

Trams Back Office

Using Auto Reconciliations to Find and Fix Errors

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Class Description:

One of the ways to verify if your data is entered correctly is by using a variety of reconciliations. During this class we look at the basic use (including tips and tricks) for the following reconciliations:

- Bank Reconciliation
- CC Merchant Reconciliation – for agencies not using Ticketmaster, PRI or NTC
- Agent Reconciliation
- Import - Pegasus/NPC/TACS/TRAMS Host
 - A walk through of the NPC file import

Suggested for: Beginner / Intermediate.

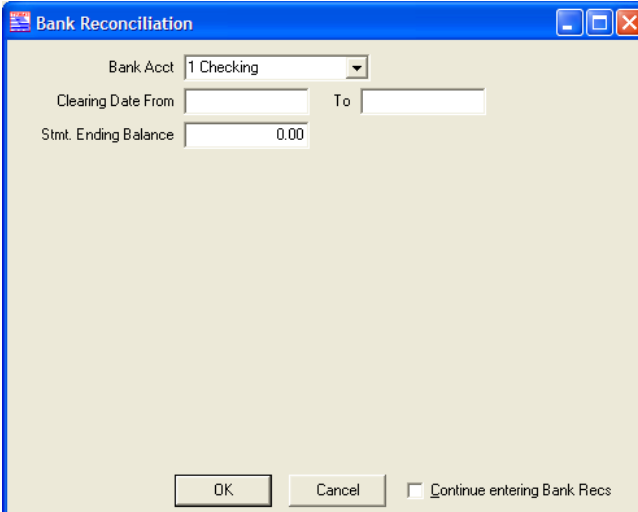
Track: Trams Back Office

Section 1 Bank Reconciliation

- Allows you to verify that your check register agrees with your bank statement
- Normally run Monthly – after you receive your bank statement
- Two Types
 - o Manual
 - o File
 - The format must be CVS

Steps – Bank Reconciliation

- Download the file from your Banks web site – for File reconciliation only
 - o The only file format we accept is a .CSV format.
 - o Deposits are reconciled by the amount and the date. The date on the TRAMS payment must be with in one day before or after the date on the bank deposit
 - o Checks are reconciled by the check number and the amount. When a transaction amount is not an exact match, an error notation appears
- Payments | Reconciliation | Bank Reconciliation



The screenshot shows a 'Bank Reconciliation' dialog box with the following fields and controls:

- Bank Acct: 1 Checking (dropdown menu)
- Clearing Date From: [] To: []
- Stmt. Ending Balance: [0.00]
- Buttons: OK, Cancel, Continue entering Bank Recs

- Select Bank Account
- Enter date range for the reconciliation
- Enter your ending balance from the bank statement
- Click Ok
- Bank Reconciliation Screen

- o Beginning Balance should match beginning balance of statement
- o When complete the Deposits, Withdrawals/checks and ending balance should match your statement
- o Deposits should match your total deposits on your bank statement
- o Withdrawals/Checks should match your bank statement
- o Ending Balance should match your bank statement when you have a \$0 Variance
- o Your goal to have variance from statement be \$0
- Buttons on the Bank Reconciliation screen
 - o **Toggle** – changes the status of the payment to either ‘cleared’ or to ‘uncleared’.
 - o **Invert** – reverses the status of all payments on the Bank Reconciliation screen
 - o **Clear All** – changes the status of all payments to ‘cleared’
 - o **Refresh** - allows you to minimize Bank Reconciliation screen, make changes or additions, then redisplay the Bank Reconciliation screen and display the changes you made when outside the Bank Reconciliation
 - o **New** - allows you to enter a new transaction that will automatically appear on the Bank Reconciliation Screen without clicking on ‘Refresh’. You can enter a Deposit, EFT Received, EFT Made, Withdrawal, or Check payment.
 - Be sure to enter correct payment date
 - Be sure to click Refresh after adding payments

