

Getting Started Using CC Merchant for *Trams* Back Office

System Requirements

Windows 2000, XP, Vista
Pentium 100 or higher
32MB RAM
Internet Connection
Trams Back Office - Version 3.01 or higher
Microsoft Internet Explorer 6.0 or higher

The CC Merchant feature in *Trams* Back Office is designed to process your credit card merchant payments, using the data in your *Trams* Back Office database. We have formed partnerships with credit card processing companies to bring you competitive rates and an easy-to-use interface to process your credit card payments. If there is an interest in charging travel types other than service fees to the CC merchant account, arrangements for processing should be discussed with the processing company you are using. Currently, we have partnerships with Pinnacle Payment Solutions and National Transaction Corp.

Getting Started

Preparing to process credit cards.

Some preparation is required to begin using this utility. You are required to apply to a processing company and allow them to process the credit card payments and deposit money into your bank account.

The CC Merchant feature uses the *Trams* Back Office CC Merchant form of payment. This form of payment is designed to distinguish credit card payments processed by the vendor from those that are processed by the agency. This utility only queries those records with CC Merchant as the form of payment.

You can capture the CC Merchant form of payment by entering the payment in ClientBase, or from your front office by using the formats outlined in the *Trams* Back Office Interface Guide for your particular reservation system. The formats consist of one or two “accounting” lines that are entered in addition to any descriptive entries in the Passenger Name Record. The accounting entry correctly identifies (but is not limited to) the following data:

- Booking Amount
- Commission
- CC Merchant form of payment
- Credit Card Number and Expiration Date
- Vendor
- Travel Type

For more information, please refer to the *Trams* Interface Guide for your CRS system. Be prepared to interface and test your formats prior to the implementation of this utility. You may use the querying ability of the CC Merchant utility to conveniently test your front office formats. The *Trams* Back Office CC Merchant Report also allows you to select and view CC Merchant payment records.

Configuring the software

Trams, Inc. developed the CC Merchant feature to query and process your CC Merchant payments and reconcile the results of processing back to your *Trams* accounting data. Because you are working with payments from the *Trams* Back Office program, some setup in *Trams* Back Office is required.

- Step 1: Since you are receiving deposits for your merchant transactions, you are required to create a profile in *Trams* Back Office for your processing company. This is done prior to setting up the CC merchant processing defaults. Select **Profiles|Other** and create the profile.
- Step 2: Some agencies have a specific bank account that is dedicated only to cc merchant payments. If you are setting up a new bank account for this, add the bank account before setting up your cc merchant processing defaults. To add a bank account, select **Utilities|Setup|Bank Accounts**. In the "Description" field, identify the bank account as your CC Merchant account and click the "Add" button. If funds from your cc merchant processing are handled through your standard operating account, proceed to step 3.
- Step 3: Select **Utilities|Setup|Global Defaults** and click the "Prompt" tab. In the "Default CC Merchant Bank Acct" field, type in the bank account number that you want the CC Merchant payments to default to. If you are processing CC Merchant payments against multiple bank accounts, enter the account that is used most frequently. When interfacing, Agents will need to add a descriptor code to their accounting lines to differentiate the bank account if different from the default account using a *BKXX entry. Please refer to the appropriate GDS Interface Guide for the entire CC Merchant form of payment format.

| Interface/Mailmerge Prompt | Financial Modeling | Pegasus/NPC Options |
|--|---|---------------------------------|
| General | Prompt | Tax-Related |
| | | Client/Vendor Statement Remarks |
| Allow Branch Entries | Full (Single Balance Sheet) | |
| Comm Track payments in EOP | Sales/Cost of Sales | |
| Default Disbursements Bank Acct | 1 Operating Account | |
| Default Receipts Bank Acct | 1 Operating Account | |
| Default CC Merchant Bank Acct | 3 Credit Card Processing Account | |
| Journal Entry Prompting | Recommended/Prompt | |
| Default G/L Branch | 0 | |
| Default Branch | 0 Branch #0 | |
| <input checked="" type="checkbox"/> Allow Cash Pymt From Invoice | <input type="checkbox"/> Default Refund/Adj Invoice No | |
| <input checked="" type="checkbox"/> Allow Modifying Other Pymts | <input checked="" type="checkbox"/> Force Branch on Journal Entry | |
| <input type="checkbox"/> Assign Ck #'s in Payments | <input checked="" type="checkbox"/> Print Full Statement Header | |
| <input type="checkbox"/> Carry Over Fares | <input type="checkbox"/> Prompt when exit TRAMS | |
| <input type="checkbox"/> Allow Client Unapplieds | <input type="checkbox"/> Allow Vendor Unapplieds | |
| <input type="checkbox"/> Auto-Assign Invoice Numbers | <input checked="" type="checkbox"/> Add Newly Inserted Items To Query Screens | |
| <input type="checkbox"/> Always Track Voided Payments | | |

