

Trams Back Office

Payments In-Depth

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This class is designed to assist you in entering payments in Trams Back Office and cleaning up your Core Reports. Demonstrated are the following:

- Bank Transfers
- Navigating the payment screen - Client, Vendor and Global Settings
- Making the payment screen user-friendly
- Clearing up client \$0 balances
- Creating & using Client Negative vouchers
- Using a voucher to close an invoice
- How to close of a group of invoices on different client profiles with a single payment
- How to close of a group of invoices on different vendor profiles with a single payment
- Writing off a Client Balance
- Writing off a Vendor Balance
- How to clear up an Unapplied Balance

Track: Trams Back Office

1) Bank Transfers

Use this method to transfer funds between 2 different bank accounts. There are 3 types of Bank Transfer

- Electronic Funds Transfer (Payments | Bank Transfer) –
 - This creates a Payment Made and a Payment Received and creates the journal entries automatically.
- Bank Transfers by check
- Bank Transfer by Withdrawal

Setup

- Create a General Ledger Account for Bank Transfers
 - Go to General Ledger | Accounts
 - Create a new 1xxx account for bank transfers
- Create a Other Profile for Bank Transfers
 - Enter the 1xxx account in the GL Account field

The screenshot shows a software window titled "Edit Other Profile #506 Bank transfers". The window has several tabs: "General", "Communications", "Payment Info", "Groups", and "Marketing". The "General" tab is active. The form contains the following fields and controls:

- Profile Name: Bank transfers
- Contact Last Name: [Empty]
- First: [Empty] M: [Empty]
- Contact Title: [Empty]
- Courtesy Title: [Dropdown]
- Salutation: [Empty]
- Street Address 1: [Empty]
- Street Address 2: [Empty]
- Apt/Suite: [Empty]
- City: [Empty]
- State: [Dropdown]
- Zip Code: [Empty]
- Country: [Empty]
- Payee Name: [Empty]
- Interface ID: [Empty]
- Inactive
- GL Acct #1: 1015 Bank Transfers (circled in red)
- GL Acct #2: [Empty]
- G/L Branch: [Dropdown]
- G/L Rate: 0.00

At the bottom of the window, there are buttons for "History", "<", ">", "OK", and "Cancel".

Electronic Funds Transfer

- Go to Payments | Transfer
- Enter the amount of the transfer
- Enter the date of the transfer
- Select the bank account the money is being transferred from
- Select the bank account the money is being transferred to
- Select your Bank Transfer profile

Bank Transfer From 1 Checking To 2 Savings Account

Amount: 1500

Transfer Date: 8/1/2006

From Bank Acct: 1 Checking

From GL Acct: 1000 Wells Fargo - Checking

To Bank Acct: 2 Savings Account

To GL Acct: 1005 Wells Fargo - Savings

Transfer Profile: Bank transfers

Transfer GL Acct: 1015 Bank Transfers

Payment Group:

Remark: Bank Transfer

OK Cancel Help Continue entering bank transfers

Bank Transfers by check

- Go to Payments | Made
 - Enter the amount of the transfer
 - Enter the date of the transfer
 - Select the bank account the money is being transferred from
 - Your payment method will be check or
 - Enter the check number
 - Enter Remark
 - Profile Other – Bank Transfers – or the bank name
 - Journal entry - bank & transfer account
-
- Go to Payments | Received
 - Enter the amount of the transfer
 - Enter the date of the transfer
 - Select the bank account the money is being transferred to
 - Your payment method will be check
 - Enter the check number
 - Enter Remark
 - Profile Other – Bank Transfers – or the bank name
 - Journal entry - bank & transfer account

- Go to Payments | Deposit
- Enter the payment date
- Enter remarks
- Enter Receipt date range
- Click on query
- Verify the amount agrees with your deposit
- Print deposit slip
- Click ok to save

Bank Transfer by Withdrawal

- Go to Payments | Withdrawal
- Enter the amount of the transfer
- Enter the date of the transfer
- Select the bank account the money is being transferred from
- Enter Remark
- Profile Other – Bank Transfers – or the bank name
- Journal entry - bank & transfer account

- Go to Payments | Received
- Enter the amount of the transfer
- Enter the date of the transfer
- Select the bank account the money is being transferred to
- Your payment method will be cash
- Enter Remark
- Profile Other – Bank Transfers – or the bank name
- Journal entry - bank & transfer account
- You will need to create a deposit