- o **Edit** – allows you to query and edit a payment
 - o **Print** – allows you to print a copy of your Bank Reconciliation
 - o **Columns** – Allows you to modify the columns on your Bank Reconciliation screen
 - o **Reconcile** – Allows you to query for a ‘CSV’, to assist you with a file bank reconciliation
 - o **Sort by**- allows you to modify the sort of your bank reconciliation
 - o **Apply** -Always active so the user can save any ‘cleared’ or ‘Uncleared’ items with out closing the Bank Reconciliation Screen
- File Reconciliation – Click on Reconcile
 - o Enter the filename and path or Browse for the file, then click next
 - o Select File type and map the fields
 - Example: The Query Screen for a Wells Fargo CSV file shows this information:
Field 1 to be the "Date" of the check.
Field 2 to be the "Amount" of the check.
Field 3 to be "Unknown/Not Used"
Field 4 to be the "Check Number" of the check
Field 5 to be the "Remarks" on the check
Field 6 to be blank or "Unknown/Not Used"
➤ Ensure that the correct description for each field appears in the drop down field based on the example above. Click *Next* to continue.
 - o Click Next - Review the “Bank Rec from file” screen for payments that are matched or error messages. If amount is different, you will need check TRAMS payment for accuracy and make any corrections necessary. Also watch for payments that are not matched, you may need to add that payment in TRAMS Back Office
 - o Click Next to return to Bank Reconciliation screen, continue with manual reconciliation, editing payments and/or adding missing payments.
 - Manual Reconciliation - Compare the items on your screen to the bank statement, and highlight any item listed on the bank statement and Toggle the item closed
 - Once all items are cleared, you can click Print if you wish to print out a copy of the statement
 - When you press OK to save the reconciliation, you will get a prompt that will read, “(xxx) Payment(s) will be Marked Cleared and (xxx) Payment(s) will be Marked Uncleared, Continue? Yes or No. Click Yes
 - We recommend that you print a copy of your check register. Go to Reports | Core| Check Register. Run 2 reports, one with the Bank Reconciliation to “Not Cleared” and one with the Bank Reconciliation set to “All”

Section 2 CC Merchant Reconciliation

- Allows you to verify that your agency is receiving the correct payments from your cc merchant.
- Allows you to enter your receipt with the correct journal entries

Setup

- Go General Ledger | Accounts
 - Verify that you have an account for your CC Merchant Receivables
 - 1150 is the default GL created by TRAMS
 - Create a expense account for your CC Merchant Fees
 - Create an expense account for your CC Merchant Discount fees
 - You can use the same account for both fees
- Go to Profiles | Other - Create a Profile to track your CC Merchant Payments
- Go to Utilities |Setup | GL Accounts | Others

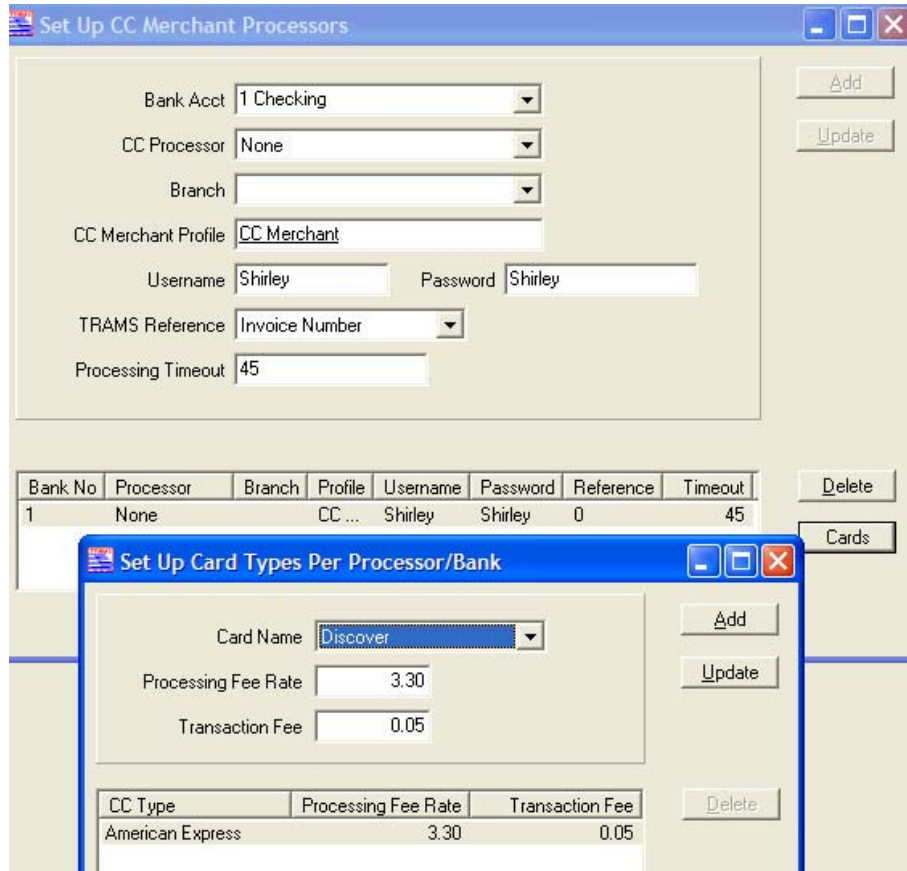
The screenshot shows the 'G/L Accounts Setup' window with the 'Others' tab selected. The window contains a list of accounts with their respective numbers and descriptions. A red box highlights the 'CC Merchant Receivables', 'CC Merchant Fee', and 'CC Merchant Discount' fields.

