



Schools Cash Office
Income Administration

SCO Lettings

Configuration and administration guide



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1. About this document

Schools Cash Office (SCO) Lettings module (previously known as BookingPro) is fully integrated with the Schools Cash Office system and is designed specifically to help schools and academies manage their lettings. SCO Lettings provides a comprehensive set of features to manage facilities, hirers, bookings, invoices and receipts efficiently.

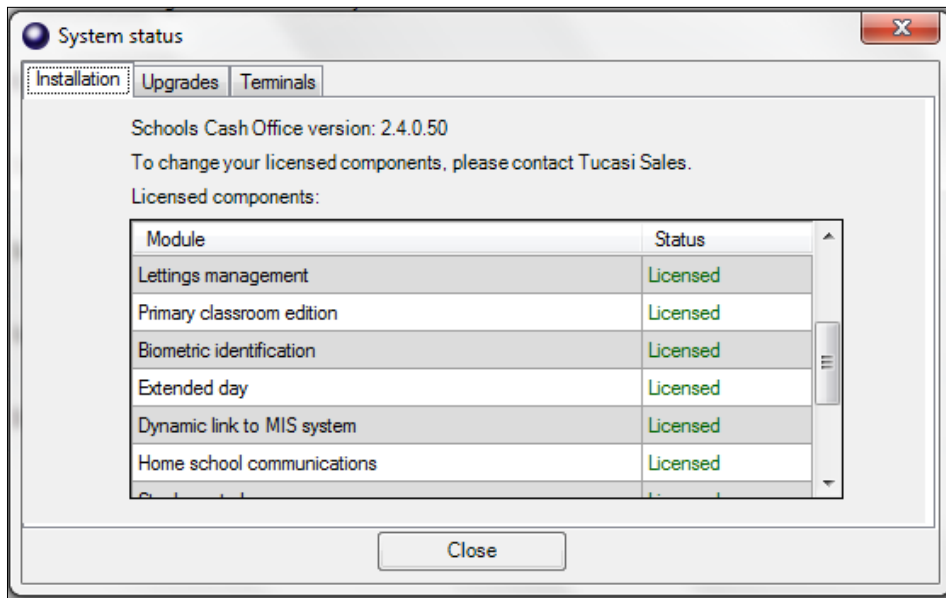
It is suitable for any type of facility or resource such as pitches, gymnasiums, classrooms, studios, vehicles, projectors and other IT equipment.

2. Check your licensed components and user permissions

2.1. Licensed components

If you have been previously using SCO, Tucasi will activate your new module.

- On the **Admin** screen, select **System status report**.
- Confirm that **Lettings Management** and, if purchased, **Lettings Till** are displaying a **Licensed** status.



To change your licensed components, please contact Tucasi Support on 02380 016 564.

2.2. Amending user permissions for existing users

To add the Lettings module permissions to an existing user or user group:

- On the **Configuration** screen, select **User configuration**.
- Select a user and click on **Modify**.
- Select **Edit user group** and then on the **Add** button
- Tick the box as required to give access to the new features. Click on **OK**
- Edit the permission by clicking on **Allow** or **Deny** for each feature.

- Click **OK**

2.3. Adding new users

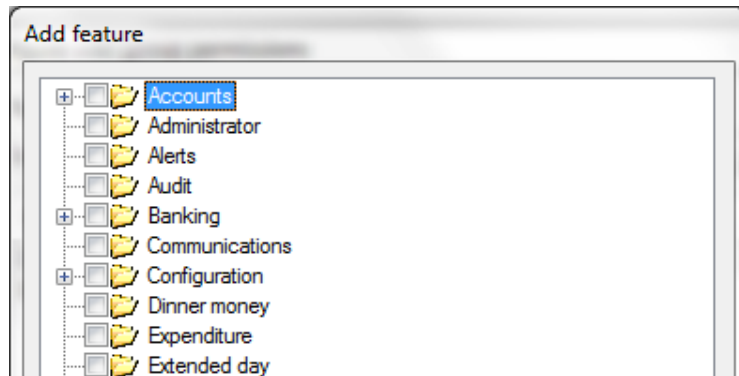
The system logs each transaction against the user signed on at the time the transaction is entered. This information can be used for audit purposes therefore we do not recommend users sharing login's or e-mail addresses.

- On the **Configuration** screen, select **User configuration**.
- Click **Add**.
- Enter the **User name** (this must be a valid email address).
- Enter the **Title, First name and Last name**.

- Assign the user to an existing **User group**, or create a new group for this and other similar future users.
 - To add a new user group, click select Add new group from the drop down menu, and **Edit user group**. Click the **Add** button.

Feature	Allow	Deny
Communications	Read, Modify	
Extended day	Read, Modify	

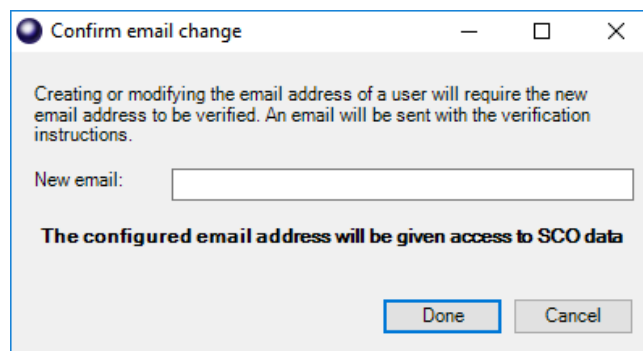
- Tick the boxes as required to give access to other features, or remove the ticks to restrict access to those screens. Click on **OK**.



- Edit the permission for your new user group by clicking on **Allow** or **Deny** for each feature.



- Click on **OK**.
- Check the user details and the user group.
- Click the down arrow next to **Default startup tab** and the default screen which appears when they login to SCO.
- Click **OK**.



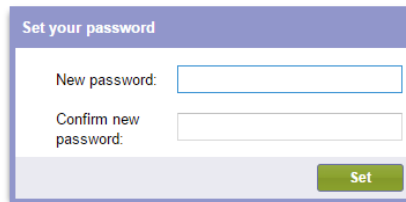
- Enter the new user's email address and click Done.

Note: an email providing the new user with verification instructions will be sent to the provided email address.

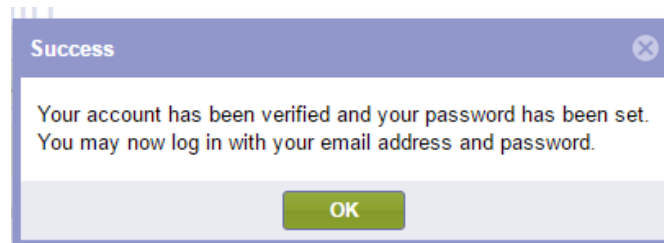
- Click **Yes** when asked to save user.
- Repeat for other users and click on **Close**.

IMPORTANT: check the Clutter / Junk mail for the new user verification.

- To activate the new user, click on the **activation link** in the verification email.
- Set the new password, when prompted.



- Once set, the following confirmation will be displayed:



3. Configuring SCO Lettings

3.1. Configuring the Lettings Cost Centres

- Select Configuration and Banking Configuration.
- Select **Bank accounts/Cost centres**.
- Select the **Pre-payments accounts** tab
- The name of the cost centre used by the Lettings account should be pre-set to Lettings.
- Click to select the bank account that this Lettings cost centre should use.
 - If required, you can create a new bank account via the Bank accounts and cost centre tab:
 - Click to highlight All bank accounts and click Add new bank account
- By default the cost centre used to collect Lettings insurance income is pre-set to **Lettings Insurance**. If required, select an alternative cost centre. Note that this cost centre should be one configured in the same bank account as that used by the main Lettings cost centre.

