Trams Back Office

Agencies Selling Marked-Up, Discounted and Consolidator Transactions



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.)

General Info 2 Ren	narks 3Exp	anded Fare Info	4 More Taxes 5 Agents	6 UDIDs	7 Seg	pments	8	Foreig	n Ci	an
Submit To	Supplier	-	Flo	wn Carrier	/	1	/ /	' '	1	
Iravel Type	Non ARC Ai	•		Itinerary	11	11	11	1	11	1
Traveler	Able/Ken	•	D	epartment						
Vendor Name	ABC Whole	salers	c	onfirm No						-
Depart Date	-		Re	turn Date						
Total Fare	600.00		1	ase Fare	6	00.00				
Taxes/Rate	0.00	0.00 %	Commiss	sion/Rate	1	00.00		0.00	%	
Ticket Type	Normal	•	Dat	e Payable						
				Ind	Dome	stic		•		
Client Payment	Open		Vendor P	ayment	Open					

- 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.

Client Balances

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Client Name	2000	Client Id	Phone		Invoi	ce Total	Total Unapplied	Balance	Due	
Invoice No	Branch	Issue Dt	Agent	Passeng	ger		Invoice Amt	Group		
Able/Ken						600.00	0.00	600	0.00	
90350 S	0			Able/Ker	n		600.00			
						Vendor	Balance Detail	Report		
			Travel With The Star 5777 W. Century Blv Los Angeles, CA 900 Phone 310-641-8726 e-mail support@tran	s d., Suite 1:)45 6, Fax 310- ns.com	200 -641-8571					
			Vendor Name Invoice No	Branch	Issue Dt	Agent	Vendor ID Passenger	Invoice Total	Total Unapplied Invoice Amt	Balance Due
			ABC Wholesalers 90350 S	0			ABC Able/Ken	-500.00	-500.00	-500.00
3/31/2016								-500.00	0.00	-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.*
- 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.

ieneral Info 2 Ren	narks 3 Expanded Fare I	nfo 4 More Taxes 5 Agents 6 UDID	s 7 Segments 8 Foreig	n Currency	Using	a Con	nm Track Bookin	g		
Submit T <u>o</u>	Supplier 👻	Flo <u>w</u> n Carrier	11111	1 1						
Iravel Type	Non Air Air 🔹		ORD/FRA/ORD/ / /				the second s	100 C		1
Passenger	Able/Ken 👻	Department		Edit Booking Abl	e/Ken Non Air	Air (Invoice	# 90350)			
				1 General Info 2 Re	marks 3 Expar	nded Fare Info	4 More Taxes 5 Agents 6 UDIDs	7 Segments	8 Foreig	yn Cu
Vendor Name	ABC Wholesalers	Confirm No	ABYTRE	Submit To	CommTrack	•	Flo <u>w</u> n Carrier	111	11	1
Depart Date		Return Date		Iravel Type	Non Air Air	•	Itinerary	ORD/FRA/OR	RD/ / /	11
Total Fare	600.00	<u>B</u> ase Fare	600.00	Passenger	Able/Ken	•	Department			
Taxes/Rate	0.00 0.00 %	Commission/Rate	100.00 0.00							
Ticket Type	Normal -	Date Payable		Vendor Name	ABC Wholesa	lers	Confirm No	ABYTRE		
		Ind	International 👻	Depart Date			Beturn Date			
Client Payment	Open	Vendor Payment	Open	Total Fare	600.003		Rase Fare	00.003		
				Taves/Rate	0.00	0.00 %	Commission/Bate	100.00	0.00	%
<	> OK	Cancel New Bookin	g Copy Booking	Tisket Tune	Normal	-	Date Paushle	100.00	0.00	10
				TicketType	Normai	•	Date Fayable	Labora Karal		
					0		ing	International	•	
				Llient Payment	Upen		Vendor Payment	Upen		

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.

Section Three

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.
- 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

Vendor Balance Detail Report

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Vendor Name			V	endor ID	Invoice Total	Total Unapplied	Balance Due
Invoice No	Branch	Issue Dt	Agent	Passenger		Invoice Amt	
ABC Wholesalers			A	BC	100.00	0.00	100.00
90350 S	0			Able/Ken		100.00	
				_	100.00	0.00	100.00

- \$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.

Edit Booking Able	/Ken Non Air /	Air (Invoice #	ŧ 90350)		-			-	X
1 General Info 2 Rem	arks 3 Expand	ded Fare Info	4 More Taxes	5 Agents	6 UDIDs	7 Seg	ments	8 Foreig	an Currency
Submit To	Supplier	•		Flow	yn Carrier	1	11	11	11
<u>I</u> ravel Type	Non Air Air	•			<u>I</u> tinerary	ORD/F	RA/OF	RD7 7 .	///
Passenger	Able/Ken	•		De	partment				
Vendor Name	ABC Wholesale	ars -		Co	onfirm No	ABYTE	RΕ		
Depart Date				Ret	turn Date				
Totaļ Fare	600.00			B	ase Fare	60	00.00		
Taxes/Rate	0.00	0.00 %		Co <u>m</u> miss	ion/Rate	Ę	50.0¢	0.00	%
Ticket Type	Normal	•		Date	Payable				
					In <u>d</u>	Interna	tional	•	
Client Payment	Open		(Vendor Pa	ayment	Open			
History <		ж	Cancel	Ne	w Booking	Cop	oy Book	ing	

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	,	Vendor ID	Invoice Total	Total Unapplied	Balance Due
Invoice No Branch	Issue Dt Agent	Passenger		Invoice Amt	
ABC Wholesalers	,	ABC	-550.00	0.00	-550.00
90350 S 0		Able/Ken		-550.00	
			-550.00	0.00	-550.00

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.
- 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.

