



Agent Setup

An Overview of how to track and pay Agent Commissions

Setting up Agent Profiles

Agent Commission Rates

Agent Activity Reports

Agent Statements

Agent Reconciliation

Agent Reports

TBO Agent Setup: Profiles/Commissions/Statements/Reconciliation

Agent Profiles:

General Tab:

The screenshot shows the 'Edit Agent Profile #47 SMM' window with the following fields and values:

- 1. Profile Name:** SMM
- 2. Contact Title:** Mrs. (dropdown)
- 3. Payee Name:** Sharon Thomas Meyer
- 4. Interface ID:** SMM
- 5. GL Acct #1:** 6010 Agent Commissions
- 6. G/L Rate:** 0.00

Other visible fields include: Last Name (Meyer), First (Sharon), M (M), Salutation, Street Address 1 (802 High Street), City (Bethlehem), State (PA), Zip Code (18018), and Inside Rate (10.00).

1. Profile Name: The name or code used to identify the agent. Use any combination of letters and numbers. If created by Interface, TRAMS Back Office uses the same code as the Interface ID.

2. Contact Title: the employees Job Title.

3. Payee Name: the name to be written on the check when paying an agent.

4. Interface ID: must match the agent sine entered in the PNR. By default, TRAMS Back Office picks up the booking agent of record, usually the two or three character alphanumeric sine of the agent that created the PNR.

5. GL Accounts: Two default GL accounts for the agent are available when a journal entry is needed for a payment to or from the agent.

6. G/L Rate: specifically designed to calculate Canadian GST taxes during G/L entry.

TBO Agent Setup: Agent Profiles

Communication Tab: Enter Phone, Fax, E-mail and Web address if applicable.

Payment Tab:

The screenshot shows a software window titled "Edit Agent Profile #47". The "Payment Info" tab is selected and circled in black. Under the "ACH Settings" section, there are two text input fields: "Bank Account" containing "100290989" and "Routing No" containing "002349098". Below these fields is a text area with the following text:

Enter Agent's Bank information.

The ACH payment method can be used for handing off data from TBO to a Payment Distribution Service or your local bank. It is like an NPC settlement using EFT but in reverse. Instead of the agency receiving a file to reconcile payments being received, the agency would be sending a file, so that expense payments could be made from the file by a bank or Payment Distribution Service.

At the bottom of the window are buttons for "History", "<", ">", "OK", and "Cancel".

Groups Tab: Any group(s) to which the agent belongs: Inside, Outside, Leisure, Corporate. This field can be used as selection criteria for reports, or to run group statements and summary reports.

Marketing Tab: Business Type, Other, Notes & Additional Notes, Travel Preferences can be used as selection criteria for lists and labels.
Statement Remarks: Any remarks entered into this area of the agent profile appear on all statements generated for the agent profile. They can also be used for lists and labels.

TBO Agent Setup: Commission Rates

Default Rate Tab:

Agent Rates are applied as follows:

1) If an Agent Rate is specified at the booking level of the PNR, then that rate is entered into the Agent Tab of the Booking Screen during the processing of your Interface Records.

Agent ID	Status	Amount	Rate	Date Paid	Remarks	Action	Payment No
SMM	I	2.44	10.00				

Booking Commission: 24.38 Agent Commission: 2.44

2) If NO rate was specified in the PNR, then any rate/amount by Travel Type specified on the Default Rate Tab of the Agents Profile is used.

Travel Type	Inside Rate	Outside Rate	Inside Amt	Outside Amt
Dom. Air				
Hotel		40.00		
Car		40.00		
Ship-Dpst				
Ship-Finl		60.00		
Rail				
Insurance				
Intl Air				
Tour-Dpst				
Tour-Finl		60.00		
Misc.				
Non Arc Air				
Processing Fee				5.00

3) If NO rate is specified in the Default Rate Tab of the Agents Profile, then the rate/amount specified globally under **Utilities|Setup|Travel Types** will be used.

TT No	Travel Type	Category	Inside Rate	Outside Rate	Inside Amount	Outside Amount
1	Dom. Air	Air				
2	Hotel	Hotel	5.00%	40.00%		
3	Car	Car	5.00%	40.00%		
4	Ship-Dpst	Cruise				
5	Ship-Finl	Cruise	10.00%	60.00%		
6	Rail	Rail				
7	Insurance	Insurance				
8	Intl Air	Air				
9	Tour-Dpst	Tour				
10	Tour-Finl	Tour	10.00%	60.00%		
11	Misc.	Other				
12	Non Arc Air	Air				
13	Processing Fee	Serv Fee			5.00	5.00
14	Don't Use	Other				
15	Don't Use	Other				
16	Don't Use	Other				
17	Conq	Air				
18	UseDel18	Other				
19	UseDel19	Other				
20	UseDel20	Other				
21	UseDel21	Other				
22	UseDel22	Other				
23	UseDel23	Other				

TBO Agent Setup: Commission Rates

4) If there are no rates specified in the Default Rate Tab of the Agent Profile or in Utilities Travel Types, then the Inside or Outside Rate specified on the General Tab of the Agent Profile is used.