3.2. System options

- On the **Configuration** screen, select **System options**.
- Select the **Lettings** tab.

The screenshot shows a window titled 'System options' with a tabbed interface. The 'Lettings' tab is selected. The window contains the following settings under the heading 'Options set across the system':

- Default status for new bookings: Confirmed (dropdown)
- Default time for new bookings: 09:00 (dropdown)
- Default duration for new bookings: 60 (text input)
- Days before an invoice becomes overdue: 28 (text input)
- Start invoice numbering at: 1 (text input)
- Can invoices and credit notes be changed or deleted? (checkbox)
- Invoice printing format: Print Bookings (dropdown)
- Insurance charge format: Percentage Amount (dropdown)
- Insurance charge amount: 0.00 (text input)
- VAT rate: Exempt (dropdown)
- Number of hours charged at a different rate: 0 (text input)

- **Default status for new bookings:** Select either **Provisional** or **Confirmed**
- **Default time for new bookings:** Set the time from which you normally start accepting bookings.
- **Default Duration for new bookings:** Set the duration in minutes.
- **Days before an invoice becomes overdue:** Set the **days** to the number of days after the invoice date by which an invoice should be paid. After this period an invoice is automatically marked as "Overdue". Using a value of zero will cause invoices never to be marked as overdue and should be used when you do not record the payment of invoices.
- **Start invoice numbering at:** Set the invoice number to the number you wish your invoices and credit notes to begin from. If you wish to use an alphabetic prefix on the invoice number enter the prefix directly into the invoice template. We recommend you keep the default setting at 1.
- **Can Invoices and credit notes be changed or deleted?** If you wish to allow invoices and credit notes to be changed or deleted after generation, then a separate "Confirm invoice" or "Confirm credit note" action must be performed to indicate that all changes are now complete for each transaction. We recommend that you leave this option unset (i.e. they cannot be changed or deleted) and that amendments are instead recorded as credit notes or refunds through the appropriate route.
- **Invoice printing format:** Choose whether detailed or summary invoices are normally printed.
- **Insurance charge format:** If you offer insurance cover at an extra charge, select whether you apply a fixed charge or apply a charge as a percentage of the booking.
- **Insurance charge amount:** Enter the charge you make either as a percentage of the nett cost of the booking or as a fixed amount for a booking. For hirers electing to use

your insurance rather than arranging their own, a charge will be added to any automatically generated invoices.

- **Number of hours charged at a different rate:** If you charge the first hour or hours of each booking at a different rate to subsequent hours, then enter the number charged at the initial rate.
- **Enable online bookings:** Tick this box if you wish hirers to make requests for provisional bookings online
- **Do not allow online bookings past this date:** By default there will be no limit on the dates that hirers can make provisional bookings for. If you limit the release of bookable dates (e.g. you only accept bookings a year at a time) then set an end date beyond which hirers cannot book.

4. How to set up the Price List

In order to start using this module you will first need to set up the **Price list**.

The price list in Lettings is made up of two elements:

- **Price bands:** Price bands allow you to set a rate for certain types of hirers, e.g. *Standard Rate, Community Rate, Youth Group Rate, Charity Rate*
- **Price groups:** Price groups are the facility prices that are applicable for each band e.g. *Classroom Standard £10.00 per hour, Classroom Community £8.00 per hour*

This can be further illustrated using the following price list.

FACILITIES	STANDARD RATE	COMMUNITY RATE
Sports Hall	£48.00 per hour	£32.00 per hour
Badminton Court	£12.00 per hour	£8.00 per hour
Classroom	£10.00 per hour	£8.00 per hour

To set up the above Price list you would need to enter the following:

- **Two Price bands:**
 - Standard
 - Community
- **Three Price groups:**
 - Sports Hall
 - Badminton Court
 - Classroom

5. What are my price bands?

Refer to your existing pricelist to identify your price bands and list them here. Refer to section 4 for more detailed information on price bands.

Here are some typical examples:

Adult / Junior / Senior rates

Peak / Off peak / No charge rates

Standard / Community / Concession rates

My price bands are:

.....

.....

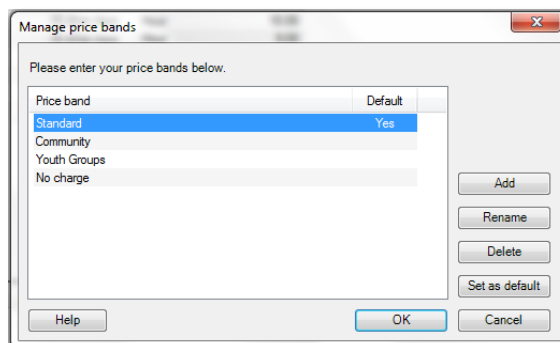
.....

5.1. Setting up price bands

- On the **Lettings tab**, select **Facilities**.
- Under *Other Tasks*, click **View price list**.
- Under *Other Tasks*, click **Manage price bands**.

The default price bands are Standard and No charge (we recommend you keep No charge even if you do not intend to use it).

- Click the **Add** button to add a new price band e.g. Community, Concession.
- Alternatively, click the **Rename** button to change the name of the selected price band, or
- Or, Click the **Delete** button to remove the selected price band.
- Click the **Set as default** button to change the default price band to the selected price band. This default is then used when adding Hirers.
- Click **OK** when you have entered all of the price bands.



6. Setting up price groups

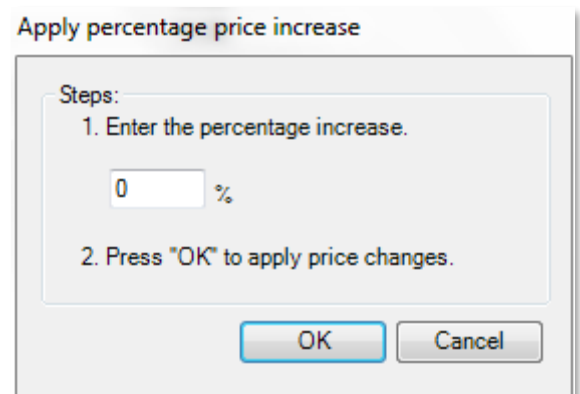
Once you have set-up price bands, you are ready to add price groups. Price groups relate to the facilities you offer e.g. the charging scheme for Classrooms, or the Sports hall. If you have any split facilities that can be reconfigured to be hired out either as a whole or as two or more separate parts add a price group for both the full size and part-hire facilities.

6.1. Adding price groups

- On the **Lettings tab**, select **Facilities**.
- Under *Other Tasks*, click **View price list**.
- Under *Common Tasks*, click **Add price group**.
- Enter the name you wish to give the Price group (e.g. Classrooms).
- Select how it is Priced (e.g. by the hour or by the session).
- Choose the relevant VAT rate. Select **Exempt** from the drop down list if you are entering the Nett Price excluding VAT. It will be possible to add VAT later when making a booking. If your prices include VAT then select **Standard** from the drop down list.
- Enter the prices you charge for each price band (e.g. Standard, or Concession) in the First Hour and Subs. Hours columns (if this is different).
- Tick **Enable Saturday/Sunday/Holiday** pricing if you charge different amounts for these days, and enter the relevant prices.
- Click **OK** and repeat the above procedure for each price group
- **IMPORTANT:** Click on **Save** at the top right of the screen to save your price groups

6.2. Applying price increases in the future

- On the **Configuration** screen, select **Income configuration**.
- Click on **Facilities**.
- Under *Other Tasks*, click **View price list**.
- Under *Common Tasks*, click **Apply price increase**.
- Click **Yes** to the message.
- Enter the percentage increase
- Click **OK** to apply the increase.
- Click **Save** at the top right of the Price list screen to save the changes.



