

## Customer Synchronization and Multiple Invoices

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### HOW TO OBTAIN NEW FEATURES AND SUPPORT

In order to benefit from all the latest features, to obtain general ALFA Support or ask a question about anything you read here, please contact us at [alfa.support@genivar.com](mailto:alfa.support@genivar.com).

### CUSTOMER MANAGEMENT AFTER DATABASE SYNCHRONIZATION

Here is some advice for our AvCharge users doing database synchronization for CDN/US Registries.

Database synchronization is typically performed every month on or after the 25<sup>th</sup>. The procedure involves downloading the latest database from our website and synchronizing it with your ALFA database. During this process, ALFA updates your reference tables (such as International Airport Codes) but also finds all Canadian or US aircraft registrations in your customer database that have a new owner or a change of address. If a new owner is identified (i.e. the aircraft was sold) and the user selects Create New Customer, ALFA creates a new customer with a customer number starting with "SYNC". In the past, we recommended verifying all the SYNC customers and either reconciling them to your accounting system or transferring the aircraft to an existing customer.

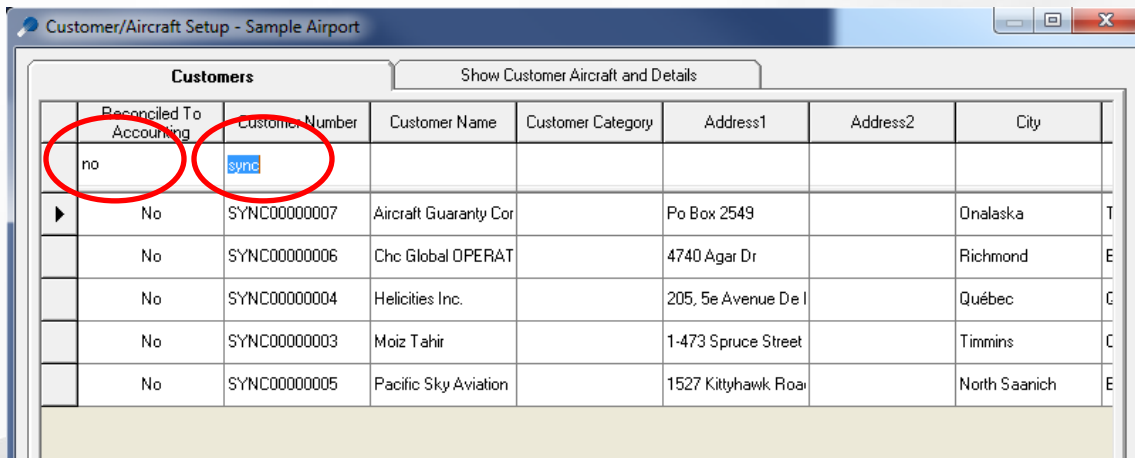
Based on our accumulated experience we have determined that this process is not ideal in some situations. For example: if an existing customer sells an aircraft to someone at the other end of the country, there is a good chance that the aircraft will never return to your airport. In this case, you might have just created a customer in the accounting system unnecessarily. Furthermore, ALFA will keep tracking that aircraft in the future; from owner to owner, regardless of whether the aircraft returns to your airport. We recognize that in these situations, we are creating extra work.

In order to reduce the work during synchronization, here is another way of dealing with SYNC customers: simply delete them. After completing your database synchronization process normally, any customer that is not reconciled with a customer number starting with SYNC can be deleted. If the plane does not come back to your airport, you will have saved that extra work and the aircraft won't be tracked by ALFA anymore. If the plane does come back this month or next year, during the normal import process, ALFA will add the aircraft to either an existing customer or create a new customer with the new owner information. At that time, you will need to User verify the aircraft and reconcile the new customer like you normally do for any new aircraft.

## Customer Synchronization and Multiple Invoices

Here is a summary of the new steps we recommend following database synchronization:

1. Perform your database synchronization normally as before. Download the latest database from our website and deal with changes of address and changes of owners.
2. Once the database synchronization process is finished, open the Customer/Aircraft Setup window.
3. Filter the customer grid on Reconciled to Accounting = No and Customer Number starts with SYNC as shown in the Figure 1 below.
4. Delete all these SYNC customers.



