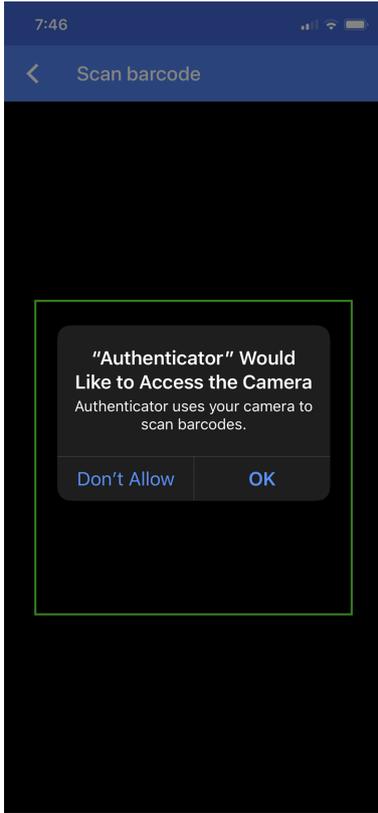
4. If you don't already have the Google Authenticator app on your mobile phone, go to the App Store (for iPhone) or Google Play (for Android) and download the Google Authenticator app.



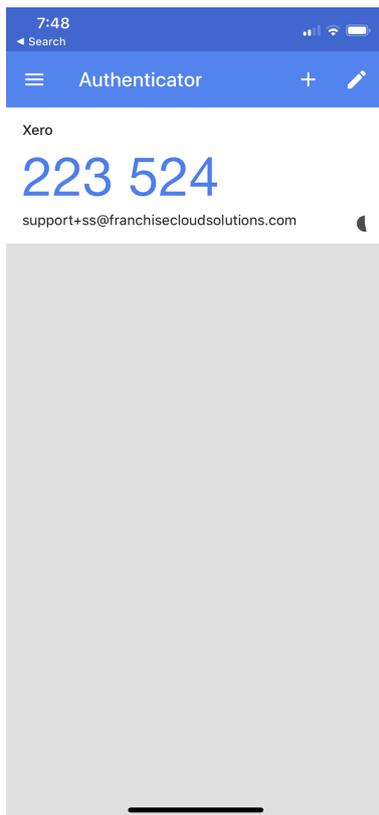
5. If this the first time you've used Google Authenticator, tap **Begin Setup** (otherwise, tap the + button) then tab **Scan barcode**.



6. If this is the first time you've used Google Authenticator, you may need to grant permission to use your camera. Press **OK**.



7. Now point the camera at the QR code on the screen. The camera will recognize the code and create the authentication key on your phone. The authentication key shows a time-limited code that changes regularly.



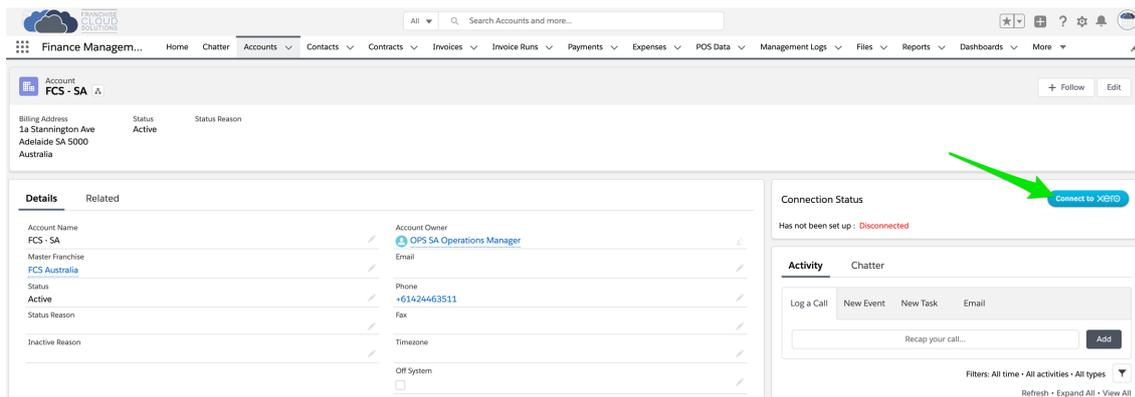
8. Enter the six digit code and press **Log in**.



9. Having logged into your Xero account, you're now ready to connect your Franchise Profile Account to Xero.

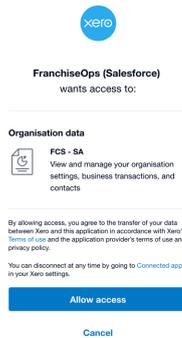
To connect to Xero

1. From your **Master Franchise Profile Account**, press the **Connect to Xero** button.



The **Welcome to Xero** login page appears.

2. Press the **Allow Access** button. Doing so gives permission for your Finance Management account to synchronize financial data with your Xero account. Changes and additions to data in Xero will be synchronized back into Salesforce.



Your **Master Franchise Profile Account** displays and the **Account Code Mapping Setup** dialog box appears.

3. Select appropriate values for the **Account Code Mapping Setup** and press **Save**.

Account Code Mapping Setup

* Default Account Code Invoice / Credit Note Lines 11000-00 - Sales	* Default Account Code Payments / Credit Allocations 66000-00 - Receivables
* Default Account Code Supplier Invoice 22000-00 - Cost of Goods Sold	
* Credit Note Status AUTHORISED	* Invoice Status AUTHORISED
* Revenue Inc Tax Code GST on Income	* Revenue Exempt Tax Code GST Free Income
* Expense Inc Tax Code GST on Expenses	* Expense Exempt Tax Code GST Free Expenses

* Select Currency

Enabled Currencies	Selected Currencies
	Australian Dollar

Cancel Save

 The above image shows a mapping to an edited Xero chart of accounts. When you edit your Xero chart of accounts, you can review the mapping to ensure Finance Management is still pushing to the right accounts.

4. Your Finance Management account is now connected.

Finance Managem... Home Chatter Accounts Contacts Contracts Invoices Invoice Runs Payments Expenses POS Data Management Logs Files Reports Dashboards More

Account: FCS - SA The financial system has been setup successfully

Billing Address: 1a Stannington Ave, Adelaide SA 5000, Australia | Status: Active | Status Reason:

Details	Related
Account Name: FCS - SA	Account Owner: OPS SA Operations Manager
Master Franchise: FCS Australia	Email:
Status: Active	Phone: +61424463511
Status Reason:	Fax:
Inactive Reason:	Timezone:
	Off System: <input type="checkbox"/>

Connection Status - OAuth 2.0 View Mapping Disconnect

FCS - QLD : Connected

Activity Chatter

Log a Call New Event New Task Email

Recap your call... Add

Filters: All time • All activities • All types

Refresh Expand All View All

 Now that your Xero account is connected, financial data you enter into Finance Management is automatically transferred to your Xero account. Information you enter into Xero is synchronized back to Finance Management periodically. How frequently this occurs depends on the sync settings configured against the Master Franchise Profile Account's **Configuration Set**. You may need to check with your system administrator to find how frequently this has been set.



If at any time you need to revise the mapping for a connected account, simply press **View Mapping**. You will be able to edit and save the mapping while it is still connected.

Understanding syncing and sync records

Sync Statuses

When you are connected to Xero, your financial records will have an icon showing the sync status of that record. Finance Management works by pushing financial information to the financial system and then pulling it back.

Changes in Finance Management are immediately pushed to Xero.

Finance Management checks periodically to see if data has been changed within Xero. If data has changed then it is pulled back to Finance Management.

The results of each push to and pull from the financial system are tracked within the Syncs records attached to the Master Franchise Profile Account.

The following table describes the meaning of each sync status.

Icon	Meaning
	Sync has not been attempted.
	The record has been pushed to the financial system and pulled back successfully.
	The record has been pushed to the financial system but not yet pulled back from it.
	The record has been pulled from the financial system.
	Attempt to push the record to the financial system has failed.

Types of sync records

There are three types of Sync records.

» Automated Sync Request records.

The screenshot shows a Salesforce record page for a Sync request. The record ID is S054716. The page is divided into three main sections: RELATED, DETAILS, and ACTIVITY. The DETAILS section is currently selected and shows the following information:

Sync Name	S054716	Franchise	VIC Master
Request Sent Time		Invoice	
Response Received Time		Sync Status	Succeeded
Error Message		Number Of Records	
Parent Sync		From Date	10/10/2018 1:31 PM
Type	Automatic	To Date	10/10/2018 1:46 PM
Created By	Integration User , 10/10/2018 1:46 PM	Owner	Integration User
Currency	Australian Dollar	Last Modified By	Integration User , 10/10/2018 1:46 PM

The ACTIVITY section shows filters for 'All time', 'All activities', and 'All types'. It includes sections for 'Next Steps' (with a 'More Steps' button) and 'Past Activities' (with a 'Load More Past Activities' button). The 'Next Steps' section indicates 'No next steps. To get things moving, add a task or set up a meeting.' The 'Past Activities' section indicates 'No past activity. Past meetings and tasks marked as done show up here.'