The screenshot shows the 'Edit Agent Profile #47 SMM' window with the 'Default Rates' tab selected. The 'Inside Rate' field is circled in black. The 'Outside Rate' is set to 75.00. The 'Inactive' checkbox is checked. The 'GL Acct #1' is set to '6010 Agent Commissions' and the 'G/L Rate' is 0.00.

Note: These default tables, both in Utilities and in the Agent Profile, are only used during Interface Processing. When manually entering bookings, the system works if Inside and/or Outside Rates are entered on the Agent Profile General Tab, then those rates are used for whatever booking you are manually creating. If you want to assign a different rate based on Travel Type you just need to change the rate on the Agent Tab of the Booking Screen.

Agent can also be entered in a Client Profile:

The screenshot shows the 'Edit Corporate Profile #18 Ben & Jerry's Icecream Parlor' window with the 'Agents' tab selected. The 'Add' button is circled in black. The 'Agent' field is 'SMM', 'Rate' is '10.00', 'Valid From' is '1/1/2007', 'To' is '12/31/2007', and 'Remarks' is 'Referral'. The 'Status' section has 'Outside' selected. A table below shows columns for Agent, Status, Amount, Rate, From, To, and Remark.

This agent is added in addition to any agents assigned during the interface. Warning: This can cause duplicate agent commissions being recorded.

TBO Agent Setup:

Agent Types: **Inside – SA** **Outside – OA** **Booking** **Ticketing**

To add Booking and Ticketing agents to Invoice bookings during Interface.

Utilities/Setup/Global Defaults/Interface/Mailmerge Prompt:

The screenshot shows the 'Global Defaults' dialog box with the 'Interface/Mailmerge Prompt' tab selected. The 'Interface Options' section contains the following settings:

Option	Checked
Allow Cash/Ck Pymts	<input type="checkbox"/>
Read Multiple Taxes	<input checked="" type="checkbox"/>
Allow Comm Track Hotel/Car	<input checked="" type="checkbox"/>
Allow New Client Profiles	<input checked="" type="checkbox"/>
Read Booking Agent	<input checked="" type="checkbox"/>
Allow Multiple Agents Per Booking	<input checked="" type="checkbox"/>
Match Vendor Profiles by State/Zip Code	<input checked="" type="checkbox"/>
Ignore %1 For Int'l BSP Air	<input type="checkbox"/>
Allow Supplier Pymts	<input checked="" type="checkbox"/>
Read Branch ID From I/F ID	<input type="checkbox"/>
Allow Comm Track On Exchanges	<input checked="" type="checkbox"/>
Allow New Agent Profiles	<input checked="" type="checkbox"/>
Read Ticketing Agent	<input checked="" type="checkbox"/>
Auto-Creates Hotel Vendor Profiles	<input checked="" type="checkbox"/>
Default Invoice FOP on Neg Booking	<input type="checkbox"/>

Other settings in the dialog include: Default Area Code (310), Default Country Code (1), Local Currency Code (USD), Mailmerge Delimiter, Agency Mailmerge Identifier, Allow Voids (Prompt), Allow Duplicate Ticket Numbers (Prompt), and Allow Duplicate Confirmation #'s (Always). Buttons for OK, Cancel, and Help are at the bottom.

If only **Read Booking Agent** is checked, the PNR booking agent is the agent captured in the Agent Tab of the Booking. This is the default setting and only captures the **Booking Agent**. If both **Booking Agent** and **Ticketing Agent** boxes are checked, then two agents are captured in the Agent Tab. If they are the same agent, that agent is listed twice in the booking. If they are different agents, each agent is captured. The first agent listed is the **Booking Agent** and second agent is the **Ticketing Agent**. If no boxes are checked, NO AGENTS are captured. ALWAYS have at least one agent type checked.

Allow Multiple Agents Per Booking

When checked, multiple agents are interfaced into a booking. When unchecked, only the first agent listed in the interface record is captured. If any agents are assigned to the client's profile, those agents still are added to the booking. Any agents not processed from the record are listed on the Processing Error Log.

TBO Agent Setup: Agent Activity Reports

Reports/Agent/Activity

The Agent Activity report run with the selection criteria above will match the Booking Activity on the Management Summary Report. It can also be run using Agent Status: Inside or Outside and Agent Action: Booking or Ticketing

Note: When looking at the actual Agent Activity Report, the Fare Productivity Column is the total fare divided by the number of agents on the invoice. The Commission Productivity Column is the total commission divided by the number of agents on the invoice.