- Go to Payments | Deposit
- Enter the payment date
- Enter remarks
- Enter Receipt date range
- Click on query
- Verify the amount agrees with your deposit
- Print deposit slip
- Click ok to save

2) Navigating the Payment Screen – Client, Vendor & Global Settings

Client Settings

The screenshot shows a software interface with two tabs: 'Client Settings' and 'Global Settings'. The 'Client Settings' tab is active. Below the tabs, there is a section titled 'Show Invoices/Bookings For...'. This section contains three radio button options: 'A Different Client' (which is selected), 'A Group Of Clients', and 'All Clients'. Each option is followed by an input field. To the right of this section, there is an 'IC Code' dropdown menu.

- A different client
 - o Allows you to apply a payment from Profile A to Profile B
 - o Profile A will be specified in the Name field
 - o Profile B will be specified in the field to the right of a different client
 - o When you query for invoices, you will only see Profile B invoices
- A Group of Clients
 - o Allows you to apply a single payment to a group of profiles
 - o Specify the client profile group in the field
- All Clients
 - o Allows you to query for ALL open invoices
 - o Can be used with the Invoice group on the Global settings to close out groups
- IC Code – only if you have setup IC/Host codes
 - o Allows you to query invoices with the appropriate code

Vendor Settings

Vendor Settings | Global Settings

Submit To: Date Payable: To: Host:

Show Bookings For...

A Different Vendor

A Group Of Vendors

Vendors By Interface ID

All Vendors

- “Submit to” – Vendor only.
 - o Allow you to select type of invoices to be queried.
 - All
 - Supplier
 - Commtrack
- Date Payable
 - o Refers to the Payable date on the Booking
- Host – only if you have setup IC/Host codes
 - o Allows you to query invoices with the appropriate code
- A different vendor
 - o Allows you to apply a payment from Profile A to Profile B
 - o When you query for invoices, you will only see Profile B invoices
- Vendors by Interface ID
 - o Allow you to query for ALL open invoices using only the beginning of the Interface ID. Example – HI or HY
- A Group of Vendors
 - o Allows you to apply a single payment to a group of profiles
 - o Use for Vendor Commtrack Group Payments
- All Vendors
 - o Allows you to query for ALL open invoices

Global Settings – Optional

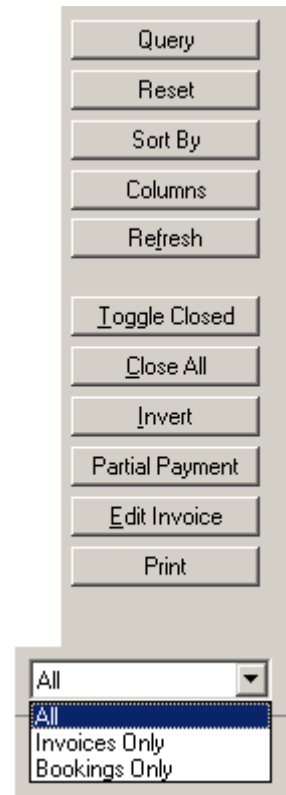
Global Settings

Invoice #	<input type="text"/>	To	<input type="text"/>	Branch	[All] <input type="text"/>	<input type="button" value="v"/>	
Passenger	<input type="text"/>	Ticket No	<input type="text"/>	Confirm No	<input type="text"/>		
Issue Date	<input type="text"/>	To	<input type="text"/>	Depart Date	<input type="text"/>	To <input type="text"/>	
Invoice Rec No	<input type="text"/>	Invoice Group	<input type="text"/>	<input type="button" value="v"/>	Branch Group	<input type="text"/>	<input type="button" value="v"/>

- o Additional Criteria to allow you to narrow the Query of open invoices
- o You can enter as much or little data as desired
- o Field choices are:
 - Invoice Number
 - ◆ Select a single invoice or range of invoices
 - Branch
 - ◆ Query by the branch number on the invoices
 - Passenger name
 - ◆ Enter Last Name / First Name
 - Ticket number
 - ◆ Enter 10 digit ticket number
 - Confirmation number
 - ◆ Enter the confirmation number
 - Issue date
 - ◆ Enter a single date or a date range
 - Depart date
 - ◆ Enter a single date or a date range
 - Invoice Group
 - ◆ Use to close a group of invoices regardless of profile name
 - Invoice Record number
 - ◆ Enter the invoice Record number
 - Locate invoice
 - ◆ Click on Locate invoice to go to Invoice Query screen
 - Branch Group
 - ◆ Allows you to select a group of branches

