

Trams Back Office

Basic Introductory

Training

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Daily Accounting routine:

1. Capture Sale and Refund Invoices (manual or interface). Enter all adjustment invoices such as debit/credit memos. Note: ClientBase invoices are automatically entered when issued.
2. Enter Receipts and balance the Bank Deposit:
 - a) Enter each separate receipt under Payments|Received. (If you have information available, you should consider entering any EFT or Direct Deposit receipts for the day. As these type transactions hit the Check Register directly, these items are not included in your daily deposit to the bank.)
 - b) Under Payments|Deposit, verify the date for which you are doing the Deposit and Query for the receipts to be included in the Deposit.
 - c) Verify the receipts that are included are receipts you are actually going to deposit in the bank.
 - d) Print 2 Deposit Slips - one for your records and one for the bank.
3. Print a copy of a Receipts Report (Reports|Payments|Receipts) for all Cash/Check receipts for each bank account for the day. Balance the total on the report to the bank deposit slip. (It is always a good idea to run a tape of the actual checks and make sure it matches the amount you have entered into TBO.) Attach the report to the agency copy of the deposit slip and file.
4. Enter all agency disbursements in Payments|Made.
5. Run the Four Core Reports and review for errors:
 - Client Balances
 - Vendor Balances
 - ARC/BSP Reconciliation
 - Check Register.
6. Run the G/L Reconciliation Report to catch any G/L errors daily.
 - Reports/General Ledger/GL Reconciliation
7. Backup your files (Utilities|Backup)!

Interface Notes:

Invoice Notes:

Sale: _____

Refund: _____

Adjustment: _____

Spoiled: _____

Payment Notes:

Receipts and Deposits:

Payments Made (Disbursements):

Daily Reports
Core Reports:

Client Balances (Accounts Receivable):

Vendor Balances (Travel Vendors):

ARC/BSP Balances:

Check Register:

G/L Reconciliation report

Weekly Routine

ARC/BSP Sales Report/Reconciliation

1. Run a list of all invoices captured in Trams by going into Reports|Invoice|Analysis and verifying that all invoices for the week are accounted for in Trams.
2. Run a list of all tickets captured in Trams by going into Reports|Invoice|ARC/BSP Reconciliation and verifying that all tickets issued for the week are accounted for in Trams, and be sure to set ticket status to "ALL."
3. Enter any missing Refunds, Debit Memos, Voids, etc.
4. Once completed, run and submit the ARC/BSP report.
5. If processing through ARC/IAR complete your ARC Settlement right after submitting your IAR Sales Report. There is no need to wait to receive a Weekly Sales Summary from ARC as the amount submitted to ARC through IAR will not change from what was submitted.

6. If processing through BSP complete your BSP Settlement after you receive your Weekly Sales Summary from BSP as amounts could be changed from what was submitted.

Weekly (IAR Sales Report/Reconciliation) Routine

1. Check that data in the IAR Sales Report matches data in Trams Back Office by one of three methods:

a) Method One: Run a list of all invoices captured in Trams by going to Reports|Invoice|Analysis and verifying that all invoices for the week are accounted for in Trams. Then, run a list of all tickets captured in Trams by going to Reports|Invoice|ARC/BSP Reconciliation and verify that all tickets issued for the week are accounted for in Trams. Be sure to set ticket status to "ALL."

b) Method Two: Download the IAR file from the IAR website. Go to Reports|Invoice|IAR Reconciliation and click on the IAR File button to point to the path of the downloaded .txt file obtained from the IAR website. Print out an Exception Report which points out differences between what you submitted to IAR and Trams Back Office.

c) Method Three: Download the IAR file from the IAR website.

- Go to Payments|ARC Settlement.

- Query for the weeks ARC tickets so they are displayed on the settlement screen.

- Click IAR Reconciliation on the ARC Settlement screen.

- Click IAR Filename and map to your weekly IAR file.

- Click Query to see the standard IAR Reconciliation Report.

- For tickets where Net Remit Do Not Match, Ticket Is Voided in IAR but Not in Trams, or Missing IAR Ticket, click Find Ticket and your cursor lands on the appropriate ticket on the ARC Settlement screen so you can Edit Invoice as normal.

- For tickets that are voided in Trams but Not in IAR, click Find Ticket to go to the booking containing that voided ticket in TBO, so you can unvoid it, allowing the ticket to now show correctly on the ARC Settlement Screen.

- For any exceptions that are Missing Trams Ticket, click off the IAR Reconciliation screen and manually add the missing tickets. If doing this method, no need to do Steps 3 and 4 below.

- Note: This is the same IAR Reconciliation exception report that was only available before under Reports|Invoice|IAR Reconciliation. The IAR Reconciliation from the ARC Settlement screen works the same way and provides that same exception report, but now has linking ability to the tickets displayed on the ARC Settlement Screen.