Customer/Aircraft Setup - Sample Airport

Customers Show Customer Aircraft and Details

Reconciled To Accounting	Customer Number	Customer Name	Customer Category	Address1	Address2	City
no	sync					
No	SYNC00000007	Aircraft Guaranty Cor		Po Box 2549		Onalaska
No	SYNC00000006	Chc Global OPERAT		4740 Agar Dr		Richmond
No	SYNC00000004	Helicities Inc.		205, 5e Avenue De l		Québec
No	SYNC00000003	Moiz Tahir		1-473 Spruce Street		Timmins
No	SYNC00000005	Pacific Sky Aviation		1527 Kittyhawk Roa		North Saanich

Figure 1 – Selecting SYNC Customers Not Reconciled

## SEPARATING FEES ON DIFFERENT INVOICES IN THE AVCHARGE MODULE

In the AvCharge module, all the fees are calculated and printed on one invoice for each customer. We have come across a few customers that prefer to have two or more invoices for their aeronautical fees. With the Fee and Customers grids now available in ALFA on the Fee Calculation tab, this can be now be supported. Take for example a customer who wants his Landing Fee on an invoice separate from the other fees; use the following procedure:

1. When ready to calculate fees, select the customer in question (Step 1 on Figure 2 below) and the fee (Step 2 on figure), then click Calculate Fees (step 3 on figure).
2. Preview the invoice and commit it. You can print and export the invoice at this time or wait until invoicing for all customers is complete.
3. Once this has been done you can then calculate all the fees for all customers.
4. Preview the new invoices. The new invoice generated for the customer will only have the fees from the second fee calculation.

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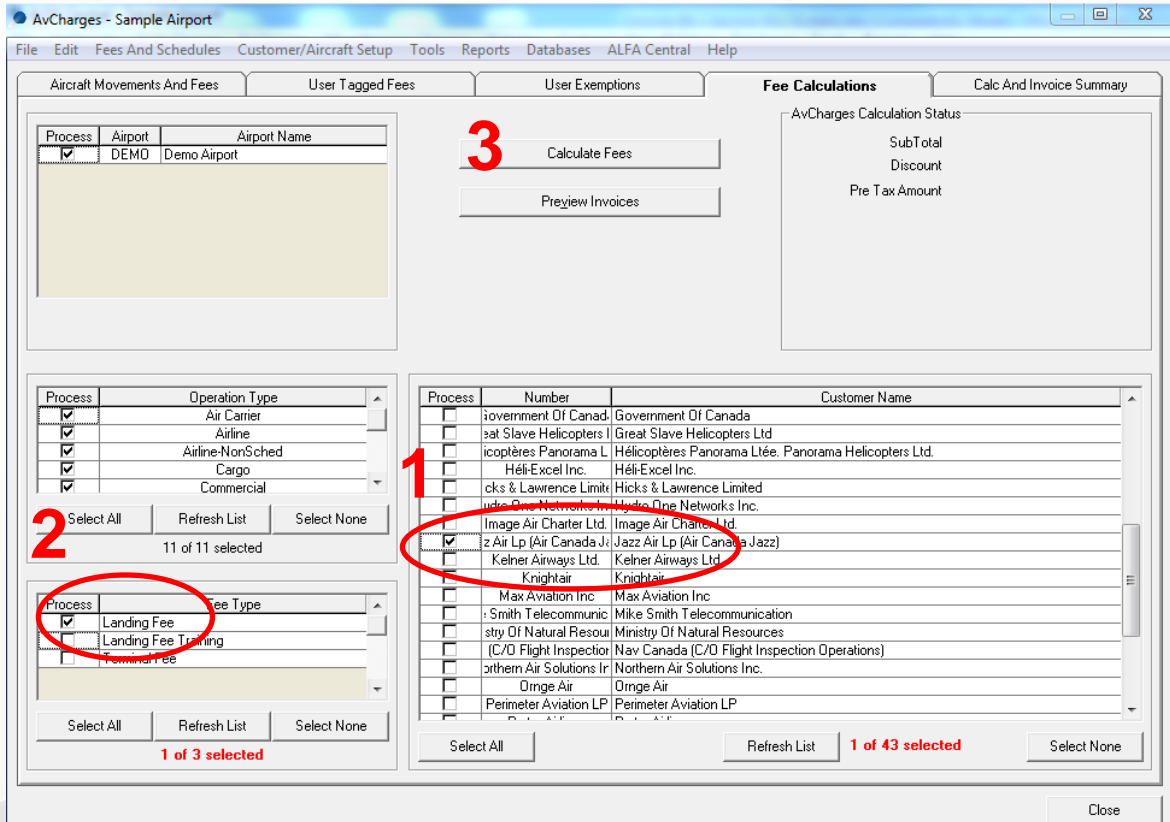


Figure 2 – In AvCharge, Putting Landing Fee on a Separate Invoice for One Customer

It should be noted that the above example is relatively simply but the same concept can apply to more complex situations such as: Landing and Terminal Fees on one invoice, Parking and Bridge Fees on a second invoice and all passenger related fees on a third invoice...don't laugh! We have come across this at more than one airport.