Next, under the same "Prompt" tab, verify that the field Allow Client Unapplieds is not checked. CC Merchant payments that are unapplied balances **will not** process. Therefore, it is best to turn off this option.

- Step 4: Select **Utilities|Setup|GL Accts** and click the "Others" tab. Enter the GL account numbers for CC Merchant Receivables, CC Merchant Fees and CC Merchant Discount.

The screenshot shows a window titled "G/L Accounts Setup" with three tabs: "Travel Types", "Bank Accounts", and "Others". The "Others" tab is active. The window contains several input fields, each with a label and a value:

- Client Balances: 1100 Client Balances
- Vendor Balances: 2000 Vendor Balances
- ARC Balances: 2010 ARC Balances
- Retained Earnings: 3200 Retained Earnings
- Operating Payable: 2300 Other Liabilities
- CC Merchant Receivables: 1150 CC Merchant Receivable
- CC Merchant Fee: 6147 Transaction Fee
- CC Merchant Discount: 6146 Credit Card Processing Fee
- ARC Adjustments: 5100 ARC Adjustments

At the bottom of the window, there are three buttons: "Ok", "Cancel", and "Print".

CC Merchant Receivables: When a CC Merchant payment is entered against a client’s account, the client balance is closed and is offset against the CC Merchant Receivables account, where the balance remains until the credit card is processed. This account number should be in the asset series (1000 – 1999) of GL account numbers.

CC Merchant Fees: Some processing companies charge a fee for each transaction processed. If the processing company charges a fee per transaction, in the “CC Merchant Fees” field, type in the GL account number assigned in *Trams* Back Office for the transaction fees. This number should be in the expense series (6000 – 9999) of GL account numbers. If your processor does not charge a per transaction fee, enter the same GL account number in the CC Merchant Fees field as entered in the CC Merchant Discount field.

CC Merchant Discount: This is the GL account number assigned in *Trams* Back Office, where the credit card processing fees from the credit card companies are journalized. This number should be in the expense series (6000 – 9999) of GL account numbers.

Step 5: Select **Utilities|Setup|CC Processors** and setup defaults for CC Merchant Processing.

Set Up CC Merchant Processors

Bank Acct: 1 Checking

CC Processor: Pinnacle PPS

Branch: 0 Travel With The Stars

CC Merchant Profile: CC Merchant

Username: From Password: CC Merchant

TRAMS Reference: Invoice Number

Processing Timeout: 45

| Bank No | Processor | Branch | Profile | Username | Password | Reference | Timeout |
|---------|--------------|--------|---------|----------|-----------|-----------|---------|
| 1 | Pinnacle PPS | 0 | CC ... | From | CC Mer... | 0 | 45 |

Buttons: Add, Update, Delete, Cards, Ok, Cancel

Bank Acct: Enter the Bank Account number (i.e. 1, 2, 3, etc.) that CC Merchant payments are entered against.

CC Processor: Click the arrow and choose the vendor name of your credit card processor (i.e. Pinnacle or NTC).

Branch: Click the arrow and choose the branch that you want to set up for processing.

CC Merchant Profile: Select the “Other” profile that was created for the credit card processing company.