These are the automatic syncs that occur on the schedule set . They have no parent. You recognize an automatic Sync by looking at its `Type`. You recognize it as a Request record by observing that the `Parent Sync` field is empty.

» Manual Sync Request records.

The screenshot shows a Salesforce interface for a Sync record. The top navigation bar includes the Salesforce logo, a search bar, and various utility icons. The main header displays the record ID 'S054720' and a wrench icon. The page is divided into three main sections: 'RELATED', 'DETAILS', and 'ACTIVITY'. The 'DETAILS' section is currently active and shows a table of fields and their values. The 'ACTIVITY' section on the right shows filters, a 'Next Steps' section with a 'More Steps' button, and a 'Past Activities' section with a 'Load More Past Activities' button.

RELATED	DETAILS
Sync Name	Franchise
S054720	VIC Master
Request Sent Time	Invoice
Response Received Time	Sync Status
	In Progress
Error Message	Number Of Records
Parent Sync	From Date
	10/10/2018 1:48 PM
Type	To Date
Manual	10/10/2018 1:54 PM
Created By	Owner
VIC Finance Manager , 10/10/2018 1:58 PM	VIC Finance Manager
Currency	Last Modified By
Australian Dollar	VIC Finance Manager , 10/10/2018 1:58 PM

These are Sync operations initiated by a system administrator. You can recognize them by seeing they are of `TypeManual`, and the `Parent Sync` field is empty.

» Child Sync Response records.

The screenshot displays a Salesforce record for a Sync with ID S054718. The record is categorized under 'Sync' and is associated with the 'VIC Master' franchise. The sync status is 'Succeeded'. The 'Parent Sync' field is highlighted with a green box and contains the value 'S054716'. The record was created by 'Integration User' on 10/10/2018 at 1:46 PM. The 'ACTIVITY' section on the right indicates there are no next steps or past activities.

RELATED	DETAILS
Sync Name	Franchise
S054718	VIC Master
Request Sent Time	Invoice
Response Received Time	Sync Status
Error Message	Succeeded
Parent Sync	Number Of Records
S054716	From Date
Type	To Date
Created By	Owner
Integration User , 10/10/2018 1:46 PM	Integration User
Currency	Last Modified By
Australian Dollar	Integration User , 10/10/2018 1:46 PM

Each Request record has one or more child Response records associated with it. Each Response record is a child of the Request record. You recognize a Response record because it has the name of its parent within the `Parent Sync` field.

How to find the most recent sync



This topic assumes you have connected your Xero account. See “How to connect to Xero” on page 103.

Synchronization occurs automatically based on a schedule configured by your franchisor. Syncs can also be manually initiated by system administrators. You can check the most recent sync history from your Account.

To check the most recent sync period

1. From your **Account**, select the **Related** tab.

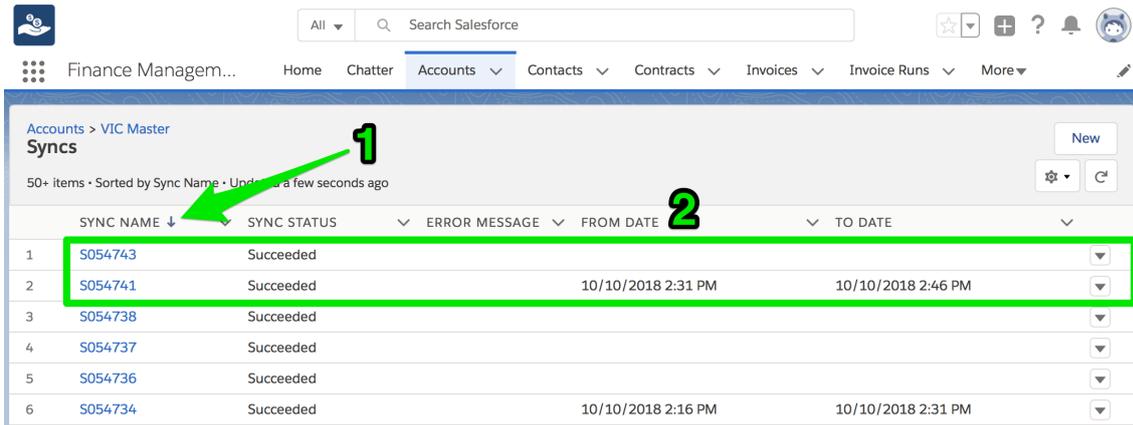
The screenshot shows the Xero account page for 'VIC Master'. The 'Accounts' menu is open, and the 'Related' tab is selected. The page displays account details such as Account Name, Master Franchise, Status, and Inactive Reason. The Account Owner is listed as 'VIC Finance Manager'. The Connection Status is 'Connected'. The Activity section is also visible.

2. Scroll down to the **Syncs** section, then press **View All**.

The screenshot shows the Xero account page for 'VIC Master' with the 'Syncs' section visible. The 'Syncs' section displays a table of syncs with columns for Sync Name, Sync Status, Error Message, and From Date. A green arrow points to the 'View All' link at the bottom of the syncs list.

SYNC NAME	SYNC STATUS	ERROR MESSAGE	FROM DATE
S054743	Succeeded		
S054741	Succeeded		10/10/2018 2:31...
S054738	Succeeded		
S054737	Succeeded		
S054736	Succeeded		
S054734	Succeeded		10/10/2018 2:16...

3. Click on the Sync Name column to order newest to oldest.



The screenshot shows the Salesforce interface for the 'Accounts > VIC Master' section, specifically the 'Syncs' page. The page displays a table of sync records. A green arrow labeled '1' points to the 'SYNC NAME' column header, which is currently sorted in descending order. A green box labeled '2' highlights the first two rows of the table, which are the most recent syncs. The table has columns for 'SYNC NAME', 'SYNC STATUS', 'ERROR MESSAGE', 'FROM DATE', and 'TO DATE'. The first row (ID 1) has a sync name of 'S054743' and a status of 'Succeeded'. The second row (ID 2) has a sync name of 'S054741', a status of 'Succeeded', a 'FROM DATE' of '10/10/2018 2:31 PM', and a 'TO DATE' of '10/10/2018 2:46 PM'. The table also shows records with IDs 3, 4, 5, and 6, all with 'Succeeded' status.

	SYNC NAME ↓	SYNC STATUS	ERROR MESSAGE	FROM DATE	TO DATE
1	S054743	Succeeded			
2	S054741	Succeeded		10/10/2018 2:31 PM	10/10/2018 2:46 PM
3	S054738	Succeeded			
4	S054737	Succeeded			
5	S054736	Succeeded			
6	S054734	Succeeded		10/10/2018 2:16 PM	10/10/2018 2:31 PM

The most recent set of syncs is given by the latest Sync records.

4. Check the From Date and the To Date in the most recent automated sync to determine when the most recent sync occurred.

How to prevent historical syncing

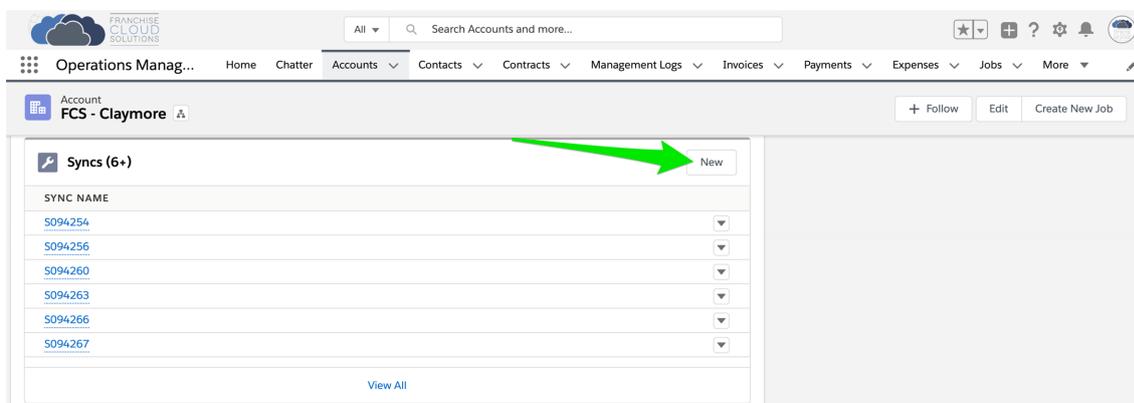
When you are syncing a new Franchise Profile Account or Master Franchise Profile Account with a Xero account that has extensive history, you will often need to prevent the system from attempting to sync the entire history.



