Trams Back Office & ClientBase Agencies Selling Marked-Up, Discounted and Consolidator Transactions

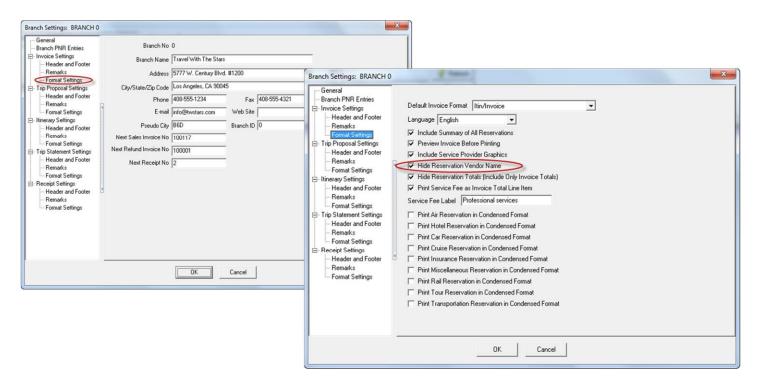


Introduction

- **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.

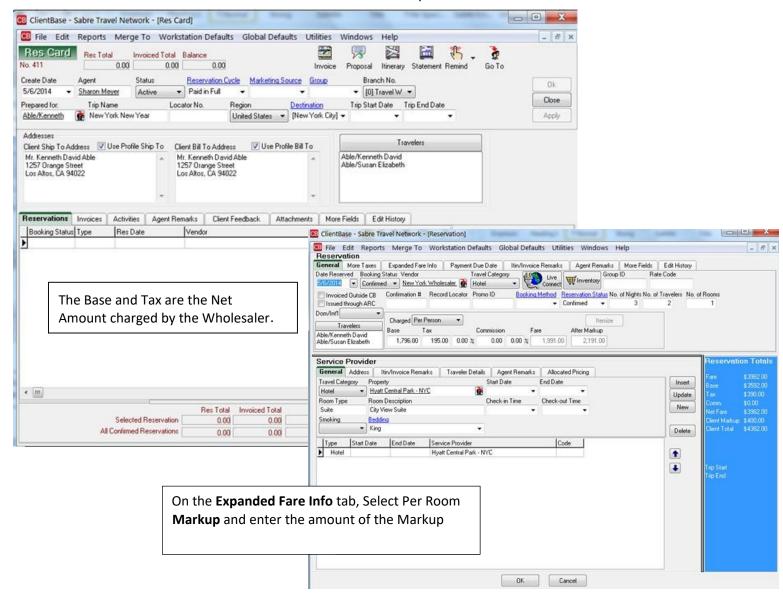


Note: The Branch default can be overridden on an Invoice by Invoice basis by clicking on the **Invoice** Format button on the **Generate Invoice Screen.**

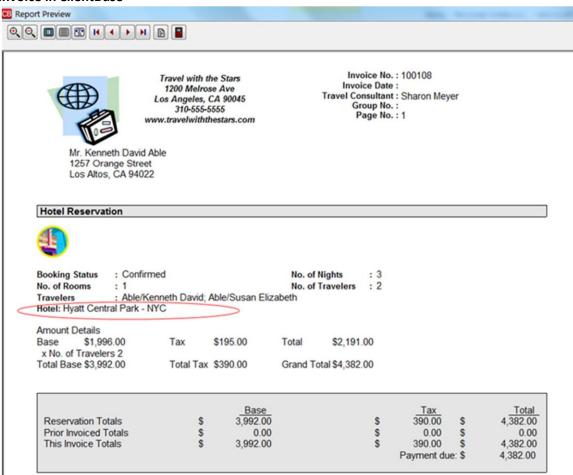
Section One

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

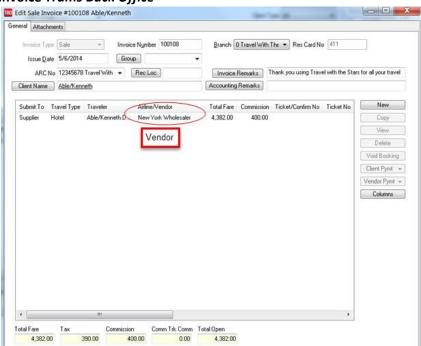
Example: The Agency purchases rooms through a New York Wholesaler for a net price and marks the price up to the Client paying by **Cash, Check or Credit Card Merchant.** In *ClientBase*, the agent creates a Res Card for the trip. The Vendor Name is "New York Wholesaler". The Service Provider is Hyatt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



Invoice in ClientBase



Invoice Trams Back Office



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.

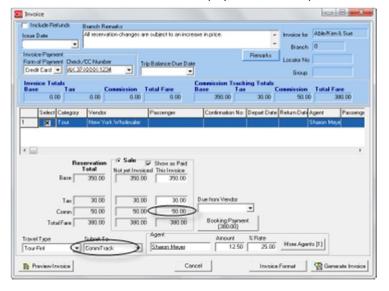
The Example used Hotel rooms purchased from a Wholesaler. The procedure would apply to any **Travel Type:** Air purchased from a Consolidator, **Tour**, **Cruise**, and **Hotel**, where the Agency marks up the Wholesale price. If the Vendor is paying a commission and the Agency marks up the cost of the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

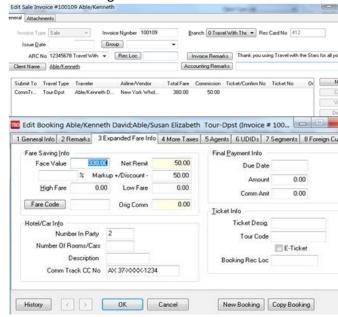
Section Two

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.



