

Sabre Card Services

The Sabre Card Services reconciliation option allows Trams Back Office (TBO) users to daily close individual items in TBO that reconcile to the customer's Sabre Card Services' file by transaction, and to enter a payment for the daily Sabre Card Services deposit to the user's bank account. Monthly they will record an additional processing Sabre Card Services Fees.

Notes:

- 1) All invoices should be entered for the vendor that is designated for capturing the service fee bookings in TBO.
- 2) All Service Fee bookings MUST be *Supplier* in TBO.
- 3) The client side of the Service Fee Bookings MUST be closed with FOP of CC (Not CC Merchant)
- 4) Insure that the correct *Travel Category of Service Fee* is indicated for the *Service Fee* Travel Type being used in the TBO booking, under **Utilities|Setup|Travel Types**.
- 5) In **General Ledger|Accounts**, set up a new 5000 series chart of account for *Cost of Sales - Sabre Card Services* or use an existing Cost of Sale account. In **General Ledger|Accounts**, set up a new Expense chart of account for *Sabre Card Services CC Processing Fees* or use an existing processing fee expense account. In **Utilities|Setup|Travel Types**, set up a new Travel Type for Sabre Card Services CC Processing Fees or use an existing fee travel type. Insure that the correct Travel Category of *Service Fee* is indicated. In **Utilities|Setup|GL Accounts**, link the Sabre Card Services CC Processing Fees Travel Type to the *Cost of Sales - Sabre Card Services* GL Account, so the EOP will correctly handle the processing fee invoice created when saving the Sabre Card Services reconciliation.
- 6) Agency will contact Sabre Card Services and request *Sabre Back Office* report be added to the agency's list of Merchant Reports.

Daily:

Step 1) The Sabre Card Services users log in to the Sabre Card Services website with their user name and password:

<https://www.merchante-solutions.com/jsp/secure/b2f/b2flogin.jsp>

Once logged in, click *Merchant Reports* from the Main Menu, and on the *Merchant Reports* screen, click

Sabre Back Office Report.

The screenshot shows the Sabre Card Services interface. At the top, there is a header with the Sabre logo and 'Card Services Integrated Credit Card Processing'. A navigation bar includes 'Main Page' and 'Logout'. Below the header, a 'MAIN MENU' section contains a table of options:

| OPTIONS | |
|------------------------------|--|
| Merchant Reports | Deposit summary, transaction detail, etc. |
| Summary Reports | Deposit Summary, Transaction Summary, Reconciliation, etc. |
| Custom Queries | Download custom queries as CSV files |
| Profile Change | Change your password or e-mail address. |
| PCI Compliance Questionnaire | |

An arrow points from 'Merchant Reports' in the main menu to a detailed 'Merchant Reports' table below:

| Merchant Reports | |
|------------------------------|---|
| Pending Deposit Report | View the pending deposit details. |
| Reconcile Bank Transactions | View deposit, batch and adjustment totals all at once |
| Deposit Summary | View bank deposits |
| Settlement Summary | View credit card totals and details settled to business checking account. |
| Batch Summary Report | View credit card totals and details by date and batch (all card types). |
| Sabre Back Office Report | View the Sabre Back Office summary. |
| Rejects | View rejected transactions |
| Adjustments | View adjustments to business checking account. |
| Offline Adjustments | View offline (manual) adjustments to business checking account. |
| Monthly Statements | View statement totals and copies of paper statements. |
| Chargeback Adjustments | View chargebacks that have caused account adjustments. |
| Retrieval Requests | View incoming retrieval requests. |
| Visa Misuse of Authorization | View the authorizations Visa assessed a misuse of auth fee. |

Set the Date Range on the Sabre Back Office Report to include the transactions to download and click *Select*.

When the page refreshes a dollar amount link will be on the right hand side of the table displayed below the Date Range. Click on the \$ amount link for the *Net Amount* of the transactions to download. Once the dollar amount link has been clicked, a window appears prompting to save the file to the computer. This is the file to import into the Trams Back Office Program for reconciliation.