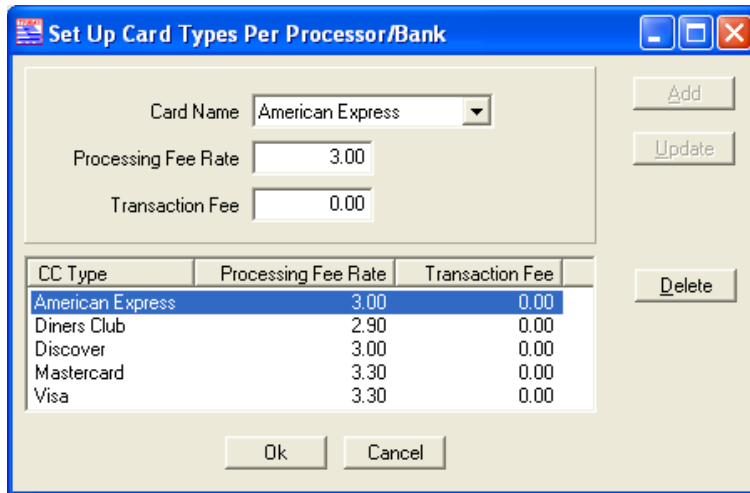
Username: Enter the user name given to you by your credit card processing vendor (i.e. Pinnacle or NTC).

Password: Enter the password given to you by your credit card processing vendor (i.e. Pinnacle or NPC).

Trams Reference: Click the arrow and choose what reference number you would like to appear on your client’s credit card statement. Choose “Invoice Number” if you would like the invoice number to appear on your client’s statement. Choose “Payment Number” if you would like the *Trams* assigned payment number to appear on your client’s statement.

Processing Time Out: Enter the number of seconds you would like the program to wait to receive a response from your credit card processing vendor as to whether the record was processed or not, before the program moves on to the next record. The *Trams* recommended setting is 45 seconds.

Click Add to add the Processor’s information and then click the Cards button on the right to set up the credit card types that you are processing. Default settings are required for each type of card being processed.



Card Name: Click the arrow and choose a credit card from the list of names.

Processing Fee Rate: Enter the discount rate for the credit card chosen, as specified by your merchant contract with the credit card processing company.

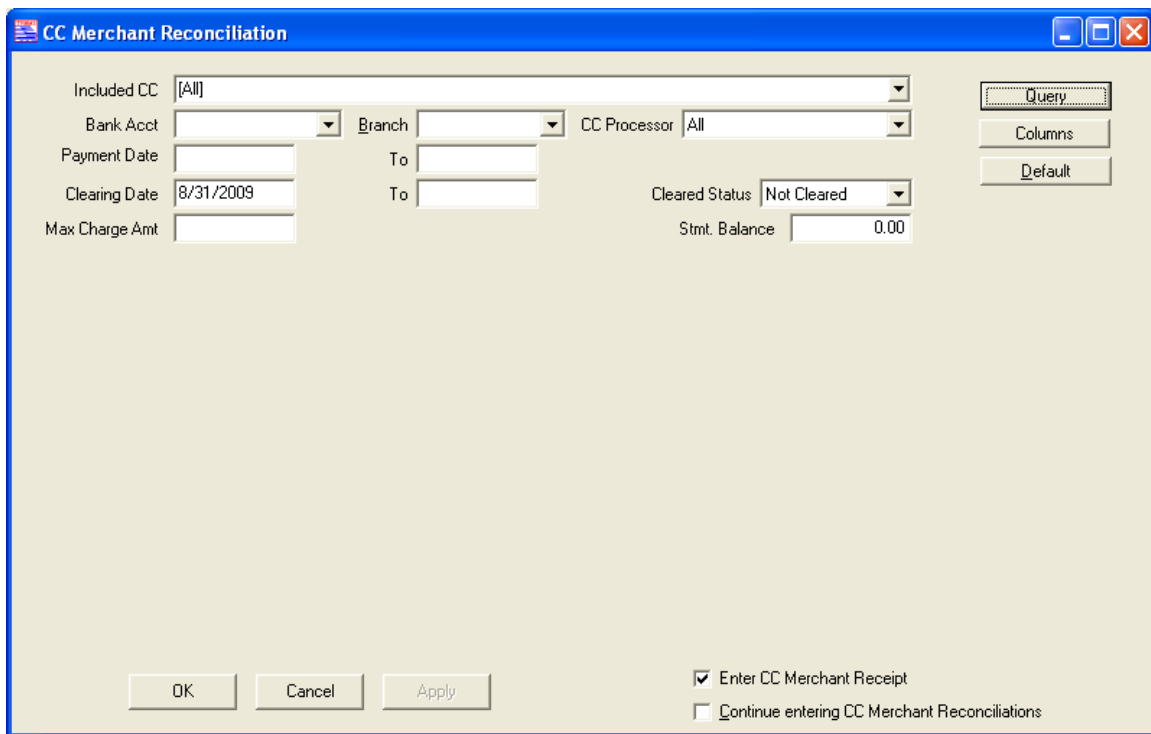
Transaction Fee: If your processing company charges a fee per transaction, enter the amount of the fee. If your processing company does not charge a fee per transaction, type in 0.00.