Account Name	Account Number	Description
Client Balances	1100	Client Balances
Vendor Balances	2000	Vendor Balances
ARC Balances	2010	ARC Balances
Retained Earnings	3200	Retained Earnings
Operating Payable	2050	Operating Expense Payable
CC Merchant Receivables	1150	Credit Card Merchant
CC Merchant Fee	6180	CC Merchant Fees
CC Merchant Discount	6185	CC Merchant Discount
ARC Adjustments	5100	ARC Adjustments

Buttons: Ok, Cancel, Print

- Update the setup screen to reflect the correct accounts.
- Do not leave any field blank, use 6666 in fields your agency does not use

- Utilities | Setup | Processors



- Select your bank account
- Select None for your CC Processor
- Select our Branch
- Enter CC Merchant profile name
- Enter your login for the user name and password
- Select invoice for TRAMS Reference and 45 for Processing Time out
- Click on Card – Add each card you use, with the correct rates and fees

Steps

- Payments | Reconciliation | CC Merchant Reconciliation
- Select the credit card types to be included
- Select the bank account
- If multi branch, select branch
- CC Processor should be set to "All"
- Clearing Date should match the date of the EFT from your CC Merchant
- Enter your statement balance
- Max Amount is optional
- Make sure you have a check mark by "Enter CC Merchant Receipt"
- Query
- Compare to your statement, and toggle each item that is on your statement
 - o Adds a "cleared" date to client payment
- Click Ok – you will be prompted "XX Payment(s) Will Be Marked Cleared and XX Will Be Marked Uncleared. Continue?" Click Yes.
- Payment Date of should match the deposit date of your CC merchant payment
- Select Payment Method, normally EFT
- Enter a remarks
- Select Other Profile and enter other profile name
- Click Ok to save payment
- When prompted to create a journal entry, say yes
 - o Debit Cash In Bank
 - o Debit CC Merchant Fees
 - o Credit your CC Merchant Receivables

Section 3 Agent Reconciliation

- Allows you show the date you paid your agent & mark the booking as paid
- Normally run Monthly – when you pay your agent
- Go to Payments | Reconciliation | Agent Reconciliation

Steps

General Tab

- Enter Agent Name
- Issue Date – date range wish to base the agent payment on
- Depart Date range is optional
- Travel Types – you have the option to select or deselect travel types
- Branches – have the option to select or deselect branches
- Preferred Vendor Status – run for all vendors, just preferred vendors or just the non preferred vendors
- Agent Group – you have the option to select a group of agents
- Agent Status – select all, inside or outside
- Agent Action – select Is blank, booking, or ticketing
- Agent Payment Status – All, open, closed
- You have the option to Include Agent Adjustments
- You have the option to print the criteria for the agent reconciliation

The screenshot shows the 'Agent Reconciliation' window with the 'General' tab selected. The interface includes the following fields and controls:

- Agent:** Text input field.
- Issue Date From:** Text input field with '3/10/2009' entered.
- Depart Date From:** Text input field.
- Travel Types:** Dropdown menu set to '[All]'. A small 'x' icon is visible to the right of the dropdown.
- Preferred Vendor Status:** Dropdown menu set to 'All'.
- Agent Status:** Dropdown menu set to 'All'.
- Agent Payment Status:** Dropdown menu set to 'All'.
- Payment Date:** Text input field with '3/10/2009' entered.
- To:** Text input field with '3/10/2009' entered.
- To:** Text input field (empty).
- Branches:** Dropdown menu set to '[All]'. A small 'x' icon is visible to the right of the dropdown.
- Agent Group:** Dropdown menu.
- Agent Action:** Dropdown menu set to '[All]'. A small 'x' icon is visible to the right of the dropdown.
- Include Agent Adjustments
- Print Selection Criteria
- Buttons:** Query, Reset, Columns, Default (stacked vertically on the right).
- Bottom Buttons:** OK, Cancel, Apply.
- Enter Agent Payment
- Continue entering Agent Reconciliations

Advanced Tab

- You have to option to enter how TRAMS is going to determine which invoice the agent will be paid for.
- Options include: Issue Date, Client Payment Date, Vendor Payment Date, or Exclude.

