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Summer Camp 2009

Trams Back Office (TBO): Quality Control Reports

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Class Description:

Trams Back Office (TBO): Quality Control Reports

One of the keys to running a success travel agency is being able to get the best data of out of Trams Back Office. To accomplish this you need to control the quality of your data. You have heard the old adage of garbage-in and garbage- out. This class is intended to help Owners, managers, and accountants verify the accuracy of your general ledger data. This includes profile integrity, maintaining accurate Client, Vendor, and Check Register Reports.

We will review the following:

- Daily Check List & Reports
- Weekly Check List & Reports
- Monthly Check List & Reports
- Yearly Check list & Reports

Why is Quality Control Important?

Without quality control you will never get truly accurate information from your database. Remember the old adage "Garbage in ... garbage out" Quality control leads to higher profits. Here is how we are going to accomplish this task.

- Guide to higher profits
 - Establish Regular Routines
 - Check for deviations from what you consider normal business routines
- Improve business and goal analysis
- When Management Reports are monitored, you insure the integrity of your database
- Core reports are the heart of system. Each report helps to verify other reports.
- If your total fares on invoices are correct, sales in the general ledger will be accurate
- If vendor commissions are correct in invoices, cost of sales will be accurate in the general ledger
 - Total fare minus commission equals cost of sales
 - Both ARC/BSP and Non-ARC/BSP
- If the Check Register is correct, then the general ledger Cash in Bank account will be correct
- The Core Reports directly affect the amount of money in the bank
 - Knowing what you owe and how much is owed to your agency
 - Knowing how much you have in the bank is crucial for your agency's survival.

Daily Check List

- 1) Enter all sales and refund invoices
 - o This can be done via interface, by generating an invoice from ClientBase Windows or manually entering invoices in TRAMS Back Office.
 - o Recommendation is to use a unique range of invoices numbers for each method of entering invoices.
 - o Enter invoices for every transaction in your business

- 2) Enter any Adjustment invoices (Debit/Credit Memo's or TAAD's)
 - o Query the original ticket, and click on the Adjustment button
 - o If possible the adjustment invoice number should be the same as the original sales invoice.
 - Go to **Utilities|Setup|Global Defaults**
 - Click on Prompt Tab
 - Put a check mark by "Default Refund/Adj. Invoice No."
 - o In the adjustment invoice, adjust the issue date, commission amount and memo number.

- 3) Enter the daily receipts and deposits
 - o Enter each separate receipt under Payments|Received.
 - o Enter Cash/Check Receipts – ALWAYS deposit into your bank
 - Establish a Petty Cash Drawer
 - Establish a change drawer for providing change to clients
 - Don't use cash from one client to provide to another client
 - o Enter the deposit for each bank account (Payments|Deposit)

- 4) Display a copy of the receipts report (Reports|Payments|Received). Payment method should be set to Cash/Check. If you have EFT payments, run a separate report.
 - o Attach a copy of the receipts reports to the agency copy of the deposit slip.
 - o Check and Balance – compare the deposit to the Cash/Check receipt report total
 - o Note: TRAMS recommends that when you enter your receipts you use the same date as your actual deposit. This aids you in closing the month.
 - o The receipts (except the EFT receipt) affect the General Ledger
 - o The Deposits (including an EFT receipt) affect the Check Register

- 5) Enter Disbursements (Payments|Made, or Payments|Withdrawals)

- 6) Manage Core Reports Daily
 - o If your Core Reports are 100% correct, the rest of your reports will be correct
 - Client Balances
 - Vendor Balances
 - ARC/BSP Balances
 - Check Register
 - Management Summary Report

- 7) Go to Reports|General Ledger|GL Reconciliation and run it for the day. Verify your receipts match your deposit and that all disbursements have a journal entry

- 8) BACKUP!!! BACKUP!!! BACKUP!!!
 - o Don't risk losing your database
 - o If your computer crashes or gets a virus – how much work are you willing to redo?

