



## **END OF MONTH REVIEW PROCEDURES**

Prior to the last day of the month being closed

The purpose for the end of month review is to make sure all of your reservations, work orders and vendor accounts are in order BEFORE the end of the month. If everything has been proofed ahead of time, the end of month close process can be expedited.

### Work Orders

- Make sure all work orders to be charged to the owners account in the month being closed have been created, completed and are approved by the last date of that month. (i.e. closing out the month of December make sure all work orders to be charged to the owner account for December are approved by Dec. 31<sup>st</sup>)
- Do not pay your owners until your work orders are expensed for the month.

***Note: Do NOT manually expense a work order with a back date AFTER the month end close has been completed.***

### Reservations

- Make sure all reservations to be distributed for the month have been checked in and checked out

### Checked in Reservations (Only if this applies for your company)

- If it applies, manually distribute any in-house (checked in) reservations which you wish to allocate to your owners during the current month (go to Accounting> Manual Overrides> Distribute Short Term tab> check the box for the reservations you wish to expense> click "Distribute Reservation" button)

**EXAMPLE-** a reservation that checks in in the month of December and checks out in the month of January, if there is a reservation that check in on 12/28/2013 and checks out 1/2/2014 and you want to allocate this income to your owner in December 2013 then it would have to be manually distributed as outlined above.

***Note: Short Term reservations will not automatically distribute until they are paid in full and checked out in VRM. A short term reservation that is checked in and paid in full and you wish to distribute in the month the reservation started has to be done manually.***

### Seasonal Reservations

- If it applies distribute all Seasonal reservation for the month (go to Accounting> Manual Overrides> Distribute Seasonal tab)

***Note: All receivables for Seasonal reservation have to be manually distributed each month. This is not an automated process.***

### Reservations Not Distributed report

- Pull the Reservations Not Distributed report to see if there are any reservations that have a check out date in the month that is being closed out on this report. If there are any reservations on this report that have a check out date in the month being



closed out find the problem holding up distribution. Correct any problems preventing distribution. To pull this report go to Accounting> Reports> Reservations Not Distributed.

#### Owners Account

- Run the “Guest per Property” Report and a “General Ledger Journal” (GL) (Owner Accounts only) report for the month that is being closed out.
- To pull the Guest Per Property report go to Properties> Report> Guest Per Property> click View Report> leave the boxes checked for the options Show Rent, Deduct Discounts& Deduct Builtins> select the time frame> select the Display option (Check Outs)> click Run Report.
- To pull the General Ledger Journal for the owner account go to Accounting> Reports> General Ledger Journal> select just the Owner account> select the time frame> click Run Report. ***The General Ledger Report is a mirror of the Owners***

#### **Statements**

- Compare distributed reservations on “General Ledger Journal” to “Guest per Property” report to make sure they have been distributed (*Note: \$0.00 reservations will not show on the GL*)
- Review all owner charges, work orders and owner payments posted directly to the owner account are correct on the general ledger journal for the owner accounts

***Note: If a short term reservation that falls on the last day of the month that is not checked out in VRM until the beginning of the following month it will have to be manually distributed and back dated to the last date of the month as long as the month end has not been completed (go to Accounting> Manual Overrides> Distribute Short Term tab> check the box for the reservations you wish to expense> change the Date to the last date of the month being closed out>click “Distribute Reservation” button)***

#### Tax Accounts

- Run the Tax Collection report for each taxing agency and the General Ledger Journal for each tax account
- To pull the Tax Collection report go to Accounting> Reports> Tax Collections> select the Taxing Agency> select the time frame and click Run Report. (*Note: do this for each taxing agency*)
- To pull the General Ledger Journal for the tax accounts go to Accounting> Reports> General Ledger Journal> select just the tax account> select the time frame> click Run Report. (*Note: do this for each tax account*)
- Compare the Tax Due from the Tax Collection report to the Ending Balance on the GL
- The beginning balance on the General Ledger for the month should be \$0.00
- The ending balance is the amount that will expense with the “Expense Ledger Balance” function
- The ending balance should match the amount due on the Tax Collection Report

**If the beginning balances are not \$0.00 or the ending balances don’t match.**

**STOP and contact support.**



### Travel Insurance

- Run the Travel Insurance (By Dates) report for CSA Travel Protection and the General Ledger Journal for the Travel Insurance account
- To pull the Travel Insurance (By Dates) report go to Accounting> Reports> Travel Insurance (By Dates)> select the Travel Insurance> select the Output Type: Acrobat PDF> Sort By: Property Name> select the time frame and click Run Report.
- To pull the General Ledger Journal for the tax accounts go to Accounting> Reports> General Ledger Journal> select just the Travel Insurance account> select the time frame> click Run Report.
- Compare Travel Insurance Report the CSA Travel Protection to the General Ledger Journal for the Travel Insurance account.
  - The beginning balance on the General Ledger for the month should be \$0.00
  - The balance under Credits on the GL should match the Total Gross on the Travel Insurance report
  - The total amount of the payable in the check queue for CSA should match the Amount Due on the Travel Insurance Report

