

Trams Back Office & ClientBase

Agencies Selling Marked-Up, Discounted and Consolidator Transactions



Introduction

- **Section One:** The Agency purchases travel from a Wholesaler at net cost and marks the price up to the Client paying by Cash, Check or Credit Card Merchant.
- **Section Two:** The Agency purchases travel from a Wholesaler at net cost and marks the price up to the Client paying by Credit Card.
- **Section Three:** The Agency purchases Air from a Consolidator and rebates part of the commission received back to the Client paying by Cash, Check or Credit Card Merchant.
- **Section Four:** The Agency purchases Air from a Consolidator and rebates part of the commission received back to the Client paying by Credit Card.

ClientBase has an Invoice format setting called “Hide Vendor Name” which gives greater flexibility in customizing the print-out of an Invoice. If this setting is checked, the vendor name for each individual reservation within the Res Card being invoiced will not be printed. Only the Service Provider names will be printed for the Client Invoice. The vendor name will be on the booking in *Trams Back Office*.

In *ClientBase*, go to **Utilities/Branch: Modify** the Branch you are updating and click on **Invoice Format Settings**.

The image shows two overlapping screenshots of the 'Branch Settings: BRANCH 0' dialog box in ClientBase. The left screenshot shows the 'General' tab with fields for Branch No, Name, Address, City/State/Zip Code, Phone, Fax, E-mail, Web Site, Pseudo City, Branch ID, Next Sales Invoice No, Next Refund Invoice No, and Next Receipt No. The 'Format Settings' option in the left-hand tree is circled in red. The right screenshot shows the 'Format Settings' tab, which contains various checkboxes and dropdowns for invoice formatting. The 'Hide Reservation Vendor Name' checkbox is circled in red and is checked. Other visible options include 'Include Summary of All Reservations', 'Preview Invoice Before Printing', 'Include Service Provider Graphics', 'Hide Reservation Totals (Include Only Invoice Totals)', 'Print Service Fee as Invoice Total Line Item', and several checkboxes for printing different reservation types in condensed format.

Note: The Branch default can be overridden on an Invoice by Invoice basis by clicking on the **Invoice** Format button on the **Generate Invoice Screen**.


2

Example: The Agency purchases rooms through a New York Wholesaler for a net price and marks the price up to the Client paying by **Cash, Check or Credit Card Merchant**. In *ClientBase*, the agent creates a Res Card for the trip. The Vendor Name is “New York Wholesaler”. The Service Provider is Hyatt Central Park - NYC

4/15/21

Invoice in ClientBase


Report Preview

 **Travel with the Stars**
1200 Melrose Ave
Los Angeles, CA 90045
310-555-5555
www.travelwiththestars.com

Invoice No. : 100108
Invoice Date :
Travel Consultant : Sharon Meyer
Group No. :
Page No. : 1

Mr. Kenneth David Able
1257 Orange Street
Los Altos, CA 94022

Hotel Reservation



Booking Status : Confirmed **No. of Nights : 3**
No. of Rooms : 1 **No. of Travelers : 2**
Travelers : Able/Kenneth David; Able/Susan Elizabeth
Hotel: Hyatt Central Park - NYC

Amount Details
Base \$1,996.00 Tax \$195.00 Total \$2,191.00
x No. of Travelers 2
Total Base \$3,992.00 Total Tax \$390.00 Grand Total \$4,382.00

	Base	Tax	Total
Reservation Totals	\$ 3,992.00	\$ 390.00	\$ 4,382.00
Prior Invoiced Totals	\$ 0.00	\$ 0.00	\$ 0.00
This Invoice Totals	\$ 3,992.00	\$ 390.00	\$ 4,382.00
Payment due: \$			4,382.00

Invoice Trams Back Office

Edit Sale Invoice #100108 Able/Kenneth

General | Attachments

Invoice Type: Sale Invoice Number: 100108 Branch: 0 Travel With Thx Res Card No: 411
Issue Date: 5/6/2014 Group:
ARC No: 12345678 Travel With: Rec Loc: Invoice Remarks: Thank you using Travel with the Stars for all your travel
Client Name: Able/Kenneth Accounting Remarks:

Submit To	Travel Type	Traveler	Asline/Vendor	Total Fare	Commission	Ticket/Confirm No	Ticket No
Supplier	Hotel	Able/Kenneth D	New York Wholesaler	4,382.00	400.00		

Vendor

Buttons: New, Copy, View, Delete, Void Booking, Client Pymt, Vendor Pymt, Columns

Total Fare	Tax	Commission	Comm Trk Comm	Total Open
4,382.00	390.00	400.00	0.00	4,382.00

Enter a **Payment Received**: Cash, Check or CC Merchant to close the Client receivable.

