

## Getting Started Using CC Merchant for *Trams Back Office*

### **System Requirements**

*Trams Back Office* - Version 3.01 or higher  
Microsoft Internet Explorer 6.0 or higher  
Internet Connection

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 Caledon, 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 preferred 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*

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. Enter the name of your processing company. In g/l Acct # 1 you will enter your g/l account for processing fees (i.e 6146)
- 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.

The screenshot shows the 'TBO Global Defaults' dialog box with the 'Prompt' tab selected. The dialog is divided into three main sections: 'Interface/Mailmerge Prompt', 'Financial Modeling', and 'Payment Import Options'. The 'Interface/Mailmerge Prompt' section contains a list of settings with dropdown menus and checkboxes. The 'Financial Modeling' section contains a list of settings with dropdown menus. The 'Payment Import Options' section contains a list of settings with checkboxes. The 'Prompt' tab is active, showing settings for 'Allow Branch Entries', 'Comm Track payments in EOP', 'Supplier C/C transactions in EOP', 'Default Disbursements Bank Acct', 'Default Receipts Bank Acct', 'Default CC Merchant Bank Acct', 'Default EFT Bank Acct', 'Journal Entry Prompting', 'Default G/L Branch', and 'Default Branch'. The 'Default CC Merchant Bank Acct' is set to '1 Checking NEW2'. The 'Default Branch' is set to '0 2010 Travel With The Stars'. The 'Payment Import Options' section contains checkboxes for 'Allow Cash Pymt From Invoice', 'Allow Modifying Other Pymts', 'Assign Ck #'s in Payments', 'Validate CC Merchant Numbers', 'Allow Client Unapplieds', 'Auto-Assign Invoice Numbers', 'Always Track Voided Invoices', 'Allow Negative Client Vouchers', 'Default Refund/Adj Invoice No', 'Force Branch on Journal Entry', 'Print Full Statement Header', 'Prompt when exiting Trams Back Office', 'Allow Vendor Unapplieds', 'Add Newly Inserted Items To Query Screens', 'Always Track Voided Payments', and 'Require Unique, Non-Blank I/F ID On New Profiles'. The 'Allow Client Unapplieds' checkbox is unchecked.

Interface/Mailmerge Prompt	Financial Modeling	Payment Import Options
General	Tax-Related	Client/Vendor Statement Remarks
Allow Branch Entries	Full (Single Balance Sheet)	
Comm Track payments in EOP	Sales/Cost of Sales	
Supplier C/C transactions in EOP	Handle In Same Period	
Default Disbursements Bank Acct	1 Checking NEW2	
Default Receipts Bank Acct	1 Checking NEW2	
Default CC Merchant Bank Acct	1 Checking NEW2	
Default EFT Bank Acct	1 Checking NEW2	
Journal Entry Prompting	Recommended/Prompt	
Default G/L Branch	1	
Default Branch	0 2010 Travel With The Stars	
<input checked="" type="checkbox"/> Allow Cash Pymt From Invoice	<input checked="" 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 checked="" type="checkbox"/> Assign Ck #'s in Payments	<input checked="" type="checkbox"/> Print Full Statement Header	
<input checked="" type="checkbox"/> Validate CC Merchant Numbers	<input type="checkbox"/> Prompt when exiting Trams Back Office	
<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 Invoices	<input type="checkbox"/> Always Track Voided Payments	
<input checked="" type="checkbox"/> Allow Negative Client Vouchers	<input checked="" type="checkbox"/> Require Unique, Non-Blank I/F ID On New Profiles	

OK Cancel Help

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. Validate CC Merchant Numbers should be checked so the credit card number on CC Merchant payments will be validated and if an invalid card number or format is used, a

warning message will be displayed. When unchecked, no validation will occur for CC Merchant payments.