7. Adding Facilities

Once you have set price bands and price groups, you can now create the facilities. Examples of facilities include: classrooms, pitches, halls, caretaker, lighting, projectors, nets, goal posts and refreshments.

Facilities can be set up with or without a price group.

For example, refreshments can be added as a facility and a price can be allocated when a booking is made using the *Special price* option, if no set price is known.

7.1. Adding facility groups

It is useful to group facilities together to make the booking of facilities easier. In particular grouping allows you to do the following:

- Organise facilities so that they appear together regardless of their name.
- Book any available facility in the group without having to check individually to see which one is free.

Setting up a group called "Classrooms" would ensure that all of your classrooms appeared together and that bookings could automatically select the first available room unless you wanted to book a specific one.

- On the Lettings tab, select **Facilities**.
- Under *Common tasks*, click on **Add group**.
- Enter the group name (e.g. Classrooms).
- Select the Group under which you want it to appear (the default is All facilities)
- Click **OK** to save the facility group.
- Repeat the above for each facility group.

7.2. Adding a facility

- Under *Common tasks*, click **Add Facility** and enter the details.
- **Name:** Enter a meaningful name to identify the facility (e.g. Badminton Court).
- **Part of a Group:** If you have set up a Facility group that you want this facility to be a part of, select it from the list. Otherwise leave it set to **All facilities**.
- **Availability:** Enter an approximate number of hours that this facility is available during the year. This is used by the *Booking Analysis By Facility report* to calculate the percentage utilisation of each facility.
- **Cost Centre:** Select the cost centre into which income from this facility will be logged. Facility. A default cost centre of Lettings exists in SCO and is the recommended cost centre for SCO Lettings income. You can allocate income to an alternative cost centre if you wish.

- **Account Codes:** This option is only available if you have configured SCO to use account codes. Select the relevant account code from the drop-down list. **To add new account codes for selection in this window select the** Banking Configuration button from the main **Configuration** tab, and add news via the **Account codes** menu.
- **Price Group:** Select the Price Group you wish to be used when calculating the cost of a booking.
- **Charge insurance (when applicable):** This option is only available if you have configured SCO Lettings to charge for insurance. When ticked, insurance is charged when adding a booking if the Hirer's Insurance Cover indicates that he/she should be invoiced. When unticked no insurance is charged.
- **VAT Rate:** Select the correct rate of VAT applied when charging for this facility. This is usually set to Standard and can be amended at the time of taking a booking if a particularly booking is VAT exempt. If VAT is **never** charged for this particular facility, then you can set the facility VAT rate to exempt, however in this case you will **not** have an option to add VAT at a later stage in the booking process.
- **Limit concurrent bookings to:** When unticked, double bookings will be allowed, the system will not warn you of a clash. Ticking this option allows you to set a maximum limit for concurrent bookings. The default setting is to allow only 1 concurrent booking of each facility (i.e. only one booking for Classroom 1 will be allowed at any given time).
- **Notes:** Use the Add button to display a Notes form to enter any notes you wish to maintain about this facility. You can enter as many notes as you need for a Facility by clicking the Add button again after saving a note. Notes can be set as reminders should you wish to remind a specific user on a particular date, or can be set to alert any SCO-Lettings user whenever they are making a booking featuring the facility.
- When you have finished entering details of the facility click on the **Save** button.

8. Adding/deleting hirers

Add and maintain Hirer details, apply discounts and manage insurance requirements (if applicable)

8.1. Adding Hirers

- On the **Lettings Tab** select **Hirers**.
- Under *Common Tasks*, choose **Add hirer**.
- **Name:** Enter the name of the Hirer (e.g. Fielder Football Club).
- **Primary Contact:** Enter the Title, Forenames, Surname, Address, Town, County, Postcode of the Hirer's primary contact together with any contact details.
- **Invoicing Contact:** Enter invoicing details if different to Primary contact details. If no separate invoicing details are added, the system will use the Primary Contact details for all correspondence.
- **Price band:** Select the price band applicable to the Hirer from the dropdown list.

- **Discount:** Enter the percentage discount the Hirer receives on any bookings if applicable. Note: It is also possible to enter a discount or amend a discount against a Hirer when a booking is being recorded if required.
- **Insurance Cover:** Select **Invoiced** to add an insurance charge automatically to any generated invoices. Select **Third-party** if the hirer arranges their own insurance cover and enter the date their insurance is due to expire. If you don't know or do not need to keep track of insurance leave as **Unknown**.
- **Notes:** Click the **Add** button at the bottom of the screen to display a Notes form to enter any notes you wish to maintain about this hirer. You can enter as many notes as you need for a hirer by clicking the Add button again after saving a note. Notes can be set as reminders should you wish to remind a specific SCO-user when they log in on a particular date, or can be set to alert any SCO-Lettings user whenever they are making a booking this hirer.
- Click **Save**.
- Repeat for each hirer.

8.2. Deleting Hirers

Deleting Hirers will permanently delete all of the Hirer information including bookings and invoices and should be used with caution. It is recommended that you **do not** delete Hirers if you wish to retain any of this information for audit.

- On the **Lettings tab** select **Hirers**.
- Under *Other Tasks*, choose **Delete hirer**.
- Click **Yes** to permanently delete the Hirer bookings/accounts.

9. Adding holiday dates

Holiday dates can be entered either to restrict bookings on these dates or to alert the user that a booking is taking place during the holiday period.

- On the **Lettings tab**, view the **Calendar**.
- Under *Other tasks*, click **Add holiday date**.
- Select the relevant start and end dates.
- Enter a description.
- Tick '**Do not accept bookings on this date**' if applicable. If a booking falls across a date where bookings are not accepted, the date will automatically be removed from the booking form.
- Click **OK**.

10. Templates

10.1. Customising Online Access Letter templates to be used for Mail merge functions

- On the **Configuration** screen, Select **Template manager**.
- In the dialog box, select the Online Category on the left hand side.
- Select an existing template style from the middle menu and select **Edit Letter Template**.
- Make any edits that you wish, being careful to maintain any existing merge fields within the template.
- Within Word, select **Save**.

NB Ensure that the common pre-fix for the template is maintained. They can be can be appended with a suitable suffix e.g. “onlineaccessletterhirers” or “onlineaccessletterhirers2”.

- Ensure that the default location and file type are not changed.

10.2. Customising specialist Lettings templates to be used for Mail merge functions

- Dialogue boxes for specialist Lettings mail merges invite you to edit letter templates as part of the mail merge process.
- Select the appropriate click **Here** button to open the master document.
- Make any edits to the master template that you require.
- Select **Save**.

Print reminders

Steps:

1. Who do you want to print reminders for?

<<All hirers>>

2. Select the date range.

All dates

Selected dates:

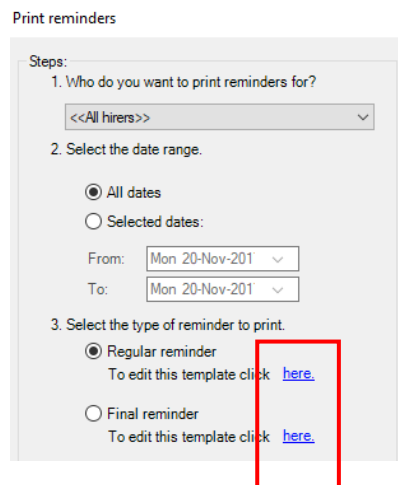
From: Mon 20-Nov-201

To: Mon 20-Nov-201

3. Select the type of reminder to print.

Regular reminder
To edit this template click [here](#).

