Introduction:

Group accounting is one of the more complex subjects in *Trams Back Office* accounting. It's complex because of the many facets that comprise proper Group accounting. A true team effort is needed from sales to data entry, to reporting and follow-up.

There is more than one way to handle Groups. The method you choose depends on your accounting and reporting needs. Unfortunately, there are also plenty of wrong ways to go about Group accounting. Group accounting becomes nothing short of chaotic when not executed with a solid plan, and a basic understanding of Group accounting.
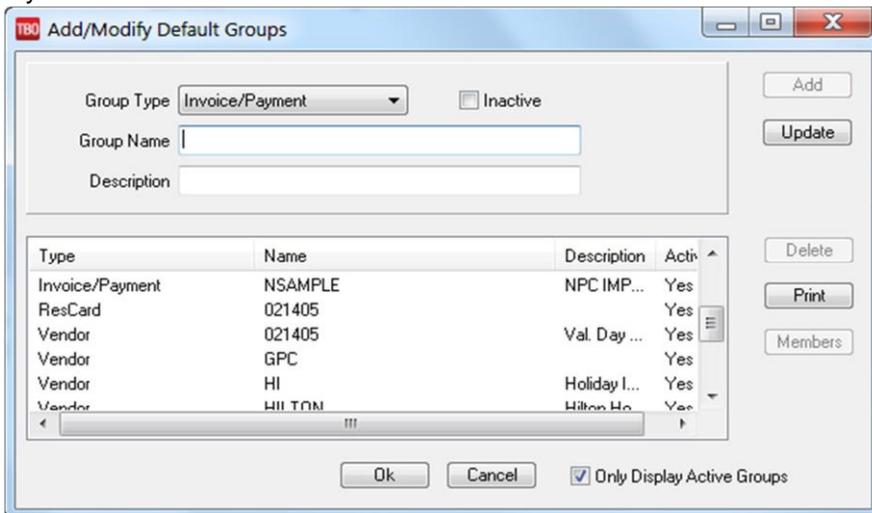
- **Section One: Setting Up Your Group**
- **Section Two: Handling Profiles for Groups**
- **Section Three: Handling Group Invoices & Payments**
- **Section Four: Closing a Group**
- **Section Five: UDIDS**
- **Section Six: Reports**

Section One: Setting Up Your Groups

In this section we learn how to set up *Trams* for a Group to reduce chances of data entry mistakes. The **most common mistake** in Group accounting is made when agencies do not use a Group field to link all relevant invoices, payments, or voucher to the Group. This is usually caused by a lack of preparation. Agents start receiving payments from clients and issuing MCO's, etc. before the back office is prepared to receive the items and account for them properly.

Before any data for the Group is entered into *Trams*, follow these steps in *Trams* to reduce the chance of data entry errors:

Step 1) Link **all Group items (invoices, payments, and vouchers) with a common Group name.** Be consistent with use of this Group name to get accurate reports. Go to **Utilities|Setup|Groups**, and setup a Group Type of Invoice/Payment.

Step 2) **In the Default Group field, enter the Group code. Click *Add*, and *OK* to save.**

Keep the Group code short. Remember, agents have to enter this information manually, and the shorter the Group code, the less likely the chances of typo's throwing off the results of Group reports. This Group code is used to link all Group items (invoices, payments and vouchers). The full Group name appears in the header of any reports you run.

> **Special Note to *ClientBase* Users!** *ClientBase* users need to also set up a *Res Card Group* as well if they are creating invoices from *ClientBase*. Use the same Group name.

Step 3) **Set up 2 profiles (one Vendor and one Corporate) for the Group**. Go to **Profile|Vendor** and enter the full Group name. In the Interface ID field, use the Group code. Click OK to save. Next go to **Profile|Client|Corporate** and enter full Group name. In the Interface ID field, use the Group code.

You'll use these profiles if the agency has to issue items that may be returned and are not tied to a specific member of the Group, for example, an MCO to hold space for the Group or a deposit to a vendor that may be returned if the Group is cancelled.

Note: In both the vendor and the corporate profiles, we assigned the Interface ID of "SFJAZZ" (*Trams* reads the corporate and vendor interface ID's from different fields, so we can use the same ID for different types of profiles.) This makes things easier on our agents. By using a common code, only one Group name/code needs to be remembered. This reduces the chance of data entry errors!

