

Group Client Payments on MCO

Accounting for Client Payments charged on an MCO can be very time consuming and challenging. If it is absolutely necessary to handle Client Payments this way, this document will describe the process required to account for these transactions in TRAMS Back Office.

There are two ways to handle these transactions:

1. The Client is charged the amount due to the Vendor and the Agency absorbs the cost of the MCO transactions.
2. The Client is charged the 3.5% cost to run the MCO through ARC or BSP by adding it onto the MCO.

Scenario One:

1. The agent issues an MCO for a \$500.00 deposit with a commission of \$482.50

It is important to use the GDS format to put the Group Name on the Invoice.

If the MCO is for an individual that is not part of a group, it might help to use a Group Name of

“MCO” to track this type of payment. The procedure would be the same as for a Group, but on an individual basis.

TBO Edit Sale Invoice #90138 Flowers/Susan

Invoice Type: Sale | Invoice Number: 90138 | Branch: 0 ABC Travel Ser

Issue Date: 8/27/2012 | **Group: BROADWAY**

ARC No: [] | Rec Loc: [] | Invoice Remarks: []

Client Name: Flowers/Susan | Accounting Remarks: []

Submit To	Travel Type	Passenger	Airline/Vendor	Ticket/Confirm No	Total Fare	Commission
ARC	Tour-Dpst	Flowers/Susan	ARC/BSP MCO	8141230004	500.00	482.50

The cost to the agency for the MCO is 3.5% or \$17.50

Total Fare	Tax	Commission	Comm Trk Comm	Total Open
500.00	0.00	482.50	0.00	0.00

Buttons: New, Copy, View, Delete, Void Booking, Client Pymt, Vendor Pymt, Columns, History, OK, Cancel, Print Invoice After Saving

2. The TBO user runs a **Report Generator** report that lists the MCO's issued for the Group.
 Report Generator/Print Report: **AL_AD.rpt** **Submit To:** ARC or BSP
Invoice Contains: Group Name

Report Generator - General

Report: C:\Users\Public\Documents\TRAMS\Report Format: Report

Date Range: Issue Dt Between Apd

Invoice Type: [All] Branch: [All]

Submit To: [ARC] Hdr Format: Report

Travel Type: [All] Header/Footer: [All]

Ticket Type: [All] Tkt/Conf No: [All]

E-Ticket Status: All Dom/Int: All

Passenger Name: [All] Branch Group: [All]

Invoice Payment Status: Client: [Open/Closed/N/A] Fare Params: Fare Type: [All] Min: [All] Max: [All]

Pay method: [All] Ck/CC No: [All] Vendor: [All]

Client Name: [All] Type: [All]

Vendor Name: [All] Preferred Status: [All]

Print Selection Criteria Page Break on Sort Change

Buttons: Preview, Print, Printer Setup, Reset, Default, Close

Report Generator - Advanced

Client Remarks: [All]

Vendor Remarks: [All]

UDID Selection: None

Department: [All] Use Department From Profile:

Flagrn Carrier: [All] Validating Carrier: [All] C/C Types: [All]

City: [All] Origin/Destination: [All]

Inside Agent: [All] Action: [All] Outside Agent: [All]

IC Code: [All] Host Code: [All]

Cross Reference: None Sub Title: [All]

Font: [All] Size: [All] Print first xx items: [All]

Booking Dates: From: [All] To: [All]

Groups: Client: [All] Vendor: [All] **Invoice Is Equal To: BROADWAY** Inside Agent: [All] Outside Agent: [All]

Buttons: Preview, Print, Printer Setup, Reset, Default, Close

Report Preview: Airline Activity Detail

Airline Activity Detail

Airline	Issue Dt	Ticket No	Itinerary	Passenger	Total Fare	Commission
ARC/BSP MCO	1/5/1	8141230001-		Dechter/Bradley	500.00	482.50
	8/27/1	8141230002-		Wilhelm/Keith	500.00	482.50
	8/27/1	8141230003-		Leamington/Robert	500.00	482.50
	8/27/1	8141230004-		Flowers/Susan	500.00	482.50
	8/27/1	8141230005-		Appleby/Muriel	500.00	482.50
	8/27/1	8141230006-		Mertz/Fred & Ethel	500.00	482.50
	8/27/1	8141230007-		Youngblood/Janice	500.00	482.50
					3,500.00	3,377.50
					3,500.00	3,377.50

3. The TBO User issues a **Refund Invoice** with a **Submit To: Supplier** to reduce the Total Fare and Commission of the MCOs issued for the week.