Daily Reports

Core Reports

- **Reports|Core|Client Balances**
 - o Know how much money is due your agency
 - A positive balance means your client owes you money
 - A negative balance means you owe your client money
 - o Review for accuracy, which insures the client balance account in the general ledger will be accurate
 - o Watch for changes and fluctuations
 - Is one client taking longer to pay, or charging more often
 - o What money actually came into the office
 - o Reviewing this report ensures data is entered, applied and maintained properly.

- **Reports|Core|Vendor Balances**
 - o Know how much money you owe your vendors
 - This is your Supplier balances only, Commtrack invoices are not included
 - A positive balance means the vendor owes you money
 - A negative balance means you owe your vendor money
 - o Do you have enough money in your bank to pay your vendors?
 - o Have you received the money for these invoices from your clients?
 - o Review for accuracy, which insures accuracy of the vendor balance account in the general ledger

- Reviewing this report insures data is entered, applied and maintained properly.
- **Reports|Core|ARC/BSP Balances**
 - Know how much money you owe (or is owed to you) by ARC/BSP
 - A positive balance means ARC/BSP owes you money
 - A negative Balance means you owe ARC/BSP money
 - Do you have enough money in your bank to pay your ARC/BSP?
 - Have you received the money for these invoices from your clients?
 - Review for accuracy, which insures accuracy of your ARC/BSP Balances account in the general ledger
 - Reviewing this report ensures data is entered, applied and maintained properly.
- **Reports|Core|Check Register**
 - Know how much money is in your bank account
 - Transactions that affect the check register
 - Deposits
 - Withdrawals
 - EFT payments - both received and made
 - Checks issued by your agency
 - Reviewing your check register ensures complete and correct data
 - Are there any *, indicating missing check entries?
 - Watching your balance prevents bounced checks.
 - Can you pay your operating expenses?
 - Do you have checks listed without a check number? Where all checks printed?
 - If you have a high balance, can it be transferred to a money market account?
 - **Reports|Core|Check Register**

Invoice Reports

- **Reports|Invoice|Analysis**
 - Review for missing invoice numbers
 - Includes valid and voided invoices
 - Also lists invoices for ARC/BSP, Supplier and Commtrack.
 - Quick glance to see if commission might be to high or to low

Payment Reports

- **Reports|Payment|Receipts**
 - Make certain receipts are actually deposited into your bank account by separating functions
 - Have one employee enter the receipts and one enter the deposit

- o Comparing your bank deposit to the Receipts Report keeps your system in balance

Report|Payment|Analysis

- For Profile Client and/or Vendor
 - o Run this with a Payment Method of Other
 - o Print Journal Entry
 - o Use this report to verify if your client and/or vendor write off's are valid

Profile Other

- o Payment Method of Check
- o Print Journal Entry
- o Use this to verify that each check has the correct journal entry

General Ledger Reports

- **Reports | General Ledger | GL Reconciliation**
 - o The goal is to have a blank report
 - o Watch for payments that do not have journal entries
 - o Are your receipts and deposits in balance
 - o Reviewing daily can help you catch an error the day it occurs

Weekly Checklist

- 1) Submit your IAR or BSP Link Report
- 2) Check that data submitted in the IAR Sales or BSP Link to verify it matches data in TRAMS Back Office by one of two methods:
 - o **Method One:** 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*.
 - Be sure to set ticket status to "ALL."
 - o **Method Two:** ARC offers the opportunity to 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 text 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.
- 3) 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*. Then, enter any missing Refunds, Debit Memos, Voids, etc. so TRAMS Back Office agrees with IAR Sales Report.
 - o Run the ARC/BSP Reconciliation and verify your corrections