ID	Name	Invoices	Bookings	Total Fare	Commission	Agent Commission	Fare Productivity	Comm Productivity	
001	Frank Diaz	28	45	84,404.00	6,709.18	1,568.97	56,844.00	6,492.50	
002	Helen Lewis	11	18	22,658.00	2,214.03	516.85	19,452.50	2,140.70	
003	Kris Gaines	10	14	23,546.00	3,208.57	763.23	22,373.00	3,130.68	
4 S	Susan Smith	1	2	1,053.00	91.70	18.34	1,053.00	91.70	
DM	David Mercer	35	124	55,723.00	3,678.15	919.00	54,352.00	3,638.65	
LBR	Lee Rosen	42	147	84,318.54	4,256.55	1,063.88	84,318.54	4,256.55	
SLS	Shirley Sweeney	33	38	7,364.55	973.66	0.00	7,364.55	973.66	
SMM	Sharon Meyer	85	279	178,834.00	10,685.38	2,671.30	168,266.50	10,365.01	
							<u>7,521.57</u>	<u>414,024.09</u>	<u>31,078.35</u>

TBO Agent Setup: Agent Activity Reports

Open Invoices by Agent

The screenshot shows the 'Agent Activity Report' window with the following settings:

- Format: Summary
- ARC Non-CC: Issue Dt
- ARC CC: Exclude
- ARC Debit/Credit Memos: Exclude
- Supplier Non-CC: Issue Dt
- Supplier CC: Exclude
- Supplier CC No Remit: Exclude
- Comm Track: Exclude
- Travel Types: [All]
- ARC Client Status: Open
- ARC Vendor Status: All
- Supplier Client Status: Open
- Supplier Vendor Status: All
- Comm Track Vendor Status: All
- From: [Empty]
- To: [Empty]
- Branch: [All]
- Branch Group: [Empty]
- Agent Status: All
- Agent Payment Status: All
- Agent Action: [Empty]
- Preferred Vendor Status: All
- Agent Group: [Empty]
- Agent Name: [Empty]
- Print Selection Criteria

Buttons at the bottom: Preview, Print, Printer Setup, Reset, Default, Close.

This report can be run for all agents or by individual agent name.

Unpaid Commission by Agent

The screenshot shows the 'Agent Activity Report' window with the following settings:

- Format: Summary
- ARC Non-CC: Exclude
- ARC CC: Exclude
- ARC Debit/Credit Memos: Exclude
- Supplier Non-CC: Exclude
- Supplier CC: Issue Dt
- Supplier CC No Remit: Exclude
- Comm Track: Issue Dt
- Travel Types: [All]
- ARC Client Status: All
- ARC Vendor Status: All
- Supplier Client Status: All
- Supplier Vendor Status: Open
- Comm Track Vendor Status: Open
- From: 1/1/2006
- To: 1/31/2006
- Branch: [All]
- Branch Group: [Empty]
- Agent Status: All
- Agent Payment Status: All
- Agent Action: [Empty]
- Preferred Vendor Status: All
- Agent Group: [Empty]
- Agent Name: [Empty]
- Print Selection Criteria

Buttons at the bottom: Preview, Print, Printer Setup, Reset, Default, Close.

The above selection criteria will run a report of unpaid (by the Vendor) commissions for all agents or by individual agent name.

TBO Agent Setup: Agent Statements

Reports/Agent/Statement

The screenshot shows the 'Agent Statement' window with the following fields and values:

Agent Name	[Empty]	Agent Group	[Empty]
Format	Detail	Travel Types	[All]
ARC Non-CC	Client Pymt Date	ARC Client Status	All
ARC CC	Issue Dt	ARC Vendor Status	All
ARC Debit/Credit Memos	Issue Dt	Supplier Client Status	All
Supplier Non-CC	Client Pymt Date	Supplier Vendor Status	All
Supplier CC	Vendor Pymt Date	Comm Track Vendor Status	All
Supplier CC No Remit	Client Pymt Date		
Comm Track	Vendor Pymt Date		
From	[Empty]	To	[Empty]
Branch	[All]	Branch Group	[Empty]
Agent Status	Inside	Agent Payment Status	Open
Include ARC/Agt Ajusmt	Yes	Preferred Vendor Status	All
Depart Date From	[Empty]	Depart Date To	[Empty]
Header/Footer	Default Statement Header/Fo	Agent Action	[Empty]

Checkboxes at the bottom:

- Print Selection Criteria
- Include Profile Remarks
- Include Travel Type Summary

Buttons at the bottom: Preview, Print, Printer Setup, Reset, Default, Close

The above selection criteria will run a detailed report of all open (unpaid to agent) bookings where the agency has been paid by the client and has received the commissions from the vendors.

The report can be modified by changing the Agent Status, Preferred Vendor Status, Depart dates and Agent Action.

The Agent Statement can be run for a Group of Agents or for Individual agents. Be sure to Default the selection criteria so that the Agent Statement uses the same criteria every time. Print a copy of the selection criteria and place in each Agent's folder as a backup.