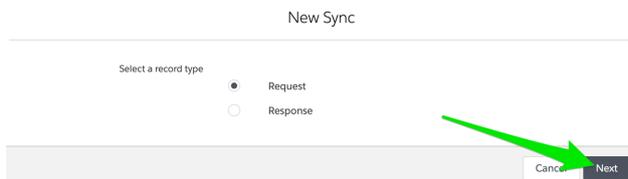
Attempts to sync a long-lived Xero account with a newly created Franchise Profile Account will usually result in syncing errors. You need to limit the sync to the period in which the Franchise Profile Account has records relating to the Xero account.

To prevent historical syncing

1. From the **Franchise Profile Account**, find the Syncs section and press **New** (button is on the **Related** tab).



2. From the **New Syncs** dialog choose **Request**.



3. Set the Sync Status to *Succeeded*.

New Sync: Request

Information

Sync Name	Franchise
	<input type="text" value="FCS - Claymore"/>
Request Sent Time	Invoice
Date <input type="text"/>	<input type="text" value="Search Invoices..."/>
Time <input type="text"/>	
Response Received Time	Sync Status
Date <input type="text"/>	<input type="text" value="Succeeded"/>
Time <input type="text"/>	
Error Message	Number Of Records
<input type="text"/>	<input type="text"/>
Parent Sync	From Date
<input type="text" value="Search Syncs..."/>	Date <input type="text"/>
	Time <input type="text"/>
Type	To Date
<input type="text" value="--None--"/>	Date <input type="text"/>
	Time <input type="text"/>

System Information

Currency	Owner
<input type="text" value="AUD - Australian Dollar"/>	Loryn Jenkins

4. Set the *Type* to *Automatic*.

New Sync: Request

Information

Sync Name	Franchise
	<input type="text" value="FCS - Claymore"/>
Request Sent Time	Invoice
Date <input type="text"/>	<input type="text" value="Search Invoices..."/>
Time <input type="text"/>	
Response Received Time	Sync Status
Date <input type="text"/>	<input type="text" value="Succeeded"/>
Time <input type="text"/>	
Error Message	Number Of Records
<input type="text"/>	<input type="text"/>
Parent Sync	From Date
<input type="text" value="Search Syncs..."/>	Date <input type="text"/>
	Time <input type="text"/>
Type	To Date
<input type="text" value="Automatic"/>	Date <input type="text"/>
	Time <input type="text"/>

System Information

Currency	Owner
<input type="text" value="AUD - Australian Dollar"/>	Loryn Jenkins

5. Set **To Date** to a relatively recent date (e.g. yesterday or today), then press **Save**.

New Sync: Request

Information

Sync Name	Franchise
	FCS - Claymore
Request Sent Time	Invoice
Date	Search Invoices...
Time	
Response Received Time	Sync Status
Date	Succeeded
Time	
Error Message	Number Of Records
Parent Sync	From Date
Search Syncs...	Date
	Time
Type	To Date
Automatic	Date
	Time
	19/08/2019
	12:00 PM

System Information

Currency	Owner
AUD - Australian Dollar	Loryn Jenkins

Cancel Save & New Save

This will prevent automatic syncing from attempting to sync prior to the specific **To Date**.



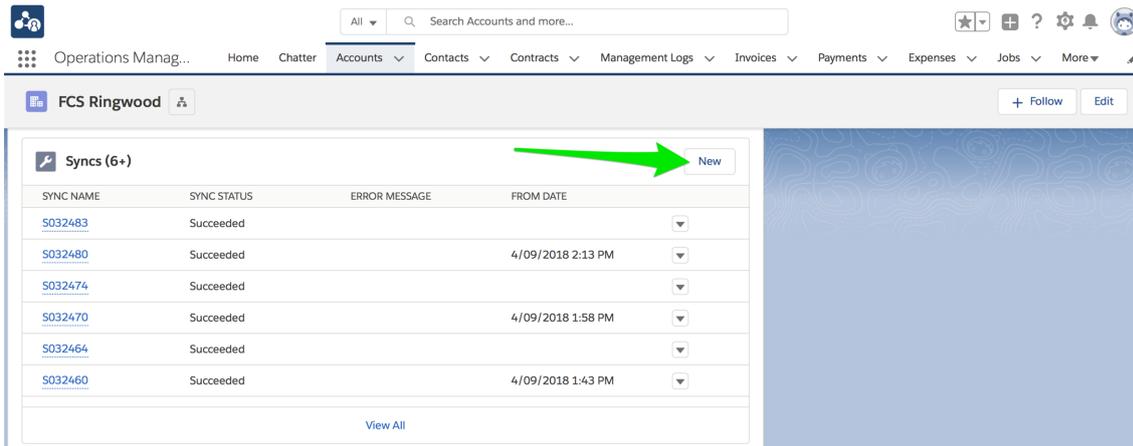
If you need to sync historical records from a defined range prior to the specified **To Date**, create a manual sync for the desired period (See “How to manually sync specific records” on the facing page).

How to manually sync specific records

From time to time it may be necessary to attempt to sync specific records. You can do this by initiating a manual sync that synchronizes specific invoices or invoices from a particular date and time range. When a manual sync is specified based on a date and time range, all financial records whose create or update timestamps fall into the specified duration are synced.

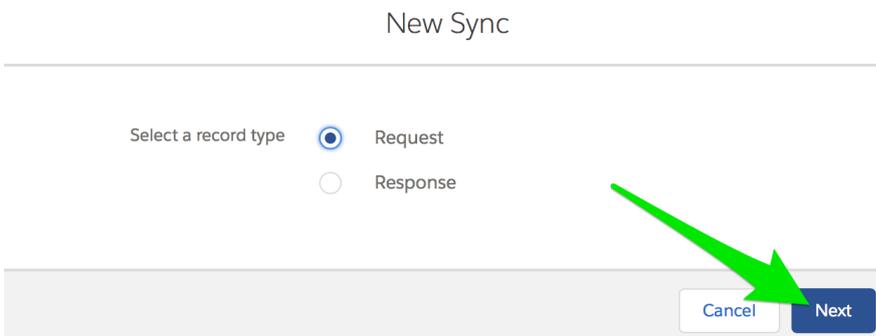
To sync specific date and time ranges for a particular account

1. From the **Syncs** section on an account's **Related** tab, press **New**.



The **New Sync** dialog box appears.

2. From the **New Sync** dialog box, select **Request** then press **Next**.



The **New Sync: Request** dialog box appears.

3. From the New Sync: Request dialog box, enter:
 - a. the *Type* as *Manual*
 - b. either the **Invoice** or the **Date Range** to be manually synced.

New Sync: Request

Information

Sync Name	Franchise FCS Ringwood
Request Sent Time Date Time	Invoice INV-00001
Response Received Time Date Time	Sync Status In Progress
Error Message	Number Of Records
Parent Sync Search Syncs...	From Date Date Time
Type Manual	To Date Date Time

System Information

Currency Australian Dollar	Owner Loryn Jenkins
-------------------------------	------------------------

Cancel Save & New **Save**

4. When you have completed the selections, press **Save**.
5. The manual sync occurs in the background.

How to update an invoice after it is created

When an invoice is created in an account that is synced with Xero, the sync occurs as soon as it is created. Sometimes you need to change some details on the invoice within Salesforce and then send to the financial system. When this happens, it is useful to send the invoice to the financial system. This can ensure both systems have the most up-to-date detail.



You can update an invoice to the financial system after the first sync and before any payments are recorded.

To send changes to the financial system

1. Start with an invoice whose details you want to change.

The screenshot displays the Salesforce interface for an invoice record. At the top, there is a navigation bar with the following items: Finance Managem..., Home, Chatter, Accounts, Contacts, Contracts, Management Logs, Invoices, Payments, and More. A search bar is located in the top right corner. Below the navigation bar, the invoice record for INV-00001 is shown. The record includes a header with the invoice number and a set of action buttons: + Follow, Edit, Clone, Delete, Send To Financial System, and Pull From Financial System. Below the header, there is a table with the following columns: Account (FCS Ringwood), Invoice Date (28/08/2018), Amount Inc Tax (AUD 1,044.89), and Status (Open). The main content area is divided into two sections: DETAILS and ACTIVITY. The DETAILS section is currently active and shows a list of fields with their values and edit icons. The fields are: Sync Status (with a green arrow icon), Invoice Number (INV-00001), Invoice Date (28/08/2018), Due Date (31/08/2018), Status (Open), Account (FCS Ringwood), and Reference. The ACTIVITY section shows an Email section with a 'Create new...' button and an 'Add' button. Below the Email section, there are filters for 'All time', 'All activities', and 'All types'. The 'Next Steps' section shows 'No next steps. To get things moving, add a task or set up a meeting.' and the 'Past Activities' section is currently empty.