- 4) Make any adjustment necessary to TRAMS by correcting invoices and entering any missing invoices (Sales, Refunds, or Adjustment)
- 5) If necessary, run and submit the manual ARC/BSP report.
- 6) When you receive your Weekly Sales Summary from ARC/BSP, enter and balance the ARC/BSP Settlement for the week under Payments|ARC/BSP Settlement.
 - o Payment date should agree with the actual bank draft from ARC/BSP.
 - o Are you paying ARC/BSP or receiving money
 - o Are the ARC/BSP Period Dates correct
 - o Are all Debit/Credit Memos entered?
 - o Are all refunds entered?
 - o Watch for resubmit dates
 - o Watch for the client form of payment
 - o Watch for correct taxes in More Taxes Tab of invoice
 - o Watch for correct Face Value in Expanded Fare tab of invoice
 - o Once in balance, click OK to save and enter your bank draft

Weekly Reports

Core Reports

- **Reports|Core|Management Summary**
 - o Booking Activity
 - Lists total sales, total commission by travel type
 - ARC/BSP fares are based on issue date
 - Commission Track fares are based on issue date
 - o Income Statement Activity
 - Lists total sales, total commission by travel type
 - ARC/BSP fares are based on issue date
 - Commission Track fares are based on vendor payment date
 - o Balances As of the date of the report – should agree with Trial Balance
 - Client Balances
 - Vendor Balances
 - ARC/BSP Balances, by ARC/BSP Branch
 - Operating Payables
 - Bank Balance – for each bank account

Invoice Reports

- **Reports | Invoice |ARC/BSP**
 - o Review for accuracy of ARC/BSP sales
 - o Know how much money you owe (or is owed to you) by ARC/BSP
 - A positive balance means you owe ARC/BSP you money
 - A negative balance means ARC/BSP owes you money

- **Reports | Invoice | ARC/BSP Reconciliation**
 - Check your ticket stock to make sure your control numbers are contiguous
 - Watch the volume of tickets, total fare and commission
 - Is this a normal week
 - Are all of your voids listed?
 - Watch for symbols that point to possible error.
 - A asterisk (*), indicating missing ticket
 - A pound (#), indicating a duplicate ticket number
 - A plus (+), indicating a duplicate ticket number on the same invoice.

- **Reports | Invoice | IAR Reconciliation**
 - Assists you in comparing your IAR report to TRAMS Back Office
 - This is an exception report only, and lists 3 exceptions:
 - Missing IAR Ticket
 - Missing TRAMS Ticket
 - Net Remits do not match

Profile Reports

- **Reports | Client | Lists and Labels**
 - Watch for duplicate profiles
 - Review for accuracy or missing information

- **Reports | Vendor | Lists and Labels**
 - Watch for duplicate profiles
 - Review for accuracy or missing information

Production Reports

- **Reports | Invoice | Activity**
 - Overview of “how your agency did” by travel type
 - Percentage in second column is calculated on gross fare
 - Percentage in the third column is the average commission yield
 - Percentage in the last column is calculated on the commission amount
 - Review which travel types provide the most business
 - Watch for trends and changes
 - Analyze each travel type as a percent of total commissions
 - The Totals of this report when set to All, Supplier/ARC/closed Commtrack are what will update the general ledger sales/cost of sales account when the End of Period is run

- **Reports | Client | Activity**
 - Satisfied customers are essential to success.
 - Know who your customers are and what type of business they bring
 - Watch for new clients
 - Watch for clients who no longer do business with your agency

- **Reports | Vendor | Activity**
 - Summarizes vendor activity by volume
 - Who are you selling
 - Compare Total Fare & commissions, are they accurate
 - Do you direct enough business to warrant an increased percentage?
 - Who is paying the highest commission?
 - What is the percent of Preferred versus Non-Preferred
 - How effective are your preferred programs?
 - Does your consortium or association have an impact?
 - Does the time-of-year affect your business

- **Reports | Vendor | Activity - Commission Tracking**
 - Watch to see if you are receiving commissions due your agency
 - Review for duplicate Commtrack bookings
 - Run with Invoice Status set to open
 - Run with submit to as Commtrack

- **Reports | Agent | Activity**
 - Employees are one of your greatest assets
 - Be aware of their activity
 - Who produces the most?
 - Are agents booking with Preferred Suppliers?
 - Has anyone's production dropped?
 - Who is selling high commission items? Does production match or justify the agent's pay?
 - Report shows the following:
 - Number of invoices and number of bookings
 - Total fare and total commission
 - Agent Commission
 - Fare and commission productivity
 - ◆ Amount divided by number of agents