2. Enter any missing Refunds, Debit Memos, Voids, etc. so Trams Back Office agrees with IAR Sales Report.

3. Submit the IAR Sales Report.

4. Enter and balance the ARC/BSP Settlement for the week under Payments|ARC Settlement. Do this by comparing the amount withdrawn to the amount TRAMS calculated as the Net Remittance amount for that ARC/BSP week. If the two numbers do not balance exactly, review the ARC/BSP Settlement section of the manual.

If processing through ARC/IAR complete your ARC Settlement right after submitting your IAR Sales Report. There is no need to wait to receive a Weekly Sales Summary from ARC as the amount submitted to ARC through IAR will not change from what was submitted.

General Ledger Overview

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General Ledger Principles

Financial statements come directly from the general ledger; all journal entries are eventually posted in the general ledger.

The general ledger contains *accounts*. Each of these accounts has a name and corresponding account number. The listing of these accounts is called the *Chart of Accounts*. The accounts in the general ledger fall into one of six major classifications. The account numbers in each classification always correspond to a specific numeric range.

1. Assets (1000 through 1999)
2. Liabilities (2000 through 2999)
3. Capital (3000 through 3999)
4. Sales (4000 through 4999)
5. Cost Of Sales (5000 through 5999)
6. Expenses (6000 through 9999)

Every agency will have asset accounts, liability accounts, etc. Many agencies however, may have different names for those accounts. For instance, one agency may have an account called *cruise sales*, another agency may have an account called *sales-cruises*, and a third agency may have an account called *ship sales*. All of these names are acceptable, as long as they have an account number between 4000 and 4999.

When we talk about the *general ledger* we are referring to the summary of journal entries that have been posted to the general ledger accounts. If you wish to view the posted journal entries to one or all of your general ledger accounts, print the Trams Account History Report (*Reports/General ledger/Account History*). From the general ledger come financial statements, which are known as the *Income Statement* and the *Balance Sheet*.

Income Statement: Sales - Cost Of Sales - Expenses = Income for Period

Balance Sheet: Assets - Liabilities = Capital + Income for Period

The income statement includes all activities over the defined period.

The balance sheet reflects balances at a point in time.

Before Setting Up the General Ledger.....

Before setting up the General Ledger, always set up your **Four Core Reports**.

General Ledger Set Up

Steps For Setting Up the General Ledger

1. Set up Global Defaults that affect the General Ledger. (Utilities/Setup/Global Defaults/Prompt)
2. Set Up Travel Types. (Utilities/Setup/Travel Types)
3. Print Chart of Accounts (Reports/General Ledger/Chart of Accounts.)
4. Take the Chart of Accounts report that you printed and make notes on it of all necessary changes. (i.e. anything that will be modified, added or deleted)
5. Put changes that were noted in step 3 into the computer under General Ledger/ Accounts.
6. Print Chart of Accounts again, and have accountant verify that the changes/additions are correct.
7. Select Utilities/Setup/GL Accounts and set up GL Accounts Table for the End of Period.
8. Enter beginning balance journal entry under General Ledger/Journal Entry.

Global Defaults that Affect the General Ledger (Utilities | Setup | Global Defaults):

1. **Allow Branch Entries** – Set this to *None* if agency is a single location. For multiple locations *Full (Single Balance Sheet)* is the most used default. Please check with your CPA before changing this default to *Full (Multiple Balance Sheet)*.
2. **Comm Track Payments in EOP** – The Trams recommended setting is *Sales/Cost of Sales*
3. **Journal Entry Prompting** – The Trams recommended setting is *Recommended/Always*
4. **Default GL Branch** – If your agency has multiple branches, enter the GL Branch that is used most frequently. (Used for General Ledger reports)
5. **Force Branch of Journal Entry** – If your agency has multiple branches, the Trams recommendation is to check this box.

Setting Up Travel Types (Utilities | Setup | Travel Types): Travel Types are categories that allow you to organize bookings by the type of travel they represent for both Management and General Ledger Reports. Create a Travel Type for each type of travel that you sale.

Note: You can rearrange the order in which the travel types are displayed, however, if you plan to interface with your GDS **do not** change the first eight Travel Types listed.

Setting Up Chart of Accounts (General Ledger | Accounts): You can rename and renumber the accounts as long as the type of account stays within it's General Ledger classification. (i.e. Asset accounts will remain in the 1000 series, Liability accounts in the 2000 series, etc.)

General Ledger Set Up Screen (Utilities | Setup | GL\Accounts):

This is the table that *Trams* uses when creating the automatic End of Period journal entry, in order to journalize the Invoices, Client & Vendor Payments and the ARC/BSP Settlements to the correct accounts. Without this table, *Trams* cannot accurately create the End of Period journal entry. The account numbers on this table should correspond to the Chart of Accounts Report.