Enter a **Payment Made** to the Wholesale Vendor for the Net Remit amount to close the Vendor Payable.

The Example used Hotel rooms purchased from a Wholesaler. The procedure would apply to any **Travel Type: Air** purchased from a Consolidator, **Tour, Cruise, and Hotel**, where the Agency marks up the Wholesale price. If the Vendor is paying a commission and the Agency marks up the cost of the trip to the Client, the mark up would be added to the commission amount and the same procedures would apply.

Section Two

Agency purchases travel from a Wholesaler at net cost and marks the price up to the Client paying by Credit Card

Example: The Agency purchases a New York Harbor & Statue of Liberty Tour from the New York Wholesaler at net cost and marks the price up to the Client. The Wholesaler charges the **Client's Credit Card** for the marked-up price and sends the Agency a Check for the amount overpaid.

Vendor

Service Provider

Mark up \$25.00 Per person in Expanded Fare Info Tab

Client Mark up

1.) If the Invoice is issued in *ClientBase* with a **Submit To: Comm Track**

The booking in *Trams Back Office* will have the mark up amount in the Commission field. When the Check comes from the Wholesaler for the overpayment/mark up, close the Comm Track Booking.

Invoice

Include Refunds

Issue Date

Invoice for

Invoice Payment

Form of Payment

Invoice Totals

Base

Tax

Commission

Total Fare

Commission Tracking Totals

Base

Tax

Commission

Total Fare

Reservation Total

Base

Tax

Commission

Total Fare

Submit To

CommTrack

Edit Sale Invoice #100109 Able/Kenneth

Invoice Type

Invoice Number

Branch

Issue Date

ARC No

Client Name

Submit To

Travel Type

Traveler

Airline/Vendor

Total Fare

Commission

Ticket/Confirm No

Ticket No

Comm Tr...

Tour Dpst

Able/Kenneth D...

New York Whol...

380.00

50.00

Edit Booking Able/Kenneth David;Able/Susan Elizabeth Tour-Dpst (Invoice # 100...

1 General Info

2 Remarks

3 Expanded Fare Info

4 More Taxes

5 Agents

6 UDIDs

7 Segments

8 Foreign Cu...

Fare Saving Info

Face Value

Net Remit

Markup +/- Discount

High Fare

Low Fare

Fare Code

Orig Comm

Hotel/Car Info

Number In Party

Number Of Rooms/Cars

Description

Comm Track CC No

Final Payment Info

Due Date

Amount

Comm Amt

Ticket Info

Ticket Desig

Tour Code

E-Ticket

Booking Rec Loc

History

OK

Cancel

New Booking

Copy Booking

The booking in *Trams Back Office* will have the mark up amount in the commission field.

The Mark-up appears on the Vendor Balance report as due from the Wholesaler. Enter the Check from the Wholesaler for the overpayment/mark up amount to close the Supplier booking.

4/15/21

Section Three

Agency purchases Air from a Consolidator and rebates part of the commission received back to the Client paying by Cash, Check or Credit Card Merchant

Example: The Agency purchases Air from a Consolidator that offers 15% commission. The agency charges the Client the Air Fare from the Consolidator and Rebates part of the commission back to the Client paying by **Cash/Check, or CC Merchant**.

There are two ways this can be handled:

1.) Create a Res card with the Air reservation information. The Vendor is the Air Consolidator name and the Service Provider is the actual Airline for the trip. In the Base / Tax and Commission boxes enter the amount charged by the Air Consolidator. In the **Expanded Fare Info** tab enter the Per Person Discount.

