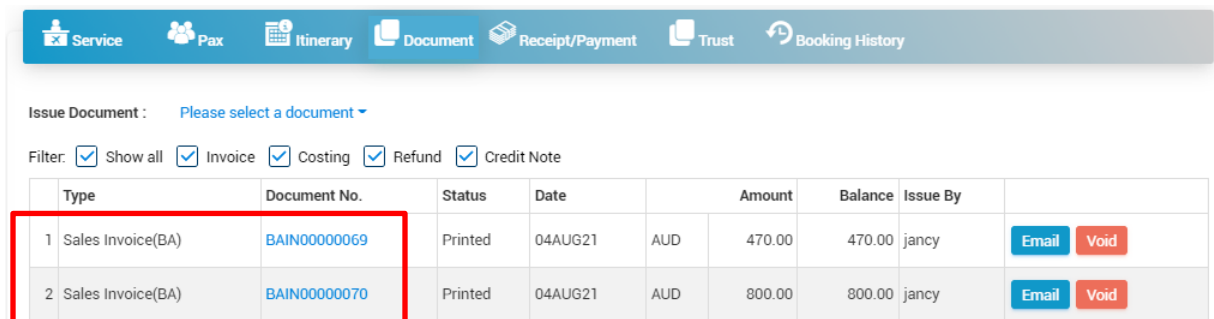# What's New in PowerSuite?

**PowerSuite New Functions Highlights – 9th August 2021**

1. **New Invoice Statement** – We have added a new "Invoice Statement" accessed from the booking folder. The purpose is to consolidate the invoices issued within a booking folder to better service corporate customer requirements.

   First, issue invoice(s) for the booking services

   Next, click "Options" and select "Invoice Statement".
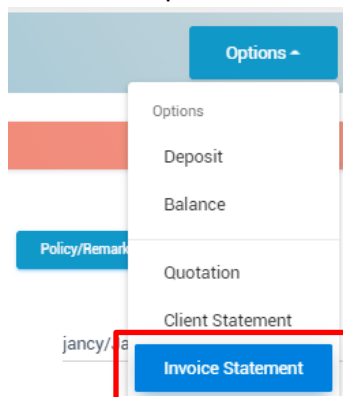
What's New in PowerSuite?

An Invoice Statement will be issued with a listing of invoice(s) in the Booking Folder. You can download as PDF or email to the corporate customer.

What's New in PowerSuite?

2. **Deposit Receipt Heading** – By default the Receipt heading is "Deposit Receipt". We enhanced PowerSuite to make the Deposit Receipt heading configurable, to what your company prefers.

   In this example, the Deposit Receipt Title has been changed to "RECEIPT". Please reach our support team at anzsupport@xmlhk.com if you want to change the Deposit Receipt Title.

3. **Streamlined Refund Process** – PowerSuite has been enhanced to shorten the refund steps. You can also create a refund application, even you do not have a ticket or voucher number!

   Click "Options" in the Booking Folder and select "Refund".

What's New in PowerSuite?

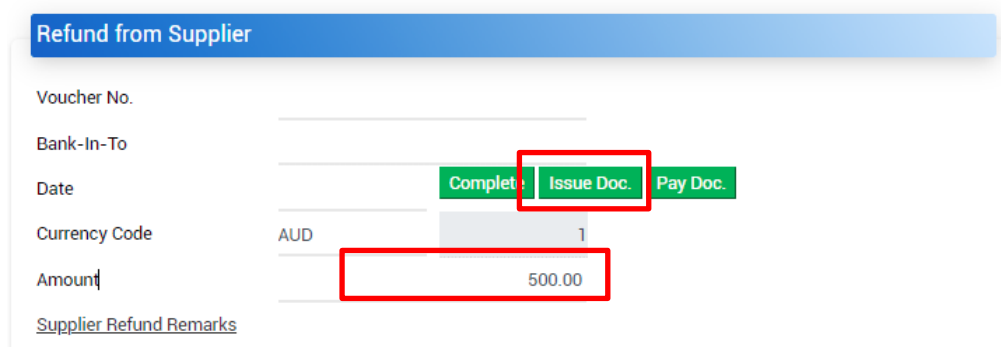Select the service to be refunded and click "Proceed".