TBO Agent Setup: Agent Statements

Report Preview: Agent Statement Sharon Meyer Page 10 of 10

Inside	10.20	23.00				
1/8/2000	55683	Burdan/Lee				
	2/15/1999	Embassy Suites	Burdan/cindy	350.00	29.83	
Inside	7.46	25.00				
1/8/2000	55684	Crowley/Robert				
	4/16/1999	DisneyLand Hotels	Crowley/Lois	655.00	75.06	
Inside	18.76	25.00				
1/9/2000	55702	Bullias/Bruce				
62485905IPO;KT	2/1/1999	Embassy Suites	Bullias/Lillian	300.00	30.68	
Inside	7.67	25.00				
1/6/2002	90222	Wherehouse Entertainment				
89UOI	1/15/2001	Hotel Corp - Pacific	Peters/Julian	400.00	40.00	
Inside	10.00	25.00				
	1,482.12					
				104,755.00	6,054.08	

1. Total Sales generated by agent for agency.

2. Total agency commission received.

3. Agent commission amount.

4. Agent Adjustments

Issue Date	Amount	Remarks
1/20/2006	-35.60	FeEx charges
1/20/2006	-100.00	Remote Hookup
1/20/2006	13.40	Hilton Hotel/Johnson
	-122.20	

5. Travel Type Summary

Travel Type	Fare	Commission	Agent Commission	% of Total
Dom. Air	83,246.00	1,713.94	428.51	79.5%
Hotel	9,399.00	943.84	204.58	9.0%
Car	1,750.00	169.83	42.46	1.7%
Tour-Finl	8,000.00	960.00	240.00	7.6%
Misc	50.00	47.77	11.94	0.0%
Processing Fe	2,310.00	2,218.70	554.63	2.2%

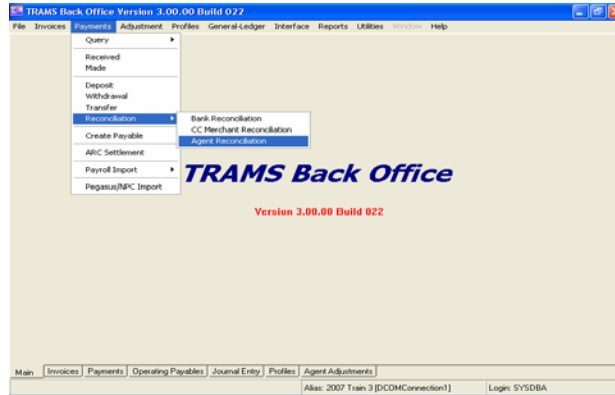
6. Booking Count = 190
Total Agent Commission = 1,359.92

2/22/2007 4:55:06 PM AgentStatement:Sharon Meyer Page 9

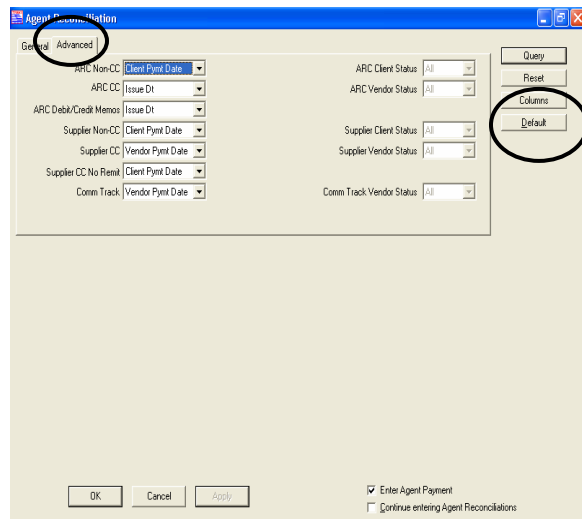
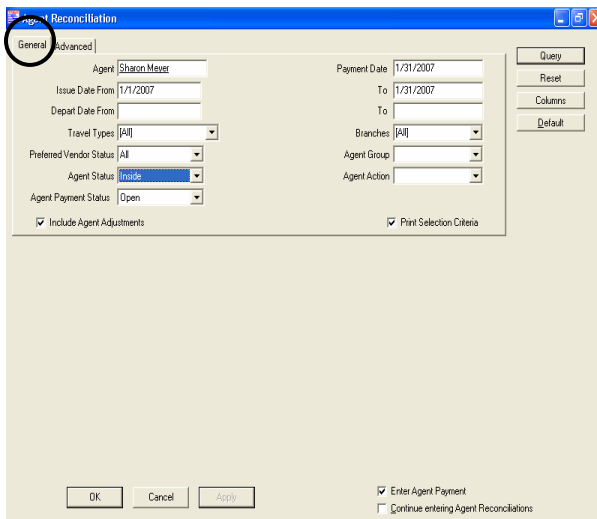
1. Total Sales generated by agent for agency.
2. Total agency commission received.
3. Agent commission amount.
4. Agent Adjustments: added under Adjustment Menu.
5. Travel Type Summary.
6. Total Commission due to Agent.