## DAYLIGHT SAVING TIME

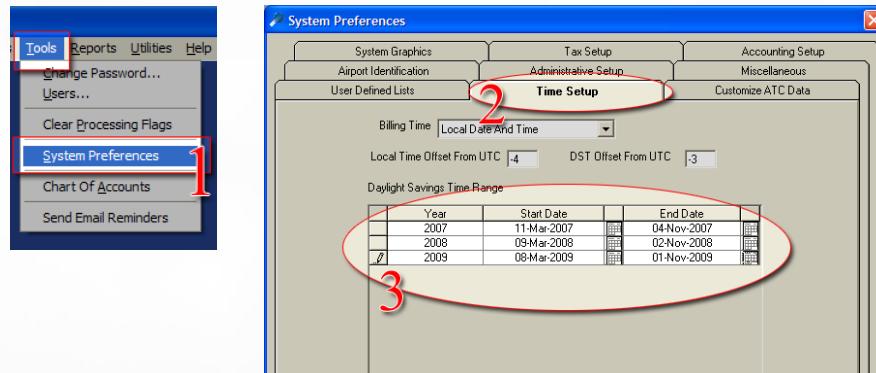
Daylight Savings Time (DST) (summer time to some of our clients) exists to provide more daylight during summer evenings. Since aviation runs mostly in UTC which doesn't change, ALFA supports DST to provide movement information in local time. If ALFA billings are done using Local Time or you generate statistics in local time, you should make sure that your DST times are set for this year. Please make these corrections as appropriate for your country / jurisdiction.

### DST Range Example

Year	Start Date	End Date
2012	11-Mar-2012	04-Nov-2012
2013	10-Mar-2013	03-Nov-2013
2014	09-Mar-2014	02-Nov-2014
2015	08-Mar-2015	01-Nov-2015

## Customer Synchronization and Multiple Invoices

1. Click on the **Tools** menu, and select **System Preferences**
2. Select the **Time Setup** tab
3. Use the **Insert/Save/Delete** buttons to configure your Daylight Savings Time Range appropriately. Please see the example below.



### QUICK TIP – FILTERING GRIDS USING CHECKBOXES

A few grids in ALFA display checkboxes to represent a true/false information. You can filter on the checkbox state by typing “yes” or “no” in the checkbox column. For example, if you want to filter on Aircraft that are Not User Verified (checkbox not checked), in the filter type “no” in the User Verified column and apply the filter. The figure below shows an example of a filtered Customer Aircrafts grid.

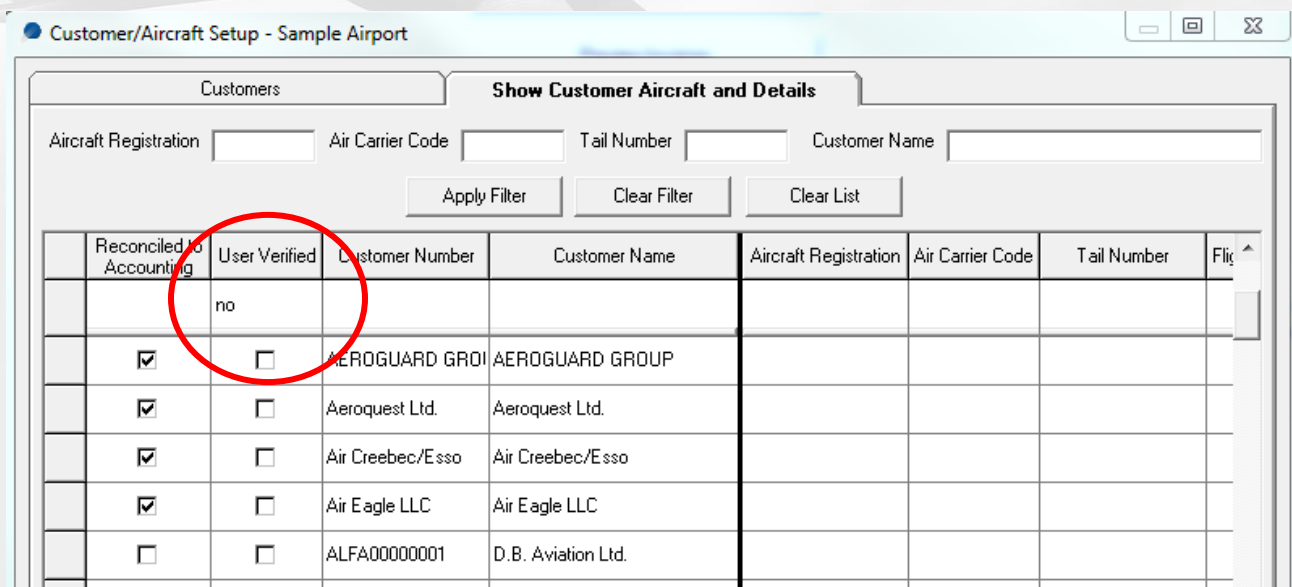


Figure 3 – Customer Aircrafts Filtered for Not User Verified