Example:

The screenshot shows the 'Agent Reconciliation' window with the 'Advanced' tab selected. The window contains several dropdown menus for selecting criteria: ARC Non-CC (Vendor Pymt Date), ARC CC (Vendor Pymt Date), ARC Debit/Credit Memos (Vendor Pymt Date), Supplier Non-CC (Client Pymt Date), Supplier CC (Vendor Pymt Date), Supplier CC No Remit (Client Pymt Date), and Comm Track (Vendor Pymt Date). On the right side, there are dropdown menus for ARC Client Status (All), ARC Vendor Status (All), Supplier Client Status (All), Supplier Vendor Status (All), and Comm Track Vendor Status (All). At the bottom right, there are two checkboxes: 'Enter Agent Payment' (checked) and 'Continue entering Agent Reconciliations' (unchecked). On the right side of the window, there are buttons for 'Query', 'Reset', 'Columns', and 'Default'. At the bottom left, there are buttons for 'OK', 'Cancel', and 'Apply'.

- Once you have the correct criteria click on Query.

Starting the Reconciliation

- Verify the agent amount for each record, toggle closed if correct.
- You have the option to edit the record and change the agent commission if necessary.
- You can also use global Modify to change several records at one time
- If you wish to enter a agent Payment, make sure you have a check mark by “enter Agent Payment”
- If you have more than one agent reconciliation to do add a check mark to “Continue entering agent reconciliations”

Entering the payment

- Once you have toggle the records closed, click “OK”
- The payment will show the correct amount, the profile will be Agent, and you be prompted to create a journal entry.

Section 4 Import

Global Defaults Setup

Global Defaults

General | Prompt | Tax-Related | Client/Vendor Statement Remarks

Interface/Mailmerge Prompt | Financial Modeling | Pegasus/NPC Options

Match On Interface ID (Chain Code)

Match On ARC Number

Match On City Code (If Present)

Void Cancelled/No-Show Bookings

+/- Days From Actual Depart Date

Chars to Match On Passenger Name

Chars To Match On Vendor Name

OK Cancel Help

Option to match on:

- Match On Interface ID – Pegasus only
 - Interface id starts with Vendor chain code
- Match on ARC Number
 - If NPC/Pegasus file contains ARC number
- Match on City Code (if present)
- Void Cancelled/No-Show bookings
 - The booking on the TRAMS invoice will be marked voided

Can Define Your Own Criteria

- Select number of days from actual depart date
- Number of characters to match on passenger name
- Number of characters to match on vendor name

Import

- The first step is to save the file that Pegasus/NPC provides you to disk or to your C Drive.
 - If you save to your hard drive we recommend creating a directory or folder for the file. Suggestions for the folder are NPC or Pegasus.
- Go to Payments and click on Import.

Payment Source	Payee Name	Bank Acct	Payment Date	Pay Method
NPC		5 Checking		EFT
Import Filename	C:\NPC Files\filename	Import	ACH/Check No	
Saved Reconciliations		Load	Delete	NPC Service Fee 0.00

- Select the Payment Source
 - NPC
 - Pegasus
 - Commtrak
 - You will export a file with your open commtrack bookings that are 6 to 18 months, and they will try to collect on the commissions and split the recovered amount
 - Pegasus II
 - TRAMS Host
 - TRAMS Host – is a new option and can be used for WPS hotel commissions.
 - To receive a file contact WPS (dori@wpsnetwork.com). Please put Trams file in the subject line. Please note the Trams file format must have **.tsv** file extension. Subsequent WPS uploads to your download area on the WPS website will be populated with the properly formatted file to reconcile commissions received from WPS in TBO.
 - Sabre Card Services
 - TACS – Perot Systems (You need to be on 2.09.04, or greater)
- Enter your Payee name, or vendor name
 - Suggestions for vendor name are NPC or Pegasus
The first time you enter an IMPORT payment you will need to create a Vendor Profile for the vendor.
- Select the correct Bank Account
- Enter the Payment Date
- Select the Pay Method.
 - The default is set to EFT.

- Click on Import Filename
 - o Select the location of your Pegasus/NPC file
 - o Select the file
 - o Click on open.

