

# **Agencies Selling Marked-Up, Discounted and Consolidator Transactions using TRAMS Back Office**



## **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 1: 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|Travel Type** for more information on adding *Travel Types* to TBO.

Enter a sales invoice as usual for a supplier transaction through interface, manual entry, or ClientBase Plus 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 Plus 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 Plus 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.

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**Client Balances**

Client Name	Invoice No	Branch	Client Id	Issue Dt	Phone Agent	Passenger	Invoice Total	Total Unapplied Invoice Amt	Balance Due
Jones/Susan	45651	S 0		7/28/2004		Jones/Susan	600.00	0.00	600.00
							<u>600.00</u>	<u>0.00</u>	<u>600.00</u>

**Vendor Balance Detail Report**

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Vendor Name	Invoice No	Branch	Issue Dt	Agent	Vendor ID	Passenger	Invoice Total	Total Unapplied Invoice Amt	Balance Due
ABC Wholesalers	45651	S 0	7/28/2004			Jones/Susan	-500.00	0.00	-500.00
							<u>-500.00</u>	<u>0.00</u>	<u>-500.00</u>

## Section 2: 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 Plus invoicing (see Help Files in ClientBase Plus 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 Plus 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 Plus for additional information on creating res cards.

### Using a Supplier/CC Booking

The image displays two screenshots of the TRAMS software interface. The left screenshot shows the 'Edit Booking Jones/Susan Non Arc Air (Invoice # Unassigned)' window. The right screenshot shows the 'Booking Jones/Susan Non Arc Air (Invoice # 45651)' window. Both windows show the same data fields, but the 'Submit To' field is set to 'Supplier' in the left window and 'CommTrack' in the right window.

Field	Value (Left Window)	Value (Right Window)
Submit To	Supplier	CommTrack
Travel Type	Non Arc Air	Non Arc Air
Passenger	Jones/Susan	Jones/Susan
Vendor Name	ABC Wholesalers	ABC Wholesalers
Confirm No	RUY6Y	RUY6Y
Depart Date	9/6/2004	9/6/2004
Return Date	9/13/2004	9/13/2004
Total Fare	600.00	600.00
Base Fare	600.00	600.00
Taxes/Rate	0.00 0.00 %	0.00 0.00 %
Commission/Rate	100.00 0.00 %	100.00 0.00 %
Date Payable		
Ind	Domestic	Domestic
Client Payment	Open	Open
Vendor Payment	Open	Open

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**

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Vendor Name	Invoice No	Branch	Issue Dt	Agent	Vendor ID	Passenger	Invoice Total	Total Unapplied Invoice Amt	Balance Due
ABC Wholesalers	45651 S	0	7/28/2004		Jones/Susan		100.00	0.00	100.00
								100.00	

### Section 3: Agencies Selling Wholesale Travel to Clients with Rebate of Commission from Wholesaler, Cash, or Check Payments

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 Plus 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 Plus for additional information on creating res cards.

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**

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Vendor Name	Invoice No	Branch	Issue Dt	Agent	Vendor ID	Passenger	Invoice Total	Total Unapplied Invoice Amt	Balance Due
ABC Wholesalers	45651	S 0	7/28/2004			Jones/Susan	-550.00	0.00	-550.00

## Section 4: 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 Plus invoicing (see Help Files in ClientBase Plus 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 Plus 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 Plus 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.

#### Vendor Balance Detail Report

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Vendor Name	Invoice No	Branch	Issue Dt	Agent	Vendor ID Passenger	Invoice Total	Total Unapplied Invoice Amt	Balance Due
ABC Wholesalers	45651	S 0	7/28/2004		Jones/Susan	50.00	0.00	50.00
							50.00	

## Section 5: 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|Trams Help| Contents|Interface** for your GDS system.