TRAMS Crystal Reports (TCR)

- **Agent 100% Commission Exception Report**
 - Displays the commissions exceeding 100% of the total commission
 - Correct invoices, prior to paying your agents

- **Inside/Outside Agent Commission Report in Detail**
 - Sorted by invoice number
 - Shows sales for all Inside and Outside agents
 - Shows Preferred Vendor Utilization for each agent
 - Shows Agent Commission Percentages for each booking

Monthly Check list

- 1) Using *TRAMS Back Office* Bank Reconciliation routine under (Payments|Bank Reconciliation), balance your bank statement to your *TRAMS Back Office* check register. Print a copy of the Check Register for the month for ALL along with a second Check Register Report for Not Cleared, and staple it to the statement from your bank and file.
 - This insures that what TRAMS Back Office says you have in the bank agrees with what the bank says you have.

- 2) Create an End of Period journal entry (General Ledger|End of Period) for the month.
 - All Sales & Payment data flows over to the General Ledger as a Journal Entry
 - Allows you to run active financial statements

- 3) Print financial statements with the pseudo post option set to "YES". Compare your Four Core report balances to their corresponding general ledger accounts in the Trial Balance and make sure they are the same. If not, print a GL Reconciliation (Reports|General Ledger|GL Reconciliation) to locate any possible errors.

- 4) When (and only when) everything is in balance, post the journal entries made and print Financial Statements. Audit Trail reports could include Trial Balance, Income Statement, Balance Sheet, End of Period Reports, Account History, or Journal Entry Analysis.
 - You want to POST to protect yourself the audit trail
 - Also protect others from making any changes in that period

- 5) Prepare the Income Statement (Reports General Ledger|Income Statement) and Balance Sheet (Reports|General Ledger|Balance Sheet) along with an Account History (Report|General Ledger|Account History) for all General Ledger accounts for the month.

- 6) Test integrity of backup

It is a good idea to back up your TRAMS database at least once a day using the TRAMS Backup/Restore utility. We also recommend that you restore the backup once a month to a different alias to check the integrity of the backup. (This restore process also cleans up any index issues in

the database by regenerating them.) If the backup properly restores to the alternate alias properly, restore again to the main alias that is used daily. NEVER restore trams.ib (older versions are trams.gdb) until you have restored the backup someplace else.

- Go to **Start|Programs|TRAMS Back Office|Alias Utility**.
- Create an alias named Backup. The path should read as follows:
C:\Program Files\Trams\Database\backup.ib (if IB7) or
C:\Program Files\Trams\Database\backup.gdb (IB6)
Do not click on test, as this database does not exist until you restore your backup to it.
- Restore the last backup to the Backup Alias (this will create a new database, either backup.ib or backup.gdb).
IMPORTANT: If you get any error message and cannot complete restore, call or e-mail support for help. Please give support the exact error message.
- Log into TBO as this Alias, Backup, and make sure all was restored correctly. If you can look at the details of one profile, your database is good.

Review your Setup

- User Profiles
- Global Defaults
- GL Accounts
- Travel Types
- Fare Codes

Monthly Reports

Payments|Reconciliation

- **Payments | Reconciliation | Bank Reconciliation**
 - Does general ledger cash in bank account beginning balance match Bank Statement?
 - Do our total Deposits in TRAMS match your Bank Statement?
 - Have you entered all fees?
 - Does each payment (check, EFT, deposit or withdrawal) agree with the bank statement
- **Payments | Reconciliation | Agent Reconciliation**
 - This procedure will mark each booking that has been paid to the agent with “closed”
 - Insures agent can not be changed on invoice without voiding payment
 - Can prevent the agent from being paid more then once.

