Trams Back Office

Amadeus Agencies Selling Marked Up, Discounted and Consolidator Transactions

▲ TRES

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 One

- **Section 5: Agency Selling Discounted ARC/BSP Transactions, Check and Cash**
- **Section 6: Agency Selling Discounted ARC/BSP Transactions, Credit Card**

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 Trams Back Office.
3. 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

When creating a PNR for a wholesaler ticket your agency will need to decide on a process that best suits your needs. There are a few different processes to choose from.

Option 1
- Create a PNR with the air/flight segments needed for your customer.
- Add the proper RM*MS lines needed to interface the supplier booking over to Trams Back Office.
- Invoice your PNR and interface it to Trams Back Office.
- The RM*MS lines below will create a supplier booking in Trams Back Office.
- Once the PNR is invoiced you would need to queue the PNR to the wholesaler for ticketing.
- **Note:** since you are invoicing the supplier booking prior to ticketing you will not have the actual ticket number to put into the RM*MS line in the *CF field.)

RM*MS99S*VCWHOLESALER*TT1*TF600.00*CM$100.00

RM*MS99*CF1234567890*FPCHECK*SG **In**

this example we used:

- *TT1* entry is for domestic air. This would vary depending on your travel types that you have setup in Trams Back Office.
- The *CM* we used a $ sign but you could use *CM10* (10 being a percentage).
- *FP* entry for this scenario could be CHECK, CASH, or a CC number for CC merchant. If you use the CC merchant you would also need to add a *CP4* on the RM*MS line or it will be read as a credit card FOP.
- *SG* entry will allow Trams Back Office capture the flight segment detail. You can also use *SG* for specific segment numbers. Example *SG 01 03 would capture segments 1 and 3 only.

Option 2
- Create a PNR with your air/flight segments needed for your customer.
- Queue the PNR to the wholesaler for ticketing.
- After ticketing is complete retrieve your PNR and add the appropriate RM*MS lines needed to interface to Trams Back Office.
- Note: By waiting to invoice until ticketing is complete you still need to add the RM*MS lines for your supplier booking. However, you will also get an ARC booking for each ticket issued by the wholesaler. You will need to manually void those ARC booking(s) in Trams Back Office since these are not ARC to your agency.)

RM*MS99S*VCWHOLESALER*TT1*TF600.00*CM$100.00

RM*MS99*CF1234567890*FPCHECK*SG

In this example you can use the actual 10 digit ticket number in the *CF entry.

If you have more than one ticket /passenger you would need to create RM*MS lines for each person and you can add the *PN entry as shown in the example below.

RM*MS98S*VCWHOLESALER*TT1*TF600.00*CM$100.00

RM*MS98*CF1234567890*FPCHECK*SG*PNSMITH/JOE

RM*MS99S*VCWHOLESALER*TT1*TF600.00*CM$100.00

RM*MS99*CF1234567891*FPCHECK*SG*PNSMITH/JANE

4. 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.

Section Two

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 Trams Back Office.
3. 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:

- Go to **Invoice | Sales** to enter the transaction.
- 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

When creating a PNR for a wholesaler ticket your agency will need to decide on a process that best suits your needs. There are a few different processes to choose from.

Option 1
- Create a PNR with the air/flight segments needed for your customer.
- Add the proper RM*MS lines needed to interface the supplier booking over to Trams Back Office.
- Invoice your PNR and interface it over to Trams Back Office.
- The following RM*MS lines will create a supplier or commission track booking depending on how your agency chooses to handle these bookings in Trams Back Office.
- Once the PNR is invoiced you would need to queue the PNR to the wholesaler for ticketing.
- **Note:** since you are invoicing the supplier or commission track booking prior to ticketing you will not have the actual ticket number to put into the RM*MS line in the *CF field.)

Supplier Credit Card

RM*MS99S*VCWHOLESALER*TT1*TF600.00*CM$100.00

RM*MS99*CF1234567890*FPAX53256565656555*SG

Commission Track Credit Card

RM*MS99C*VCWHOLESALER*TT1*TF600.00*CM$100.00

RM*MS99*CF1234567890*FPAX53256565656555*SG

Supplier and commission track Credit Card

RM*MS99S*VCWHOLESALER*TT1*TF600.00*CM0

RM*MS99*CF1234567890*FPAX53256565656555*SG

RM*MS99C*VCWHOLESALER*TT1*TF0.00*CM$100.00

RM*MS99*CF1234567890*FPAX53256565656555*SG

In this example we used:
- *TT1* entry for domestic air. This would vary depending on your travel types that you have setup in Trams Back Office.
- The *CM* we used a $ sign but you could use *CM10* (10 being a percentage).
- *SG* entry will allow Trams Back Office to capture the flight segment detail. You can also use *SG* for specific segment numbers. Example *SG* 01 03 would capture segments 1 and 3 only.

