

## **POLICY 410.04: REVENUE CONTROL/ACCOUNTS RECEIVABLE**

### **OBJECTIVE**

To invoice and collect the correct rates, charges, and fees due the Aviation Authority under a variety of contracts or agreements, or as a result of special services or supplies furnished by the Aviation Authority. To provide timely, accurate, and secure handling, posting, and depositing of all monies received by the Aviation Authority. To ensure continuous, systematic procedures for the collection of delinquent accounts receivable.

### **METHOD**

#### **CASH, LOCKBOX, AND ELECTRONIC FUNDS TRANSFER RECEIPTS**

All mail and cash payments received by the Aviation Authority are routed to the department aide for initial processing. Lockbox receipts are handled by the Revenue Control Specialist. Credit cards and electronic checks (ACH), collectively known as Electronic Fund Transfers (EFT) are accepted onsite at departments' point of sales terminals or through a secure Electronic Commerce Portal (payment portal). The secured payment portal is maintained by a third party merchant bank processor. See Policy 410.041, Credit/Debit Card and ACH/eCheck Transaction Processing, for additional information on EFT.

Cash procedures are as follows:

- collect cash payment, list all mail and cash payments on the Cash Receipts Log,
- forward all payments to the Revenue Control Section. The Revenue Control Specialist compares the payments to the Cash Receipts Log to ensure accuracy and completeness,
- verify and balance the Receipt Register to the Cash Receipts Log for each batch of cash receipts posted,
- prepare the daily bank deposit by 12:00 p.m. each day,
- send copy of bank Deposit Listing and Cash Receipts Detailing Listing to the department aide for comparison with the Cash Receipts Log, and
- Revenue Control Supervisor verifies daily bank deposit and Receipts Register.

Lockbox procedures are as follows:

- download the daily Trustee and Passenger Facility Charges (PFC) lockbox reports from the bank websites,
- verify the daily Trustee and PFC lockbox reports from the bank websites,
- balance the lockbox report to the Receipt Register for each batch of lockbox receipts posted.

EFTs procedures are as follows:

- collect all signed credit card slips for payments processed onsite,
- list the total amount on the Cash Receipt Log and forward to the Revenue Control Section,
- the Revenue Control Specialist totals the individual signed slips and compares them against the Cash Receipt Log and supporting departmental reports for accuracy,
- the Revenue Control Specialist reconciles the processed amounts with the bank deposits to ensure full funding by the merchant bank/processor has been received,
- for payment portal transactions, a daily transaction report is run from the merchant bank processor website,
- the Revenue Control Specialist ensures that the transactions are recorded accurately in the Oracle financial system by reconciling the daily transaction report with the Receipt Register, and
- the Revenue Control Specialist reconciles the payment portal processed amounts with the bank deposits to ensure full funding by the merchant bank processor has been received.

## INVOICING

Agreement terms and billing rules are entered into the PROPworks systems by the various departments that manage contracts. The Revenue Control Supervisor enters and updates the company contact information including billing addresses, phone numbers and contact names in PROPworks for all non-Ground Transportation Customers as provided by contract administration or customers/tenants. Ground Transportation Customers are entered and maintained by the Permitting department personnel. All invoices are processed through PROPworks and generated by Senior Revenue Control Specialists.

- Agreement terms for Participating and non-Participating airlines, space rentals, rental car concessions, land and building rentals and other contractual agreements are entered

into PROPworks and maintained by the Concessions, Commercial Properties, Orlando Executive Airport, and ancillary departments. Billing information included in the agreement terms is the basis upon which invoices are generated.

- Associated non-contractual agreement (employees and garage parking, telephone and ID badges) are entered into PROPworks and maintained by the respective departments. These departments input the bill rules and provide Revenue Control with information needed to generate invoices.
- Agreements for Commercial Lane charges (Ground Transportation) are entered into PROPworks and maintained by the Ground Transportation Services (GTS) division of Airport Operations. GTS is responsible for providing Revenue Control with a monthly upload file to generate invoices around the 10<sup>th</sup> day of the following month.
- Invoices for advance rents are generated around the 20<sup>th</sup> day of the month and are due on the first day of the following month.
- Invoices for other activities are usually generated the month following the activities or when provided by the responsible department. These invoices include landing fees, concession fees, telephone charges, garage and employee parking, security, Federal Inspection Station, and gate fees, ID badges, ground transportation fees, sales tax, late fees, and other activity-based invoices.

Invoices are generated in PROPworks, interfaced with Oracle Accounts Receivable (A/R) and then posted to the General Ledger (GL) daily. The unposted items report is run monthly to ensure all transactions have been posted. Weekly and at month-end, A/R and GL are reconciled to ensure accuracy. Any discrepancies are reviewed and corrected.

## **REVIEW**

To identify accounts that need further collection efforts, the Past Due Invoice Report and Unapplied Receipts Register are run weekly to show all accounts due and money on-account.

## **REPORT**

Accounts receivable reports are furnished to management on a monthly basis for their review.

## **NOTICE TO DELINQUENT ACCOUNTS**

The Revenue Control Section:

- initiates communication with accounts not paid within an additional ten through sixty days with written and telephone collection efforts;
- sends notice via email, phone call, or fax to any tenant or other customer whose account is in arrears;
- transmits a written demand letter for any account not paid within sixty days, unless satisfactory arrangements for payment have been made or the customer contract specifies alternative notification;
- any account not paid within ninety days of the invoice date will be sent a demand letter at the discretion of the Chief Financial Officer, unless satisfactory arrangements for payment have been made or the customer contract specifies alternative notification; and
- any delinquent account, subject to the discretion of the Chief Financial Officer, may be forwarded to legal counsel for appropriate action.

## **GENERAL**

The Revenue Control Section is responsible for collection activities.

Should information become available to any employee of the Aviation Authority that a tenant or other customer is leaving tenancy or is filing bankruptcy, such information shall be made known immediately to the Assistant Vice President of Finance, the Vice President of Finance, and the Chief Financial Officer, who in turn will notify legal counsel.

## **APPROVAL AND UPDATE HISTORY**

### **FORMAT AND RE- NUMBERING AUTHORITY**

Aviation Authority Board: August 28, 1991 (4R)

### **LAST APPROVAL**

Chief Executive Officer: October 7, 2021

### **SUPERSEDES**

All Previous