TBO Edit Refund Invoice #90134 Broadway Theatre Group

Invoice Type: Refund | Invoice Number: 90134 | Branch: 0 ABC Travel Ser

Issue Date: 8/28/ | Group: BROADWAY

ARC No: | Rec Loc: | Invoice Remarks: | Accounting Remarks: | Client Name: Broadway Theatre Group

Submit To	Travel Type	Passenger	Airline/Vendor	Ticket...	Total Fare	Commission	Client Status	Vendor S
Supplier	Service Fee	Broadway Theatre Group	ARC/BSP MCO		-3,500.00	-3,377.50	Open	Open

Total Fare: -3,500.00 | Tax: 0.00 | Commission: -3,377.50 | Comm Trk Comm: 0.00 | Total Open: -3,500.00

Buttons: History, <, >, OK, Cancel, Print Invoice After Saving

4. The Agent issues a 2nd invoice for the same amount as the MCO with a commission amount of zero for a Tour or Cruise deposit or with the actual commission for a final payment. This invoice can be issued in the GDS with a FOP of Check or in ClientBase with a FOP of CC Merchant.

TBO Edit Sale Invoice #90146 Leamington/Robert

Invoice Type: Sale | Invoice Number: 90146 | Branch: 0 ABC Travel Ser

Issue Date: 8/28/ | Group: BROADWAY

ARC No: | Rec Loc: | Invoice Remarks: | Accounting Remarks: | Client Name: Leamington/Robert

Submit To	Travel Type	Passenger	Airline/Vendor	Ticket/...	Total Fare	Commission	Client Status	Vendor Status
Supplier	Tour-Dpst	Leamington/Robert	Apple		500.00	0.00	Open	Open

Total Fare: 500.00 | Tax: 0.00 | Commission: 0.00 | Comm Trk Comm: 0.00 | Total Open: 500.00

Buttons: History, <, >, OK, Cancel, Print Invoice After Saving

Note: When the invoice is issued in ClientBase with a FOP of CC Merchant it will show as Paid by Credit card on the first invoice issued. If the invoice is re-printed it will show closed by cash.

In CB **Global Defaults / Default Field Values for Invoices** the invoice can go to TBO as open or closed.

Default Field Values for New Invoices

Payment Defaults

Form of Payment: Credit Card

Trip Balance Due Date: Earliest Reservation Final Payment Due Date

Apply Cash Payments
 Apply Check Payments
 Apply Credit Card Payments
 Apply CC Merchant Payments

Disable Editing Invoice Issue Date
 Save ALL Invoices to Branch:

Travel Category Defaults

Travel Category	Default Travel Type
Air	Dom. Air
Hotel	Hotel
Car	Car
Cruise	Ship-Dpst
Tour	Tour-Dpst
Rail	Rail
Transportation	
Insurance	Insurance
Service Fee	Service Fee
Miscellaneous	Misc.

Travel Type Defaults

Travel Type	Default Submit To	Print Ind
Dom. Air		N
Hotel	CommTrack	N
Car	CommTrack	N
Ship-Dpst	Supplier	Y
Ship-Finl	Supplier	Y
Rail	Supplier	Y
Insurance	Supplier	Y
Intl Air		N
Tour-Dpst	Supplier	Y
Tour-Finl	Supplier	Y

Buttons: Add, Modify, Delete, Ok, Cancel

If the box “**Apply CC Merchant Payments**” is not checked the invoice will be open in TBO which would make it easier to apply the Refund invoice to the new Sale invoice. If the box is checked, the TBO user would have to void the payment in order to apply the Refund invoice.

Note: Rather than have the Agent issue the 2nd invoice, this could be done by the TBO user. The disadvantage of issuing the invoice in TBO would be for ClientBase users who would not have a record of the invoice in the Res card.

5. The TBO user would enter a zero **Payment Received / Pay Method:** cash or other. Use the Corporate Profile in the Group Name / click on "All Clients" and on the **Global Setting Tab** enter the Invoice Group. Click on **Close All** to apply the Refund invoice towards the Sale invoices.