Let's Review

• Set up your Groups prior to entering any payments, invoices, or vouchers.

• Assign a Group code in Utilities to reduce the chance of data entry errors.

• Create one vendor and one corporate profile for the Group. Both profiles have the name of the Group as the name,

and the same Group code as the Interface ID.

Section Two: Handling Profiles for Groups

In this section we learn how to set up client profiles depending on how payments are going to be received. We also learn how to set up vendor profiles based on how payments are to be sent to the vendor.

The key question to ask when it comes to profiles is: **Who's Paying for the Group Travel?** Is the agency collecting payments from one client (a Group leader) or from each member of the Group?

After determining if payment for Group travel is received from one source or from each traveler (multiple sources), select the Client profile configuration that produces the best accounting results for you.
- If each traveler pays individually, use individual client profiles just like you do for leisure travel bookings.
- If the agency plans to receive payment from one source for the entire Group, use one corporate profile like we do for corporate travel bookings.

The Group travel *rule-of-thumb* is: **One *Trams* Client profile for every paying entity:**
- If a Group has 50 participants and each participant is paying separately, 50 client profiles are used to record and track these payments.
- If payment for a Group of 100 participants is received from one entity, only one client profile is needed.

Steps if Receiving Payments from Many Participants

If participants are paying individually, multiple client profiles and multiple invoices/vouchers are used to record and track each customer's payments. These are all linked to the common Group name we set up in the section above entitled, *Setting Up Your Group.* This facilitates Group reporting by linking invoices/payments/invoices to this common Group name. (A customer's travel history could contain both Group and non-Group expenditures.)

Step 1) if a Group participant already has a profile; do not create a second one. If payments start coming in, link the payment to the Group name as described above.

Step 2) Create a Leisure profile if none exists (by going to Profile|Client|Leisure) when payments start coming in. Link the payment to the Group name as described above. If you have a single payment from a couple or a family, create one Leisure profile for each household, and list family members under the Family Info tab. The Interface ID must be unique for this client, do **NOT** use the Group Interface ID. Completely fill out the profile. The more information collected, the easier the marketing to this client is in the future.

Steps if Receiving Payments from One Entity

When an organization or Group leader forms a Group and payment comes from one source, build one corporate profile in Trams Back Office. With this configuration, payments from individuals are not recorded in *Trams Back Office*. Instead, payments from the organization or Group leader are recorded.

Step 1) **When first payments come in, query up the Group corporate profile you created in Section One above and click on the Travelers Tab.**

Step 2) **Add each Group participant as a passenger under the Employee Info Tab. Click *OK* to save.**

Step 3) **When you have time, create Leisure profiles for each member. This allows you to market future trips to Group members.** Although not required for Group accounting, it is recommended that you collect address and contact information for each member of the Group.

How to Handle Vendor Profiles

After determining how your agency receives payment from a Group, we need to decide how we are going to pay the vendors who are providing air, ground, accommodation, or meal services. If you are sending a Group to an existing vendor, use your existing vendor profile. For example, if you are sending a Group on a Carnival Cruise and Carnival is your only vendor, you can use your existing Carnival profile. If Carnival is only one of many vendors involved, then you can use the vendor profile we created in Section 1 as the master profile that tracks all Group payments, or you can use individual vendor profiles for each vendor providing a service.

Frequently Asked Questions

- *If I send a check to a master vendor, won't the payee name on the check have to be San Francisco Jazz Festival if I have created one vendor profile name San Francisco Jazz Festival?*

  Yes, the Payee by default is the name of the profile. You can overwrite this by filling in the actual name of the vendor on the payment screen. There is a field that reads "Name on Check". Put the name and address of the actual vendor there.

- *If I use one vendor profile, when in fact I have five vendors, won't I understate my sale to those vendors?*

  Using a master vendor profile is a recommendation, not a requirement. If you want to track your sales to each individual vendor, you may do so. This makes invoicing a bit more difficult and places more responsibility on your agents.

  Note: Be sure to group all invoices and payments with the group code you previously set up and this will bring up all vendors on any reporting.