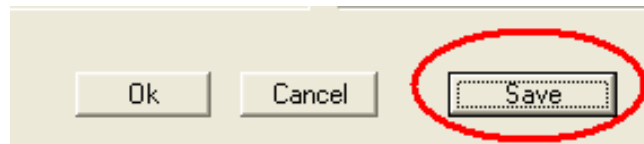
- The ACH/Check No is optional

- Once you have the criteria filled out, click import. TRAMS BACK OFFICE will begin comparing the data on the file to your TRAMS BACK OFFICE database.
 - o The reconciliation's primary match is by confirmation number.
 - o The secondary matching fields are Vendor Name, Traveler Name and Dates of Travel (plus or minus 3 days).
 - o When a match is found TRAMS BACK OFFICE will update the Status of each line.
 - o Trams BACK OFFICE will mark the status of each line with one of the following codes:
 - R** = Reconciled
 - M** = Multiple TBO records match a single booking in Pegasus/NPC
 - D** = Multiple Pegasus/NPC Records match a single TRAMS booking
 If the Status is blank, it is Un-reconciled

- You now can adjust any Trams BACK OFFICE invoices or reconcile any invoices that show as un-reconciled. You can also create a new invoice if necessary. Trams BACK OFFICE has several buttons to assist you in completing the reconciliation, they are:
 - Unreconcile** - Can be used if you do not want this record to be reconciled
 - Reconcile** - Click to go to invoice query, find the booking & reconcile the invoice with the record
 - Delete** - To delete a "no show" from the imported file
 - Print** - Print the report reconciliation report
 - Refresh** - Used to refresh you reconciliation screen
 - Create invoice** - Create a new invoice

- Buttons
 - o Unreconcile
 - Open up a reconciled line if it is incorrect
 - o Reconcile
 - Query for booking and reconcile
 - o Delete
 - Click to delete zero booking
 - o Print
 - Click to print report

- o Refresh
 - Refresh to see new invoices or items reconciled
- o Create Invoice
 - Click to build new invoice
- o Columns
 - Allows you to delete, resort or resize columns and save setting
- Option to Save the Reconciliation
 - o If you are unable to complete the payment, you can click Save
 - o Next Click Cancel
 - o When you are ready to complete the payment, select the saved reconciliation from the “Load Saved Reconciliation’s” drop down box.



- If you highlight a record, you can see a comparison of NPC/Pegasus Data to TRAMS invoice
 - o The Left Columns show you the data from the import file
 - o The Right Columns show you the data from the reconciled Trams invoice

NPC Data			TRAMS Data	
AVIS RENT A CAR		Vendor Name	Avis Rent A Car	
ANDREWS, JULIE		Passenger Name	Andrews/Julie	
47695938US3		Confirmation Number	566943101	
207.96	20.80	Gross Amt/Commission Amt	215.00	19.55
1/23/2002	1/26/2002	From/To		
U128543995		Notes		

- The last section to look at is the totals of the Gross, Service Fee, Net, Applied and Balance in the lower left hand corner of the screen.

Totals:

Totals	
Gross	506.47
Serv Fee	7.50
Net	498.97
Applied	506.47
Balance	-7.50

- The Gross is the amount that NPC/Pegasus owes your agency before any service fees.
- The serv fee is what your agency owes NPC/Pegasus
- The Net is the difference between the Gross and the Serv Fee and the amount that should be deposited into your bank account
- The applied amount is the amount that was applied to invoices in Trams.
- After all possible matches have been made, click on OK. The invoices with a match will be closed. If there is an unmatched balance, you will be prompted to create an invoice or a voucher
 - Creating a Invoice
 - You will need a client profile; one suggestion is to use a profile called Pegasus/NPC Reconciliation.
 - You also have the option to specify an agent or agents, invoice group, the branch and a travel type. Click OK to save.
 - This will affect your sales and cost of sales based on the travel type of the invoice
 - Creating a Voucher
 - We recommend you only use this method if you balance is always equal to the amount of the service fee.
 - You will need a client profile; one; one suggestion is to use a client profile called Pegasus/NPC.
 - You will not have the option to specify your agent or travel type
 - The voucher will appear on your Vendor Balances
 - This will allow you to enter an payment to the vendor, using a payment method of other and journalize the service fee to an expense account.

- Once the invoice is saved the NPC/Pegasus payment is created, any discrepancies between Total Fare or Commission in NPC/Pegasus and TRAMS Back Office are adjusted to the NPC/Pegasus amount. (The only exception to this is Southwest Transactions. Commission is adjusted but not Total Fare. NPC only sends Base Fare at this time.) When you query the payment, you see all the transactions that were closed with this reconciliation.