The image displays two screenshots of a software interface for editing a booking. The main window is titled "Edit Booking Jones/Susan Intl Air (Invoice # 45651)". The left screenshot shows the "General Info" tab with various fields filled out, including "Submit To: ARC", "Travel Type: Intl Air", "Passenger: Jones/Susan", "Airline: AA", "Vendor Name: American Airlines", "Depart Date: 9/6/2004", "Total Fare: 550.00", "Taxes/Rate: 0.00", and "Ticket Type: Normal". The right screenshot shows the "Expanded Fare Info" tab, where the "Face Value" is circled and set to 600.00, "Net Remit" is -500.00, "High Fare" is 0.00, "Low Fare" is 0.00, and "Discount" is 50.00. Other tabs visible include "Remarks", "More Taxes", "Agents", "UDIDs", "Segments", and "Foreign Currency".

### 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.

## **Section 6: 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.

**Edit Booking Jones/Susan Intl Air (Invoice # 45651)**

1 General Info | 2 Remarks | 3 Expanded Fare Info | 4 More Taxes | 5 Agents | 6 UDIDs | 7 Segments | 8 Foreign Currency

Submit To: **ARC** | Flown Carrier: / / / / / / / / / /  
 Travel Type: Intl Air | Itinerary: ORD/FRA/ORD / / / / / /  
 Passenger: Jones/Susan | Department:   
 Airline: AA | Ticket No: 8907654334  
 Vendor Name: **American Airlines** | Confirm No:   
 Depart Date: 9/6/2004 | Return Date: 9/13/2004  
 Total Fare: 600.00 | Base Fare: 600.00  
 Taxes/Rate: 0.00 0.00 % | Commission/Rate: 100.00 0.00 %  
 Ticket Type: Normal | Resubmit Date:   
 Ind: Domestic  
 Client Payment: Open | Vendor Payment: Open

History < > OK Cancel New Booking Copy Booking

**Edit Booking Jones/Susan Intl Air (Invoice # 45651)**

1 General Info | 2 Remarks | 3 Expanded Fare Info | 4 More Taxes | 5 Agents | 6 UDIDs | 7 Segments | 8 Foreign Currency

Submit To: **Supplier** | Flown Carrier: / / / / / / / / / /  
 Travel Type: Intl Air | Itinerary: ORD/FRA/ORD / / / / / /  
 Passenger: Jones/Susan | Department:   
 Vendor Name: **Nowhere Travel** | Confirm No:   
 Depart Date: | Return Date:   
 Total Fare: -50.00 | Base Fare: -50.00  
 Taxes/Rate: 0.00 0.00 % | Commission/Rate: -50.00 0.00 %  
 Date Payable:   
 Ind: Domestic  
 Client Payment: Open | Vendor Payment: Open

History < > OK Cancel New Booking Copy Booking

**Edit Sale Invoice #45651 Jones/Susan**

Invoice Type: Sale | Invoice Number: 45651 | Branch: 0 Travel With The Sta  
 Issue Date: 7/28/2004 | Group: | Remarks:   
 ARC No: 12345678 Travel With | Rec Loc:   
 Client Name: Jones/Susan

Submit ...	Travel Type	Airline/Vendor	Total Fare	Commission	Ticket No
ARC	Intl Air	American Airlines	600.00	100.00	8907654334
Supplier	Intl Air	Nowhere Travel	-50.00	-50.00	

Total Fare: 550.00 | Tax: 0.00 | Commission: 50.00 | Comm Trk Comm: 0.00 | Total Open: 550.00

History < > OK Cancel  Print Invoice After Saving

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.

**Client Balances**

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Client Name	Invoice No	Branch	Client Id	Issue Dt	Phone Agent	Passenger	Invoice Total	Total Unapplied Invoice Amt	Balance Due
Jones/Susan	45651	S 0		7/28/2004		Jones/Susan	-50.00	0.00	-50.00
							<b>-50.00</b>	<b>0.00</b>	<b>-50.00</b>