



ACCOUNTING

(Step by Step task list for VRM Clients)

DAILY PROCEDURES

- Run Cash Receipts Report and Prepare Bank Deposit Ticket (*Accounting> Reports> Cash Receipts*)
 - Match cash and checks to “Cash Receipts” report and create your Bank Deposit Ticket.
- Create VRM Bank deposit to match Bank Deposit Ticket for Cash/Checks.
 - Create deposits into VRM system under Accounting> Deposits.
 - Click New> Description: name your deposit> Date: change date to working date.
 - Under “Manage Payments,” move all entries associated with that date from left to right

Note: All payments must be in a deposit dated the same month as the payment was taken

For cash/check deposits, the total on the right hand side of the deposit screen should equal “Bank Deposit Ticket” and “Cash Receipts” report. If not, STOP and contact support.

- Run CC Settlement Batch Report from VrooomPay!, Point of Sale or Fast Charge gateway ([The document “How to compare the settled batch at the VrooomPay! Gateway to the credit card deposits in VRM” is included at the end of this List of Procedures document](#))
- Items in settled batch should match Credit Card portion of “Cash Receipts” report for preceding 24 hours
 - Verify VRM credit card deposit for preceding day matches settled batch for same date
 - Remove credit card payment items not yet settled and add to separate deposit of unsettled items
 - If taking e-checks, use the daily settlement e-mail from the Payment Portal and compare the settled amount with your e-check deposit in VRM.
 - If the settlement report amount doesn’t match your VRM e-check deposit go to the Payment Portal to verify settlement with your VRM deposit.



- Account for returned checks in VRM and add to deposit

All these amounts need to balance. If not, STOP and contact support.

- Run Receivables Due Reports
 - Run “Outstanding Payments/Balances Due” report (for Short Term) (*Accounting> Reports*). This report looks at reservations that have not yet distributed that are checked in or checked out and Prepay or Damage Deposit are not satisfied.
 - Review Reservations owing monies (take appropriate action)

WEEKLY PROCEDURES

- Run “Items to Pay” Report (*Accounting> Reports*)
 - Check for negative balances in Prepay and/or Security Deposit accounts on reservations
 - Check for positive balances in Pre Pay and Security Deposit accounts (past reservations)

*Note: To research these go into the reservation and review the audit trail.
If help is needed **Contact support!!***

- Run the Reservations Not Distributed report (*Accounting> Reports*)-troubleshoot undistributed reservations.

*Note: To research these go into the reservation and review the audit trail.
If help is needed **Contact support!!***

- Run the Accounts Payable Journal (*Accounting> Reports*) -review the payables in the check queue
- Run the Security Deposit to Refund report (*Accounting> Reports*)-review reservations due a security deposit refund
- Process Security Deposit Refunds (*This will occur automatically using the “Number of Days Before Refund” set up under System Configuration OR you can manually refund the guest by going to Accounting> Accounts Payable> Expense Member tab*)
- Process vendor payments-verify payables for vendors in the check queue and print vendor checks.
- Run the Seasonal Receivables Due report (*Accounting> Reports*)



How to compare the settled batch at the VrooomPay! Gateway to the credit card deposits in VRM

This is an important step to ensure the credit card payments that batched at the gateway match the credit card deposits in VRM. This should be done every morning, compare the prior day credit card deposit to the settled batch at the gateway for that day.

To get to the VrooomPay! Gateway go to the following URL

<https://secure.vrmgr.com/merchant>

Note: If you forget your password go to the link above enter the Account & Login then click "Login" a link "forgot your password" will populate click that and the gateway will email a new password to the email address set up for the Login that was used. If you do not know the Account and/or Login contact help@vrmgr.com and we can provide that information.

On the home page on the left hand side under Merchant Menu>

- 1) Go to Reporting
- 2) Click on Settlements



LOGIN INCORRECT

Merchant account administration

Account
Login
Password

Login [forgot your password?](#)



**Welcome: Virtual Resort Manager DEMO
Account # 120479698220**

Status: ACTIVE - Mode: TEST MODE
 Your agent is *Virtual Resort Manager*
 Phone: 866-721-6642
 Email: vrooompay@vrmgr.com

MERCHANT MENU
[HOME](#) [LOGOUT](#) [?HELP](#)

PROCESSING OPTIONS

- Virtual Terminal
- Batch Tool
- Payment Form
- Direct Mode

SITE TOOLS

- Site Tags
- Email Editor

SEARCH TOOLS

- Search
- Browse
- Realtime Monitor

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REPORTING

- Settlements
- My Invoices
- Reports

Merchant administration

ALERT: YOUR ACCOUNT IS IN TEST MODE
NOTICE: Virtual Resort Manager is allowed to process transactions
NOTICE: Credit transaction processing is enabled
NOTICE: AVS verification is turned off
NOTICE: CVV2 verification is turned off
ALERT: To maintain service, update your Credit Card information immediately
ALERT: The Payment Authorization Form must be approved to maintain service

