Introduction

Do you sell wholesale/consolidator travel to your clients, or mark up or discount ARC/BSP transactions? These transactions when entered into Trams Back Office require special attention. This document provides instruction on handling the following:

- Section 1: Agencies Selling Wholesale Travel to Clients with Markup, Cash, Check, Credit Card Merchant
- Section 2: Agencies Selling Wholesale Travel to Clients with Markup, Credit Card
- Section 3: Agencies Selling Wholesale Travel to Clients with a Rebate Commission from Wholesaler, Cash or Check
- Section 4: Agencies Selling Wholesale Travel to Clients with a Rebate Commission from Wholesaler, Credit Card
- Section 5: Agency Selling Discounted ARC/BSP Transactions, Check, Cash
- Section 6: Agency Selling Discounted ARC/BSP Transactions, Credit Card

Section One

Agencies Selling Wholesale Travel to Clients with Markup, Cash, Check, Credit Card Merchant

Here are steps to enter a transaction if you are a travel agency purchasing travel from a wholesaler/consolidator for resale to clients with the payment methods of cash, check or Credit Card Merchant. In this example, we purchase a wholesale ticket for $500.00 from ABC Wholesalers. We are selling the ticket to a client for $600.00 with $100.00 commission. The ticket price to your customer shows as “Bulk” on the ticket.

1) A vendor profile for the wholesaler under Profiles/Vendor needs to be created in Trams Back Office.
2) Some agencies also create a special Travel Type called Non-ARC/BSP Air or Consolidator Air for these transactions. See Help|Trams Help|Utilities|Setup|Travel Type for more information on adding Travel Types to Trams Back Office.

Enter a sales invoice as usual for a supplier transaction through interface, manual entry, or ClientBase invoicing (see help files in ClientBase for additional information).
**Manual Entry:**
- Go to **Invoice|Sales** to enter the supplier transaction.
- Click **New** to create a new booking.
- In the **Submit to** field, select **Supplier**.
- The **Vendor Name** is the name of wholesaler; the **Total Fare** is the amount the agency is charging the client. (In our example $600.00 is the total fare, and **Commission/Rate** is $100.00).
- Click **OK**.
- This creates a net vendor balance of $500.00 that is owed to the wholesaler.

**Interface Entry**
- Create a PNR or a res card in **ClientBase** for a sales invoice for a supplier transaction as normal.
- Form of payment is cash, check, or Credit Card Merchant.
- See additional interface formats for interfacing supplier transactions under **Help|Trams** **Help|Contents|Interface** for your GDS system. (See Help Files in **ClientBase** for additional information on creating res cards.)

3) **Enter Client and Vendor Payments**
- Enter a **Payments|Received** from Client, with a **Pay Method Cash, Check or Credit Card Merchant** for $600.00.
- Enter a **Payments|Made** to Vendor (Consolidator) for net remit of $500.00.
Agencies Selling Wholesale Travel to Clients with Markup, Credit Card

Following are steps on entering a transaction if you are a travel agency purchasing travel from a wholesaler for resale to clients with form of payment of credit card. In this example, we purchased a wholesale ticket for $500.00 from ABC Wholesalers. We are selling the ticket to a client for $600.00 with $100.00 commission. The ticket price to your customer shows as “Bulk” on the ticket.

1) A vendor profile for the wholesaler under Profiles|Vendor needs to be created in Trams Back Office.
2) Some agencies also create a special Travel Type called Non-ARC/BSP Air or Consolidator Air for these transactions. See Help|Trams Help|Utilities|Travel Type for more information on adding Travel Types to TBO.

Enter a sales invoice as usual for a supplier or commission tracking transaction through interface, manual entry, or ClientBase invoicing (see Help Files in ClientBase for additional information).

**Manual Entry:**
- Click New to create a new booking.
- In the Submit to field select Supplier or Comm Track (this is determined by how the agency handles credit card payments for supplier transactions).
- The Vendor Name is the name of the wholesaler; the Total Fare is the amount the agency is charging the client. (In our example the total fare is $600.00 and Commission/Rate is $100.00.)
- Click OK.

**Interface Entry**
- Create a PNR or a res card in ClientBase for a sales invoice for a Supplier or Comm Track transaction as normal.
- The form of payment is credit card.
- See additional interface formats for interfacing supplier and commission tracking transactions under Help|Trams Help|Contents|Interface for your GDS system. Also see Help Files in ClientBase for additional information on creating res cards.