Let's Review

- If each member of the Group is paying separately, create Leisure profiles for each member with a unique Interface ID.
- If you receive one payment from a couple or family, create one Leisure profile only and list family members under the Family Info tab.
- If you receive payment from one Group leader, create one corporate profile, and list the Group participants under the Employee Info tab.
- If you are sending a Group to an existing vendor and it's your only vendor for this group, use your existing vendor profile.
- If you are using multiple vendors, use the vendor profile created in Section 1 as the master profile that tracks all Group payments, or you can use individual vendor profiles for each vendor providing a service.

Section Three: Handling Group Invoices & Payments

Many times, before too much thought has gone into it, payments start coming in for a Group and immediately we begin entering invoices. Without proper planning, what can be simple and straightforward becomes chaotic and confusing!

When payments begin for a Group, <u>before</u> making any entries into *Trams Back Office*, be sure you have reviewed the following 2 options and have thought through the results of your entries. Entering a Group properly from the beginning is simple; going back and cleaning up Group entries can be quite challenging. In this section we learn the two most common methods for accounting for Groups, and the pro's and con's for each method.   The first method is called **Accounting as Departing**. The second method is **Accounting as Payments are Received**.

Option #1: Accounting As Departing	*Pros*	*Cons*
The sales, cost of sales and income are all accounted for when the Group is completed or has departed. As payments come in from clients, Client Vouchers are created. As payments go out to vendors, Vendor Vouchers are created. *Option #1 is the most commonly used method by Trams users because of its simplicity. Managed mostly in the back office, the front office only creates invoices once at the end of the Group. (Unless ARC tickets are needed, in which case the back office would create those as well.)*	**1)** Probably the simplest, cleanest way of handling Groups, since no sales or income are accounted for until numbers are final. Simple, because only vouchers are created not invoices. This makes tracking Group payments simple because vouchers have a field for the Group code. As payments come in and go out, vouchers are created, leaving the money on account. Once all money has been received, and all money paid out, invoices are created to close out the Group. **2)** Since sales and cost of sales are accounted for at the same time, yield (fancy buzz word for commission percent) is not distorted. Since no invoices are being created, no sales are recorded on the general ledger for the deposits. Once all payments have been received and made, invoices are created. At that time, sales and income are accounted for in the same accounting period.	**1)** Although it is a simpler, cleaner method, fewer management reports can be obtained since invoices are not entered until the Group is completed. **2)** Since invoices are not entered until the Group is completed, final or ongoing payments due are not tracked in *Trams Back Office,* only what's been paid to date.
Option #2: Accounting As Payments are Received	*Pros*	*Cons*
The sales and cost of sales for the Group are accounted for as payments are received from the clients for the amount received. The income is accounted for when the Group is completed or has departed.	**1)** More management reporting capabilities, although slightly more complicated. Since invoices are created for each and every payment received, there are more reporting capabilities. Slightly more complicated, because the agents must now remember to place the Group code on many more invoices. **2)** Since invoices are being entered as payments are received, the final payment date field can be utilized to track future payment dates and amounts. Since invoices are being created, reports in the report generator can be used to track when payments are due, not just what has been received.	**1)** Since sales and cost of sales are being accounted for at different times, yield is distorted on a month-to-month basis. Using this method, we are accounting for sales every time a payment is received. When you look at financial statements, you see high sales with no income in one month. Then in later months you will see low sales with high income. **2)** ARC/BSP documents subsequently issued for payments previously collected and invoiced require refund entries and can cause confusion. (This is explained in greater detail in future sections.)

Application for Option #1- Accounting as Departing if you use a Single Vendor Profile

Follow these procedures if you have decided to use Option #1, Accounting as Departing with a Single Vendor Profile:

A. As payments are collected from clients, enter those payments under **Payments|Received** from the client and create a voucher. Be sure to enter the name of the Group in the Group field of the voucher.

B. When payments are refunded to clients, (before invoices have been issued), enter those payments under **Payments|Made** to the client and close the voucher. If the refunded amount is less than the voucher amount, close the voucher and create a new one for the difference when prompted.

C. At any point, to see what has been collected from clients for the Group, select **Reports|Client|Statement**, set *Report Type* to Summary, and *Format* to Group. Then enter the common Group name entered into each client voucher in the Invoice Group field.