- 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 the 'TBO G/L Accounts Setup' window with the 'Others' tab selected. The window contains several input fields for GL account numbers, each with a label and a text box. The labels and their corresponding values are: 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), Supplier CC Receivable (6666 Error Account), CC Merchant Receivables (1105 Credit Card Merchant), CC Merchant Fee (6146 CC Merchant fees), CC Merchant Discount (6146 CC Merchant fees), and ARC Adjustments (5100 ARC Adjustments). At the bottom of the window are three buttons: 'Ok', 'Cancel', and 'Print'.

Field	Value
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
Supplier CC Receivable	6666 Error Account
CC Merchant Receivables	1105 Credit Card Merchant
CC Merchant Fee	6146 CC Merchant fees
CC Merchant Discount	6146 CC Merchant fees
ARC Adjustments	5100 ARC Adjustments

**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 NEW/2

CC Processor: NTC

Branch:

CC Merchant Profile: NTC

Username: test Password: password

Trams Reference: Invoice Number

Processing Timeout: 45

Buttons: Add, Update

Bank No	Processor	Branch	Profile	Username	Password	Reference	Timeou
1	NTC	0	Cal...	test		0	45

Buttons: Delete, Cards

Buttons: 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, Caledon or NTC).

**Branch:** Click the arrow and choose the branch that you want to set up for processing. If you are a single location or a multi branch that will be processing all branch transactions together leave the branch field blank.

**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, Caledon or NTC).

**Password:** Enter the password given to you by your credit card processing vendor (i.e. Pinnacle, Caledon 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.

CC Type	Processing Fee Rate	Transaction Fee
American Express	3.30	0.25
Diners Club	0.00	0.00
Discover	0.00	0.00
Mastercard	0.00	0.00
Visa	0.00	0.00

**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. If the Fees will vary leave at 0.00

**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 or if the Fees will vary leave at 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 and will be processing separately, 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**.

### 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 *Rejected* 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:

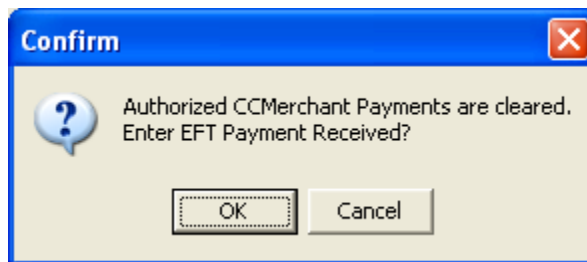
- The Amount is zero
- The Name is missing
- The Expiration Date is missing
- The Credit Card number is too long or too short

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.

**180 Create New Payment Received**

General | Attachments

Amount: 38.75

Payment Type: Received

Payment Date: 11/6/2015

Bank Acct: 1

Branch:

Invoice Reference:

Payment Method: EFT

CK/CC/Ach No:

Payment Group:

Profile Type: Other

Name: Caledon

Name On Check:

Pay Code:

Remarks:

OK Cancel

☐ Create Agent Adjustment  
☐ Display Pymt # After Saving  
☐ Print Check After Saving

**180 Create New Journal Entry #39**

Journal Entry Number: 39

Activity Date: 11/6/2015

Code:

Group:

Remarks: Caledon

Account Name & Number

Debit

Credit

6146 CC Merchant Processing Fees

1.75

Remarks:

Detail Group:

Acct No	Acct Name	Branch	Debit Amount	Credit Amount	Remarks	Group
1000	Cash In Bank - Checking		38.25			
1150	CC Merchant Receivable			40.00		
6146	CC Merchant Processing Fees	0	1.75			

Debit Total: 40.00

Credit Total: 40.00

Ok Cancel

Add  
Update  
Delete  
Invert  
Move Up  
Move Down

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.

If you left the CC processing discount and transaction fee at 0.00 in step 5 then you will need to make a separate payment made EFT to account for the processing fees. Payment\Made amount (i.e. 1.75)\Payment method EFT profile type Other with the name of your process and click ok. Click yes to create a journal entry and click ok.



## *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.