What's New in PowerSuite?

You may go to the Calculator page to input the penalty or refund charge imposed on the customer. PowerSuite will auto-calculate the net refund amount received and the refund amount pay to the customer.

<u>REFUND FROM SUPPLIER</u>

Issue Document

If there's no breakdown of the penalty or refund charges, go to the "Refund from Supplier" section to indicate the refund amount from your supplier.

You need to click "Issue Doc" in the "Supplier from Refund" section if

a.   You not yet receive supplier refund and want to add the record for follow-up
b.   You do not have the authority to process the supplier payment

After clicking "Issue Doc", a Payment Requisition with a negative amount will be created in "Approved" status.

The Payment Requisition no. will be shown in the "Refund from Supplier" section

Upon receiving the Refund from the supplier, go to the Payment module and use Refund no. to search for the record.

Select the form of payment and record the refunded amount from the supplier.

What's New in PowerSuite?

Pay Document

You click "Pay Doc." in the "Supplier from Refund" section if
a. You received the supplier refund amount when you raised the refund application AND
b. You have the authority to access the Payment module.

After you click "Pay Doc", PowerSuite will divert you to the Payment module for payment. A negative amount will be shown as the payment amount.

Select the form of payment that you've received from the supplier, click "Proceed".

The refunded amount from the supplier will be shown in the Booking Folder > Document

REFUND TO CUSTOMER

It's time to process the Customer refund. Search for the Refund no. in Document Search and go to the "Refund to Customer" section.

Input the refund amount and select the form of payment. There are 2 Options to record the Refund to the customer.

a. Payment Requisition:
   - It applies when you pay the refund amount directly to the customer via direct deposit or any form of payment. It applies to retail customers.
b. Credit Note:
   - It applies when you reserve the refund amount for the settlement of the outstanding invoice. It applies to corporate customers.

What's New in PowerSuite?

Issue Document

Click "Issue Doc." in the "Refund to Customer" section under three scenarios.

a. You want to add the record for follow-up the refund amount that will pay to the customer.
b. You do not have the authority to process the payment to the customer.
c. You select "Credit Note" as the form of payment, in which the refunded amount will be used to settle the outstanding invoices.
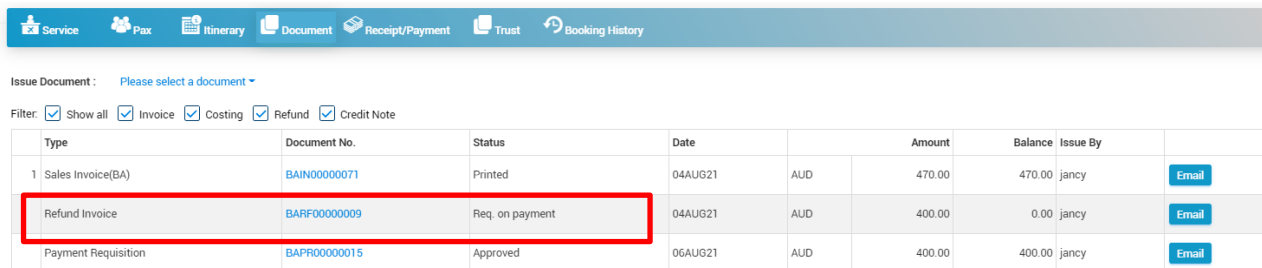

Issue Payment Requisition

Let's select the "Payment Requisition". Click "Issue Doc." In the "Refund to Customer" section.

A Payment Requisition will be created in "Approved" status with the refund amount. In Refund, the payment requisition no. will be shown.