3) Making the payment screen user-friendly

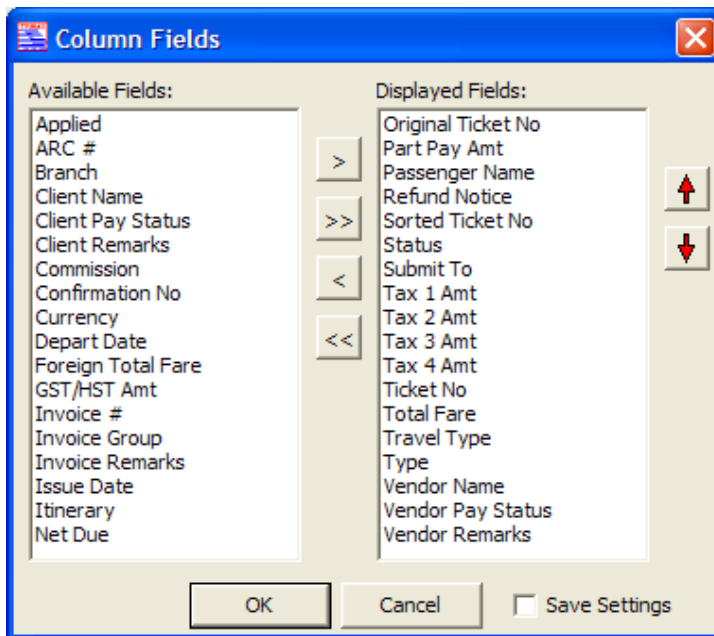
- Query Button
 - o Queries for open invoices
- Reset
 - o Clears payment screen
- Sort By
 - o Allows you to specify up to 3 different sorts for the query results
 - o To Save sort, click on Save Settings
- Columns Button
 - o Move columns to left to suppress
 - o Move columns to right to view
 - o Use up and down arrows to re-sort order
- Refresh Button
 - o Allows you to refresh your query
 - o Will add new invoice to results
 - o Will not reopen invoices that were closed
- Toggle Closed
 - o Close a single invoice or booking
 - o Toggle second time to open the invoice or booking
- Close All
 - o Close all invoices and/or bookings in result query
- Invert
 - o Reverses payment status of all invoices and/or bookings
- Partial Payment
 - o Enter partial payment on invoice or voucher
 - o Can not enter partial payment on booking
 - o No partial payments on vendor invoices
- Edit Invoice
 - o Make corrections to invoice and/or booking, prior to closing
 - o Can Edit Client invoices from the payment screen
- Print
 - o Ability to print a copy of the payment
- Client Payment Screen only -All – Shows invoices and bookings
 - o Invoice – shows invoices only
 - Blue Lines
 - o Bookings –Shows bookings
 - Black Lines
 - View by booking
 - o This setting will saved when payment is completed



- List of Column Fields
 - Use Red arrows to sort fields



- > Moves single field to the Right and will Display
- >> Moves all fields to the Right
- < Moves single field to the Left and will not Display
- << Moves all fields to the Left



- Resize Columns & Move Columns



- Point the mouse cursor to line between Columns
- Left Click & hold button down and drag to right or left
- Can click on header, hold down button and drag header to a new position



- ✓ Note changes can be saved in Columns button

Bottom Portion of Payment Screen

- Shows the Results on Query
- Highlight invoice/booking to be closed
 - o Edit if necessary
 - o Toggle closed

Prior Unapplied	Unapplied Total	Total Open	Balance Due	15 Records
1,000.00	4,000.00	7,578.00	3,578.00	