2. Now make a change to it.

The screenshot shows the 'Invoice' page for 'INV-00001'. At the top, there are navigation tabs: Home, Chatter, Accounts, Contacts, Contracts, Management Logs, Invoices, Payments, and More. Below the navigation is a search bar and utility icons. The main header includes the invoice ID and actions: + Follow, Edit, Clone, Delete, Send To Financial System, and Pull From Financial System. A summary row shows: Account (FCS Ringwood), Invoice Date (30/08/2018), Amount Inc Tax (AUD 1,044.89), and Status (Open). The 'DETAILS' section is split into two columns. The left column contains: Sync Status (with a refresh icon), Invoice Number (INV-00001), Invoice Date (30/08/2018), Due Date (4/09/2018), Status (Open), Account (FCS Ringwood), and Reference. The right column contains: Owner (Loryn Jenkins), Booking Contact (Ringwood Franchisee), Amount (AUD 949.90), Tax Amount (AUD 94.99), Amount Inc Tax (AUD 1,044.89), Tax Exempt (checkbox), Job, and Has been emailed? (checkbox). A green box highlights the 'Invoice Date' and 'Due Date' fields. The 'ACTIVITY' section on the right shows an 'Email' button, a 'Create new...' input, an 'Add' button, filters (All time, All activities, All types), and 'Next Steps' and 'Past Activities' sections.

After making the change, you will want to update it in the financial system.

3. From the Invoice, press **Send to Financial System**.

This screenshot is identical to the previous one, but a green arrow points to the 'Send To Financial System' button in the top action bar.

The **Send to Financial System** dialog box appears.

4. Press Finish.

Send To Financial System

Succeeded

Finish

The Invoice has now been updated in the financial system.

The screenshot shows the Xero software interface. At the top, there is a navigation bar with options like Home, Chatter, Accounts, Contacts, Contracts, Management Logs, Invoices, Payments, and More. A search bar is also present. Below the navigation bar, the main content area displays an invoice titled 'Invoice INV-00001'. The invoice details are as follows:

Account	Invoice Date	Amount Inc Tax	Status
FCS Ringwood	30/08/2018	AUD 1,044.89	Open

Below the invoice details, there are two main sections: 'DETAILS' and 'ACTIVITY'. The 'DETAILS' section is further divided into 'RELATED' and 'ACTIVITY' sub-sections. The 'RELATED' section lists various fields for the invoice, such as Sync Status, Invoice Number, Invoice Date, Due Date, Status, Account, and Reference. The 'ACTIVITY' section shows the Owner (Loryn Jenkins), Booking Contact (Ringwood Franchisee), Amount (AUD 949.90), Tax Amount (AUD 94.99), Amount Inc Tax (AUD 1,044.89), Tax Exempt status, Job, and Has been emailed? status.

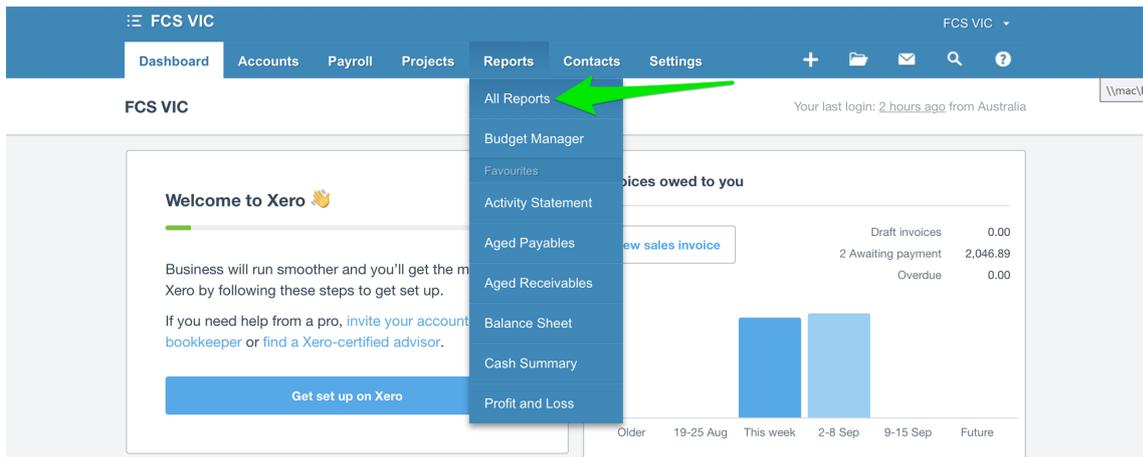
The 'ACTIVITY' section on the right side of the interface shows an 'Email' activity with a 'Create new...' button and an 'Add' button. Below this, there are filters for 'All time', 'All activities', and 'All types'. There is also a 'Next Steps' section with a 'More Steps' button and a message: 'No next steps. To get things moving, add a task or set up a meeting.' The 'Past Activities' section is currently empty.

How to perform end of month reconciliation

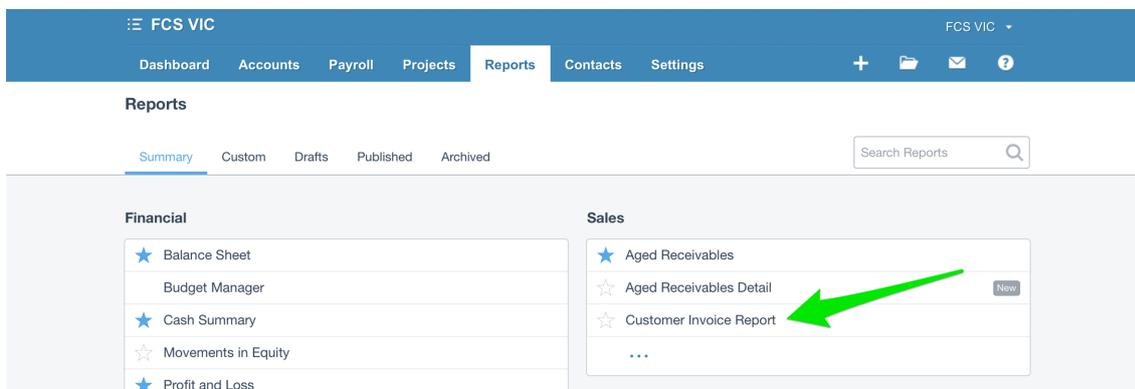
Performing an end of month reconciliation involves comparing the invoice report provided by Xero with the invoice report for Franchise Owners available within Finance Management.

To obtain the Xero end of month report

1. Log into your Xero account.
2. From the **Reports** menu, choose **All Reports**.



3. From the **Reports** dashboard, choose the **Customer Invoice Report**.



- Modify the parameters to suit and press the **Update** button. The report appears on-screen and can be exported.

Customer Invoice Report (Australian Dollar)
FCS VIC
From 01 August 2018 to 31 August 2018

Invoice Number	Reference	Type	To	Date	Due Date	Expected Date	Paid Date	Invoice Total	Paid	Due	Sent	Status
INV-00001	INV	FCS Ringwood		30 Aug 2018	4 Sep 2018			1,044.89	0.00	1,044.89	Unsent	Awaiting Payment
INV-00002	INV	FCS Ringwood East		28 Aug 2018	31 Aug 2018			1,002.00	0.00	1,002.00	Unsent	Awaiting Payment
Page Total								2,046.89	0.00	2,046.89		
Report Total								2,046.89	0.00	2,046.89		

Page 1 of 1 (2 total items) | Showing 100 items per page

To obtain the Finance Management end of month report

- From the **Salesforce** menu, select **Reports**.

The screenshot shows the Salesforce navigation bar with the following items: Home, Chatter, Accounts, Contacts, Contracts, Invoices, Invoice Runs, and More. A green arrow labeled '1' points to the 'More' button. A dropdown menu is open, showing options: Payments, Expenses, Management Logs, Files, Reports, Dashboards, Calendar, Tasks, Notes, Territories, Jobs, and Training Courses. A second green arrow labeled '2' points to the 'Reports' option in this menu.

2. From the Reports page, go to All Folders and select Finance Reports folder.

The screenshot shows the Salesforce Reports interface. The top navigation bar includes 'Home', 'Chatter', 'Accounts', 'Contacts', 'Contracts', 'Invoices', 'Reports', and 'More'. The 'Reports' section is active, showing 'All Folders' with 2 items. A green arrow points to the 'Finance Reports' folder in the table.

REPORTS	NAME	CREATED BY	CREATED ON	LAST MODIFIED BY	LAST MODIFIED DATE
Recent	Finance Reports	Integration User	14/03/2018, 9:45 am	Integration User	14/03/2018, 9:45 am
Created by Me	Head Office Reports	Integration User	14/03/2018, 9:45 am	Integration User	14/03/2018, 9:45 am

3. Now select the Invoice Status Report.

The screenshot shows the Salesforce Reports interface with the 'Finance Reports' folder selected. The table lists 5 items, with a green arrow pointing to the 'Invoice Status Report' row.

REPORTS	NAME	DESCRIPTION	FOLDER	CREATED BY	CREATED ON	SUBSCRIBED
Recent	Payments by Month		Finance Reports	Integration User	14/03/2018, 9:45 ...	
Created by Me	HO Ops Monthly Sa...		Finance Reports	Integration User	14/03/2018, 9:45 ...	
Private Reports	Expenses by Week		Finance Reports	Integration User	14/03/2018, 9:45 ...	
Public Reports	Expenses by Franchi...		Finance Reports	Integration User	14/03/2018, 9:45 ...	
	Invoice Status Report		Finance Reports	Integration User	29/08/2018, 11:03...	