TBO Create New Payment Received
[Close]

Amount: Remarks:

Payment Type: Payment Date: 8/28/2012

Bank Acct: Invoice Reference:

Branch: Payment Method: Payment Group:

Profile Type: Name: Name On Check: Pay Code:

Client Settings Global Settings

Invoice # To Branch:

Passenger: Ticket No: Confirm No:

Issue Date: To Depart Date: To

Invoice Rec No: Invoice Group: Branch Group:

UDID Selection:

Status	Issue Date	Invoice #	Type	Client Name	Total Fare	Commission	Invoice Group
Open	8/28/20...	90134	Refund	Broadway Theatre Group	-3,500.00	-3,377.50	BROADWAY
Open	8/28/20...	90143	Sale	Dechter/Bradley	500.00	0.00	BROADWAY
Open	8/28/20...	90144	Sale	Wilhelm/Keith	500.00	0.00	BROADWAY
Open	8/28/20...	90145	Sale	Flowers/Susan	500.00	0.00	BROADWAY
Open	8/28/20...	90146	Sale	Leamington/Robert	500.00	0.00	BROADWAY
Open	8/28/20...	90147	Sale	Appleby/Muriel	500.00	0.00	BROADWAY
Open	8/28/20...	90148	Sale	Mertz/Fred & Ethel	500.00	0.00	BROADWAY
Open	8/28/20...	90149	Sale	Youngblood/Janice	500.00	0.00	BROADWAY

Unapplied Total: Total Open: Balance Due:

8 Records

Continue entering Payments
 Create Agent Adjustment
 Display Pymt # After Saving

6. To close the **Vendor** side of the bookings and send a check to the Vendor, enter a **Payment Made / Pay Method: Check** for the total amount due to the Vendor. Click on **All Vendors** and on the **Global Settings** Tab enter the **Invoice Group Name**. **Important: All Vendors** pulls up the ARC/BSP MCO refund invoice as well.

Create New Payment Made

Amount: 3,500.00
 Payment Type: Made
 Payment Date: 8/28/20...
 Bank Acct: 1
 Branch: [Dropdown]
 Invoice Reference: [Text]
 Payment Method: Cash
 Payment Group: BROADWAY
 Profile Type: Vendor
 Name: Apple
 Name On Check: [Text]
 Pay Code: [Text]

Vendor Settings | **Global Settings**

Invoice # [Text] To [Text] Branch [All]
 Passenger [Text] Ticket No [Text] Confirm No [Text]
 Issue Date [Text] To [Text] Depart Date [Text] To [Text]
 Invoice Rec No [Text] Invoice Group: BROADWAY Branch Group [Dropdown]
 UDID Selection [Dropdown] [Text]
 [Locate Invoice]

Status	Issue Date	Invoice #	Type	Client Name	Vendor Name	Travel Type	Total Fare	Commission	Net Due	Submit To	Applied
Closed	8/28/20...	90134	Re...	Broadway...	ARC/BSP ...	Service Fee	-3,500.00	-3,377.50	122.50	Supplier	122.50
Closed	8/28/20...	90143	Sale	Dechter/...	Apple	Tour-Dpst	500.00	0.00	-500.00	Supplier	-500.00
Closed	8/28/20...	90144	Sale	Wilhelm/...	Apple	Tour-Dpst	500.00	0.00	-500.00	Supplier	-500.00
Closed	8/28/20...	90145	Sale	Flowers/S...	Apple	Tour-Dpst	500.00	0.00	-500.00	Supplier	-500.00
Closed	8/28/20...	90146	Sale	Leamingt...	Apple	Tour-Dpst	500.00	0.00	-500.00	Supplier	-500.00
Closed	8/28/20...	90147	Sale	Appleby/...	Apple	Tour-Dpst	500.00	0.00	-500.00	Supplier	-500.00
Closed	8/28/20...	90148	Sale	Mertz/Fre...	Apple	Tour-Dpst	500.00	0.00	-500.00	Supplier	-500.00
Closed	8/28/20...	90149	Sale	Youngblo...	Apple	Tour-Dpst	500.00	0.00	-500.00	Supplier	-500.00