**Using a Supplier/CC Booking**

**Using a Comm Track Booking**
3) Enter Client and Vendor Payments
   • The client’s credit card payment is processed by the wholesaler for $600.00.
   • Enter a Payments/Received in TBO for the client with a Pay Method Credit Card if using a Supplier/CC booking.
   • Since the wholesaler has been overpaid by the amount of the agency’s markup commission, the wholesaler sends the agency a check for $100.00 overpayment.
   • The $100.00 due the agency by the wholesaler appears as a “positive” amount on the Vendor Balance Report if using Supplier/CC booking. If using a Comm Track booking, this is a tickler file until the commission is received from the wholesaler.
   • Enter a Payment/Received in TBO from the Vendor for the $100.00 commission check. Close out either the Supplier or Comm Track ‘open’ booking.

   **Vendor Balance Detail Report**

   Following are steps on how to enter a transaction if you are a travel agency purchasing travel from a wholesaler for resale to clients for cash or check payments. In this example, we purchased a wholesale ticket for $600.00 from ABC Wholesalers and will receive a rebate of commission of $50.00 from the wholesaler. We are selling the ticket to a client for $600.00 and $50.00 commission. The ticket price to your customer shows as “$600.00” on the ticket.

1) Create a vendor profile for the wholesaler under Profiles|Vendor in Trams Back Office.
2) Some agencies also create a special Travel Type called Non-ARC/BSP Air or Consolidator Air for these transactions. See Help|Trams Help|Utilities|Travel Type for more information on adding Travel Types to TBO.

   **Manual Entry:**
   • Go to Invoice/Sales to enter the supplier transaction.
   • Click New to create a new booking.
   • In the Submit to field select Supplier, and the Vendor Name is the name of wholesaler. The Total Fare is the amount the agency is charging the client. (In our example the total fare is $600.00, and Commission/Rate is $50.00.)
   • Click OK.
**Interface Entry**

- Create a PNR or a res card in *ClientBase* for a sales invoice for a supplier transaction as normal.
- The *Form of Payment* is cash or check.
- See additional interface formats for interfacing supplier transactions under **Help|Trams Help|Contents|Interface** for your GDS system. Also see Help Files in *ClientBase* for additional information on creating res cards.

![Interface Entry Image](image-url)

3) Enter Client and Vendor Payments

- Enter a **Payment|Received** from client with a *Pay Method* of *Cash* or *Check* for $600.00.
- Enter a **Payment|Made** to vendor (the consolidator) for a net remit of $550.00.

![Vendor Balance Detail Report](image-url)
Agencies Selling Wholesale Travel to Clients with a Rebate of Commission from Wholesaler, Credit Card Payment

Here are steps on how to enter a transaction if you are a travel agency purchasing travel from a wholesaler for resale to clients using a credit card. In the example we purchased a wholesale ticket for $600.00 from ABC Wholesalers and will receive a rebate of commission of $50.00 from the wholesaler. We are selling the ticket to a client for $600.00 and $50.00 commission. The ticket price to your customer shows as “$600.00” on the ticket.

1) Create a vendor profile for the wholesaler under Profiles|Vendor in Trams Back Office.
2) Some agencies also create a special Travel Type called Non-ARC/BSP Air or Consolidator Air for these transactions. See Help|Trams Help|Utilities|Travel Type for more information on adding Travel Types to TBO.

Enter a sales invoice as usual for a supplier or commission tracking transaction through interface, manual entry, or ClientBase invoicing (see Help Files in ClientBase for additional information).

**Manual Entry:**
- Click New to create a new booking.
- In the Submit to field, select Supplier or Comm Track (determined by how the agency handles credit card payments for supplier transactions).
- The Vendor Name is the name of the wholesaler, and the Total Fare is the amount the agency is charging the client. (In our example the total fare is $600.00, and the Commission/Rate is $50.00.)
- Click OK.

**Interface Entry**
- Create a PNR or a Res Card in ClientBase for a sales invoice for a Supplier or Comm Track transaction as normal with a credit card Form of Payment.
- See additional interface formats for interfacing supplier and commission tracking transactions under Help|Trams Help|Contents|Interface for your GDS system. Also see Help Files in ClientBase for additional information on creating res cards.