Core Reports

- **Reports | Core | Management Summary**
 - Use to compare Core Balances to Trail Balance
 - Client Balances
 - Vendor Balances
 - ARC/BSP Balances
 - Bank Balances
 - Compare Income Activity Statement to Income Statement

Reports Generator

- **Vendor Activity by Travel Type - VN_TT_AD**
 - Watch the travel type for each vendor

End of Period Reports

- There are 8 different reports that assist you in breaking out the details of the End of Period Journal entries.
 - Can be run through Reports|Batch
 - Batch reports have been built for 1, 2 and 3 months
- 1) **Sales Activity Report:** Select **Reports | Invoice | Activity**. Set Format to "Summary", set Submit To as "ARC or BSP/Supplier" and set Invoice Status to "All."
 - TRAMS uses this report to show what has been updated in the GL by the End of Period in Sales, Cost of Sales, Client Balances, Vendor Balances and ARC/BSP Balances. The ARC/BSP Adjustments account is also updated for Debit/Credit Invoices.
 - 2) **Sales Activity Report:** Select **Reports | Invoice | Activity**. Set Format to "Summary", set Submit To as "Comm Track" and set Invoice Status to "Closed."
 - If Commission Track Payments in EOP under **Utilities | Setup|Global Defaults** is set to the Sales/Cost of Sales option, TRAMS uses this report to show what has been updated in the GL by EOP in Sales, Cost of Sales and Cash in Bank. If it is set to the Commission Income option, TRAMS updates Cash in Bank and Commission Income.
 - 3) **Receipts Report:** Select **Reports | Payments | Receipts**. Set the Pay Method as "Credit Card" and set Received From as "Client."
 - TRAMS uses this report to show what has been update by the EOP in Client Balances, Vendor Balances & ARC/BSP Balances.
 - 4) **Disbursements Report:** Select **Reports | Payments | Disbursements**. Set the Pay Method to "Credit Card" and set Paid To as "Client."
 - TRAMS uses this report to show what has been updated by EOP in Client Balances, Vendor Balances & ARC/BSP Balances.

- 5) Receipts Report: Select **Reports | Payments | Receipts**. Set the Pay Method to "Cash/Check/EFT" and set Received From as "Client." TRAMS creates this report for each bank account. The system creates the report a second time with Received From set to "Vendor."
 - TRAMS uses this report to show what has been updated by EOP in Cash, Client Balances & Vendor Balances. The Receipts Report also shows EOP updates in ARC/BSP Balances for EFT's from ARC/BSP.
- 6) Disbursements Report: Select **Reports | Payments | Disbursements**. Set the Pay Method to "Cash/Check/EFT" and set Profile Type as "Client." TRAMS creates this report for each bank account. The system creates the report a second time with Paid To set to "Vendor."
 - TRAMS uses this report to show EOP updates in Cash, Client Balances and Vendor Balances. The Disbursements Report also updates ARC/BSP Balances for EFT's to ARC/BSP.
- 7) Receipts Report: Select **Reports | Payments | Receipts**. Set the Pay Method to "CC Merchant" and set Received From as "Client."
 - TRAMS uses this report to show EOP updates in Cash and the CC Merchant account.
- 8) Disbursements Report: Select **Reports | Payments | Disbursements**. Set the Pay Method to "CC Merchant" and set Paid To as "Client."
 - TRAMS uses this report to show EOP updates to Cash and the CC Merchant account.

General Ledger

- **Reports | General Ledger | Income Statement**
 - Run this at least once every month
 - Consider this report to be a report card for your business profitability.
- It displays revenues and expenses during the period
 - Review Expenses compared to revenue. Is your business profitable?
 - How did the following factors impact your business:
 - Promotions or Advertising
 - Training
 - Changes in commissions due your agency
 - Preferred Vendor Agreements
 - Look for changes
 - Are expenses normal, have they increased
 - If there are changes, what caused the change?
 - Is the revenue increasing or decreasing?
- **Reports | General Ledger | Trial Balance**
 - Compare to Management Summary Report to verify Core Balances

- **Reports | General Ledger | Balance Sheet**
 - This is a balance forward report, not period of time.
 - Balances start based on last year-end
 - The Balance Sheet shows balances for:
 - Assets – 1xxx accounts
 - Liabilities – 2xxx accounts
 - Capital – 3xxx
 - Assets minus Liabilities equal Capital plus Profit for the period):

- **Reports | General Ledger | Account History**
 - The Account History report provides a detailed history of specific G/L account/s with a running balance for each account item.