The screenshot displays the Sabre Travel Network interface for a reservation. The main window is titled "ClientBase - Sabre Travel Network - [Reservation]". It features a menu bar with options like File, Edit, Reports, Merge To, Workstation Defaults, Global Defaults, Utilities, Windows, and Help. The "Reservation" tab is active, showing fields for Date Reserved (5/6/2014), Booking Status (Confirmed), Vendor (ABC Wholesaler), Travel Category (Air), and Group ID. A table shows the fare breakdown: Base (1,850.00), Tax (209.50), Commission (277.50), Fare (2,059.50), and After Discount (1,982.00). The "Service Provider" section shows flight details for American Airlines, including flight number 1234, departure city ORD, and arrival city LHR. The "Expanded Fare Info" tab is also visible, showing fare savings and markup/discount information. A "Reservation Totals" panel on the right lists various charges and discounts. A separate window titled "Edit Sale Invoice #100109 Able/Kenneth" is shown in the foreground, displaying invoice details and a table of charges.

Charged	Per Person
Base	1,850.00
Tax	209.50
Commission	277.50
Fare	2,059.50
After Discount	1,982.00

Travel Category	Code	Airline	Flight No.
Air	AA	American Airlines	1234

Type	Start Date	End Date	Service Provider	Code
Air			American Airlines	AA

Item	Amount
Fare	\$4119.00
Base	\$3700.00
Tax	\$419.00
Comm	\$555.00
Net Fare	\$3564.00
Client Discount	\$155.00
Client Total	\$3964.00

Submit To	Travel Type	Traveler	Airline/Vendor	Total Fare	Commission	Ticket/Confirm No	Ticket No
CommTr...	Tour-Dpst	Able/Kenneth D...	New York: Whol...	380.00	50.00		

2.) Instead of entering the Discount amount in the Expanded Fare Info tab, the Agent Itemizes the Air Fare and enters a Discount Line for the amount of the Rebate.

Itemize Amount

Print Option: Print all Itemization Details

Travel Category: Air Traveler: Able/Susan Elizabet Qty: 1.00 Description: Discount

+/-: + Base: 77.50 Tax: 0.00 Commission: 0.00 Total Fare: 77.50

Remarks:
 ☐ Print on Invoice

Qty	Traveler	Description
1.00	Able/Kenneth David	Discount
1.00	Able/Susan Elizabeth	Discount

Total: Base: 155.00 Tax: 0.00 Commission: 0.00 Total Fare: 155.00

Buttons: OK Cancel Insert Update New Delete

Section Four

Agency purchases Air from a Consolidator and rebates part of the commission received back to the Client paying by Credit Card

Example: The Agency purchases Air from a Consolidator that pays a Commission. The Client pays by Credit Card and the Agency rebates part of the Commission back to the Client. In *ClientBase*, issue the Invoice for the Full amount charged to the Client's Credit Card by the Consolidator. The Commission amount would be the amount the Consolidator is paying the Agency. As in the other sections, the Vendor would be the name of the Consolidator and the Service Provider would be the Airline.

Submit To: Supplier or Comm Track (this is determined by how the Agency handles Credit Card payments for Vendor transactions.)

Example: Total Fare on Invoice: \$2059.50 Commission Amount: \$277.50 Rebate to Client: 77.50 The TBO user would add a negative booking to the invoice for the Rebate amount.

Edit Sale Invoice #100110 Able/Kenneth

General Attachments

Invoice Type: Sale Invoice Number: 100110 Branch: 0 Travel With The Res Card No: 413

Issue Date: 5/6/2014 Group:

ARC No: 12345678 Travel With Rec Loc: Invoice Remarks: Thank you using Travel with the Stars for all your travel

Client Name: Able/Kenneth Accounting Remarks:

Submit To	Travel Type	Traveler	Airline/Vendor	Total Fare	Commission	Ticket/Confirm No	Ticket No	Or
Supplier	Dom. Air	Able/Kenneth D...	ABC Wholesaler	2,059.50	277.50			
Supplier	Dom. Air	Able/Kenneth D...	ABC Wholesaler	-77.50	-77.50			

Buttons: New, Copy, View, Delete, Void Booking, Client Pymt, Vendor Pymt, Columns

Total Fare	Tax	Commission	Comm Tsk Comm	Total Open
1,982.00	0.00	200.00	0.00	1,982.00

History < > OK Cancel Print Invoice After Saving

The Agency would send a check to the Client for the amount of the Discount/Rebate.

This would close the Client and the Vendor side of the Negative booking since the Commission amount is the same as the Total. When the Commission is received from the Consolidator it would be applied to the Vendor receivable.