D. As payments are sent out to vendors for the Group, enter those payments under **Payments|Made** to profile type of Vendor, for the name use the Group vendor). Create a voucher for this payment. (When prompted for a client name, use the Corporate profile created for the Group.) If multiple vendors are involved enter the vendor name and any other payment remarks in the Remarks field. Also use the *Name on Check* field so the check prints to the actual vendor, and not Group vendor. Be sure to use only the one vendor profile built specifically for the Group.

E. When payments are returned or refunded from vendors for the Group (before invoices have been issued) enter those payments under **Payment|Received** from the vendor, and close the vouchers.

F. At any point to see what has been sent out for the Group as a whole, select **Reports|Payments|Payment Analysis**, set *Profile Type* to All and select the Group name under the Payment Group field.

G. Issue invoices for any ARC/BSP documents for the Group as you would for individual business. If the client pays by credit card, and the agency is not processing the credit card. Create a supplier invoice and close the client side with the client credit card.

Application for Option #1 - Accounting as Departing if you use Multiple Vendor Profiles

Steps for using Multiple Vendor Profiles are the same as using a Single Vendor Profile, with the exception of **Step D**:

D. As payments are sent out to vendors for the Group, enter those payments under **Payments|Made.** Enter a payment to each individual vendor and create a voucher.

Frequently Asked Questions

• *If I create vouchers for client payments, how can I give the clients a receipt of what's been paid up to any certain date?*

Check with your reservation system. Each system has a method of producing client receipts without producing back office accounting lines.

• *If I am creating vouchers, and I have a client that wants a refund, I know that I do a payment made and close the voucher. What if I want to charge the client a transaction fee?*

Anytime the agency is charging a transaction fee, a sales invoice should be created that is submit to supplier, with the agency as the vendor. The total fare and the commission are the same amount; the amount of the transaction fee. When you issue a check to the client, close off both the voucher and invoice. (Create your invoice for the amount of the voucher minus the amount of the transaction fee.)

Application for Option #2 - Accounting as Payments are Received if you use a Single Vendor Profile

Follow these procedures if you have decided to use Option #2, Accounting as Payments are Received with a Single Vendor Profile:

A.   As payments are received from clients for the Group, enter an invoice for the client for the amount received. Enter in the name of the Group in the Group field of the invoice. Set the *Submit To* to Supplier, and the Vendor is the single vendor or the vendor created specifically for the Group. Enter the amount collected from that client in the *Total Fare* and set the *Commission* to zero. Track the next payment due from the client through *Trams Back Office* by pressing **<Alt-3>**. Identify the next payment amount and due date in the Final Payment box. This is accessed in the Report Generator under *Final Payment Report*, **FINL_Pay.rpt**. After the invoice is entered, enter the client payment as usual and mark the invoice closed.

B.   When a refund to a client in the Group occurs, enter the refund invoice. Enter the name of the Group in the Group field of the invoice. Set the *Submit To* to Supplier, enter the amount to be refunded to that client in the *Total Fare*, and set the *Commission* to zero. After the refund invoice is entered, enter the Payment Made to the client as usual and toggle the refund invoice closed.

C.   At any point to see what has been received for the Group, select **Reports|Client|Statement**, set *Report Type* to Summary and *Format* to Group and enter the common Group name entered into each invoice in the Invoice Group field. If a different format is desired, reports can be designed using the Report Generator since invoices have been entered.

D.   At any point to see what future payments are due from clients, select **Reports|Report Generator|Print Report|FINL-Pay.rpt**. Enter the common Group name in the *Group Invoice* field and set the *Final Pay Date* From and To.

E.   As payments are sent to vendors for the Group, enter those payments under **Payments|Made** to the Group Vendor and <u>create a voucher</u>. (Do not **MARK** any invoices closed. Wait until Group is completed. When prompted for a client name, use the client profile created for the Group.) If multiple vendors are involved, enter the vendor name and any other payment remarks in the Remarks field. Also use the name on check field so the check prints to the actual vendor, and not Group vendor. Be sure to use only the one vendor profile built specifically for the Group.

F.   When payments are returned or refunded from vendors for the Group, enter those payments under **Payment|Received** from the Vendor created specifically for the Group. Close the vouchers, leaving the invoices open.

G.   At any point to see what was sent out for the Group as a whole, select **Reports|Payments|Analysis**. Set Profile Type to Vendor and print for the vendor profile built specifically for the Group. To see all payments for the Group both received and made, select **Reports|Payments|Group Profit Analysis**.