Monthly Routine

- Bank Reconciliation
- End of Period
- Balancing Core Reports
- Management Summary report

1. Balance the bank statement to the Trams Check Register by using the Bank Reconciliation routine in the Payments menu.
2. Run a copy of the Check Register for the month for All, along with Check Register for items Not Cleared, and save them with your Bank Statement.
3. Create an End of Period journal entry (General Ledger|End of Period) for the month.
4. Run the financial statements with the pseudo post option set to "YES". Compare your Four Core report balances listed on the Management Summary Report to their corresponding general ledger accounts on the Trial Balance and make sure they are the same. If not, run the GL Reconciliation (Reports|General Ledger|GL Reconciliation) to locate any possible errors.

Optional: Run a Journal Entry Query with the Status set as Unposted. Run for an appropriate posted period, year-to-date of last posted period, last-year-to date of last posted period, etc., to view any

unposted items that someone might have added or changed in a posted period. You can then verify or delete those items, post them, and run new monthly financials to reflect the changes made.

5. Prepare for your accountant:

Income Statement (Reports|General Ledger|Income Statement)

Balance Sheet (Reports|General Ledger|Balance Sheet)

Account History (Report|General Ledger/Account History) for all General Ledger accounts for the month. You can print or e-mail the reports to your accountant.

Please note: The recommendations contained in this application note are designed to allow your TRAMS system to produce information in a manner which TRAMS believes to be useful to a travel agency. However, TRAMS, Inc. makes no representation or warranty that the recommendations, if applied, will conform to generally accepted accounting or auditing practices or principals or to any type of financial reporting requirements. To the extent that any reports generated by TRAMS are used for reporting purposes, including tax reporting, we strongly suggest that you review these recommendations either with your certified public accountant or tax advisor, as applicable.

Monthly WebEx Class Order for TBO Users

1 hour online classes

Trams Back Office: Overview

New to TRAMS Back Office? How does TRAMS Back Office work? This overview demonstrates features of TBO including, Profiles, Payments, Invoicing, and General Ledger. This class is an overview of all features to familiarize you with TBO and serves as a prerequisite before you attend our 2-day hands-on training classes

Invoicing, Data Flow, Core Reports and Management Summary:

We review the Invoicing process in TRAMS and how that affects one or more of the 4 Key CORE Reports (Client Balances, Vendor Balances, and ARC Balances & Check Register). Also an overview of all profile types. The Management Summary Report as the daily tool for viewing both booked transactions vs. Income Statement transactions and as the single source. We review the CORE Reports. How data flows from invoices to the General Ledger. Creating refund and adjustment (debit/credit memos) will also be reviewed.

Receipts, Deposits, Check Register, Bank Reconciliation

Daily receipts and deposits will be discussed and recommended ways to enter them into Trams will be reviewed. How data flows through to the General Ledger will be discussed. Invoicing all cars/hotels added after the air ticket has been run will be emphasized. Bank Reconciliation will be demonstrated.

Advanced Payments and NPC Reconciliation

Learn more about payments in TBO. An overview of the latest payment screens will be presented. Along with vouchers and unapplied payments. Utilizing the global setting, and vendor and client settings areas in the payment screens will be reviewed. The use of payment codes will be demonstrated. Also an NPC import will be presented.

ARC/BSP Reconciliation & Settlement, IAR

You will learn: ARC/BSP reconciliation, both manually and through IAR. Tips on doing the weekly ARC/BSP Settlement.

General Ledger, General Ledger Reconciliation, EOP, Budget & Agency Operations Checklist

The G/L Reconciliation Report used as a tool for detecting and correcting system errors before attempting to balance the CORE Reports to the G/L Trial Balance Accounts will be demonstrated. The End of Period close will be explained with its effect on data entry and Financial Statements. When and why to Post will also be covered. A review of monthly financial statements and reports will be discussed. A review of agency daily, weekly and monthly checklists. Creating Budget entries will be demonstrated.

Groups One

Based on document "Handling Groups in Trams Back Office" found at [www.trams.com/Downloads/Documentation/Trams Back Office Documentation](http://www.trams.com/Downloads/Documentation/Trams%20Back%20Office%20Documentation). Groups One demonstrates Accounting as Departing.

Groups Two

Groups Two demonstrates Accounting as Payments are Received and the use of a Vendor Profile in the name of the Group.

Enhanced Group Management for Trams Back Office and ClientBase

This class demonstrates how the 2 programs interact and how to use both programs efficiently to handle groups.

Using the Agency Credit Card

While Trams, Inc. does not recommend using the agency credit card for client expenses, it is a common practice in agencies today. This class provides steps for tracking the use of the agency credit card in Trams Back Office.