Option 2
- Create a PNR with your air/flight segments needed for your customer.
- Queue the PNR to the wholesaler for ticketing.
- After ticketing is complete retrieve your PNR and add the appropriate RM*MS lines needed to interface to Trams Back Office.
- **Note:** By waiting to invoice until ticketing is complete you still need to add the RM*MS lines for your supplier or commission tracking booking.
- You will also get an ARC booking for each ticket issued by the wholesaler. You will need to manually void those ARC booking(s) in Trams Back Office since these are not ARC to your agency.

Supplier Credit Card

RM*MS99S*VCWHOLESALER*TT1*TF600.00*CM$100.00

RM*MS99*CF1234567890*FPVI524545454444444*SG

Commission Track Credit Card

RM*MS99C*VCWHOLESALER*TT1*TF600.00*CM$100.00

RM*MS99*CF1234567890*FPVI524545454444444*SG

In this example you can use the actual 10 digit ticket number in the *CF* entry.

If you have more than one ticket /passenger you would need to create RM*MS lines for each person and you can add the *PN entry as shown in the example below.

Supplier Credit Card

RM*MS98S*VCWHOLESALER*TT1*TF600.00*CM$100.00

RM*MS98*CF1234567890*FPVI5245454544444444*SG*PNSMITH/JOE

RM*MS99S*VCWHOLESALER*TT1*TF600.00*CM$100.00

RM*MS99*CF1234567891*FPCHECK*SG*PNSMITH/JANE

Commission Track Credit Card

RM*MS98C*VCWHOLESALER*TT1*TF600.00*CM$100.00

RM*MS98*CF1234567890*FPVI5245454544444444*SG*PNSMITH/JOE

RM*MS99C*VCWHOLESALER*TT1*TF600.00*CM$100.00

RM*MS99*CF1234567891*FPVI5245454544444444*SG*PNSMITH/JANE

4. Enter Client and Vendor Payments

- The client's credit card payment is processed by the wholesaler for $600.00.

- Enter a **Payments/Received** in Trams Back Office for the client with a Pay Method Credit Card 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 Trams Back Office 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.
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 Trams Back Office.
3. 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, 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

When creating a PNR for a wholesaler ticket your agency will need to decide on a process that best suits your needs. There are a few different processes to choose from.

Option 1
- Create a PNR with the air/flight segments needed for your customer.
- Add the proper RM*MS lines needed to interface the supplier booking over to Trams Back Office.
- Invoice your PNR and interface it over to Trams Back Office.
- The following RM*MS lines will create a supplier booking in Trams Back Office.
- Once the PNR is invoiced you would need to queue the PNR to the wholesaler for ticketing.
- **Note:** since you are invoicing the supplier booking prior to ticketing you will not have the actual ticket number to put into the RM*MS line in the *CF field.

RM*MS99S*VCWHOLESALER*TT1*TF600.00*CM$50.00

RM*MS99*CF1234567890*FPCHECK*SG

In this example we used:
- *TT1* for domestic air. This would vary depending on your travel types that you have setup in Trams Back Office.
- The *CM* we used a $ sign but you could use *CM10* (10 being a percentage).
- *FP* entry for this scenario could be CHECK, CASH, or a CC number for CC merchant. If you use the CC Merchant you would also need to add a *CP4* on the RM*MS line or it will be read as a credit card FOP.
- *SG* will allow Trams Back Office to capture the flight segment detail. You can also use *SG for specific segment numbers. Example *SG 01 03 would capture segments 1 and 3 only.

Option 2
- Create a PNR with your air/flight segments needed for your customer.
- Queue the PNR to the wholesaler for ticketing.
- After ticketing is complete retrieve your PNR and add the appropriate RM*MS lines needed to interface to Trams Back Office.
- **Note**: By waiting to invoice until ticketing is complete you still need to add the RM*MS lines for your supplier booking.
- You will also get an ARC booking for each ticket issued by the wholesaler. You will need to manually void those ARC booking(s) in Trams Back Office since these are not ARC to your agency.

RM*MS99S*VCWHOLESALER*TT1*TF600.00*CM$50.00

RM*MS99*CF1234567890*FPCHECK*SG

In this example you can use the actual 10-digit ticket number in the *CF* entry.

If you have more than one ticket / passenger, you would need to create RM*MS lines for each person and you can add the *PN entry as shown in the example below.

RM*MS98S*VCWHOLESALER*TT1*TF600.00*CM$50.00

RM*MS98*CF1234567890*FPCHECK*SG*PNSMITH/JOE

RM*MS99S*VCWHOLESALER*TT1*TF600.00*CM$50.00

RM*MS99*CF1234567891*FPCHECK*SG*PNSMITH/JANE

   4. 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.

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 Trams Back Office.
3. 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

When creating a PNR for a wholesaler ticket your agency will need to decide on a process that best suits your needs. There are a few different processes to choose from.