H.   Issue invoices for any ARC/BSP documents for the Group as you would for individual business, if payments are collected for the Group as the ARC/BSP documents are issued. If payments are not collected separately for these ARC/BSP documents, but instead paid from the payments subsequently collected to date, a refund invoice for the same amount must be entered at the same time the ARC/BSP invoice is entered. If this is the case, on the refund invoice set the *Submit To* to Supplier and use the vendor profile built specifically for the Group. Enter the amount of the ARC/BSP document in *Total Fare* and set the *Commission* to zero. This clears the client balance and offset the sales figures properly, which otherwise would have been doubled. (A zero payment is then entered for the client to mark the invoices closed.)

I• At any point to see what the profit on the Group is to date, print a Vendor Balance Report. The Balance Due column indicates the profit-to-date.

Application for Option #2 - Accounting as Payments are Received if you Use Multiple Vendors

Steps for Accounting as Payments are Received if you use multiple vendors it will be the same as Accounting as Payments are Received if you use a single vendor with the exception of Step D:

D. As payments are sent out to vendors for the Group, enter those payments under **Payments|Made.** When prompted for a client name, use the corporate profile created for the Group.

Regardless of which method you chose for operating your Group (Option #1 - Accounting as Departing, or Option #2 – Accounting as Payments are Received), closing the Group comes down to applying all the payments to all open invoices and vouchers.

Steps to Close Group for Option #1-Accounting as Departing if you use a Single Vendor

1) Make sure all client payments are currently sitting as vouchers (exceptions would be ARC/BSP tickets and credit card payments processed by the Vendor).

2) Create invoices for client, *Submit to* is Supplier, *Total Fare* is equal to the amount of the client vouchers, and *Commission* is set to zero. (Be sure to include the Group name on the invoices.)

3) Enter a **Payment Received**, leaving the *Amount* set to zero. The *Payment Method* is set to Cash, *Profile Type* is client, and *Client Name* is the Group name (the Group profile you created when setting up your Group.)

4) On the *Clients Setting* tab, check *All Clients*.

5) Click the *Global Settings* tab, and in the *Invoice Group* field, select the Group name from the drop-down menu. Click *Query*.

6) Once all vouchers and all invoices are displayed, click *Close All*. This zeroes all client invoices and vouchers. There should be no remaining balance.

7) Enter a **Payment Made**, leaving the *Amount* set to zero. The Payment Method is set to Cash, *Profile Type* is vendor, and the *Vendor Name* is the Group name (the Group profile you created when setting up your Group.) Click *Query*.

8) When all invoices and vouchers are displayed, click *Close All* button (there should be a balance left over).

9) When prompted, *create a Voucher* for the remaining amount--this is your profit.

10) Create a **Sales Invoice**. The client is your Group profile, the *Submit to* is Supplier, the *Total Fare* is zero, and the commission amount is the amount of your profit (should equal to the voucher created previously step).

11) Repeat step 7 to close the invoice.

Steps to Close Group Option #1-Accounting as Departing if you use Multiple Vendors

1) Make sure all client payments are currently sitting as vouchers (exceptions would be ARC/BSP tickets and credit card payments processed by the vendor).

2) Create invoices for client with *Submit to* set to Supplier, *Total Fare* equals the amount of the client vouchers, and the *Commission* is set to zero. The vendor on these invoices is the Group vendor (be sure to include the Group name on the invoices).

3) Enter a **Payment Received**, leaving the *Amount* set to zero. Set the *Payment Method* to Cash, *Profile Type* to client, the *Client Name* is the Group name (the Group profile you created when setting up your Group).

4) On the *Clients Setting* tab, check *All Clients*.

5) Click the *Global Settings* tab in the *Invoice Group* field, and select the Group name from the drop-down menu.

6) Click *Query*.

7) Once all vouchers and all invoices are displayed, click *Close All*. This zeros out all client invoices and vouchers. There should be no remaining balance.

8) Create a **Refund Invoice**. The client on the invoice is the Group client. The *Submit to* field is Supplier. The *Total Fare* is equal to the amount of all the money collected from the clients (obtain this amount from the Vendor Balances Core Report). The *Commission* is set to zero, and be sure to add the Group name in the Group field.