In the Booking Folder, the refund record status has been updated to "Request on payment".
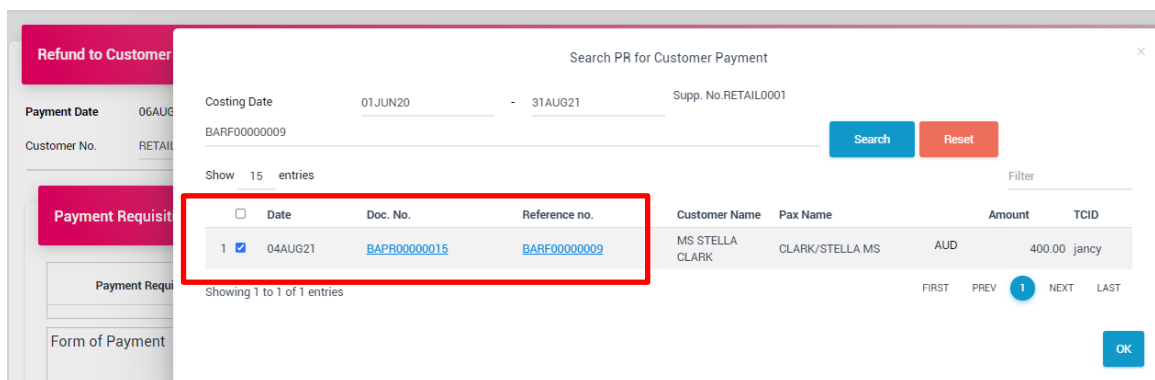
Pay the Refund to Customer

Once you are ready to pay the amount to the customer, go to the left manual bar and select "Refund to Customer" under "Payment".
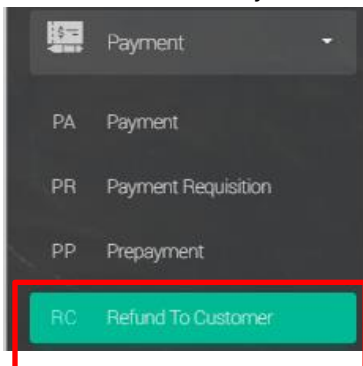
Input the customer no. and click "Add". Next, input the Refund no. and search. Select the record.

Select the Form of Payment. Click Proceed.

In Booking Folder, the refund status will be changed to "Refunded".

What's New in PowerSuite?

Issue Credit Note

If you reserve the refund amount to settle the customer's outstanding invoices, you can select Credit Note and click "Issue Doc." in the "Refund to Customer" section.

A Credit Note will be generated.

The credit note will be shown upon selecting the outstanding invoices in the settlement module.

Pay the Refund to Customer

Click "Pay Doc." In the "Refund to Customer" section if you have the authority to process payment to customers.

Select the "Payment Requisition" as Form of Payment in the "Refund to Customer" section. Click "Pay Doc."

Refund to Customer

Form of Payment	Payment Requisition
Doc. No.	
Date	Complete Issue Doc. Pay Doc.
Currency Code	AUD 1
Amount	380.00
Refund Remarks	Customer Refund Remarks

PowerSuite will divert you to "Refund to Customer". Select the "Form of Payment" and click "Proceed".

You have completed the "Refund to Customer" process.

Refund to Customer (jancy)   Proceed

Payment Date	06AUG21	Type	BA/Green Hills		
Customer No.	RETAIL0001	Name	MS STELLA CLARK	Payee Name	MS STELLA CLARK

Payment Requisition   Add

	Payment Requisition #	Date	Document No.		Outstanding Amount	Pay Amount
1	BAPR00000017	06AUG21	BARF00000012 / 06AUG21	AUD	380.00	380.00
			Total Amount	AUD	380.00	380.00