**If the beginning balances are not \$0.00 or the ending balances don't match.**

**STOP and contact support**

### Management Accounts

- Pull the General Ledger Journal reports for each Management account for the month that is being closed out.
- To pull the General Ledger Journal for the management accounts go to Accounting> Reports> General Ledger Journal> select just the management account> select the time frame> click Run Report. *(Note: do this for each management account)*
- The general ledger journal reports for each management account should be review to make sure everything that distributed into the account is correct.
- These general ledger journal reports then need to be printed or saved on the computer to be used during the month end close to compare the ending balance to the payables in the check queue after the accounts are expensed.



## **MONTH END CLOSE PROCEDURES**

**Note: Check your dates when expensing -- If any expensed item has to be “fixed” after the first of the month, *the date on which the item is re-expensed will need to be changed back to the previous month.* Items expensed with the date set after the month you are finalizing will NOT show up on owner’s statements and your month will not balance correctly.**

### **Pay Your Owners First**

- Ensure the End of Month Review has been done.
- Expense Ledger Balances “Owner (Not Long Term)” (Go to Accounting> Expense Ledger Balance)
- Change date back to *last day of the month* and click Expense
- Compare checks in the queue (Go to Accounting> Check Queue) with owner statements and/or General Ledger Journal
- Make sure all Owner accounts on General Ledger Journal or Owner Statement have either a \$0 or “minimum property” balance. (or negative balance if your state allows)

#### **If not, STOP and contact support**

- If it applies process owner **Direct Deposit** first
- Cut checks for owners- change the date to the last date of the month that is being closed to match the date expensed
- Print final owner statements (Go to Accounting> Reports> Owner Statements For Short-Terms)

### **Taxes**

- Ensure the End of Month Review has been done.
- Expense the Ledger Balances for the tax accounts as of the *last day of the month* and click Expense
- If it applies create negative work order for the Collection Allowance  
Go to Maintenance> Work Orders> New> Property: Bank Adjustment> Account to Charge: Management (the account the money is going too)> enter a Short Description> Vendor to Pay: Tax Agency> Amount: NEGATIVE amount> Date Completed: last day of the month being close out> Status: Approved> finally Save. Then manually expense this work order as of the last date of the month being closed out) **Note: Do not use the word credit in the work order description**
- Compare checks in the Queue (Go to Accounting> Check Queue) with Amount Due on Tax Collection Reports

#### **If they don’t match, STOP and contact support**



### Travel Insurance

- Compare the Travel Insurance Report amount due with the total payables for CSA in the check queue which automatically expensed on the last night of the month. (Go to Accounting> Check Queue)

**If they don't match, STOP and contact support**

### Management Accounts

- Expense each Management Account by going to Accounting> Expense Ledger Balances> highlight each management account one at a time and make sure to change the date to the *last day of the month* and click Expense
- Compare the checks in the queue (go to Accounting> Check Queue) back to General Ledger Journals that were pulled during the Month End Review.
- The Ending Balance for each management account should match the total payable in the check queue

**Note:** Work orders that are showing in the check queue for a management vendor will not show on the general ledger journal for the Management account. The reason is on the work order the owner account is being charged and the money is being paid directly to the vendor so that has nothing to do with the Management account.

- If there are work order in the check queue for a management vendor the total of those work order needs to be deducted from the total payable in the check queue and the difference should match the ending balance on the GL for the management account.

**Make sure they match. If not, STOP and contact support**

If it applies pull the Security Deposits to Refund report (Go to Accounting> Reports) cut checks for members/guests owed security deposits.

At this point, the check queue will normally be clear. However, there may be exceptions.

Run the Financial Account Balance Report (Go to Accounting> Reports) for the last day of the month to verify that all accounts have been appropriately expensed (Some Damage Deposits, Prepay and Minimum Owner Balances should remain)



## Bank Reconciliation

When you receive your bank statement, reconcile in VRM and clear out deposits and checks.

- Go to Accounting> Reconciliation> select the month & the year being reconciled> click Get Items> check the box for the deposits that cleared your bank and click “Clear”. Then check the box for the checks that cleared your bank and click “Clear”. If applicable do the same for Direct Deposits that cleared the bank and click “Clear”.
- To account for bank interest& bank fees accrued follow the document “How to post Interest Earned and Bank Fees from your Bank”
- Once all the items that cleared your bank account for the month have been accounts for than to make sure your bank statement & VRM balance go to Accounting> Reports> Bank Reconciliation> enter your statement Beginning Balance & Ending Balance> change the date to the last date of the month being reconciled> click Run Report. The first & second section of the Bank Reconciliation report should NOT have any difference.

**If there is a difference in either section, STOP and contact support**