

## **Frequently Asked Questions (FAQ's)**

### **1) What is FSS?**

Financial Statement Summary is the statement of your Franchise account with Tumbledry, which includes all transactions done between Franchise to Tumbledry or Tumbledry to Franchise. This includes transactions related to Royalty, Material Billing, Digital Marketing, CRM License renewal Fee via mediums like Bharat Pe, Paytm etc.

### **2) At what intervals FSS is calculated and shared with Franchise partners?**

FSS is shared on every Thursday for a period of 7 days i-e (**from Monday to Sunday**) It contains all orders created in the CRM during this period.

**Example:** The FSS prepared for the period 9 May 2022 to 15 May 2022 will be shared on 19 May 2022

**FSS Release Day:** Thursday

**FSS Period:** Monday to Sunday

### **3) What is Opening Balance?**

The debit or credit balance of a ledger account brought forward from the previous accounting period to the new accounting period is called the opening balance.

### **4) What is the transactional period for Bharat Pe and Paytm transactions in FSS?**

To illustrate, if the FSS is prepared from 9 May 2022 to 15 May 2022, then Bharat Pe and Paytm transactions done during this period will be included in the FSS.

### **5) What is the transactional period for Banking transactions in FSS?**

In FSS we include all banking transactions completed before Thursday

**For Example,** if the FSS is prepared for 9 May 2022 to 15 May 2022, then all the Payments such as Material Billing, Digital Marketing, CRM License Renewal Fee, Royalty & any other Payment made till Wednesday will be included i-e till (18 May 2022)

### **6) What all transactions are included in the Debit and Credit columns?**

- **Debit means** “what is due and to be paid by Partner to Tumbledry, hence, transactions like Royalty Bill, Material Billing, Digital Marketing Invoice, CRM License Renewal Fee & etc will be included in the debit column.
- **Credit means** “the amount of money received by tumbledry. Hence payments collected through Bharat Pe, Paytm, online payments, digital Payment reversals and any other payment done by franchise against royalty, material billing etc will be included in the credit column.

### **7) What is the due date for clearing the pending FSS balance?**

After receiving FSS, the pending balance must be cleared within 7 days.

**Example,** if the FSS is prepared for 9 May 2022 to 15 May 2022, the same will be released to the partners on 19 May 2022. Ideally the franchise partners must clear the dues immediately on receiving the statement, however the last day for clearing the dues will be 25<sup>th</sup> May 22 i-e 6 days after the Statement release date. In case of non-receipt of payments, the CRM will get auto-blocked on Thursday 26 May 2022.

### 8) What is the timeline for Tumbledry to transfer my FSS credit balance in my bank account?

Credit Balance will be credited within 48 hours of releasing the FSS

**FSS Release Day:** Thursday

**Payment transfer:** Saturday

### 9) Once my CRM is blocked how can I get it Unblocked?

CRM is blocked due to non-payment of dues. CRM will be unblocked within 24 hours after franchise clear the dues.

### 10) How can I prevent my CRM getting blocked?

You must make the payment within 6 days after releasing of FSS i.e., one day before next FSS is released.

### 11) In the FSS statement where can I find the amount I need to pay?

The due amount is highlighted with **RED** colour in the FSS

### 12) How are the deleted and edited orders accounted in FSS?

- **For Deleted Orders:** The Royalty will not be charged if the order is deleted before FFS statement is generated else, royalty will be charged but reversal of the royalty will be done and will reflect in the next FSS.

**For Example: FSS Period:** 9 May'22 to 15 May'22

**Deleted Order:** T465

If this order is not deleted within FSS Period (9May'22 to 15May'22) royalty will be charged for this order but will be reversed in the next FSS Period (16May'22 to 22May'22)

- **For Edited Orders:** In case editing is done within the FSS period (Monday- Sunday) then royalty will be charged on the final bill value calculated during FSS generation.

In case editing is done after the FSS period (Monday-Sunday) then royalty will be charged on the previous bill value but the during next FSS period, the charged royalty will be reversed. Thereafter, royalty will be charged on the edited bill value.

**For Example:**

**FSS Period:** 9 May'22 to 15 May'22

**Edited Order:** T254

- If this order is not edited within FSS Period (9 May 2022 to 15 May 22) then royalty will be charged on the final bill value. If T2 will be edited after FSS Period (9 May 2022 - 15 May 22) then the royalty will be charged on bill value calculated during FSS Period (9 May 2022 - 15 May 22).
- If there is a difference in bill value of any order during the next FSS Period (16 May 2022 to 22 May 2022), then the previously charged royalty will be reversed and it will be charged again as per the edited bill value for T254.