TBO Agent Setup: Agent Reconciliation

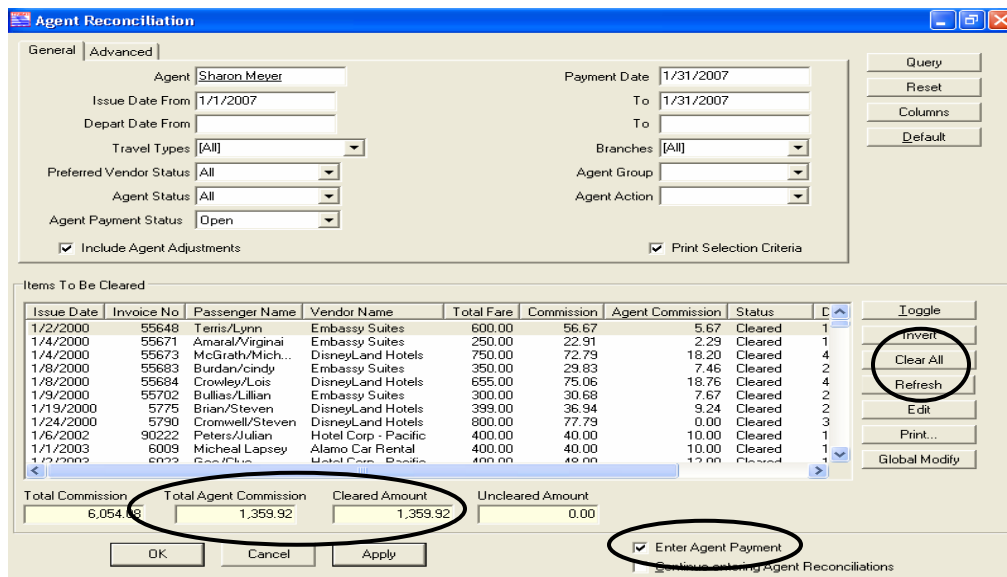
Payments/Reconciliation/Agent Reconciliation



Enter the same criteria used for the Agent Statement to Query the open bookings.



The Selection Criteria can be defaulted to match the Agent Statement defaults.



TBO Agent Setup: Agent Reconciliation

Enter Agent Payment

Create New Payment Made

Amount: 359.92

Payment Type: Made | Payment Date: 1/31/2007 | Remarks: 1/1/07 to 1/31/07 \$1000 Comm deduction for Invoice due to agency.

Bank Acct: 1 Checking | Branch: | Invoice Reference: | Payment Group: |

Payment Method: Check | Check/CC No: 9231 | Name: Sharon Meyer | Name On Check: | Pay Code: |

Profile Type: Agent

Buttons: OK, Cancel, Create Agent Adjustment, Display Pmt # After Saving

Journal Entry

Edit Journal Entry #338

Journal Entry Number: 338 | Activity Date: 1/31/2007 | Journal Entry Code: |

Remarks: 1/1/07 to 1/31/07 \$1000 Comm deduction for Invoice due to agency.:Sharon Meyer

Account Name & Number	Debit	Credit
1000 Wells Fargo - Checking		359.92

Acct No	Acct Name	Branch	Debit Amount	Credit Amount	Remarks
1000	Wells Fargo - Checking			359.92	
6530	Overnight Services	0		35.60	Sharon Meyer
6120	Computer Expense	0		100.00	Sharon Meyer
1220	Employee Advances			1,000.00	
6010	Agent Commissions	0	1,495.52		SMM

Debit Total: 1,495.52 | Credit Total: 1,495.52

Buttons: Add, Update, Delete, Invert, Move Up, Move Down, History, Ok, Cancel

Credit agency expense accounts for expense deductions.

Credit Employee Advances for deduction to pay airline ticket issued for family.

➡ Add Agent's initials as Detail Remarks for G/L Account History Report by agent.

Once the Payment Made is entered the Date Paid field on the Agent Tab of each booking is stamped with the date of the check.

TBO Agent Setup: Agent Reconciliation

To apply \$1000.00 commission deduction to the agent's personal open Invoice:
Enter a Payment received for \$1000.00. Use Pay Method: Other. Close the Client Invoice. Enter a Journal Entry to Debit Employee Advances.

Global Modify

Globally modify an agent's Commission Rate Percentage % or amount to all bookings or bookings selected by travel type in the query screen, for a specific agent. This globally applied percentage can be used by agencies that want to pay agents a base salary plus a commission bonus based on exceeding an identified commission 'threshold'. The *Total Commission* field should be used as an aid to easily see whether an agent has exceeded the threshold and then calculate the percentage to be used for the Global Modify of the agent commission rate, without running an additional report.

Example: Agent salary \$1500.00 per month - Commission Revenue Threshold - 5000.00/month

Any Commission Revenue exceeding 5000.00/month is paid to the agent at 30% of the excess. Agent books 6000.00 of commission revenue exceeding the threshold by 1000.00 or 300.00 extra compensation to the agent.

Agent Total Compensation for the month = 1800.00 (1500.00 + 300.00)

Calculation of percentage to apply to all this agents bookings across the board for the month:
 $300.00 / 6000.00 = .05\%$ ($.05\% \times 6000.00 = 300.00$ of extra commission revenue from all bookings during the month to be added to the base salary of 1500.00)

The Global Modify feature for agent commission percentage % would be 5% applied to all the booked commissions for the agent for the month and display as 5.00% in the 'Rate' Field for the agent on the Agent Tab of the Booking Screen.