Click Add to add the card to the setup. Repeat the steps for each type of credit card that you will process. (Visa, MasterCard, Discover, etc.)

NOTE: If your agency has multiple branches, repeat step 5 for each branch, as the credit card processing company will give you a username and password per branch.

Processing CC Merchant Payments

In Trams Back Office, go to **Payments|Reconciliation|CC Merchant Reconciliation**.



CC Merchant Reconciliation

Included CC [All]

Bank Acct [] Branch [] CC Processor All

Payment Date [] To []

Clearing Date 8/31/2009 To [] Cleared Status Not Cleared

Max Charge Amt [] Stmt. Balance 0.00

Query
Columns
Default

OK Cancel Apply

Enter CC Merchant Receipt
 Continue entering CC Merchant Reconciliations

Querying and Processing Records

To query CC Merchant records for processing, enter a date range in the Payment Date From and To fields. If processing by branch, click the arrow next to the Branch field and select the appropriate branch. Also select the appropriate bank account by clicking the arrow next to the Bank Acct field and the appropriate processor by clicking the arrow next to the Processor field.

Next, select the credit card types you want to query by clicking the arrow next to the Credit Card Types field and select or de-select the appropriate cards. This parameter is only a “filter” for this query.

If you want to process transactions that are under a specific dollar amount, enter the maximum transaction amount in the Max Charge Amount field. Click the “Query” button. During the query process the CC Merchant utility accesses your *Trams* Back Office database, searching for CC Merchant payments within the selection criteria you specified and then displays the results in the grid of the CC Merchant screen. Only CC Merchant payment records that do not have a "Cleared" date are queried. Then by clicking *Process* (choose *Selected* – by holding down the ctrl key and picking items you want to process; or *All*), you are connected to your CCMerchant Processor for processing.

Records that pass some basic error checking processes appear as *Cleared* in the STATUS column. Records that fail error checking appear with a blank entry in the STATUS column and a failed authorization message in the Auth Mesg column. Common errors in are found in the account name, the account number, or the expiration date (i.e. invalid credit card; invalid date, etc.)

Correcting Errors

Most errors can be corrected in the reconciliation screen by highlighting the entry and clicking *Edit*. Make a note of the payment number for the payments that did not pass processing. When the corrections are completed, run the process routine again. The corrected records should now appear in to be processed.

CC Merchant checks for the following errors:

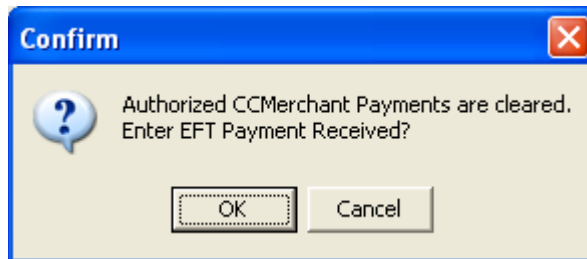
- The Amount is zero
- The Name is missing
- The Expiration Date is missing
- The Credit Card number is too long or too short

When you process your payments, a far more comprehensive check of each transaction is performed. At processing time, more detailed errors can be detected.

Report

When you would like to audit the results of a query or a processing you can print a Report. You can click on the report button on the right.

Accounting for Results



When all of the valid CC Merchant records are processed you will click ok at the bottom a message prompts you to create a payment record to account for the EFT payment you receive from the merchant bank. Only records that were authorized are summarized into this payment. You may click “OK” to accept this prompt, or click “Cancel”. If you cancel, you will need to manually create a payment in *Trams* Back Office at some point to keep the Check Register in balance, as well as a journal entry to clear the CC Merchant receivable that was created by the CC Merchant payments in your database.