- Prior Unapplied
 - o Shows totals of unapplied payments on profile
 - o Will only appear if you have “Allow Client Unapplieds” in Global Defaults
- Unapplied Total
 - o Reflects Amount of Payment not applied to invoice or invoices, plus the Prior Unapplied
- Total Open
 - o Reflects Amount of Open invoices and vouchers
- Balance Due
 - o Amount of open invoices minus the Prior Unapplied amount
- Number of Records
 - o Counts both invoices and/or bookings on results screen
- Continue Entering payments
 - o Check if entering more than one payment
- Create Agent Adjustments
 - o ARC Payments
 - o Agent Payments
 - o Other Payments
 - o Vendor Payments
- Display Pymt # After Saving
 - o Allows you to view a screen with the payment number.
- Click OK to saved
- Click OK to cancel

<input type="checkbox"/> Continue entering Payments
<input type="checkbox"/> Create Agent Adjustment
<input checked="" type="checkbox"/> Display Pymt # After Saving

Ok	Cancel
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4) Clearing up client \$0 Balances

- Use this method when you have a Client that has an open invoice and an open voucher on the same client profile.

Client Balances

Travel With The Stars
 5777 W. Century Blvd.
 Suite 1200
 Los Angeles, CA 90045
 310/641-8726

Client Name	Invoice No	Branch	Client Id Issue Dt	Phone Agent	Passenger	Invoice Total	Total Unapplied Invoice Amt	Balance Due Group
Browning/Roger	2 V 0		2/1/2006		Cruise Pmt unvoiced/Pynt	0.00	0.00	0.00
	90303 S 0		2/2/2006	SMM	Browning/Roger		-500.00	
							500.00	
						0.00	0.00	0.00

- o Enter \$0 in the Amount field
- o Enter the payment date
- o Enter the Remarks
- o Select the correct bank account (if the amount is \$0, use the default bank account)
- o The Branch is optional
- o The recommended payment method is Other
- o Select the Profile type client
- o Enter profile name.
- o Query for open invoices
- o Toggle the appropriate invoices and vouchers closed
- o Since the amount is \$0, you will be seeing a prompt that reads "Payment Amount Is Zero - - Continue?" Click OK
- o You will be prompted for a journal entry, say no, or cancel the journal entry
- o Check the balance and verify the accuracy and then click OK to save the payment

5) Creating & using client negative vouchers


- This can be used to track a balance due your agency from the client.
 - The check the client gave you was returned by the bank, and you do not want to void the original check because it is attached to a deposit
 - You used your agency credit card to pay for the client's invoice and the client has not paid you yet.
- In order to use a negative Client Voucher, you will need to go to Utilities | Setup | Global Defaults and click on the prompt tab.
 - If you have a check mark by allow client unapplieds, remove that check mark
 - Add a check mark to the "Allow Negative Client Vouchers"
 - Click ok to save.
- To create the voucher, go to Payments | Made
 - Enter the Amount
 - Enter the date
 - The payment method will be other
 - Enter the client name
 - Enter a remark indicating why you are creating the voucher
 - Save the payment and create the vouchers
 - You will be prompted for a journal entry, Examples of accounts are: NSF, Bounced Checks or an Agency Credit card wash account.
- When the client pays your agency, you will go to Payment received
 - Enter the Amount
 - Enter the date
 - The payment method will normally be cash/check
 - Enter the client name
 - Close the voucher and save the payment.

6) Using a voucher to close an invoice

- Use this method when you have a Client or Vendor profile that has an open invoice and an open voucher on the same profile.
 - o Enter the Amount of the payment.
 - If the invoice and the voucher have the same value, the amount will be \$0
 - If the value of the invoice and the value of the voucher are not the same, and this is a client profile, you have a couple of options.
 - If the value of the invoice is greater than the value of the voucher
 - Enter a payment for the amount of the variance and close the invoice and the voucher
 - If this is a client profile, enter a \$0 payment, close the voucher and enter a partial payment on the invoice
 - If the value of the voucher is greater than the value of the invoice
 - Enter a payment for the amount of the variance and close the invoice and the voucher.
 - Enter a \$0 payment and close the invoice and the voucher, create a new voucher for the variance
 - On a client profile, you also have the option to enter a \$0 payment and close the invoice and enter a Partial Payment on the voucher. The applied amount will be entered as a negative value (Example –150.00) as you are reducing the amount of the voucher
 - o Select the payment type (either Received or Made)
 - o Enter the payment date
 - o Enter the Remarks
 - o Select the correct bank account (if the amount is \$0, use the default bank account)
 - o Payment method will be either Other, cash or check
 - o If a check is involved with his payment, enter the check number.
 - o Select the Profile type
 - o Enter profile name.
 - o Query for open invoices
 - o Toggle the appropriate invoices and vouchers closed
 - o If the amount is \$0, you will be seeing a prompt that reads “Payment Amount Is Zero - - Continue?” Click OK
 - o If the amount is \$0 and you are prompted for a journal entry, say no, or cancel the journal entry
 - o Check the balance at the bottom of the payment and verify the accuracy and then click OK to save the payment