4. The data for the current month appears. You can export as needed.

The screenshot shows a Salesforce interface with a search bar and navigation menu. Below is a report titled 'Invoice Status Report' with a summary table and a main data table.

SYNC STATUS	INVOICE: INVOICE NUMBER	ACCOUNT	JOB	INVOICE DATE	DUE DATE	AMOUNT INC TAX	AMOUNT PAID	AMOUNT OWING	AMOUNT CREDITED	HAS BEEN EMAILED?	STATUS
	INV-00001	FCS Ringwood	-	30/08/2018	4/09/2018	AUD 1,044.89	AUD 0.00	AUD 1,044.89	AUD 0.00	×	Open
	INV-00002	FCS Ringwood East	-	28/08/2018	31/08/2018	AUD 1,002.00	AUD 0.00	AUD 1,002.00	AUD 0.00	×	Open
Grand Total (2 records)						AUD 2,046.89	AUD 0.00	AUD 2,046.89	AUD 0.00	0	

 Use the filter button to reset the reporting period to suit.

To reconcile the monthly reports

1. Compare the totals of the two reports to check that they match.
2. Examine the detail in the case that there is any discrepancy and make changes to bring the two systems into reconciliation.

CHAPTER 8

Working with Reports

Understanding reports	132
Standard reports	136
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Head Office Reports	136
How to export a report	138
How to print a report	140

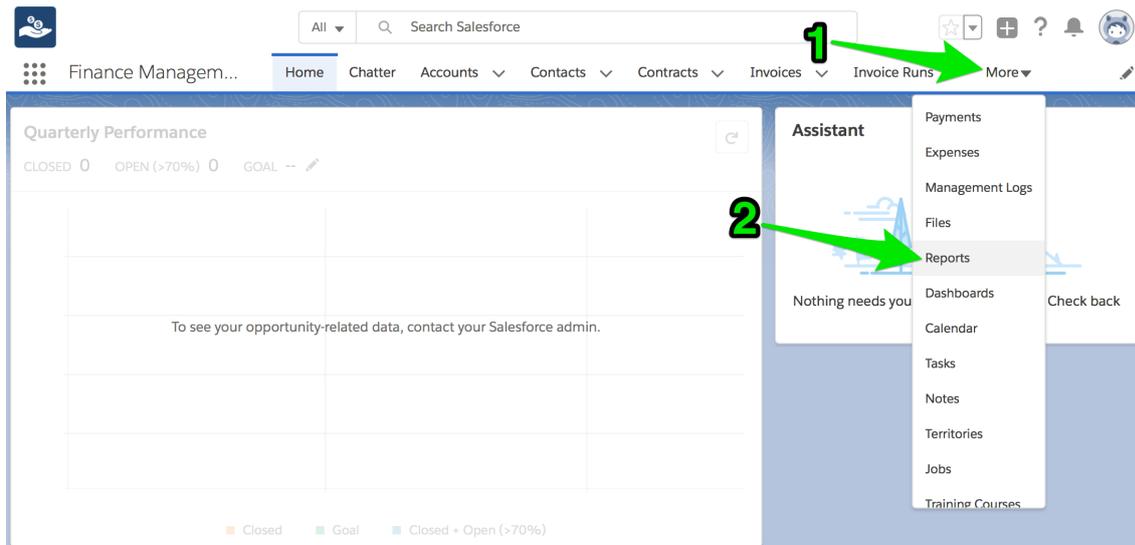
Understanding reports

A report provides a summary of your records filtered by specific criteria at a point in time. Reports provide a great way to remain aware of the overall performance of your business.

Finance Management ships with a range of reports tailored to operations.

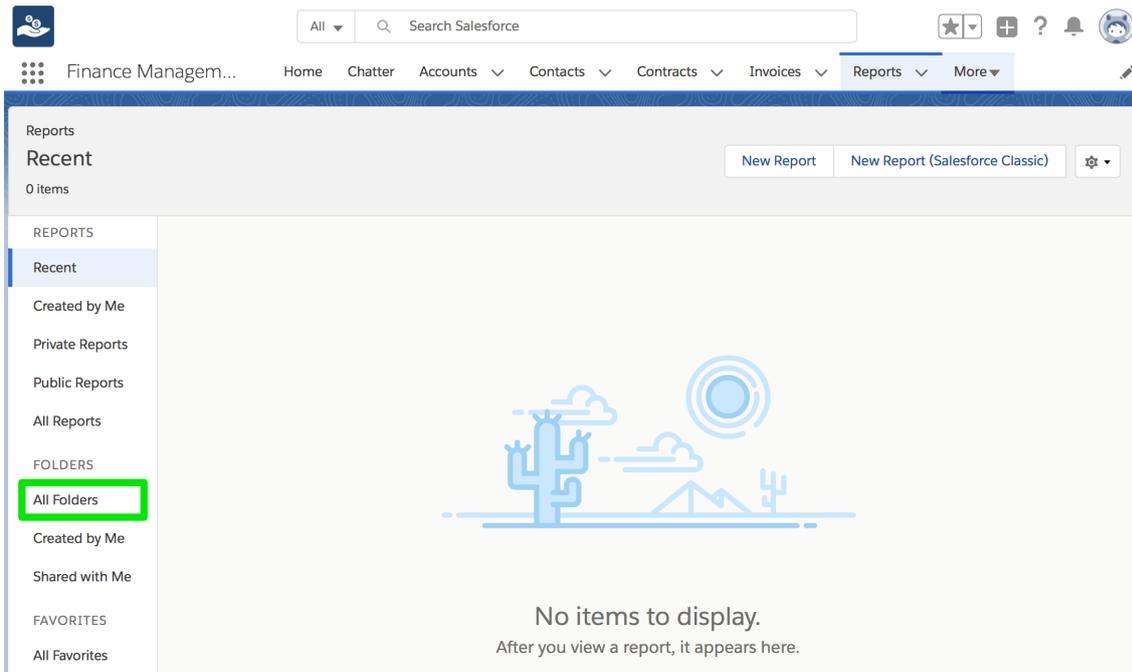
To discover available reports

1. From the Salesforce menu, choose **More**, then choose **Reports**.



The recent reports folder appears. If you have yet to use a report, this will be blank.

2. To see the different types of reports, go to the **All Folders** folder.



There you will see each of the different categories of report that come with Finance Management.

3. Select any one of the report folders.

The screenshot shows the Salesforce Reports interface. The left sidebar is expanded to 'All Folders', which contains two items: 'Finance Reports' and 'Head Office Reports'. A green arrow points to the 'Finance Reports' folder. The main table lists reports with columns for NAME, CREATED BY, CREATED ON, LAST MODIFIED BY, and LAST MODIFIED DATE. The 'Recent' section shows two reports: 'Finance Reports' and 'Head Office Reports', both created by 'Integration User' on 14/03/2018 at 9:45 am.

REPORTS	NAME	CREATED BY	CREATED ON	LAST MODIFIED BY	LAST MODIFIED DATE
Recent	Finance Reports	Integration User	14/03/2018, 9:45 am	Integration User	14/03/2018, 9:45 am
Created by Me	Head Office Reports	Integration User	14/03/2018, 9:45 am	Integration User	14/03/2018, 9:45 am

Now you can see the reports within that folder.

The screenshot shows the Salesforce Reports interface with the 'All Folders > Finance Reports' view selected. The left sidebar is expanded to 'All Folders', and the 'Finance Reports' folder is selected. The main table lists reports with columns for NAME, DESCRIPTION, FOLDER, CREATED BY, CREATED ON, and SUBSCRIBED. The 'Recent' section shows five reports: 'Payments by Month', 'HO Ops Monthly Sa...', 'Expenses by Week', 'Expenses by Franchi...', and 'Invoice Status Report', all created by 'Integration User'.

REPORTS	NAME	DESCRIPTION	FOLDER	CREATED BY	CREATED ON	SUBSCRIBED
Recent	Payments by Month		Finance Reports	Integration User	14/03/2018, 9:45 ...	
Created by Me	HO Ops Monthly Sa...		Finance Reports	Integration User	14/03/2018, 9:45 ...	
Private Reports	Expenses by Week		Finance Reports	Integration User	14/03/2018, 9:45 ...	
Public Reports	Expenses by Franchi...		Finance Reports	Integration User	14/03/2018, 9:45 ...	
All Reports	Invoice Status Report		Finance Reports	Integration User	29/08/2018, 11:03...	

- Open up some of the reports and look at them. You will begin to understand the range of reports available to you. After you have browsed around for a while, the Recent reports folder will contain all the reports you have opened and looked at recently.