If you accept the prompt, a screen appears with the payment information already completed.

The screenshot shows the 'EFT Payment Received' window. The 'Payment Received' section includes: Amount: 250.27, Payment Date: 5/22/2004, and Processor Profile: **Pinnacle**. The 'Journal Entry' section contains a table with the following data:

| Acct # | Account Name | Br | Debits | Credits |
|--------|---------------------------|----|--------------|---------|
| 1005 | Cash In Bank - Checking | | | 250.27 |
| 1150 | CC Merchant Receivable | | | 262.12 |
| 6146 | Credit Card Processing Fe | | 8.65 | |
| 6147 | Transaction Fee | | 3.20 | |
| | | | Debit Total | 262.12 |
| | | | Credit Total | 262.12 |

The payment received amount is the total of your CC Merchant payments, minus the credit card discount and transaction fees. Payment date of the EFT defaults to the date the funds will be placed in your bank account. This date is determined based on the credit card processing company being used.

The journal entry is displayed below the payment information. The journal entry created is a debit to the Cash in Bank account for the payment received amount, a credit to the CC Merchant Receivable account for the total amount of the CC Merchant receivable created by the CC Merchant payments in the *TRAMS* database, and a debit to the designated Expense account for the credit card discount and transaction fees.

Refunds

If a transaction is refunded to a client's credit card, create a refund invoice in *TRAMS* Back Office. Then create a Payment Made back to the client with a Payment Method of CC Merchant. This payment made will appear in the CC Merchant Utility as a negative (-) and will be processed along with any other charges you have for that day. As long as it appears as a negative the client's credit card will be credited.

Declines

Some of the transactions you process will be declined. The CC Merchant Utility always makes a distinction between a processing error such as an invalid card number and a decline such as exceeding the credit limit. The declines do not have the date cleared set in the payment record.

We urge you to use the *Trams* Back Office CC Merchant Report to check your records. To print the report, in *Trams* Back Office, select **Reports|Payment|CC Merchant**. Notice that the query parameters for the report are similar to those of the CC Merchant Utility.

You can use the report to show any CC Merchant payment records that have not cleared. Generally these are records that were in error or were declined. You can research those payments from the report and then make corrections to the payment records. The date cleared was not set on those payments so you can use the CC Merchant Utility to query and process them again at any time. One strategy is to use the same "From" date for each batch and make sure the "To" date is current. That way you always capture previous CC Merchant records that may have contained errors or were declined.

Charge Backs

Once a CC Merchant payment is authorized, you receive the funds in your bank account. The only way money can be taken out of your account without processing a refund is through a "Charge Back." A *Charge Back* occurs when a credit card customer does not acknowledge the charge and has formally refused to make payment with their credit card company for that charge.

It is important to learn how to handle these cases with your merchant bank and to follow-up on charge back notifications. If you receive a charge back, you may be required to furnish proof that the charge is valid. Traditional retail and restaurant credit card payments use a charge slip. This is a form that is signed by the customer that indicates acknowledgement of the charge.

The multi-part invoice in a travel agency is the analogous form to the charge slip. A "signature on file" record is not accepted as valid proof on individual charges. The best protection is to use remarks in your PNR records to simulate a signature line on your invoices and have each customer sign on the line. The original invoice is then kept on file. At a minimum, some statement should appear on the invoice to indicate that receipt of the invoice constitutes acceptance of the charge.

If you get a charge back and money is deducted from your merchant account, account for it in *Trams Back Office*. **Do not void the original payment or remove the date from the "Date Cleared" field.** *That payment has already been reconciled to an EFT deposit in your account.*

When a charge back happens, enter a payment made with a payment method of EFT in *Trams Back Office* and journalize it. The journal entry is a credit to your Cash in Bank account for the amount of the charge back, a debit to your CC Merchant Receivable account for the full amount of that charge (the charge back amount plus the discount and transaction fees that you paid), and a credit to the GL account(s) to which you normally expense the credit card discount and transactions fees, for the amount of the fees you paid on the original transaction.

A well thought out credit card policy and good communication with your customers makes charge backs a rare occurrence.