Unapplied Total: -122.50 | Total Open: 0.00 | Balance Due: 122.50 | 8 Records

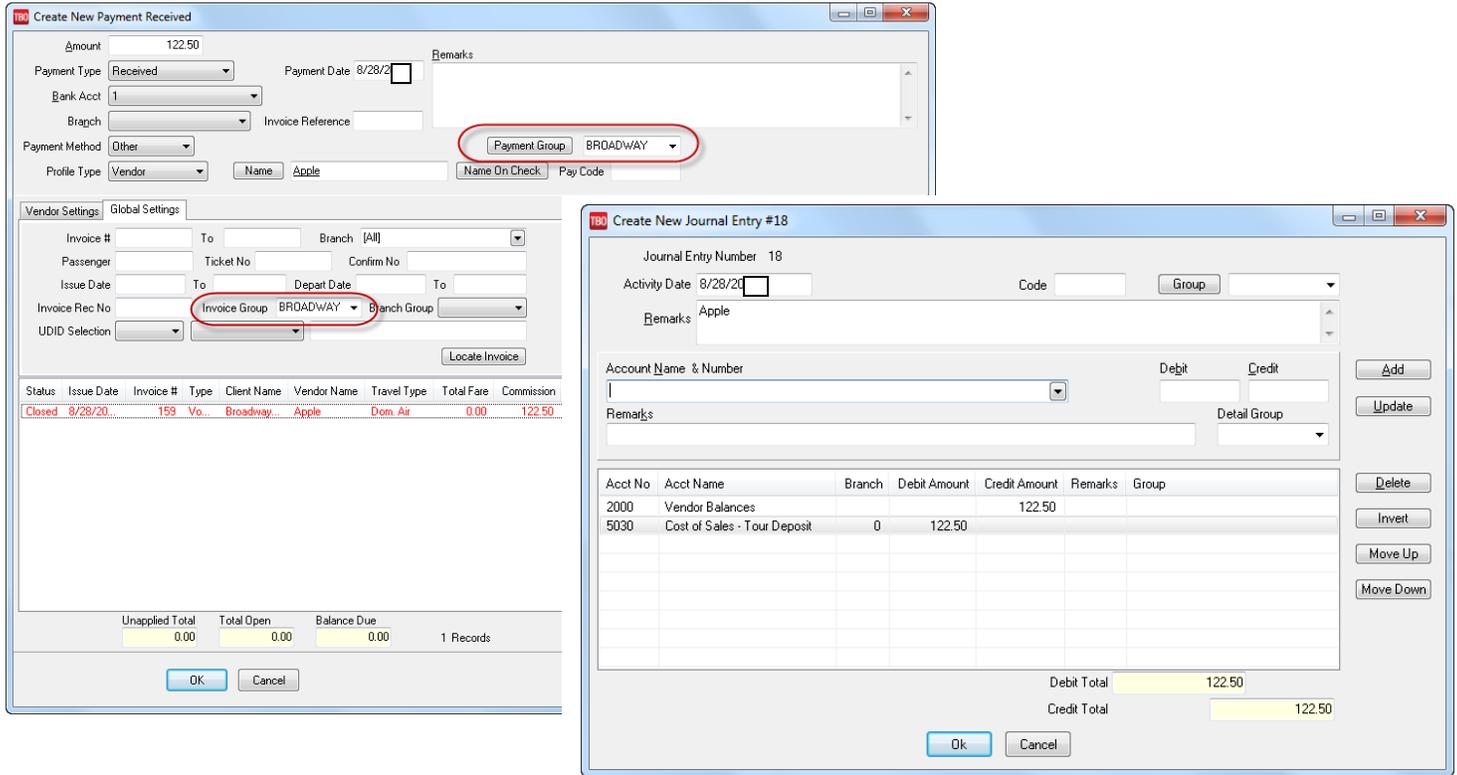
Buttons: OK, Cancel, Query, Reset, Sort By, Refresh, Columns, Toggle Closed, Close All, Invert, Partial Payment, Edit Invoice, Print Query, Show Quick Edit

Options: Continue entering Payments, Create Agent Adjustment, Display Pymt # After Saving

The remainder in the **Balance Due** box is the cost of running the MCO's. Create a voucher on the Vendor Profile for the amount in the Balance Due box.