The screenshot shows the Salesforce Reports interface. At the top, there is a navigation bar with the Salesforce logo, a search bar, and several utility icons. Below the navigation bar, the 'Reports' tab is selected, and the 'Recent' folder is active. The interface displays a table of 9 items, which are reports. The table has columns for Report Name, Description, Folder, Created By, Created On, and Subscribed. The reports listed are:

REPORTS	REPORT NAME	DESCRIPTION	FOLDER	CREATED BY	CREATED ON	SUBSCRIBED
Recent	All Jobs by State & Source		Head Office Reports	Integration User	14/03/2018, 9:45 ...	
Created by Me	Jobs Historical Trends		Head Office Reports	Integration User	14/03/2018, 9:45 ...	
Private Reports	Zero Job Offers By State		Head Office Reports	Integration User	14/03/2018, 9:45 ...	
Public Reports	Active Territories by State		Head Office Reports	Integration User	14/03/2018, 9:45 ...	
All Reports	Invoice Status Report		Finance Reports	Integration User	29/08/2018, 11:03...	
	Expenses by Franchise		Finance Reports	Integration User	14/03/2018, 9:45 ...	
	Expenses by Week		Finance Reports	Integration User	14/03/2018, 9:45 ...	
FOLDERS	HO Ops Monthly Sales FYTD		Finance Reports	Integration User	14/03/2018, 9:45 ...	
All Folders	Payments by Month		Finance Reports	Integration User	14/03/2018, 9:45 ...	
Created by Me						
Shared with Me						
FAVORITES						
All Favorites						

Standard reports

While you can always create your own reports, the reports that ship with Finance Management are summarized below.

Finance reports

Report Name	Description
Expenses by Franchise	Expense details grouped by period then by type.
Expenses by Week	Expense details grouped by period then by type.
HO Ops Monthly Sales FYTD	Head Office Invoices (for issue to franchisees) grouped by month.
Invoice Status Report	Enable periodic reconciliation with Xero.
Payments by Month	Franchisee payments to Head Office grouped by month.

Head Office Reports

Report Name	Description
Active Territories by State	Owned Territories by State.
All Jobs by State & Source	Listing of jobs, statuses, locations and owners by state and source.
All Jobs Last Week ESB	Listing of jobs, sources, statuses, locations and owners along the Eastern Sea Board of Australia.
Ceasing Franchisees	Franchisees whose contracts are in the process of being deactivated.
Job Offer Lead-board by State Last Week	Listing of Job Offers by Franchisee and State in the last seven days.
Job Offers Last Week ESB	Listing of Job Offers by State in the last seven days along the Eastern Sea Board of Australia.
Jobs Historical Trends	Job details grouped by Period and State.
Self Generated Work Last Week	Jobs that did not come from the website or call center in the last seven days.

Report Name	Description
Territory Only by Billing State	Territories listed by billing state.
Zero Job Offers by State	Listing of franchises receiving no Job Offers within the last seven days.

How to export a report

You can export the results of a report to Excel or a comma delimited format.

To export report results

1. From any report, press the **Show more** button then choose **Export**.

The screenshot shows the Salesforce interface for an 'Invoice Status Report'. The report header includes summary statistics: Total Records (7), Total Amount Inc Tax (AUD 9,127.20), Total Amount Paid (AUD 4,230.00), Total Amount Owing (AUD 4,891.00), and Total Amount Credited (AUD 6.20). Below the header is a table with columns for SYNC STATUS, INVOICE NUMBER, ACCOUNT, JOB, INVOICE DATE, DUE DATE, AMOUNT INC TAX, AMOUNT PAID, AMOUNT OWING, AMOUNT CREDITED, HAS BEEN EMAILED?, and STATUS. The table contains 7 rows of invoice data and a Grand Total row. A dropdown menu is open on the right side of the report, showing options: Edit (Salesforce Classic), Save As, Export, Add to Dashboard, and Open in Quip. A green arrow labeled '1' points to the 'More' button in the top navigation bar, and another green arrow labeled '2' points to the 'Export' option in the dropdown menu.

SYNC STATUS	INVOICE NUMBER	ACCOUNT	JOB	INVOICE DATE	DUE DATE	AMOUNT INC TAX	AMOUNT PAID	AMOUNT OWING	AMOUNT CREDITED	HAS BEEN EMAILED?	STATUS
👍	INV-00003	FCS Ringwood	-	15/10/2018	31/10/2018	AUD 425.00	AUD 0.00	AUD 425.00	AUD 0.00	✓	Open
👍	INV-00004	FCS Ringwood	-	15/10/2018	31/10/2018	AUD 1,001.00	AUD 0.00	AUD 1,001.00	AUD 0.00	✓	Open
👍	INV-00005	FCS Ringwood East	-	15/10/2018	31/10/2018	AUD 1,002.00	AUD 0.00	AUD 1,002.00	AUD 0.00	✓	Open
👍	INV-00014	FCS Ringwood	-	30/10/2018	30/10/2018	AUD 350.00	AUD 0.00	AUD 350.00	AUD 0.00	×	Open
👍	INV-00009	FCS Ringwood	-	8/10/2018	8/10/2018	AUD 363.00	AUD 200.00	AUD 163.00	AUD 0.00	×	Open
👍	INV-00010	FCS Ringwood	-	8/10/2018	8/10/2018	AUD 4,950.00	AUD 3,000.00	AUD 1,950.00	AUD 0.00	×	Open
👍	INV-00013	FCS Ringwood	-	2/10/2018	9/10/2018	AUD 1,036.20	AUD 1,030.00	AUD 0.00	AUD 6.20	×	Open
Grand Total (7 records)						AUD 9,127.20	AUD 4,230.00	AUD 4,891.00	AUD 6.20	3	

The Export dialog box appears.

2. Choose between a **Formatted Report** and a **Details Only** report.

Export

Export View

Formatted Report

Export the report as it appears in Salesforce, including the report header, groupings, and filter details.

Details Only

Export only the detail rows. Use this to do further calculations or for uploading to other systems.

Format

Excel Format .xlsx

Cancel Export

A **Formatted Report** will appear similar to what you see on-screen and is useful for printing or pasting into emails and reports. A **Details Only** report is preferable for performing further calculations.

3. If you choose **Details Only**, choose the format you need (*Excel format .xls* or *Comma Delimited .csv*) then press **Export**.

Export

Export View

Formatted Report

Export the report as it appears in Salesforce, including the report header, groupings, and filter details.

Details Only

Export only the detail rows. Use this to do further calculations or for uploading to other systems.

Format

Excel Format .xls

Encoding

ISO-8859-1 (General US & Western Europe)

Cancel Export

You will find the exported data in your browser's Downloads folder.

How to print a report

To print a report

1. Export the report. See “How to export a report” on page 138.
2. Print it using Excel.

CHAPTER 9

Accessing Help and Support

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Further Product Documentation

Congratulations for starting along the pathway to accelerate your operations using Franchise Cloud Solutions products. We know you're likely to have questions and need support along the way.

The first port of call should always be [our comprehensive video tutorials and user guides](#). This guide contained a brief summary of the most commonly used features needed for V.I.P.'s Commercial divisions. For more information about V.I.P. Business Management, see the [V.I.P. Business Management Suite User Guide](#).

Knowledge Base

Franchise Cloud Solutions maintains a Knowledge Base covering

- » Release Notes
- » Tips & Tricks
- » Configuration instructions
- » Error messages

Customers can [access the Knowledge Base](#) at any time.

Contacting Customer Support

Customers can access our customer support team between the hours of 8:30 am and 5:30 pm Monday through Friday. Your project manager will add key personnel to our Service Desk to allow them to raise issues and request assistance.



Customers can also reach our support team by sending email to
» service@franchisecloudsolutions.com

Raising Service Requests

When you log into the Service Desk, you're shown a list of the types of service requests you can raise with us. We ask you to choose the most appropriate request type so that we can help you most effectively.

Service Desk / Franchise Cloud Solutions

Franchise Cloud Solutions

Welcome to Franchise Cloud Solution's Service Desk. Raise any request with us by choosing an option below.

What can we help you with?



How do I...

Help using our products.



Technical support

Help installing, configuring, or troubleshooting.



Report a bug

Tell us the problems you're experiencing.



Suggest improvement

See a place where we can do better? We're all ears.



Suggest a new feature

Let us know your idea for a new feature.



Licensing and billing questions

Choose this if you have questions about licensing or billing.



Other questions

Don't see what you're looking for? Select this option and we'll help you out.

From this menu, select the type of request you're wanting to raise. Each type of service request is explained below.

Request Type	Comments
How do I...	We provide comprehensive videos and user guides for all our products. These materials cover all standard and basic procedures. However, there will still be a range of things it doesn't cover, such as site-specific customizations and advanced uses. For these types of requests, we encourage you to ask our support specialists how to do something.