The screenshot shows the 'Sabre Back Office Summary: Travel Agency Name' page. It includes a 'Date Range' section with 'From' and 'To' dropdowns set to February 1, 2012 (Wed), and a 'Select' button. A 'Node ID' field with a 'Select' button is also present. On the right, there are links for 'Download Report' and 'Download All Details'. Below is a table with columns for Merchant Number, DBA Name, and Net Amount:

| Merchant Number | DBA Name | Net Amount |
|-----------------|--------------------|------------|
| 123456789023 | Travel Agency Name | \$122.00 |
| Totals | | \$122.00 |

Step 2) The TBO user reconciles via the **Payments|Import** Reconciliation using the option that reads the Sabre Card Services file. TBO also reads the amount of Sabre Card Services fees that apply to the file and adjusts each booking by the amount of the fees involved. This insures that when agents are paid for any portion of the service fees, they are paid on only the net portion after processing fees, that the agency actually received. Upon saving the Reconciliation an Invoice is created for the remaining amount of the processing fees to be charged by Sabre.

Saving the reconciliation closes off the vendor side of the CC Merchant bookings, so nothing more needs to be done with the bookings.

- a. Open the Payment Import Reconciliation screen in TBO.
- b. Select Sabre Card Services as the Payment Source.
- c. Select Payee Name for the vendor profile. This may be the same as what is assigned on the client invoice. Payee Name chosen will be viewed on the Check Register and Bank Reconciliation.

- d. Select the Bank Acct the Sabre Card Services will be deposited into.
- e. Payment Date is when the gross charges for the file being reconciled will be deposited in the bank which is usually 8 business days from the date of the transaction. (Fees created and included in the daily file for June 9, 2012 would be deposited into the bank on June 17, 2012.)
- f. Select a Pay Method of EFT so the payment created on saving will appear on the Check Register and Bank Reconciliation.
- g. Click *Import Filename* and locate the file downloaded from the Sabre Card Services website.
- h. Click *Import* and reconcile the file.
- i. When reconciled, click *OK* to save the reconciliation.
- j. When prompted for creating an Invoice or Voucher for the left over amount of the fees charged, select *Invoice*. Enter a *Client*, usually the agency, and enter an Agent if desired. Select a Travel Type for the Sabre Card Services CC Processing Fees travel type created in **Utilities|Setup|Travel Types**.
- k. Click *OK* to save the fee invoice and the reconciliation.

| Customer Name | Confirmation No | Gross Fare | Commission | Start Date | Status | Notes | Rec Loc |
|---------------|-----------------|------------|------------|------------|--------|--------|---------|
| HARPER/ALF | 1624120210 | 74.00 | 71.80 | 2/1/2012 | R | KHOFFH | |
| HARPER/SA | 1622120710 | 48.00 | 46.57 | 2/1/2012 | R | KDMHHT | |

| Sabre Card Services Data | | TRAMS Data | | Totals | |
|--------------------------|-------------|------------|--|----------|--------|
| Vendor Name | | | | Gross | 122.00 |
| Passenger Name | | | | Serv Fee | 0.00 |
| Confirmation Number | | | | Net | 122.00 |
| Gross Amt/Commission Amt | 0.00 / 0.00 | | | Applied | 118.37 |
| From/To | | | | Balance | 3.63 |
| Notes | | | | | |

Invoice Voucher
 Invoice No: Branch No: 0 Travel With The £
 Group: Amount: -7.50
 Remarks:
 Client: Travel Services Inc Agent: MiscAgent
 Travel Type: Sabre MeS Process Total Fare: 0.00

Monthly:

Enter a **Payments|Withdrawal** for the monthly amount of the Sabre Card Services CC Processing Fees deducted from the bank account. Journalize to Sabre Card Services CC Processing Fees expense GL account to reflect the expense for the fees charged.