Option 1

- Create a PNR with the air/flight segments needed for your customer.
- Add the proper RM*MS lines needed to interface the supplier booking over to Trams Back Office.
- Invoice your PNR and interface it over to Trams Back Office.
- The following RM*MS lines will create a supplier or commission track booking depending on how your agency chooses to handle these bookings in Trams Back Office.
- Once the PNR is invoiced you would need to queue the PNR to the wholesaler for ticketing.
- **Note**: since you are invoicing the supplier or commission track booking prior to ticketing you will not have the actual ticket number to put into the RM*MS line in the *CF field.

Supplier Credit Card

RM*MS99S*VCWHOLESALER*TT1*TF600.00*CM$50.00

RM*MS99*CF1234567890*FPAX53256565656555*SG

Commission Track Credit Card

RM*MS99C*VCWHOLESALER*TT1*TF600.00*CM$50.00

RM*MS99*CF1234567890*FPAX53256565656555*SG

Supplier and commission track Credit Card

RM*MS99S*VCWHOLESALER*TT1*TF600.00*CM0

RM*MS99*CF1234567890*FPAX53256565656555*SG

RM*MS99C*VCWHOLESALER*TT1*TF0.00*CM$50.00

RM*MS99*CF1234567890*FPAX53256565656555*SG

In this example we used:
- **TT1* for domestic air. This would vary depending on your travel types that you have setup in Trams Back Office.
- **CM* we used a $ sign but you could use *CM10 (10 being a percentage).
- **SG* will allow Trams Back Office to capture the flight segment detail. You can also use **SG* for specific segment numbers. Example *SG 01 03 would capture segments 1 and 3 only.

Option 2

- Create a PNR with your air/flight segments needed for your customer.
- Queue the PNR to the wholesaler for ticketing.
- After ticketing is complete retrieve your PNR and add the appropriate RM*MS lines needed to interface to Trams Back Office.
- **Note:** By waiting to invoice until ticketing is complete you still need to add the RM*MS lines for your supplier or commission track booking.
- You will also get an ARC booking for each ticket issued by the wholesaler. You will need to manually void those ARC booking(s) in Trams Back Office since these are not ARC to your agency.

Supplier Credit Card

RM*MS99S*VCWHOLESALER*TT1*TF600.00*CM$50.00

RM*MS99*CF1234567890*FPVI524545454444444*SG

Commission Track Credit Card

RM*MS99C*VCWHOLESALER*TT1*TF600.00*CM$50.00

RM*MS99*CF1234567890*FPVI524545454444444*SG

In this example you can use the actual 10 digit ticket number in the **CF* entry.

If you have more than one ticket /passenger you would need to create RM*MS lines for each person and you can add the **PN* entry as shown in the example below.

Supplier Credit Card

RM*MS98S*VCWHOLESALER*TT1*TF600.00*CM$50.00

RM*MS98*CF1234567890*FPVI5245454544444444*SG*PNSMITH/JOE

RM*MS99S*VCWHOLESALER*TT1*TF600.00*CM$50.00

RM*MS99*CF1234567891*FPVI5245454544444444*SG*PNSMITH/JANE

Commission Track Credit Card

RM*MS98C*VCWHOLESALER*TT1*TF600.00*CM$50.00

RM*MS98*CF1234567890*FPVI5245454544444444*SG*PNSMITH/JOE

RM*MS99C*VCWHOLESALER*TT1*TF600.00*CM$50.00

RM*MS99*CF1234567891*FPVI5245454544444444*SG*PNSMITH/JANE

4. 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 Trams Back Office 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 Trams Back Office 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.

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.
- If there are more than one ARC/BSP ticket in the PNR and all tickets have the same face value and commission earned you only need one remark in the PNR. This remark will link to all ARC/BSP tickets in the PNR.

RM*FV550.00*50.00

Use the following remark if the face value and commission are different for each ticket and link them to the appropriate passenger by using the @P1, @P2, etc.

RM*FV550.00*50.00@P1

RM*FV560.00*60.00@P2

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.

Session 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 *(*TF and *CM)*
   • This creates a credit on the client's account as viewed in **Reports|Core|Client Balances.**

Supplier booking for the discount
   RM*MS99S*VCDISCOUNT*TF-50.00*CM$-50.00*CF1234567890*TT8 *FPCASH
   (Note: In this sample we used travel type 8 for international air. You can create a separate travel type for discounts if desired.)

Supplier booking for the discount if you are paying the customer back via your credit card merchant account.
   RM*MS99S*VCDISCOUNT*TF-50.00*CM$-50.00*CF1234567890*TT8
   RM*MS99*FPAX532132322232*CP4

   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 if you are paying your customer with a paper check. If you choose to pay your customer via your credit card merchant account you can either enter the payment through your merchant machine or you can auto-reconcile through the CC merchant routine in Trams Back Office.