Using Supplier/CC Booking

Using Comm Track Booking
3) **Enter Client and Vendor Payments**
   - The client’s credit card payment is processed by the wholesaler through ARC/BSP for $600.00.
   - Enter a **Payment Received** in TBO for the client with a **Pay Method of Credit Card** if you are using a Supplier/CC booking.
   - The $50.00 due the agency by the wholesaler appears as a “positive” amount on the Vendor Balance Report if using Supplier/CC booking. If using a Comm Track booking, this is a tickler file until the commission is received from the wholesaler.
   - The wholesaler sends the agency a check for $50.00 commission.
   - Enter a Payment/Received in TBO from the Vendor for the $50.00 commission check. Close out either the Supplier or Comm Track ‘open’ booking.

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### Agency Selling Discounted ARC/BSP Transactions - Check or Cash

Following are steps on how to enter a transaction if you are a travel agency discounting an ARC/BSP transaction for cash or check payments that you will be processing through your own ARC/BSP Report. In this example, we issued an ARC/BSP ticket for a special fare of $600.00 with $100.00 commission. We are discounting it to our client for $550.00. The ticket price to your customer shows as “$600.00” on the ticket.

1) **Enter a sales invoice as usual for an ARC/BSP transaction through interface or manually.**

**Manual Entry**
- Go to **Invoice/Sales** to enter the ARC/BSP ticket transaction.
- Click **New** to create a new booking.
- In the **Submit to** field, select **ARC/BSP**.
- Enter all ticket information – The **Total Fare** is $550.00 and **Commission/Rate** is $50.00 (difference between actual commission and discount).
- Click the **Expanded Fare Tab** and type in $600.00 in the **Face Value** field. This field reports the correct amount in the weekly Sales Summary ARC/BSP report ($600.00 with a $100.00 commission net remit of $500.00).
**Interface Entry**

- Create a PNR for a sales invoice for the ARC/BSP ticket as normal.
- Add to the PNR the FV formats FV550.00*50.00. This populates the *Face Value* field under the *Expanded Fare* tab of the booking allowing the correct amount to be reported in the weekly Sales Summary ARC/BSP report.
- See additional interface formats under Help|Help|Contents|Interface for your GDS system.

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1) **Enter Client Payments**
   - Wholesaler Agency processes ticket through ARC/BSP normally for the $500.00 net remit.
   - Client Agency pays Total Fare of $600.00 by check.
   - Payment/Received from Client.
2) **Enter Client and Vendor Payments**
   - Client pays Total Fare of $550.00 by check or cash which is entered in Payment|Received.
   - Agency processes ticket through ARC/BSP normally for the $500.00 net remit.
   - Agency processes weekly ARC/BSP Settlement as normal for this ticket closing the vendor side of the booking.

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**Agency Selling Discounted ARC/BSP Transactions - Credit Card**

Following are steps on how to enter a transaction if you are a travel agency discounting an ARC/BSP transaction using a client’s credit card. In this example we issued an ARC/BSP ticket for a special fare of $600.00 with $100.00 commission. We are discounting it to our client for $550.00. The ticket price to your customer shows as “$600.00” on the ticket.

1) **Enter a sales invoice as usual for an ARC/BSP transaction through interface or manually.**

**Manual Entry**

- Go to Invoice|Sales to enter the ARC/BSP ticket transaction.
- Click New to create a new booking.
- In the Submit to field select ARC/BSP.
- Enter all ticket information with a Total Fare of $600.00 and Commission/Rate of $100.
- Click New Booking
  - Create a second booking in the invoice to account for the discount being given to the client.
• Change the Submit to field to Supplier in the second booking.
• Type in the travel agency's name in the Vendor/Name field.
• Both the Total Fare and Commission/Rate fields are the amount of the discount to the client. Enter both amounts as negative (-) numbers. (In this example it would be -$50.00 in both fields.)
• Click OK.
• This creates a credit on the client’s account as viewed in Reports|Core|Client Balances

**Interface Entry**

- Create a PNR for a sales invoice for the ARC/BSP ticket as normal, using the Form of Payment, Credit Card.
- Create a second booking for the invoice to account for the discount being given to the client.
- Enter both amounts as negative (-) numbers. In this example it would be -$50.00 in both fields.
- This creates a credit on the client’s account as viewed in Reports|Core|Client Balances.
- See additional interface formats for bulk ticketing and Face Value formats under Help|Trams Help|Contents|Interface for your GDS system.
2) Enter Client and Vendor Payments

- Enter a Payment|Received from client of $600.00 with a Form of Payment, credit card.
- Agency processes ticket through ARC/BSP normally for the $100.00 net remit.
- Agency processes weekly ARC Settlement as normal for this ticket closing the Vendor side of the booking.
- Enter a Payment|Made to the client under the Payments menu for the $50.00 discount.