Request Type	Comments
Technical support...	If you are the site administrator and need help configuring the product, we encourage you to reach out to us for assistance with technical support.
Report a bug...	If you see behavior that you believe contradicts the documentation or performs in a manner against your expectations, feel free to report a bug.
Suggest an improvement...	When there is an existing piece of functionality that you believe could be improved, feel free to suggest it here.
Suggest a new feature...	When you would like to the system be extended to cover a new area of functionality, we're keen to receive your input. (We can't always promise that we implement every feature request promptly but we do regularly review customer feature requests and prioritize them based on business need.)
Licensing and billing questions	For questions related to licensing and billing, please complete this type as our licensing specialists can deal with it.
Other questions	For any questions not falling into one of the above-listed categories, feel free to use this request type.

How to Suggest Improvements or Features

We're always keen to better understand how you work and what your needs are. When you request a new feature, we're always keen to understand how you do business today.

We would like to know:

1. Your current business process. What do you do? What are your business rules?
2. How your team members achieve the task today.
3. How you reckon the task could best be achieved in our software.



Most people only tell us #3.

We're always more able to help you if you give us all three pieces of information.

How to Report a Bug

Franchise Cloud Solutions implementations come with a suite of test cases to assist you with UAT. Each UAT case provides a set of steps that you should be able to follow to completion.



If a test fails, then congratulations!, you have just found a bug!

There may be several different reasons for bugs. It might be:

- » a browser bug
- » a problem with our code
- » an issue with test data or templates
- » a documentation bug
- » an issue with the test suite
- » or, perhaps, something else entirely.

Whatever the case may be, reporting it well and in a timely fashion will help us resolve the issue as soon as possible.

What is a useful bug report?

When you do find bugs that need fixing, we're keen to get them resolved as soon as possible. What really helps with this is getting all the information we need to identify the issue.



Some of this depends on getting high quality information from you.

Here's how you can help us help you!

Within our Help Desk, you can see all the service requests that your organization has filed. We'd appreciate it if you'd check that your bug hasn't already been raised.

When you log a bug, please remember to describe only a single bug in a service request.

Feel free to raise as many issues as you need!

Here are some tips on writing a good bug report.

How to write a good bug report

Write a **Summary** that outlines the bug as best you can describe it.

Within the **Detail** section, we need the following information

1. What happened? What concrete things did you observe?
2. Steps to replicate? List each page, field, data value and button pressed to replicate.
3. What you expected the system to do (if there was no error).
4. The error that you observed.
5. Your browser and operating system.
6. Include a screen shot of the issue. Make sure the screen shot includes the entire window.

Optionally, we would invite you to also characterize the Business Impact according to this scale.

1. Who is affected (franchisees/who in head office)? What proportion of franchisees?
2. Visibility? Estimate of how many times per month (per franchisee/affected party) this issue will be encountered.
3. Blocks? Does this block a process? What process is blocked?

Example Bug Report (minimal)

Summary

Franchisee does not have permission to create a new job from a customer's Accounts page.

Description

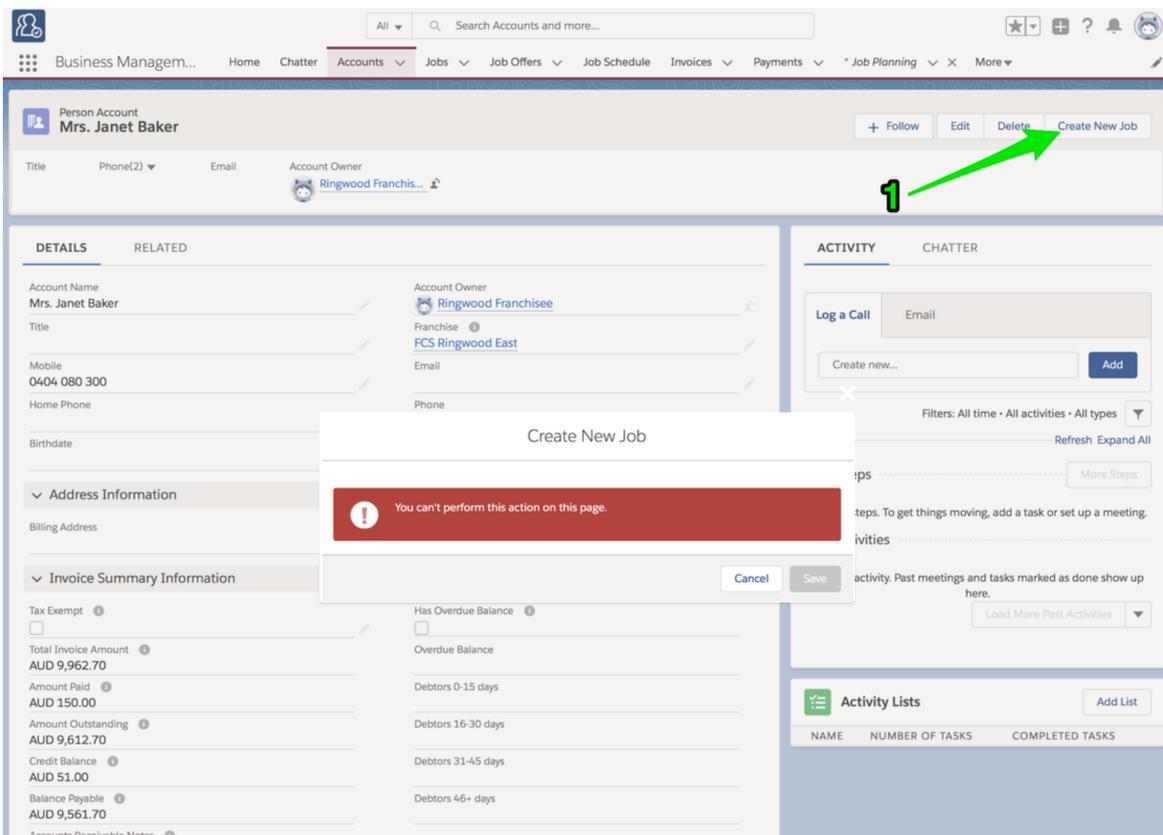
Cannot create new job from a customer's Account page.

To replicate:

1. Log into Business Management as a franchisee.
2. Go to the Accounts tab and select an account.
3. Click the Create New Job button.

EXPECT: A new job to be created.

ACTUAL: Error dialog "Create New Job" displays with the message "You can't perform this action on this page."



Environment

Sandbox.

Google Chrome.

Desktop (Windows 10).

Example Bug Report (technical details)

Summary

Accounts with Financial Integration throw component error on page load

Description

In a Franchise Account already connected to Xero (e.g. HAH Prod: Ringwood East), clicking onto the Account Details screen causes the Account Code Mapping Setup dialog to appear. When it appears, it throws A Component Error exception.

Component error throws in both Chrome and Safari.

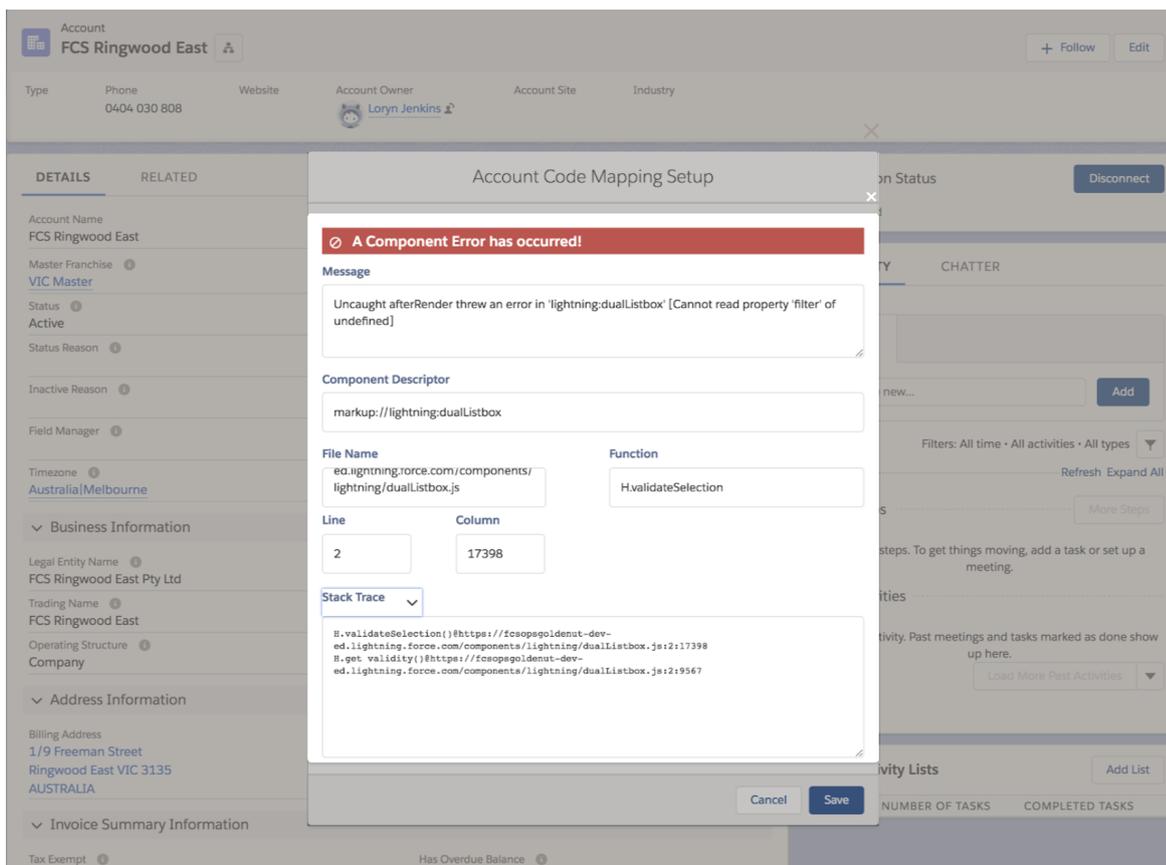
I'm logged into Golden UAT as system administrator.