System Upgrade Completed: Version 3.0.0

(June 18, 2014) As the leading provider of high-performance digital payment processing, we are dedicated to delivering market-driven enhancements and value-added solutions. Version 3.0.0 includes a newly

3) Click on Batch History

MERCHANT MENU
[HOME](#) [LOGOUT](#) [?HELP](#)

PROCESSING OPTIONS
 Virtual Terminal
 Batch Tool
 Payment Form
 Direct Mode

SITE TOOLS
 Site Tags
 Email Editor

SEARCH TOOLS
 Search
 Browse
 Realtime Monitor

REPORTING
 Settlements
 My Reports
3 (highlighted)
 Current Batch
 Batch History

Welcome: Virtual Resort Manager DEMO Account # 120479698220

Status: ACTIVE - Mode: TEST MODE
 Your agent is *Virtual Resort Manager*
 Phone: 866-721-6642
 Email: vrooompay@vrmgr.com

Merchant administration

- ALERT: YOUR ACCOUNT IS IN TEST MODE**
- NOTICE: Virtual Resort Manager is allowed to process transactions**
- NOTICE: Credit transaction processing is enabled**
- NOTICE: AVS verification is turned off**
- NOTICE: CVV2 verification is turned off**
- ALERT: To maintain service, update your Credit Card information immediately**
- ALERT: The Payment Authorization Form must be approved to maintain service**

System Upgrade Completed: Version 3.0.0

4) Batch Settlement Report

This will show the Total Amount of the settled batch, the # Trans and the Date & Time the batch settled. To see the individual payments that make up the total, click on the number in the "#Trans" column.

Settlements | Batch Settlement Report

Settlement Report
 Virtual Resort Manager DEMO
 120479698220

Wednesday
 2014 July 02
 09:36:38 EDT

Settlement ID	Amount	# Trans	Settlement Message	Processor	Date & Time
120697537351	1.00	1	GB ACCEPTED GB	VITAL2	Thu 2010-Sep-09 11:40:29 EDT
120782520870	101.00	2	GB ACCEPTED GB	VITAL2	Sun 2010-Sep-12 18:47:08 EDT
120715022030	500.00	5	GB ACCEPTED GB	VITAL2	Mon 2010-Sep-13 19:35:51 EDT

Showing maximum of 50 records per page

Browse | Transactions

Transaction History

Transaction date	Transaction ID	Amount	Account number	Origin / Site
Avs Cvv2 Aci Message	Status	Customer name	Actions	
Sun 2010-Sep-12 18:49:25 EDT Y M W APPROVED TAS172	120782455411 SALE/OK	100.00	VISA xxxxxxxxxxxxxxx06958 Arnold Ball	ND3 TRANS / WARD reissue refund view
Mon 2010-Sep-13 11:58:15 EDT Y M W APPROVED TAS709	120715350826 SALE/OK	100.00	VISA xxxxxxxxxxxxxxx06958 Jennifer Wenk	ND3 TRANS / WARD reissue refund view
Mon 2010-Sep-13 12:05:16 EDT Y M W APPROVED TAS759	120715679546 SALE/OK	100.00	VISA xxxxxxxxxxxxxxx0026 Jennifer Arniston	ND3 TRANS / WARD reissue refund view
Mon 2010-Sep-13 12:07:30 EDT Y M W APPROVED TAS779	120768889470 SALE/OK	100.00	VISA xxxxxxxxxxxxxxx06958 Woody Allen	ND3 TRANS / WARD reissue refund view
Mon 2010-Sep-13 12:08:49 EDT Y M W APPROVED TAS791	120769086250 SALE/OK	100.00	VISA xxxxxxxxxxxxxxx0026 Mary Smith	ND3 TRANS / WARD reissue refund view



The total of the settled batch at the gateway should match the total credit card deposit in VRM for the same day.

The screenshot shows the VRM software interface for processing a credit card deposit. At the top, there are tabs for different payment methods: Cash/Check, Non-Amex CC, Web CC, Amex CC, Discover CC, and ACH/ECheck. Below these is a dropdown menu for 'All Offices'. The main area displays a summary for 'Credit Cards (excluding AMEX) 9/13/2010' with a total amount of \$500.00. To the right, there are fields for 'Description', 'Date' (Monday, September 13, 2010), 'Type of Deposit' (Credit Card), and 'Amount' (\$500.00). Below the summary, there are two columns: 'Available Payments' and 'Selected Payments'. The 'Available Payments' column is currently empty. The 'Selected Payments' column contains a list of five items, each with a checkbox and a description: Arnold Ball \$100 (#26958) [9/12/2010], Jennifer Wenk \$100 (#26958) [9/13/2010], Jennifer Anniston \$100 (#30026) [9/13/2010], Woody Allen \$100 (#26958) [9/13/2010], and Mary Smith \$100 (#30026) [9/13/2010]. At the bottom right, a yellow bar displays 'Total Items: 5' and 'Deposit Amount: \$500.00', followed by a 'Done' button.

All these amounts should balance. If there is a difference that needs help being researched STOP and contact support.