Final reminder
To edit this template click [here](#).

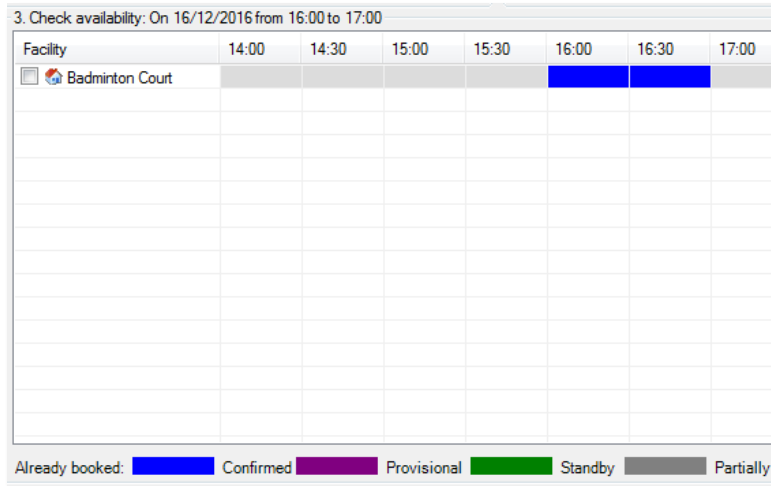


11. Making Bookings

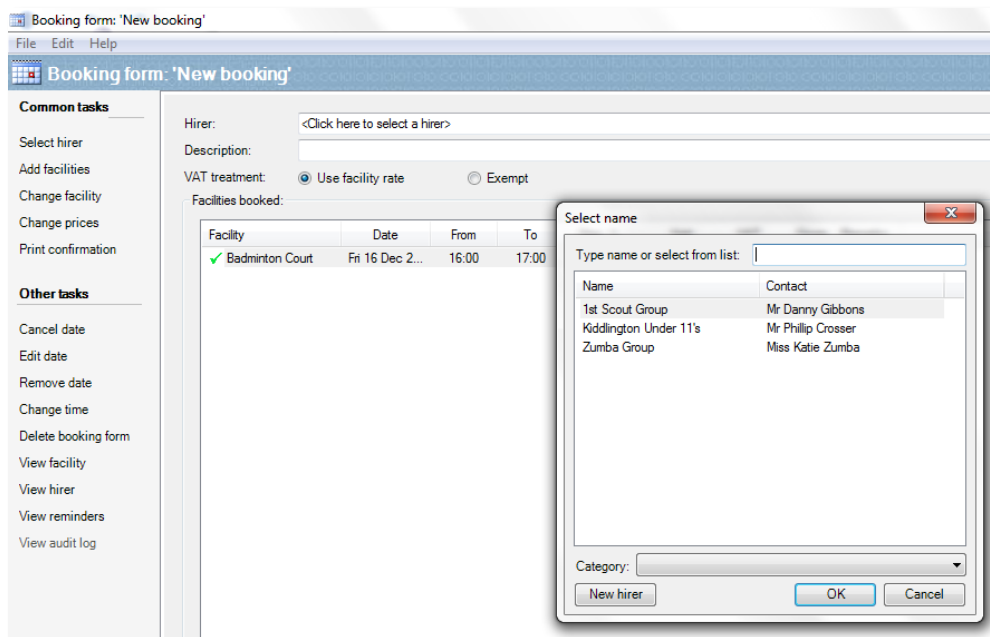
11.1. Checking availability and making bookings

- On the **Lettings** screen, view the **Calendar**.
- Under *Common tasks*, select **Add a booking**.

- Select either **One-off booking** or **Regular booking**.
- Set the date and duration of the booking.
- Select the facility to be booked by clicking on the facility from the **Select Facilities** list. If the booking is across multiple facilities then select either All facilities or a Facility group to view availability across a number of facilities simultaneously.
- Review the availability of the facility on the date/time specified.



- If the facility is available there will be no colour displayed.
- If the facility is **Already booked** the time slot will be highlighted in blue or another colour to indicate the type of booking that is already in place
- Click **OK** at the bottom of the screen to continue making the booking



- In *Hirer* box Select the name of the Hirer. You can choose either an existing hirer or create a **New hirer** at this stage.

Facility	Price group	Price band	Period	Discount	Nett price
Badminton Court	Badminton Court	Youth Groups	All other days	0.000	9.00

Selected price:

Price group: Price band:

Discount: % Nett price: Special pricing

Buttons: Help, OK, Cancel

- Check the correct *Price groups* and *Price band* is displayed.
- To add or amend a discount enter the percentage in the **Discount** box.
- If a special price is required type the new price into the **Nett Price** box.
- Click on **OK**.

11.2. Adding booking notes

Booking notes can be added to individual bookings to provide instructions for setting up the room or any other notes that may be useful about the booking.

These notes are visible on the calendar view and booking calendar report.

- In the **Booking form notes** box on the right of the page type in your message

Status

Confirmed
 Provisional
 Standby

Booked: 16/12/2016 01:55

Confirmation sent: <Not sent>

Booking form notes:
 Ensure the nets are removed |

On the left menu you will find *Common Tasks* and *Other Tasks* in relation to the booking:

Common Tasks

- **Add facilities:** Add additional facilities to the booking.
- **Change facility:** Select an alternative facility for the chosen date/time.

- **Change prices:** Amend the price charged for a facility on this occasion.
- **Print confirmation:** Print a mail merged booking confirmation (the print window also provides a prompt should you wish to make an edit to the confirmation template).

Other Tasks

- **Cancel date:** Cancel any of the dates in the booking form and keep a record.
- **Edit date:** Change the date of a booking.
- **Remove date:** Remove any of the dates in the booking.
- **Change time:** Amend the time of the booking.
- **Delete booking form:** Delete the booking altogether (no record of the original booking will be kept).
- Set the booking as either **Provisional**, **Confirmed** or **Standby**.
- Click on **Save**.

12. Invoicing

12.1. Generating Automatic invoices

It is possible to produce invoices using bookings:

- Select **Accounts**.
- Click on the **Generate Invoices** link in the task list to display the Generate Invoices form.
- **Who do you want to produce invoices for?** Leave as <<All Hirers>> or select a single Hirer from the list.
- **When would you like to generate invoices up to? Bookings Up To:** Enter the date up to which you want to invoice for bookings.
- **What date did you want to use for the invoices? Invoice Date:** Enter the date you want to appear on invoices.
- **Do you want to print the invoices straightaway?** Select 'Yes' to print the invoices straightaway or 'No' if you want to print the invoices later.
- Click on **OK** to display the bookings which are available to be invoiced.

- Carefully check the list of bookings which are to be invoiced and uncheck any which you do not want to be invoiced at this time e.g. you may wish to remove any standby bookings at this stage.
- Click on **OK** to create invoices and add them to the Accounts page.
- Invoices that have been generated and are not available to be edited display in bold text. Unconfirmed invoices that are available to be edited or deleted display in a standard text.

If you have configured SCO-Lettings to allow invoices to be changed and deleted, then a further stage of Confirm Invoices needs to be completed before invoice totals appear on reports and/or online.

If you have configured SCO-Lettings so that invoices cannot be changed or deleted, then no further stage needs to be completed and invoices will automatically appear on reports and via hirers' online scopy.com accounts.

- To confirm invoices, select the **Confirm invoices** common task option in the **Lettings** module **Accounts** window.