Form of Payment

Direct Deposit	AUD	380.00	TRUSTBA/Trust Account -	Account No.	+

Please get in touch with anzsupport@xmlhk.com if you have any questions.
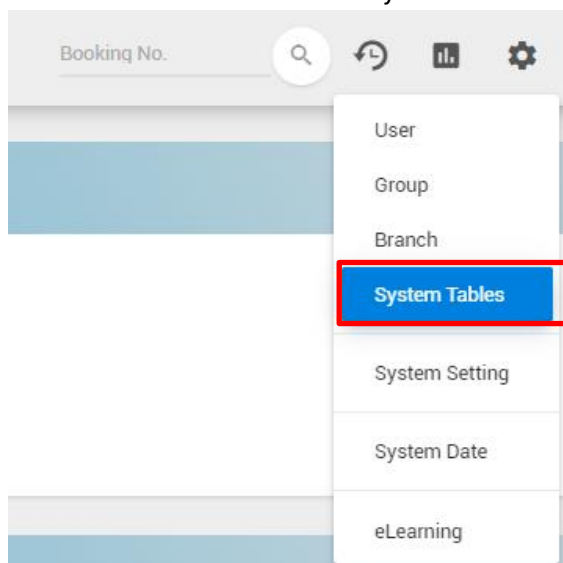
What's New in PowerSuite?

4. **Supplementary Fees Handling** - some agents will impose trip amendment/cancellation fees on customers. PowerSuite has been enhanced to cater for the supplementary fees handling.

General Supplementary Fee

Let's see how to set up the general supplementary fee. The general supplementary fees apply to all customers in general. The defined fee amount and description will be shown in the Booking Folder for selection.

Click the Gear icon and select System Tables.

Input "Supplementary Fees" and click "Search". Click "Supplementary Fees" to launch the table.

What's New in PowerSuite?

Define the Supplementary Fees with the following:
- Product Code:
    - Select the product code in the drop-down (You can set a specific product code for the fee. Please go to the product code table and add a new one if required).
- Description:
    - Input the description. The defined description will be shown in client documents.
- Amount:
    - Input the fee amount. The defined amount will be shown in the Booking Folder for selection.

Click "Save"

Selection Criteria

| Product Code | like | | | |
| Description | like | | | |

Search   Reset

Only display first 100 data per search

Supplementary Fees

	Product Code	Description	Amount	
1	80/Miscellaneous International	INTERNATION TRIP AMENDMENT FEE	50.00	🗑
2	80/Miscellaneous International	INTERNATIONAL TRIP CANCELLATION FEE	100.00	🗑
3	81/Miscellaneous Domestic	DOMESTIC TRIP AMENDMENT FEE	30.00	🗑
4	81/Miscellaneous Domestic	DOMESTIC TRIP CANCELLATION FEE	40.00	🗑
5			0.00	🗑

Save   Add

What's New in PowerSuite?

Profile Specific Supplementary Fee

If you have defined supplementary fees for specific corporate customers, you can specify the fees in the corporate profile.

In Corporate Profile > Fee, there is a section of "Supplementary Fees". Click "+" icon

Define the Supplementary Fees with the following:
- Fee Code:
    - Input the fee code for identification.
- Description:
    - Input the description. The defined description will be shown in client documents.
- Product Code:
    - Select the product code in the drop-down (You can set a specific product code for the fee. Please go to the product code table and add a new one if required).
- Amount:
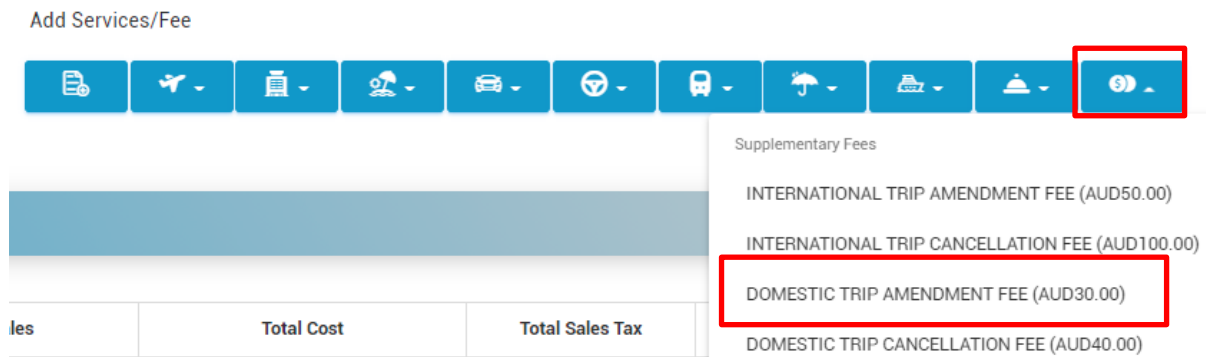   - Input the supplementary fee amount. The defined amount will be shown in the Booking Folder for selection.