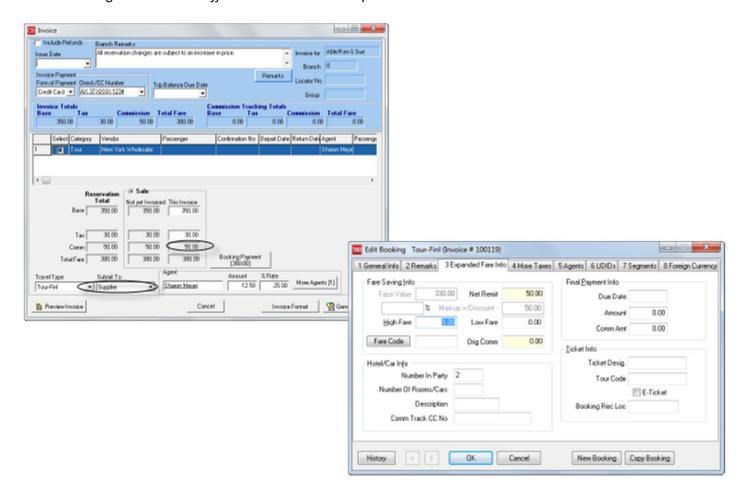
If the Invoice is issued in ClientBase with a Submit To: Comm Track
 The booking in Trams Back Office will have the mark up amount in the Commission field. When the Check comes from the Wholesaler for the overpayment/mark up, close the Comm Track Booking.



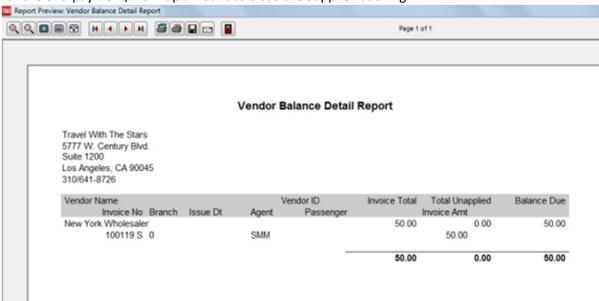


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2.) If the Invoice is issued in *ClientBase* with a **Submit to**: **Supplier**The booking in *Trams Back Office* will have the mark up amount in the commission field.



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.



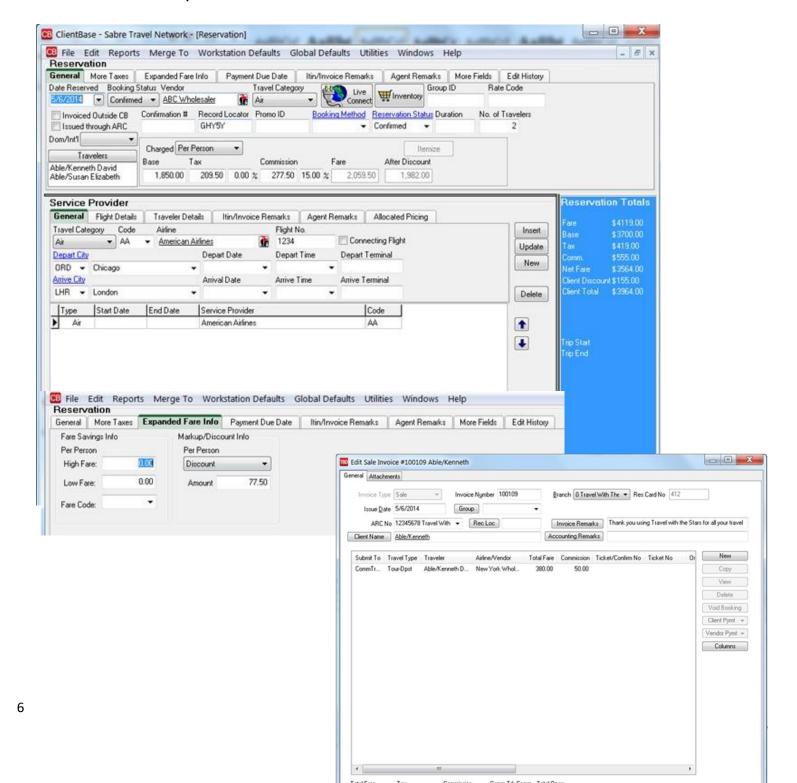
Section Three

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

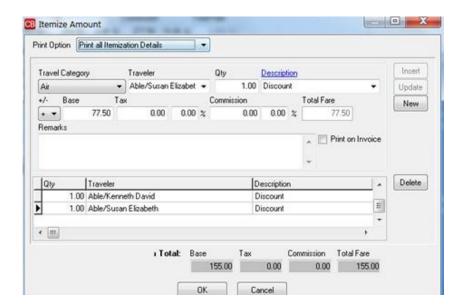
Example: The Agency purchases Air from a Consolidator that offers 15% commission. The agency charges the Client the Air Fare from the Consolidator and Rebates part of the commission back to the Client paying by **Cash/Check, or CC Merchant.**

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.



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.



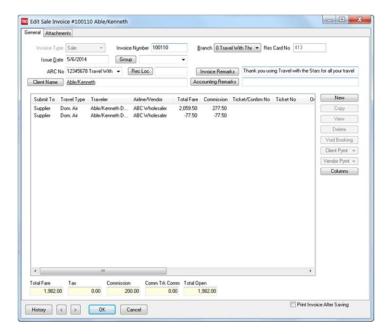
Section Four

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.



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.