12.2. Raising Manual Invoices

Although most invoices for bookings can be generated automatically you may encounter situations where you need to raise an invoice manually (e.g. for breakages).

- Select the Accounts page by clicking on the Accounts button on the Lettings toolbar and click on the **Issue Invoice** link in the task list to display a *New invoice* form.
- Use the Select Name form to select the Hirer for whom you want to raise the invoice and click on OK.

Complete the form as follows:

- **Date:** Enter the date you want to appear on the invoice.
- **Reference:** Enter any reference details you want to appear on the invoice (e.g. order number or person's name).
- **Address:** Change if the invoice needs to go to a different address to that of the Hirer.
- **Invoice Lines:** For each line you wish to appear on the invoice enter a Description, Cost Centre, Account Codes (If applicable) Nett Value and VAT Code (the VAT and Gross amounts are automatically calculated).

Hirer:	1st Scout Group	Date:	20/12/2016	Nett:	£15.00
Address:	Mr Danny Gibbons 1st Scout Group 54 Littleton Road Staines Surrey TW18 5TF	Reference:		VAT:	£0.00
				Gross:	£15.00

0 Lines:

Description	Cost Centre	GL	SIO	CC	Nett	VAT code	VAT	Gross
▶ Damage to Nets in Badminton Court	Lettings	7400 - General lettings (non-VATable)	<Select an account code>	9901D - Tucasi Training School	15.00	Non-business	0.00	15.00
*	<Select cost centre>	<Select an account code>	<Select an account code>	<Select an account code>	0.00	Non-business	0.00	0.00

- Use the **Add** or **Remove** buttons to create additional lines or remove existing lines from the invoice as necessary.
- Click on **Print invoice** to print a copy of the invoice, if required.
- Click **Save** when finished.

13. Issuing credit notes

Credit notes should be raised if you need to reverse an invoice, or part of an invoice, that has a confirmed status.

You can raise credit notes using either the **View invoice** task or **Issue credit note** task:

13.1. Crediting against specific invoices.

The View Invoice task route should be used if you wish to raise a credit note against a line or lines forming part of a specific invoice.

- Select the **Lettings Accounts** screen and click to highlight the invoice you wish to credit.
- Select **View invoice** to open the invoice form.
- Click the **Issue credit note** menu task to display a credit note showing all applicable lines from the invoice.
- Make any changes you require (e.g. by deleting lines you do not wish to credit)
- Click **Save** to save the credit note.

New Credit note:

Common tasks

Print credit note

Hirer: ABC Training Date: 27/02/2018 Net:

Address: Mrs G Smith
ABC Training
1 High Street
Eastleigh
Hampshire Reference: INV: 15 VAT:

Gross:

Other tasks

Delete credit note

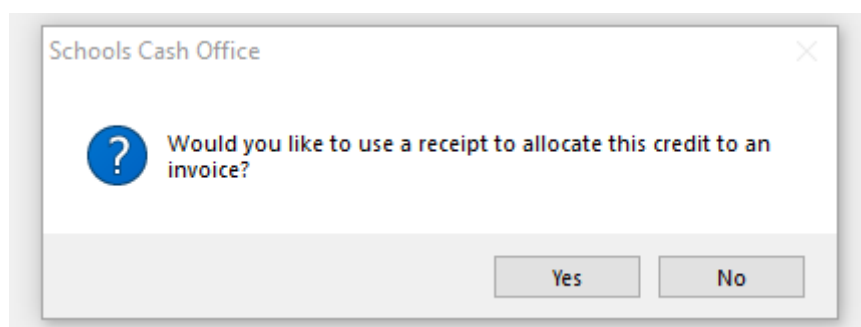
Issue credit note

View audit log

Credit note Lines:

	Description	Cost Centre*
▶	26/11/2017 09:00-10:00 Sports Hall	After School Activities
	23/01/2018 09:00-10:00 Badminton Court 1	Lettings

- Select **Yes** when prompted if you would like to allocate this credit to an invoice.



Unallocated: 0.00							
Transactions:							
Date	Number	Type	Reference	Total	Outstanding	Allocated	
27/02/2018 18:32	22	Invoice		20.00	20.00	20.00	
27/02/2018 18:32	23	Credit note	INV: 22	-20.00	-20.00	-20.00	

- Complete the receipt line as follows:
 - **Allocate** the value of the credit note against the Invoice line of the receipt as a positive amount eg £20
 - **Allocate** the value of the credit note against the Credit note line of the receipt as a negative amount ie -£20
 - Check that the Unallocated total is £0
- Click **Save** to save changes and close the receipt screen.
- The Lettings Account screen will display entries for both the invoice and credit note as zero outstanding balance and a status of paid.

Date	Hirer	Type	Number	Total	Due	Reference	Status
27/02/2018	Cardington Five-a-Side	Credit note	23	-£20.00	£0.00	INV: 22	Paid
27/02/2018	Cardington Five-a-Side	Invoice	22	£20.00	£0.00		Paid

13.2. Issuing Ad-hoc credit notes.

The **Issue Credit Note** task route should be used if you wish to raise a credit note for an item or amount that does not form a full part of a specific invoice e.g. Having raised an invoice for £50 you wish to issue a £20 credit note for a session cut short due to a power cut.

- From the main Lettings Accounts page, select **Issue credit note** task option.
- Select the hirer you are issuing the credit note to.
- Enter an appropriate description, cost centre and gross figure, along with account codes if required. If appropriate use the Add option to add further lines to the credit note.
- Click Save. You will be prompted to use a receipt to allocate the credit to an invoice. Click Yes to allocate a credit note to an existing invoice or click No to allocate the value of the credit note on account. If amounts are allocated on account, you will be prompted to use them against future invoices when next generating invoices.
- To allocate a credit note to an existing invoice, record a receipt of £0.00. This will allow you to offset the value of the credit note against the corresponding invoice(s) of your choice.
- Complete the receipt line as follows:
 - **Allocate** the value of the credit note against the Invoice line of the receipt as a positive amount eg £20
 - Alternatively split the total across a number of invoice ensuring that the total for each is entered as a positive amount.

- **Allocate** the value of the credit note against the Credit note line of the receipt as a negative amount ie -£20
- Check that the **Unallocated total** is £0

Note: If the Unallocated total isn't 0.00 check that you have entered the correct values in the steps above using a minus sign against the credit note value and no sign against the value allocated to the invoice line.

Refer to **Appendix A** for further guidance on using the Credit Note and Refund process.

14. Recording Receipts

14.1. Receipts

When you receive a payment from a hirer you should record it as a receipt as follows:

- Click on the **Accounts** button on the Lettings toolbar.
- Select **Record receipt**.
- Use the **Select name** form to select the appropriate hirer (if necessary use the search field and/or category filter to assist your search).

Complete the new receipt form:

- **Date Received:** Enter the date the payment was received.
- **Reference:** Enter any reference information you require (e.g. cheque no, name of person making payment).
- **Payment Method:** Select the method of payment.
- **Amount Received:** Enter the amount of payment you received.
- Click on the **Auto-Allocate** link in the task list to allocate the amount received to the outstanding items. This will complete the Allocated column in the list of Transactions. Payments are automatically assigned to the oldest invoice first.
- Carefully check the values in the **Allocated** column and make any manual changes you require by overtyping the figures in the allocated column (e.g. you may wish to allocate this payment to an invoice other than the oldest one, or you wish to split the payment across a number of other outstanding invoices).