- **Reports | General Ledger | Journal Entry Analysis**
 - The Journal Entry Analysis report provides a detailed history of Journal Entries.
 - Select Report type
 - All – lists all journal entries
 - Standard – lists journal entries not associated with End-of-Period
 - End-of-Period – lists journal entries created by End-of-Period
 - Year-End – lists journal entries created by the Year-End
 - Recurring – journal entries created by recurring payables
 - Budget – list journal entries entered to create a budget.

- **Reports | General Ledger | Chart of Accounts**
 - Review for accuracy
 - Do you need new accounts?
 - Should some be marked inactive?

TRAMS Crystal Reports

- There are several reports that will allow you to look at a variety of trends
 - **Customer Sales by Month Report**
 - Sorted by Customer
 - Displays Sales up to 12 periods with running total
 - **Customer Revenue By Month**
 - Sorted by Customer
 - Displays Commission/Revenue up to 12 periods with running total

- **Distribution of Sales by Month Report**
 - Sorted by “Submit To”
 - Displays Sales up to 12 periods with running total
- **Distribution of Revenue by Month Report**
 - Sorted by “Submit To”
 - Displays Sales up to 12 periods with running total
- **Travel Type Sales by Month**
 - Sorted by “Submit To” and then by “Travel Type”
 - Displays Sales up to 12 periods with running total
- **Travel Type Revenue by Month Report**
 - Sorted by “Submit To” and then by “Travel Type”
 - Displays Sales up to 12 periods with running total
- **Vendor Sales by Month Report**
 - Sorted by “Submit To” and then by “Vendor”
 - Displays Sales up to 12 periods with running total
- **Vendor Revenue by Month Report**
 - Sorted by “Submit To” and then by “Vendor”
 - Displays Sales up to 12 periods with running total
- **Income Statement Comparative**
 - Comparative income statement for the month and Year To Date of the ending date entered
- **Income Statement by Month**
 - Displays Sales up to 12 periods with running total

Yearly Checklist

Important Notes:

- Do an End of Period and balance the last month of the year, and post it before doing the Year-End function.
 - Sales/Cost of Sales and Expenses are set to zero and the difference is rolled into the Retained Earnings general ledger account
 - Setup a unique account for each year (i.e. 3201)
 - Create a summary account to total all retained earnings accounts (i.e. 3299)
- 1) Enter any adjusting journal entries given to you by your accountant under **General Ledger | Journal Entry**. The date of the adjusting entry or entries will agree with the date your accounting year-end.
 - 2) Run your Core Reports and compare to your Trial Balance. Verify that you are still in balance
 - 3) Go to **General Ledger | Posting** to post the adjusting Journal Entry. This date must agree with your year-end date
 - Type in the *Year-End* date in the *Latest Posting Date* field. Click the OK button to process.

- TBO prompts, "*xxxx items will be Posted. Continue? Yes, No*" Click Yes.
- 4) Click **General Ledger | Year-End**.
 - In the *To* field, enter the year-end date. Click the *OK* button to process. This creates the Year-End Journal Entry. Click the *OK* button to save.
- 5) Review your Trial Balance and Income Statement Reports for accuracy
- 6) Select **General Ledger|Posting**.
 - Type in the *Year-End* date in the *Latest Posting Date* field. Click the *OK* button to process.
 - TBO prompts, "*xxxx items will be Posted. Continue? Yes, No*" Click Yes.

General Ledger Reports - Run As Posted and print file for audit trial

- **Trail Balance**
- **Income Statement**
- **Balance Sheet**
- **Account History**
- **Journal Entry Analysis**