Click "Save"

What's New in PowerSuite?

Add Supplementary Fee in the Booking Folder

After you have defined the supplementary fees have been defined, you can select the "Supplementary Fees" under the "Add Services/Fee" section.
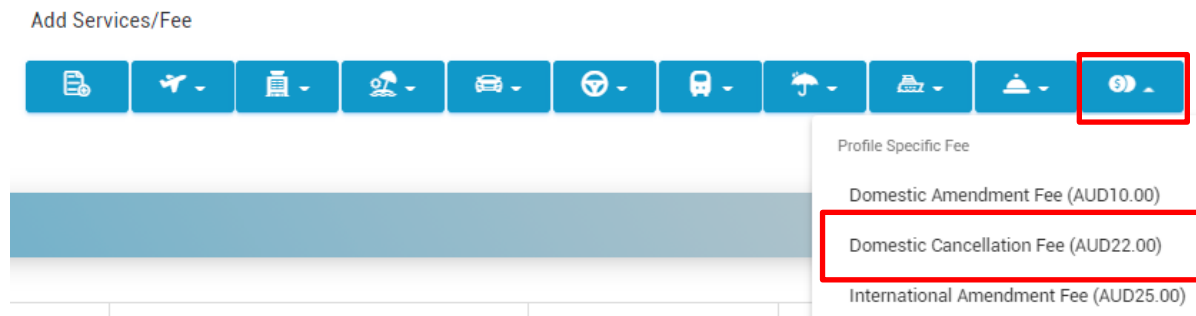

If you have defined supplementary fees in the corporate profile, you can select "Profile Specific Supplementary Fee" in the Booking Folder.
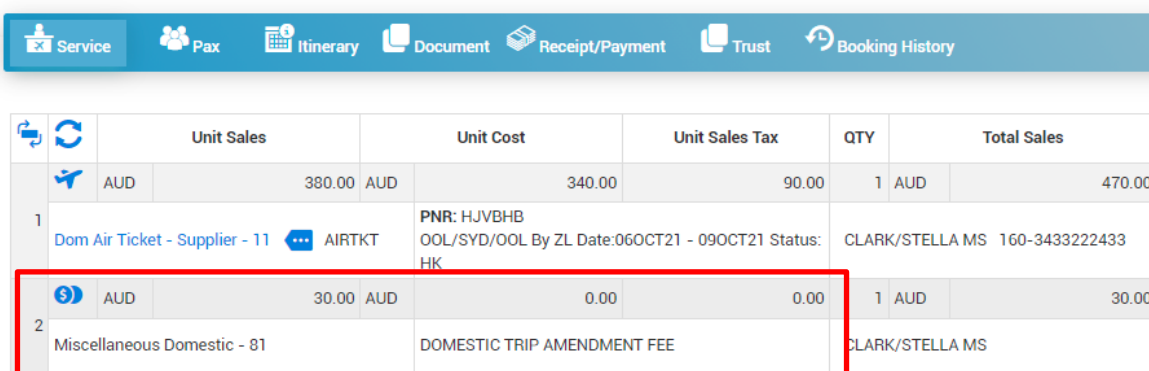
Upon you have selected the fee, the fee item will be created with the defined amount.

The supplementary fee description and amount will be shown in the invoice.

Please get in touch with anzsupport@xmlhk.com if you have any questions.