Date	Number	Type	Reference	Total	Outstanding	Allocated
12/12/2016 1...	1	Invoice	BR: 1	10.00	10.00	10.00

- Click on **Save** to save the Receipt and allocate the amounts to the corresponding invoices.
- Any invoices which have been paid in full are then marked as **Paid** on the Accounts screen of the Lettings tab page.

15. Recording Refunds

Refunds should be used to reverse payments received.

To issue a **refund**, select the **Issue a Refund** option in the **Common tasks** panel on the **Lettings accounts** screen.

15.1. To refund an amount that was a part payment for an invoice:

- Click on the **Accounts** button on the Lettings toolbar.
- Select **Issue a refund**.
- Use the **Select name** form to select the appropriate hirer (if necessary use the search field and/or category filter to assist your search).

Complete the New refund form:

- **Date Refunded:** Enter the date the payment was received.
- **Reference:** Enter any reference information you require (e.g. cheque no, reason for refund).
- **Refund Method:** Select the method of payment used for the refund.
- **Amount Refunded:** Enter the amount of refund you are giving.

Date	Number	Type	Reference	Total	Outstanding	Allocated
28/02/2018 11:51	24	Invoice		50.00	30.00	-20.00

- Enter the amount of the refund as a **negative** figure in the Allocated column against the invoice are refunding against. If appropriate you can split the refund across a number of invoices, entering a negative value for each Allocated amount.

Ensure the allocated figure against any invoices or credit notes that are not subject to a refund should be zero.

- Click away from the Allocated column and check that the unallocated figure is Zero
- Click on **Save** to save the refund and allocate the amounts to the corresponding invoices.

15.2. To refund an amount held on account (eg refunding a deposit payment):

- Click on the **Accounts** button on the Lettings toolbar.
- Select **Issue a refund**.

- Use the **Select name** form to select the appropriate hirer (if necessary use the search field and/or category filter to assist your search).

Complete the New refund form:

- **Date Refunded:** Enter the date the payment was received.
- **Reference:** Enter any reference information you require (e.g. cheque no, reason for refund).
- **Refund Method:** Select the method of payment used for the refund.
- **Amount Refunded:** Enter the amount of refund being made.
- Enter the amount being refunded as a negative amount in the Allocated column of the **On account** line.

Any lines not being refunded should be zero.

The screenshot shows a web form for creating a refund. The 'Hirer' field is set to 'Herman's Hermits'. The 'Date refunded' is 'Fri 09-Mar-2018'. The 'Reference' field is empty. The 'Refund method' has radio buttons for 'Cheque' (selected), 'Cash', and 'Credit/debit card'. The 'Amount refunded' is '20.00'. The 'Unallocated' amount is '0.00'. Below the form is a 'Transactions' table with the following data:

Date	Number	Type	Reference	Total	Outstanding	Allocated
09/03/2018 17:22	0	On account		-20.00	-20.00	20.00

- Click away from the Allocated field and check that the unallocated figure is Zero
- Click **Save**

Refer to **Appendix A** for further guidance on using the Credit Note and Refund process.

16. Printing reminders and statements

To print reminder letters for overdue invoices:

- Select the Accounts page by clicking on the **Accounts** button on the **Lettings** toolbar.
- Click on the **Print Reminders** link in the task list.
- Choose who to print reminders for from the All hirers drop down menu.
- Select the date range.
- Select the type of reminder letter that you want to print.

Note: Reminder letter templates can be amended by selecting the **Click Here** option on the dialogue box.

To print statements:

- Select the Accounts page by clicking on the **Accounts** button on the toolbar.
- Click on the **Print Statements** link in the task list.
- Click **Yes** to confirm that you want to print the statements.

17. Generating Reports

To generate lettings reports in SCO

Select **Reports** and click the report you would like to run:

- **Accounts list:** A list of all invoices. Unconfirmed invoices will be indicated by an asterisk.
- **Aged debtors:** A list of debtors, the duration for the debt and debt amount.
- **Booking Analysis - by Facility:** This show the percentage of utilisation, based on the annual availability configured for each facility.
- **Booking analysis - by Hirer:** This shows the use of each facility made by individual hirers and income per facility that their bookings generate.
- **Booking calendar:** Calendar view of bookings for a date range. Options allow the report to be defined as either a list or as a calendar view.
- **Booking list:** Displays a list of bookings for a date range.
- **Uninvoiced bookings:** Reports all bookings for which an invoice has not yet been generated.
- **Facility list:** Lists the title, double booking status and price group for all configured facilities.
- **Future provisional and standby bookings:** Shows all future bookings that have a status of either Provisional or Standby.
- **Hirer list:** Basic details for all hirers in the system including their default discount and price band along with insurance status.
- **Holiday dates:** Lists all dates set as holiday dates
- **Income analysis:** Income for a date range
- **Invoice analysis by month:** Income for a date analysed by month
- **Invoice Totals:** Displays current totals for confirmed invoices
- **Price band list:** Shows all configured price bands
- **Price list:** Shows the current price list set up for facilities
- **Receipts and refunds:** List of receipts and refunds entered through the Lettings Accounts screen.
- **Unpaid Invoices:** All overdue invoices for which payments are outstanding.
- **VAT Rates:** Lists descriptions and rates for all VAT and insurance premium tax that are configured.

18. The Lettings Till (separate licence required)

If you operate any pay and play facilities, such as fitness suite, squash court or swimming pool, the Lettings Till will provide you with cash register functionality, allowing you to:

- Record sales and refunds of sporting and non-sporting activities and products.
- Record payments received by cash, credit/debit card and cheque.
- Record transactions anonymously or against individual hirers.
- Print receipts on an Epson receipt printer.
- Keep track of cash added/removed from a cash drawer and reconcile the Lettings Till against the contents of the cash drawer.
- Record the payment of pre-arranged bookings.
- Record the payment of invoices you have issued.
- Keep track of the VAT charged on all transactions.

18.1. Configuring the Lettings Till

In order to use the Lettings Till you will first need to set up product buttons to represent each product or service for which you wish to record a sale.

- On the **Configuration** Tab select **Income configuration**.
- Select **Products**.
- Select the first heading in bold on the left and at the bottom click on **Add product group**.
- In the **Product group add** dialogue box enter a group name e.g. *Lettings Till* or *Sports Equipment Hire* and click on **Next**.
- Ensure that the **Product group visible in till mode** is ticked.
- Click on **Next** and **Finish**.

You can now start adding in product buttons for each item you wish to record income against:

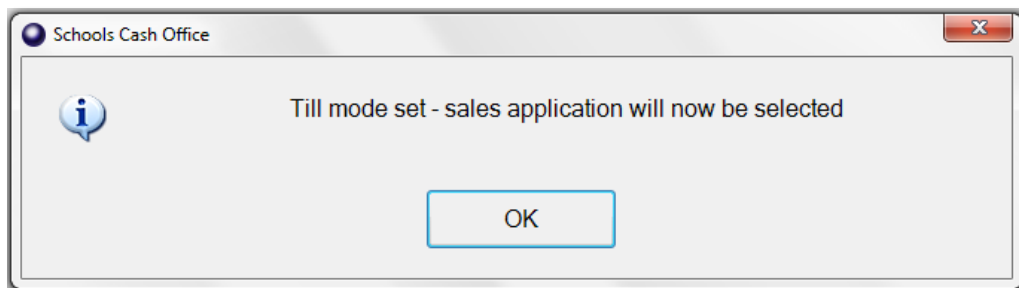
To add a Product button to the Lettings Till:

- Click the “+” to expand your **Product Group** heading eg Sports Equipment Hire, created above.
- Click either on the “Click here to add product” line if this is the group’s first product, or select an existing product heading within the group (your new product heading will be positioned immediately after the product heading you select).
- At the bottom of the screen select **Add product**.
- In the **Product add** dialogue box enter the name of the item e.g. *Racquet Hire*, or *Adult swim session*, then click on **Next**.
- On the **Product price** screen add a **price** and select a **cost centre** eg Lettings.
If the price of the item is variable, tick to select **Always ask for a price for this product**, and leave the price as 0.00
- Select the appropriate **VAT** rate, if applicable and click **Next**.