7) How to close a group of invoices on different client profiles with a single payment

- Enter Amount
- Select Payment type
- Enter Remarks
- Select Bank Account
- Enter Pay method
- Enter Check Number
- Select Profile Type – Client
- Enter a Profile name, this is a required field
 - o It is recommended that the profile name be the same as the payee (person or company who is paying your agency)
- Middle portion of screen
 - o Select a Group of Clients
 - o Enter the Group name



Client Settings

Show Invoices/Bookings For...

A Different Client

A Group Of Clients

All Clients

ENTER GROUP NAME

- Click Query
- Highlight invoice
 - o Edit if necessary
 - o Toggle closed
- Missing an invoice, or a booking on an existing invoice?
 - o Minimize payment
 - o To Create a new invoice
 - Go to Invoice | Sale
 - Create new invoice
 - o To Create a new Booking or reservation
 - You can edit an existing invoice from the payment screen by clicking on edit to view the invoice then click on new.
 - You can also go to Invoice | Query
 - Query existing invoice
 - Click on NEW to add commtrack booking
- To return to the payment screen, go to Windows and select the payment
- Click on Refresh, not reset.
- Complete the payment and check balance, click OK
-

8) How to close a group of invoices on different vendor profiles with a single payment

- Enter Amount
- Select Payment type
- Enter Remarks
- Select Bank Account
- Enter Pay method
- Enter Check Number
- Select Profile Type – Vendor
- Enter a Profile name, this is a required field
 - o It is recommended that the profile name be the same as the payee (person or company who is paying your agency)
- Middle portion of screen
 - o Select Submit To
 - All, Supplier or Commtrack
 - o Select a Group of Vendors
 - o Enter the Group name

Vendor Settings

Submit To: All Date Payable: To: Host:

Show Bookings For...

A Different Vendor A Group Of Vendors ENTER GROUP NAME Vendors By Interface ID All Vendors

- Click Query
- Highlight invoice
 - o Edit if necessary
 - o Toggle closed
- Missing an invoice, or a booking on an existing invoice?
 - o Minimize payment
 - o To Create a new invoice
 - Go to Invoice | Sale
 - Create new invoice
 - o To Create a new Booking or reservation
 - You can edit an existing invoice from the payment screen by clicking on edit to view the invoice then click on new.
 - You can also go to Invoice | Query
 - Query existing invoice
 - Click on NEW to add commtrack booking
- To return to the payment screen, go to Windows and select the payment
- Click on Refresh, not reset.
- Complete the payment and check balance, click OK

9) General Tips on Cleaning Up Balances

- Select a “Clean up Date”
 - o This is the date you want to make sure your balances are correct
 - o In some cases this may be the date that you are starting to use your General Ledger
- Clear up client balances before vendor balances
 - o A Client payment can effect your vendor balance
 - o If client payment is credit card - vendor balance will be the same as the commission amount
- Core Reports
 - o Reports should be run with the format set to “Detail”
 - o Selecting the “AS OF” date range
 - Enter the current date (or the clean up date). This will allow you to see the invoices open on that date
 - It is also a good idea to run the report with the “As Of” date left blank. This allows you can see if the client or vendor balance was paid after your current date or clean up date. Example if a payment was entered on 12/31/06 instead of 12/31/05.
 - o Options to limit the results of the report
 - Select a single Client and/or Vendor name
 - Select a Branch
 - Select a Client and/or Vendor group
- Determine the actual Payment Amount
 - o Positive Balance due will be a payment received
 - o Negative Balance due will be a payment made
- Once you have cleaned up the balance, review Balances on a Daily or Weekly basis
 - o Watch for changes to the reports to maintain the correct balances