General Info 2 Ren	narks 3 Expanded Fare Info	4 More Taxes 5 Agents 6 UDIDs	7 Segments 8 Foreign	Currency	T T !	.	T	1		
Submit T <u>o</u>	Supplier 👻	Flown Carrier	11111	1.1	USII	ig Comm	Track Boo	oking		
<u>I</u> ravel Type	Non Air Air 🔹	<u>I</u> tinerary	ORD/FRA/ORD/ / /	Edit Booking Able	Ken Non Air Air	(Invoice # 90350)	States of Long			×
Passenger	Able/Ken 👻	Department		1 General Info 2 Rer	marks 3 Expanded	Fare Info 4 More Ta	xes 5 Agents 6 UDIDs	7 Segments	8 Foreign	Curren
Vendor Name	ABC Wholesalers	Confirm No	ABYTRE	Submit T <u>o</u>	CommTrack	•	Flo <u>w</u> n Carrier	111	11	1 1
Depart Date		Return Date		<u>I</u> ravel Type	Non Air Air	-	<u>I</u> tinerary	ORD/FRA/OF	RD7 7 7	11
Total Fare	600.00	<u>B</u> ase Fare	600.00	Passenger	Able/Ken	5 	Department			
Taxes/Rate Ticket Tune	0.00 0.00 %	Co <u>m</u> mission/Rate	50.0¢ 0.00	Vendor Name	ABC Wholesalers		Con <u>f</u> irm No	ABYTRE		
Tiokot Type	- toning	Ing	International 👻	Depart Date			Return Date			
Client Payment	Open	Vendor Payment	Open	Total Fare	600.00		<u>B</u> ase Fare	600.00		
				Taxes/Rate	U.UU U	.00 %	Commission/Rate	50.00	0.00 %	%
History <	> OK	Cancel New Booking	Copy Booking	Ticket Type	INORMAI	•	Date Payable	International	-	
				Client Paument	Open		Vendor Paument	Open		

- 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.

Section Five

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.

<u>Manual Entry</u>

- 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

Vendor Balance Detail Report

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Vendor Name				Vendor ID	Invoice Total	Total Unapplied	Balance Due
Invoice No	Branch	Issue Dt	Agent	Passenger		Invoice Amt	
ABC Wholesalers				ABC	50.00	0.00	50.00
90350 S	0			Able/Ken		50.00	
					50.00	0.00	50.00

- 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.

Edit Booking Able	/Ken Non Air Air (Invoice # 90350)	Same N. Same			
1 General Info 2 Rer	narks 3 Expanded F	Fare Info 4 More Taxes	5 Agents 6 UDIDs	7 Segments	8 Foreign Current	3
Submit To Iravel Type Passenger Airline Vendor Name	ARC Intl Air Able/Ken UA United Airlines	•	Flo <u>w</u> n Carrier <u>I</u> tinerary Department Ticket No Confirm No Beturn Date	UA/ UA/ ORD/FRA/OR 2349877722		Edit Booking Able/Ken Non Air Air (Invoice # 90350) Beneral Info 2 Remarks 3 Expanded Fare Info 4 More Taxes 5 Agents 6 UDIDs 7 Segments 8 Foreign Currency Face Value 600.00 1/2 Markup +/Discourt - 4/10 500.00 High Fare 0.00 Light Fare 0.00
Total Fare	550.00	00 %	Base Fare	550.00	0.00 %	Fare Code Orig Comm 100.00
Ticket Type	Normal	•	Resubmit Date	International	•	Hote//Lar Into Ticket Desig. Number In Party Tour Code Number Of Rooms/Cars E-Ticket
Client Payment	Open]	Vendor Payment	Open		Description Booking Rec Loc
History	С	Cancel	New Booking	Copy Booki	ng	History < > OK Cancel New Booking Copy Booking

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.

Section Six

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 Able/Ken N 1 General Info 2 Remarks 3	Non Air Air (Invoice # 90350) 3 Expanded Fare Info 4 More Taxes 5 Ag	nts <u>6</u> UDIDs <u>7</u> Segments <u>8</u> Foreign Currency	DIDs Z Segments 8 Foreign Currency
Submit Tg_ARC Iravel Type Intil Air Passenger Able/K Airline UA Vendor Name United Depart Date Total Fare 60 Taxes/Rate Ticket Type Normal Client Payment Open History < >	• • • • • • • • • • • • • • • • • • • • • • • • • • • • • •	Edit Sale Invoice #90350 Able/Ken Invoice Type Sale Issue Date ARC No 12345678 Travel With + Rec Loc Invoice Remarks Client Name Able/Ken ARC Intl Air Able/Ken United Aitines 60.00 100.00 2345678777 Supplier Intl Air Able/Ken Travel With the -50.00 -50.00 View Delete Void Booking Client Pymt * Columns	r / / / / / / / / / y ORD/FRA/ORD/ / / / / vt 0 e -50.00 e -50.00 e -50.00 g International • Open
		550.00 0.00 50.00 0.00 550.00 History <	

- 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 Na	ame Invoice No	Branch	Client Id Issue Dt	Phone Agent	Passenger	Invoice Total	Total Unapplied Invoice Amt	Balance Due Group
Able/Ker	90350 S	0			Able/Ken	-50.00	0.00 -50.00	-50.00
						-50.00	0.00	-50.00