- Assign **Account codes** to this product if applicable, click **Next**.
- Ensure the **Product visibility** option is set to be Visible in till mode. Click Next.
- On the Meal Information screen simply click **Next** and then **Finish**.

18.2. Accessing the Lettings Till

- From the main Lettings tab, select the **Lettings till** button.
- The system will then switch into **Till mode**.
- Click **Ok** to close the pop up message, when prompted.



18.3. Adding cash to the Lettings Till

Before you start to use the till you will need to add the amount of cash that you already have as float.

To add cash:

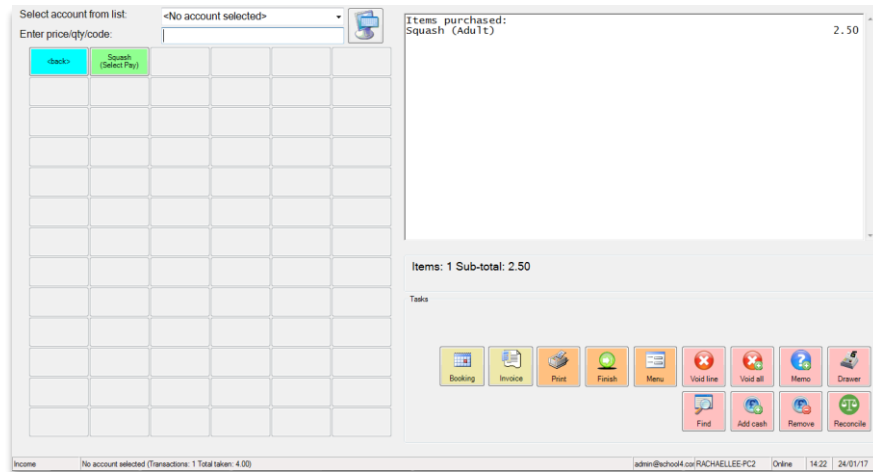
- Click the **Add Cash** button, under the Cash Drawer menu.
- Enter the **amount** of cash you have as a float.
- Click the **green tick**.



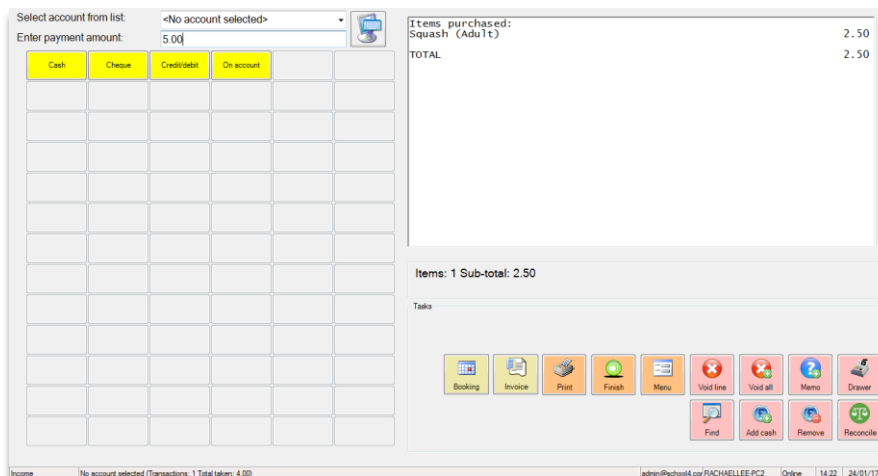
18.4. Recording a sale

- Access the main **Lettings till** screen.
- Click the **Sales** button in the top left corner of the screen.

- Click on a Product Group button to display the individual products.
- Click to select the item that you wish to add to the receipt e.g. racquet hire, or adult swim.



- If any further items are being paid for at the same time add these now by clicking the appropriate product button.
- Select **Finish**.
- Select the payment method e.g. **Cash** or **Cheque**.



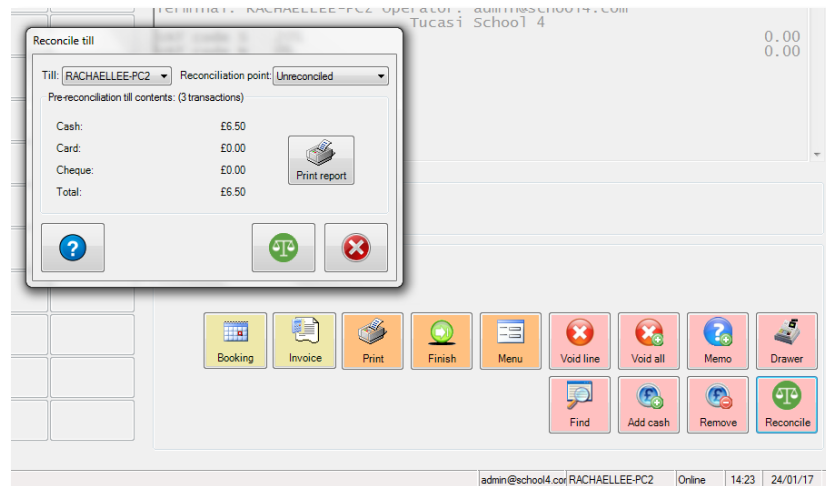
- If selecting *cheque*, a reference can be added such as cheque number.
- To leave the Lettings Till to return to the main Lettings screen, select **Menu** and **Exit till mode**.

18.5. Reconciling the Lettings Till

Reconciling the Lettings Till against the contents of the cash drawer is strongly advisable. The Lettings Till helps you to achieve this by providing a comprehensive report detailing the transactions that have been entered, together with summary information for the various payment methods (i.e. cash, card and cheque).

The reports show the amount of cash and cheques transactions currently in the till. These figures reflect the value of sales and refunds entered since the till was last reconciled along with any cash added and removed from the Lettings Till. These totals should agree with the contents of your cash drawer.

- To reconcile the Lettings Till click on the **Reconcile** button on the main Lettings Till screen.
- Click **Print report**.

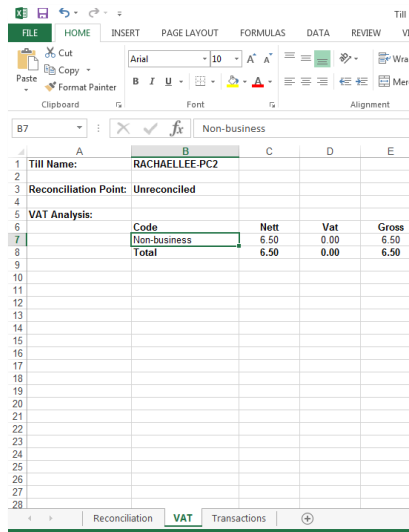


Reports will then be automatically generated to enable you to reconcile the till.

Reconciliation: Shows the total values sales and refunds entered since the last reconciliation, the amount taken by cash and cheque, and the amount added and removed through the Lettings Till.