To replicate

1. Go to the Accounts screen.
2. Choose the **FCS Ringwood East** account.

EXPECT: FCS Ringwood East account displays.

ACTUAL: FCS Ringwood East account displays, loads Account Code Mapping Setup dialog, and immediately throws Component Error.



The screenshot shows the 'Account Code Mapping Setup' dialog box overlaid on the 'Account Details' page for 'FCS Ringwood East'. The dialog displays a red error message: 'A Component Error has occurred!'. The message text reads: 'Uncaught afterRender threw an error in 'lightning:dualListbox' [Cannot read property 'filter' of undefined]'. Below the message, the 'Component Descriptor' is 'markup://lightning:dualListbox'. The 'File Name' is 'ed.lightning.force.com/components/lightning/dualListbox.js' and the 'Function' is 'H.validateSelection'. A table shows 'Line' 2 and 'Column' 17398. The 'Stack Trace' is expanded, showing the following error details:

```
H.validateSelection()@https://fcsopsgoldenut-dev-ed.lightning.force.com/components/lightning/dualListbox.js:2:17398
H.getValidity()@https://fcsopsgoldenut-dev-ed.lightning.force.com/components/lightning/dualListbox.js:2:9567
```

Error details

Uncaught afterRender threw an error in 'lightning:dualListbox' [Cannot read property 'filter' of undefined]

Message

markup://lightning:dualListbox

Component Descriptor

<https://fcsopsgoldenut-dev-ed.-lightning.force.com/components/lightning/dualListbox.js>

Function

H.validateSelection

Stack Trace

H.validateSelection()@<https://fcsopsgoldenut-dev-ed.-lightning.force.com/components/lightning/dualListbox.js>:2:17398

H.get validity()@<https://fcsopsgoldenut-dev-ed.-lightning.force.com/components/lightning/dualListbox.js>:2:9567

Environment

Production

Google Chrome OR Safari (BUT NOT Firefox).

MacOS 10.13.

Example Bug Report (medium complexity replication)

Headline

Events on job calendar are clickable only once per instantiation.

Description

You can only cause the Event dialog to appear on an event in the calendar ONCE per instance. After you've used up your one click, you have to reload the calendar in order to cause the Event dialog to re-appear.

To replicate:

1. Open calendar.
2. Click on an event. The **Event** dialog box appears.
3. Click the **Cancel** button.
4. Click again on the same event.

EXPECT: Event dialog to re-appear.

ACTUAL: Event object is not clickable (does not show clickable mouse pointer; clicking on it elicits no response).

Further:

5. Click on another event. The **Event** dialog box appears. (So, it's only the event that was clicked that has become unclickable; not all events on calendar.)
6. Click **Cancel**.
7. Click again on the same event.

EXPECT 1: Event dialog to re-appear.

EXPECT 2: Event object unclickable.

ACTUAL: Event object is not clickable.

Environment

Safari & Chrome

Mac OS 10.12

Business Impact

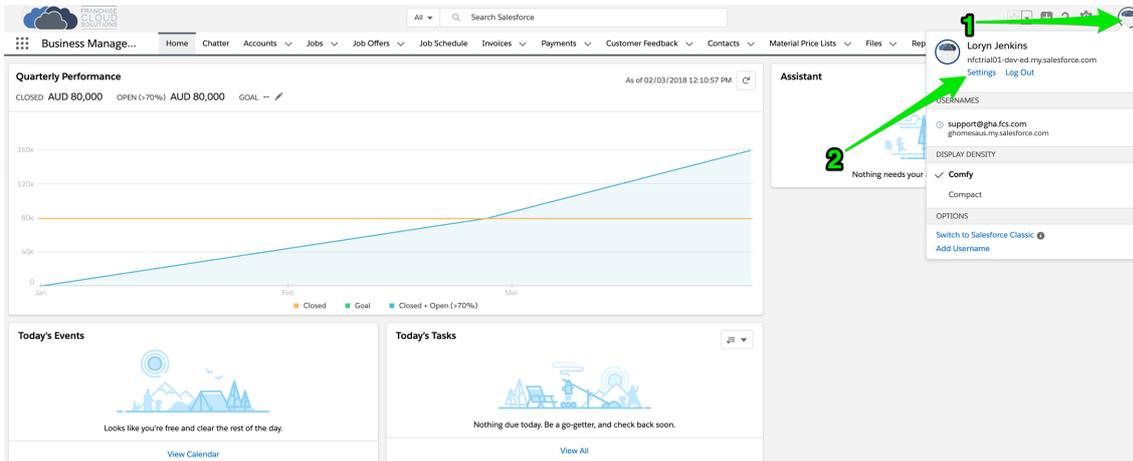
- » Who affected: All franchisees, Users of Job Calendar.
- » Visibility: 40 times per month per franchisee.
- » Block: None.

Granting Account Login Access

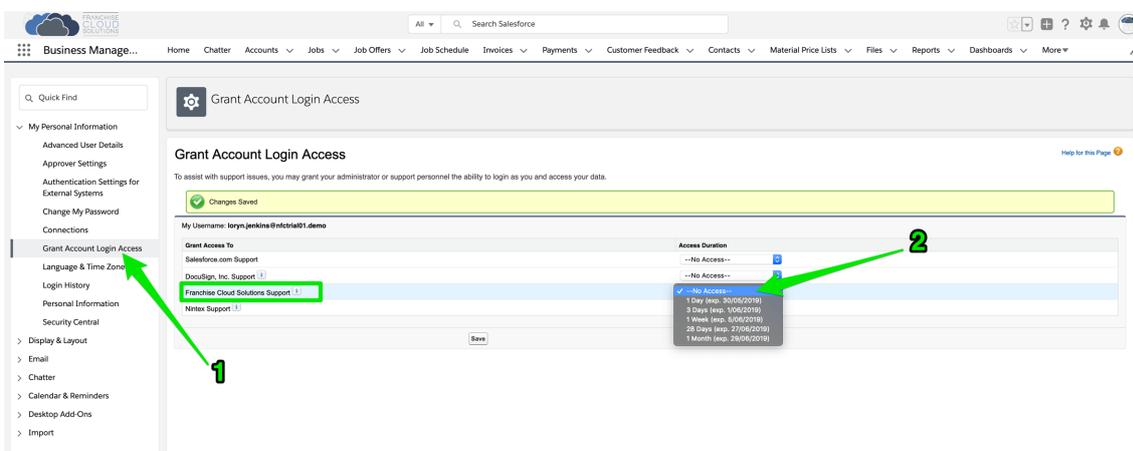
Sometimes, in working with you on a service request, our customer support team may need access to your environment. Here is how to provide the access to our customer support team.

To provide our customer support team access to your system

1. Select your account **Settings**.



2. Select the **Grant Account Login Access** page. Then select an appropriate **Access Duration** from the **Franchise Cloud Solutions Support** user.



3. Press **Save**. Our support team will be able to access the system during the period of time you have granted.

The screenshot shows the Salesforce interface for 'Grant Account Login Access'. The page title is 'Grant Account Login Access'. Below the title, there is a message: 'To assist with support issues, you may grant your administrator or support personnel the ability to login as you and access your data.' A green banner indicates 'Changes Saved'. The user's name is 'My Username: keryn.jenkins@nclcta01.demo'. The main content is a table with two columns: 'Grant Access To' and 'Access Duration'. The table has three rows: 'Salesforce.com Support' with '--No Access--', 'DocuSign, Inc. Support' with '--No Access--', and 'Franchise Cloud Solutions Support' with '1 Week (exp. 5/06/2019)'. A 'Save' button is located at the bottom of the table, highlighted by a green arrow.

Grant Access To	Access Duration
Salesforce.com Support	--No Access--
DocuSign, Inc. Support	--No Access--
Franchise Cloud Solutions Support	1 Week (exp. 5/06/2019)



You can revoke access at any time.