7. When you are ready to close the Group, enter a **Payment Received** for the Total amount of the Vouchers on the Vendor Profile. **Pay Method: Other**. Toggle the Vouchers closed and create a **Journal Entry** to **Debit the Cost of Sales** account for the Travel Type used for the Group. This will increase the Cost of Sales for the group by the cost of running the MCO's.

Note: If you are doing this for individual Clients, you can close/reconcile the voucher immediately after entering the check to the Vendor using the same method as in # 7.



Scenario Two:

The Agency adds the cost of the MCO to the Total Fare:

Charge would be.....forNet
 \$518.14 \$500.00
 \$414.50 \$400.00

1. The agent issues an MCO for a \$518.14 deposit with a commission of \$500.00. It is important to use the GDS format to put the Group Name on the Invoice. If the MCO is for an individual that is not part of a group, it might help to use a Group Name of "MCO" to track this type of payment. The procedure would be the same as for a Group, but on an individual basis.

2. The TBO user runs a **Report Generator** report that lists the MCO's issued for the Group. Report Generator/Print Report: **AL_AD.rpt** **Submit To:** ARC or BSP
Invoice Contains: Group Name.

Report Preview: Airline Activity Detail

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Airline Activity Detail

Travel With The Stars
5777 W. Century Blvd.
Suite 1200
Los Angeles, CA 90045
310641-8726

From: 2/1/11
To: 2/1/11

Airline	Issue Dt	Ticket No	Itinerary	Passenger	Total Fare	Commission
ARC/BSP MCO						
	2/1/11	8140200100-		Dechter/Brad	518.14	500.00
	2/1/11	8140200101-		Wilson/Stephanie	518.14	500.00
	2/1/11	8140200102-		Able/Kenneth	518.14	500.00
	2/1/11	8140200103-		Fieger/red/Clair	518.14	500.00
	2/1/11	8140200104-		Youngblood/James	518.14	500.00
	2/1/11	8140200105-		Thrasher/Matthew	518.14	500.00
					3,108.84	3,000.00
					3,108.84	3,000.00

3. The TBO User issues a **Refund Invoice** with a **Submit To: Supplier** to reduce the Total Fare and Commission of the MCO's issued for the week. This time the Total Sales and Commission will be the same. The \$108.84 charged to the Clients to run the MCO is left as a Sale.

Create New Refund Invoice # (Unassigned) Broadway Theatre Group

Invoice Type: Refund Invoice Number: Branch: Travel With The Stars

Issue Date: 2/1/11 Group: BROADWAY

ARC No: T2345678 Travel With Rec Loc: Remarks:

Client Name: Broadway Theatre Group

Submit To	Travel Type	Passenger	Airline/Vendor	Total Fare	Commission	Ticket/Code	Client Status	Vt
Supplier	Tour-Dpot	Broadway Theat...	ARC/BSP MCO	-3,000.00	-3,000.00		Open	01

Total Fare: -3,000.00 Tax: 0.00 Commission: -3,000.00 Comm Tak Comm: 0.00 Total Open: -3,000.00

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

Options: End Invoice After Saving Continue entering Invoices

4. The Agent issues a 2nd invoice for the same amount as the MCO with a commission amount of zero for a Tour or Cruise deposit or with the actual commission for a final payment. This invoice can be issued in the GDS with a FOP of Check or in ClientBase with a FOP of CC Merchant.
 Note: When the invoice is issued in ClientBase with a FOP of CC Merchant it will show as Paid by Credit card on the first invoice issued. If the invoice is re-printed it will show closed by cash.

5. The TBO user would enter a zero **Payment Received / Pay Method:** cash or other. Use the Corporate Profile in the Group Name / click on "All Clients" and on the **Global Setting Tab** enter the Invoice Group. Click on **Close All** to apply the Refund invoice towards the Sale invoices.

6. To close the **Vendor** side of the bookings and send a check to the Vendor, enter a **Payment Made / Pay Method: Check** for the total amount due to the Vendor. Click on **All Vendors** and on the **Global Settings Tab** enter the **Invoice Group Name**. **Important: All Vendors** pulls up the ARC/BSP MCO refund invoice as well.

No further steps are necessary with Scenario Two.