A	B	C	D
Transactions:			
	Sales		
	Pre-arranged Bookings	0.00	
	Invoice Payments	0.00	
	Other Charges	6.50	
	Total Sales	6.50	
Refunds			
	Pre-arranged Bookings	0.00	
	Invoice Payments	0.00	
	Other Charges	0.00	
	Total Refunds	0.00	
	Transaction Total	6.50	
Adjustments:			
	Added to Till		
	Cash	0.00	
	Removed from Till		
	Cash	0.00	
	Card	0.00	
	Cheque	0.00	
	Total Adjustments	0.00	
	Till Balance	6.50	
Reconciliation:			
	Cash	6.50	
	Card	0.00	
	Cheques	0.00	

VAT: Shows how much VAT has been charged on sales and refunds since the till was last reconciled and can be used to help you record the transactions in your accounting system.



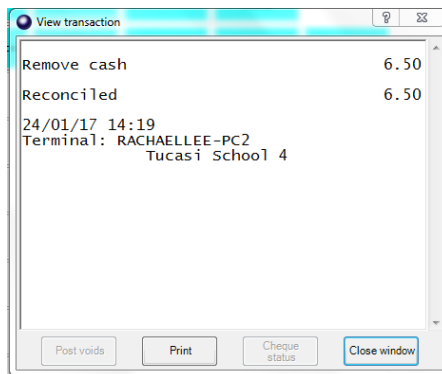
Transactions: Lists every transaction entered since the till was last reconciled, showing each individual item selected from the price list and how each transaction was paid.

Date	Time	User	Type	SubType	Category	Number	Comment	Quantity	Net	VAT	Gross	Vat Rate	Hirer
24/01/2017	14:19	admin@school4.com	Event	Open Till	Event				0.00	0.00	0.00		
24/01/2017	14:21	admin@school4.com	Sale	Other	Purchase	1000000031	Squash - (Pay & Play Standard Charges: Concession)	1	1.50	0.00	1.50	Non-business	
24/01/2017	14:21	admin@school4.com	Sale	Other	Purchase	1000000031	Squash - (Pay & Play Standard Charges: Adult)	1	2.50	0.00	2.50	Non-business	
24/01/2017	14:21	admin@school4.com	Sale	Cash	Payment	1000000031	Cash tendered		0.00	0.00	4.00		
24/01/2017	14:23	admin@school4.com	Sale	Other	Purchase	1000000032	Squash - (Pay & Play Standard Charges: Adult)	1	2.50	0.00	2.50	Non-business	
24/01/2017	14:23	admin@school4.com	Sale	Cash	Payment	1000000032	Cash tendered		0.00	0.00	2.50		

Once you have reconciled the contents of your cash drawer against the Lettings Till, press



the green reconcile button to complete the reconciliation process. This will mark each transaction as reconciled and reset the till ready for the next session.



19. Recording income via the Income Screen

For sites without a separate **Lettings Till** licence, income for pay and play facilities, such as fitness suite, squash court or swimming pool can be recorded through the Sales function on the Income screen.

19.1. Configuring income buttons

In order to record sales through the Income screen, you will first need to set up product buttons to represent each product or service for which you wish to record a sale.

- On the **Configuration** Tab select **Income configuration**.
- Select **Products**.
- Select the first heading in bold on the left and at the bottom click on **Add product group**.
- In the **Product group add** dialogue box enter a group name e.g. *Sports Equipment Hire* and click on **Next**.
- Ensure that the **Product group visible on income tab** is ticked.
- Click on **Next** and **Finish**.

You can now start adding in product buttons for each item you wish to record income against:

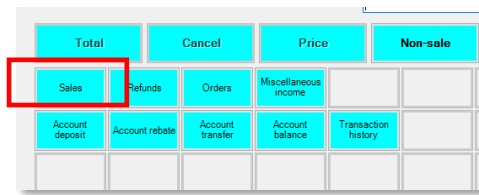
To add a Product button:

- Click the “+” to expand your **Product Group** heading eg Sports Equipment Hire, created above.
- Click either on the “Click here to add product” line if this is the group’s first product, or select an existing product heading within the group (your new product heading will be positioned immediately after the product heading you select).
- At the bottom of the screen select **Add product**.
- In the **Product add** dialogue box enter the name of the item e.g. *Racquet Hire, or Adult swim session*, then click on **Next**.
- On the **Product price** screen add a **price** and select a **cost centre** eg Lettings.
If the price of the item is variable, tick to select **Always ask for a price for this product**, and leave the price as 0.00
- Select the appropriate **VAT** rate, if applicable, and click **Next**.
- Assign **Account codes** to this product if applicable, click **Next**.
- Ensure the **Product visibility** option is set to be **Visible on income tab**. Click **Next**.
- On the Meal Information screen simply click **Next** and then **Finish**.

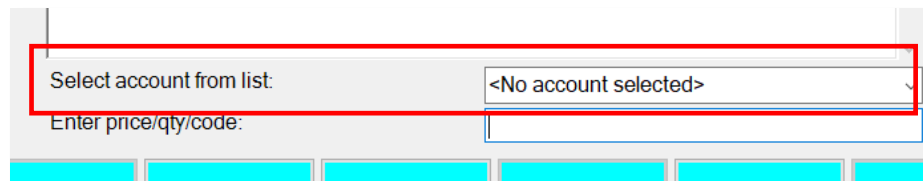
19.2. Recording Sales.

- Select the main Income tab in SCO.

- Click the Sales button.



- If required, select the hirer as the account name from the drop down list.



- Locate the product button for the specific item you wish to sell.
- Click the product button to add this item and any additional items required to the transaction receipt.
- Click **Total**.
- Click the appropriate **payment method** to save the receipt and complete the transaction.
- If required, the receipt can be sent to the printer via the **Non-sale** button. Select **Print Receipt**.

20. Customer Support

If you have any questions or require assistance, please contact:

Tucasi Customer Support

Email: support@tucasi.com

Tel: 02380 016 564

21. Appendix A – Further Guidance on Credit Notes and Refunds

21.1. Scenario 1

A hirer has paid a deposit for a booking prior to the invoice being raised. The booking is subsequently cancelled.

Solution 1a:

- The payment will be sitting On Account since it was received prior to the invoice being generated.
- Mark the booking as cancelled.
- Refund the payment following guidance from Section 15.2, Refunding payments on account.

Or

Solution 1b:

- No action needed as the deposit can continue to sit On Account to be allocated to another booking at a later date.

21.2. Scenario 2

An invoice is issued but the session is cancelled prior to any payment having been received.

Solution 2a: Where no cancellation fee is due

- Issue a credit note for the full amount using the method described in section 13.1, Crediting a specific invoice, to allocate the credit to the original invoice.
- Mark the booking as cancelled.
- The invoice is marked as paid and shows no outstanding balance when viewed on the Accounts screen.

Or

Solution 2b: Where a cancellation fee would be due

- Issue a credit note for the appropriate amount (ie invoice total less cancellation fee) using the method described in section 13.2, Issuing an ad-hoc credit note, to allocate the credit to the original invoice.
- The invoice continues to show an outstanding balance (the value of the cancellation fee) when viewed on the Accounts screen.

21.3. Scenario 3

An invoice is issued but the session is cancelled after a payment has been receipted.

Solution 3a:

- Issue a credit note for the invoice amount, which will allocate the payment on account.

- Issue a refund for the overpayment using the method described in section 15.2, Refunding a payment held on account.

Or

Solution 3b:

- Issue a credit note for the invoice amount, which will allocate the payment on account.
- Leave the payment on account to be used against subsequent invoices.

21.4. Scenario 4:

An invoice has been raised against the wrong facility, and consequently for the wrong amount.

Solution:

- Issue a credit note for the invoice amount, following the process described in Section 13.1, Crediting a specific invoice.
- Record a new booking for the correct facility and issue the associated invoice as normal.