Note: Agent Payments are linked to the Cleared Agent Bookings when using the Agent Reconciliation. If you query for the payment made to the agent on the Payment Query Screen, and then right-click the payment to *Query All Invoices*, the invoices cleared and paid to the agent when using the Agent Reconciliation, are displayed. A *View Pymt* button has also been added to the *Agent Tab* of the Booking Screen that also links to the Agent Payment.

Reports/General Ledger/GL Account History

Detail Remarks allow you to run Account History for Agent Commissions by Agent.

G/L Account History Report(Pseudo Post)

Travel With The Stars
5777 W. Century Blvd.
Suite 1200
Los Angeles, CA 90045
310/641-8726

From: 1/1/2007
To: 2/28/2007

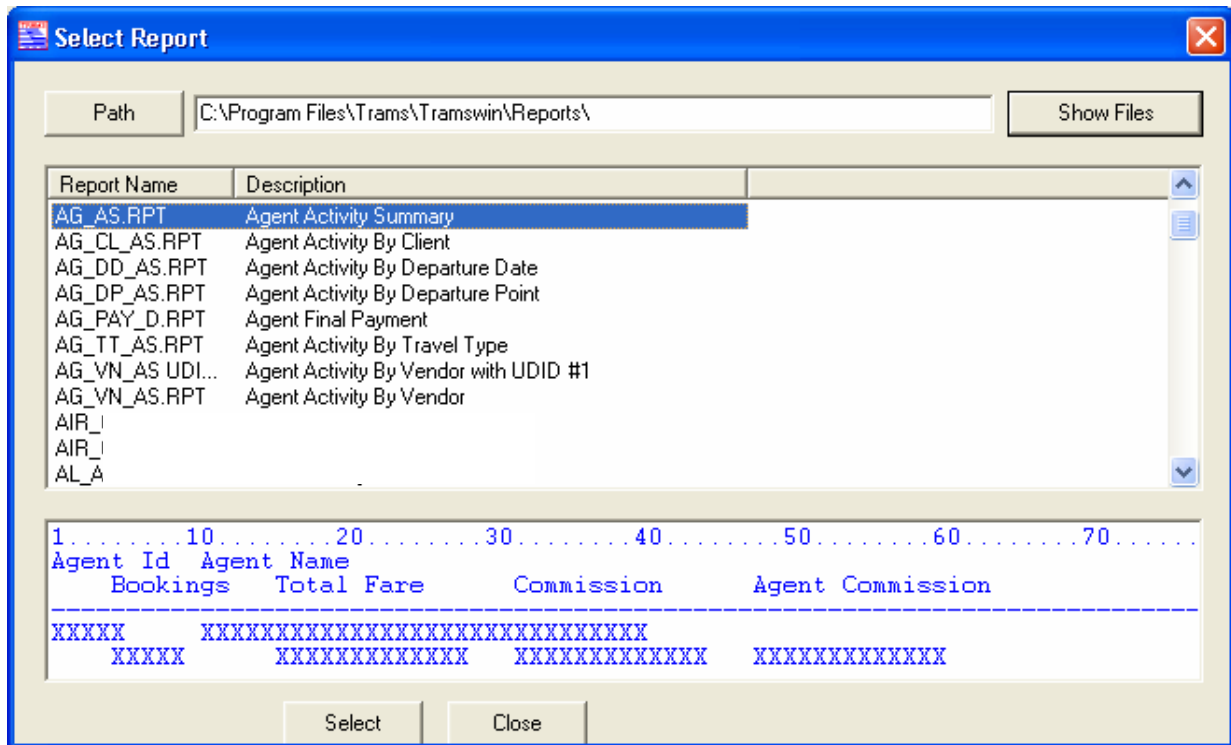
Account	Name	Actv. Date	Br	Debits	Credits	Begin Balance	Post Dt	Rec. No	Postings Pymt. No	Remarks	Ending Balance
6010	Agent Commissions					5,948.00			3264.43		9,212.43
		1/31/2007	0	1,495.52				338	1817	1/1/07 to 1/31/07 \$1000 Comm deduction for Invoice due to agency-Sharon Meyer SMM	
		2/28/2007	0	1,768.91				340	1819	2/1/07 to 2/28/07:Sharon Meyer SMM	
				-----		3,264.43					0.00

CORE Reports:

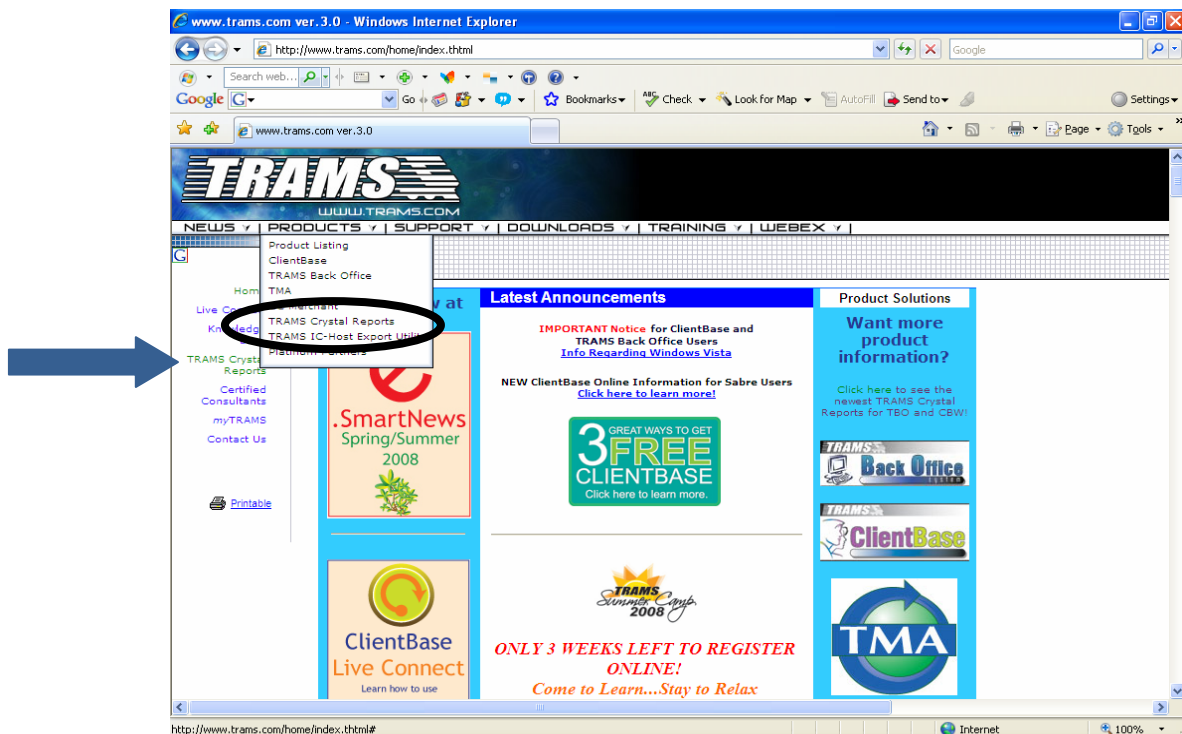
Client Balance sorted by agent

Vendor Balance sorted by agent

Report Generator Reports: Report Generator reports are customizable.