10) Writing of a client balance

- Use this method to write off an unpaid balance on a profile. This could be a result of a client's inability to pay, or a “fam”trip for one of our agents balance.
 - o Enter the amount of the balance due from the Core Report
 - o Select Payment the payment type based on balance due
 - o Enter the payment date
 - o Enter Remarks
 - o Use the Default bank account
 - o The Branch is optional

- o Select Payment Method of Other
- o Select Profile type Client
- o Enter the Profile Name
- o Query for the open invoice or invoices
- o Toggle the invoice or invoices closed
- o Check balance and verify accuracy and then click OK to save the payment
- o You will need to enter a journal entry
- o If this is a payment received, this will be a Credit to Client and a Debit to an Expense account.
 - The exact expense account depends on why the client is not paying your agency. A couple of examples might be as follows:
 - ♦ Fam. Trips
 - ♦ Client Gifts
 - ♦ Bad debits
 - ♦ Agent Errors
- o If the payment to the client should be a payment made (when the client balance is a credit), then this will be a Debit to your Client Balances and a Credit to an income account.
 - The exact expense income account depends on why the agency is not refunding the money to the client. An example would be Miscellaneous income.

11) Writing of a vendor balance

- Use this method to write off an unpaid balance on a profile. This could be a vendor that has gone out of business or commission that will not be collected.
 - o Enter the amount of the balance due from the Core Report
 - o Select Payment the payment type based on balance due
 - o Enter the payment date
 - o Enter Remarks
 - o Use the Default bank account
 - o The Branch is optional
 - o Select Payment Method of Other
 - o Select Profile Vendor
 - o Enter the Profile Name
 - o Query for the open invoice or invoices
 - o Toggle the invoice or invoices closed
 - o Check balance and verify accuracy and then click OK to save the payment
 - o You will need to enter a journal entry
 - o If this is a payment received, this will be a Credit to Vendor Balances and a Debit to an Expense account.
 - o If this is a payment made, this will be a Debit to Vendor Balances and a Credit to an Expense account.

- The exact expense account depends on why the agency is not paying the vendor or why the vendor is not paying your agency. A couple of examples might be as follows:
 - ♦ Agent Errors
 - ♦ Cost of Sales

12) **How to clear up an Unapplied balance**

- In order to clear up an unapplied balance for a client, you must have the “Allow Client Unapplieds” or “Allow Vendor Unapplieds” is checked on the Prompt tab. This tab is in Utilities | Setup |Global Defaults.
- To run a report showing the detail of the unapplied balance, go to Reports | Payment |Analysis. The date range will depend on when the unapplied balance first occurred. The profile type should be “all clients”.
 - o Enter the amount of the payment
 - The amount of the payment will depend on the amount of the unapplied balance and if there are open invoices.
 - If you are closing all invoices and clearing up the unapplied balance enter the amount from the Balance Due on the Client and/or Vendor balance report. Note: A positive balance will be a payment received, whereas a negative amount will be a payment made.
 - o Enter a Payment | Received (or Payment | Made)
 - o Enter the Payment Date
 - o Select the correct bank account (if the amount is \$0, use the default bank account)
 - o Enter your Remarks
 - o Select the Bank account
 - o Payment method will be either other, cash or Check
 - o Select the Profile Type Client or Vendor
 - o Enter profile name and query for open invoices
 - o Toggle the appropriate invoices and vouchers closed
 - o Check balance, and verify accuracy and then click OK to save the payment
 - o Click on Yes if you are prompted “Payment Amount Is Zero - - Continue?”
 - o If your are prompted to create a voucher, say yes so you do not create a new unapplied balance
 - o If you have used a payment method of other, you will be prompted for a journal entry.
 - If your payment amount is \$0, say no, or cancel the journal entry.
 - If the payment amount is not \$0, and use payment method other, you will need to create a journal entry.
 - If this is a payment received, this will be a Credit to Client Balances or Vendor Balances and a Debit to your Expense account.

- If this is a payment made, this will be a Debit to Client Balances or Vendor Balances and a Credit to your Expense account.
- The exact expense account depends on why the original unapplied balance was created.
 - ♦ A couple of examples for a client payment might be FAM Trips, Client Gifts, Bad Debits, Agent Errors, or Cost of Sales.
 - ♦ A couple of examples vendor payment might be Bad Debits, Agent Errors, or Cost of Sales.