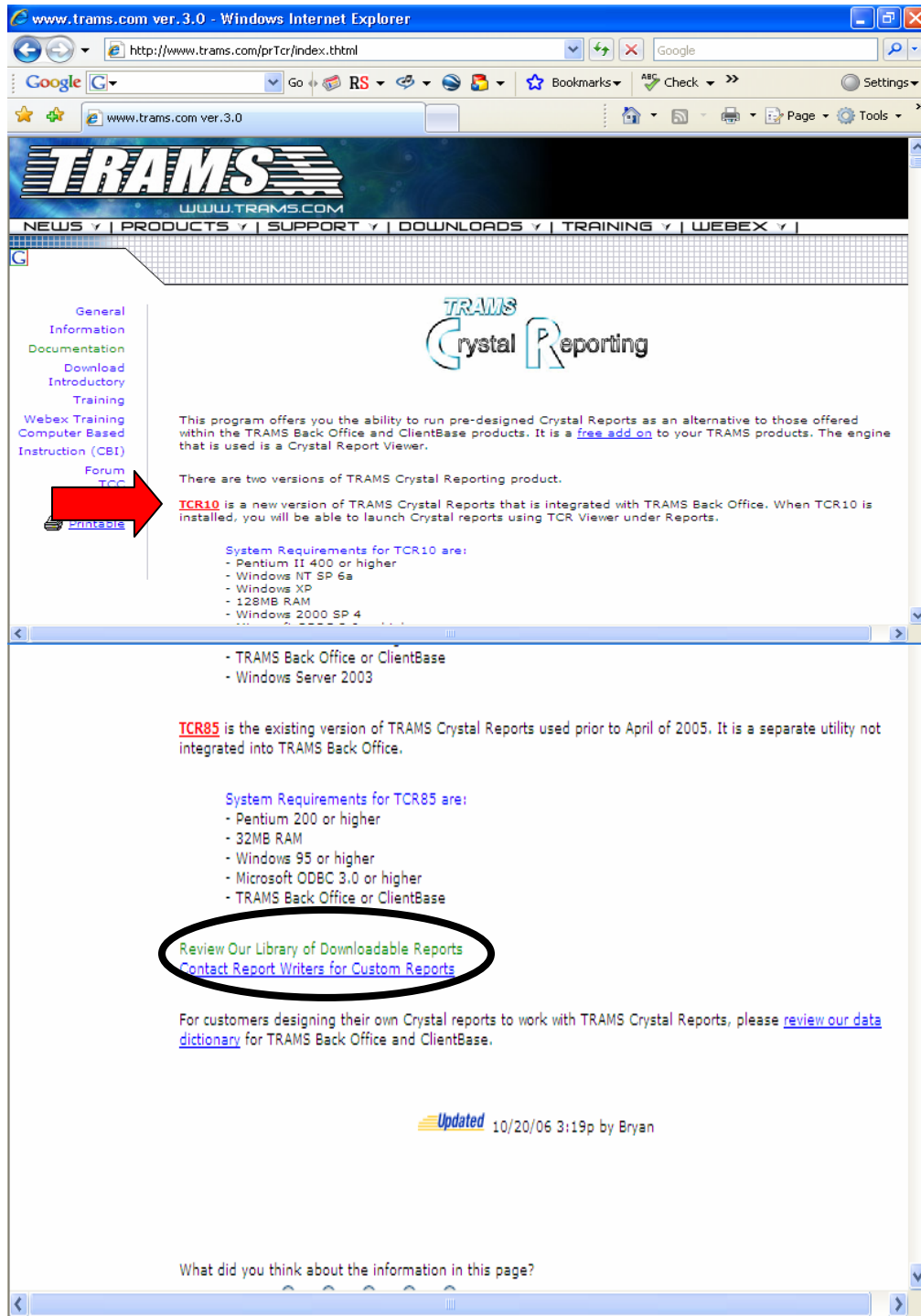


TBO Agent Set up: TRAMS Crystal Reports



TBO Agent Setup: TRAMS Crystal Reports

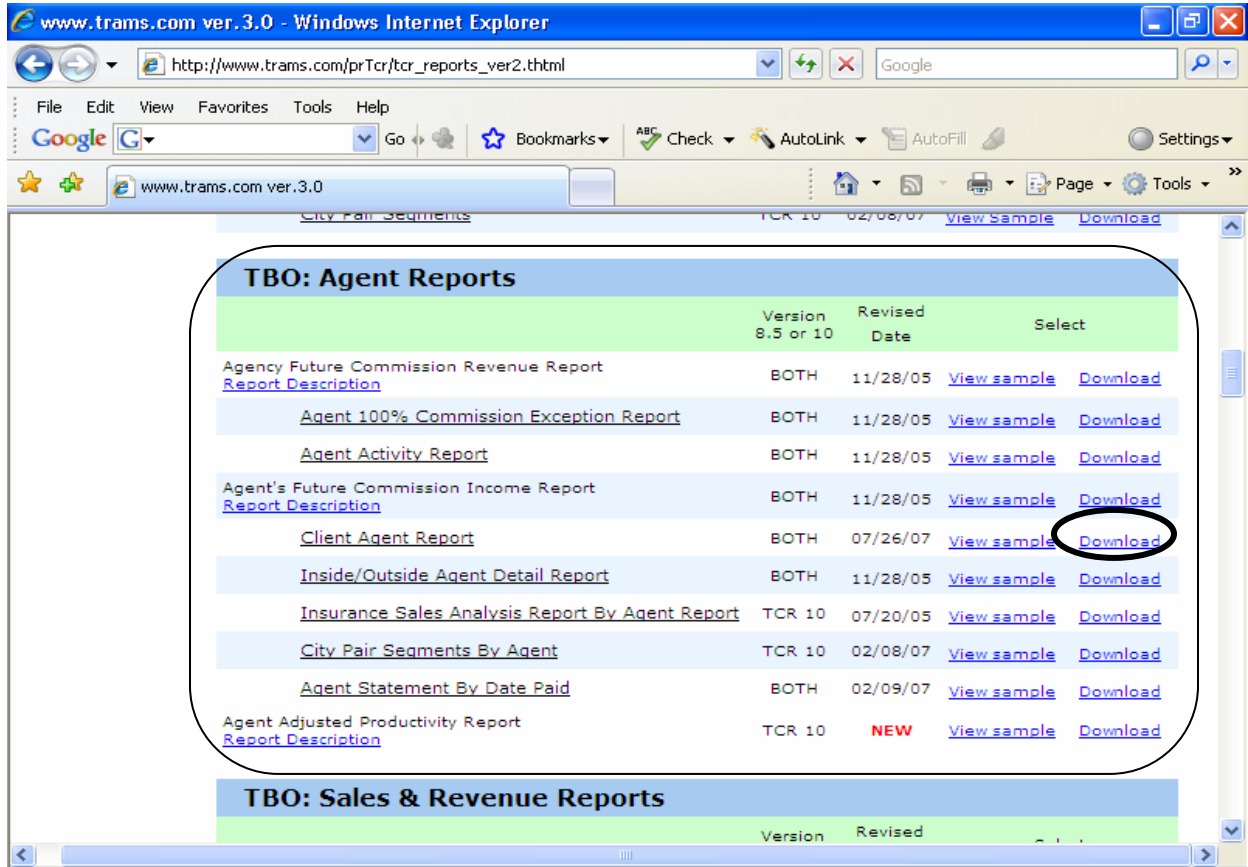
Download the free Crystal Report Viewer from the website.



Review Library of Downloadable Reports

TBO Agent Setup: Trams Crystal Reports

View sample of report to preview.



Create a folder on your C:\ drive called Agent Reports and Download the desired reports to this folder.