9) Create a **Sales Invoice**. The Client on the invoice is the Group client. The *Submit to* is Supplier. Create a booking for each vendor that you have sent money to. For each vendor the *Total Fare* is equal to the amount you have paid that vendor. *Commission* is set to zero, and be sure to enter the Group name in the Group field.

10) Enter a **Payment Received**, leaving the amount set to zero, and set the *Payment Method* to Cash, the *Profile Type* to Client. The *Client Name* is the Group name. Click *Query* and close both the Refund and Sales invoices.

11) Enter a **Payment Made**, leaving the *Amount* set to zero, the *Payment Method* to Cash, *Profile Type* to Vendor, and the Vendor Name to the Group name (the Group profile you created when setting up your Group).

12) On the *Vendor Settings* tab, check *All Vendors*.

13) Click the *Global Settings* tab, and in the invoice Group field, select your Group name from the drop-down menu.

14) Click *Query*.

15) When all invoices and vouchers are displayed, click *Close All* (there should be a balance left over).

16) When prompted create a voucher for the remaining amount, create a voucher. This is your profit.

17) Create a **Sales Invoice**. The *Client* is the Group client, the *Submit To* is Supplier, the *Total Fare* is zero, and *Commission* amount is the amount of your profit (should equal to the voucher created in step 16).

18) Enter a **Payment Made**, leaving the *Amount* set to zero, the *Payment Method* to Cash, and the *Profile Type* to Vendor. The *Vendor Name* is the Group name (the Group profile you created when setting up your Group). Click *Query*. Close both the voucher and the invoice to close the Group.

Steps to Close Group Option #2 - Accounting as Payments are Received if you use a Single Vendor

1) Enter a Payment Made, leaving the *Amount* set to zero, setting the *Payment Method* to Cash, the *Profile Type* is Vendor, and the *Vendor Name* is the Group name (the Group profile you created when setting up your Group.) Click *Query*.

2) When all invoices and vouchers are displayed, click *Close All* (there should be a balance left over).

3) When prompted, create a voucher for the remaining amount, as this is your profit.

4) Create a sales invoice. The *Client* is your Group client, the *Submit To* is supplier, the *Total* Fare is zero, and the *Commission Amount* is the amount of your profit (should equal to the voucher created in step 3).

5) Repeat step 1 to close the Group.

Steps to Close Group Option #2 - Accounting as Payments are Received if you use Multiple Vendors

1) Create a refund invoice. The *Client* on the invoice is the Group client. The *Submit To* is Supplier. The *Total Fare* is equal to the amount of all the money collected from the clients (You can get this amount from the vendor balances core report). *Commission* is set to zero, and be sure to add the Group name in the Group field.

2) Create a sales invoice. The *Client* on the invoice is the Group client. The *Submit To* is supplier. Create a booking for each vendor that you have sent money too. For each vendor the total fare is equal to the amount you have paid that vendor. Commission is set to zero, Be sure to enter the Group name in the Group field.

3) Enter a Payment Received, leaving the *Amount* set to zero, setting *Payment Method* to Cash, the *Profile Type* is Client, and the *Client Name* is the Group name. Click *Query* and close both the refund and sales invoice.

4) Enter a Payment Made, leaving the *Amount* set to zero, setting the *Payment Method* to Cash, the *Profile Type* is Vendor, the *Vendor Name* is the Group name (the Group profile you created when setting up your Group.)

5) On the Vendor settings tab, check the box next to all vendors.
6) Click the *Global Settings* tab, and in the *Invoice Group* field, select your Group name from the pull-down menu.

7) Click *Query*.

8) When all invoices and vouchers are displayed, click *Close All* (there should be a balance left over).

9) When prompted, create a voucher for the remaining amount, as this is your profit.

10) Create a sales invoice. The *Client* is your Group client, the *Submit To* is Supplier, the *Total Fare* is zero, and the *Commission* is the amount of your profit (should equal to the voucher created in step 9).

11) Enter a Payment Made, leaving *Amount* set to zero, setting *Payment Method* to Cash, the *Profile Type* is Vendor, and the *Vendor Name* is the Group name (the Group profile you created when setting up your Group.) Click *Query*. Close both the voucher and the invoice to close the Group.

Section Five: UDIDS

Probably the most powerful feature in the *Trams* system that you're not using, is User Definable Interface Data (*UDIDs*) UDIDS. This feature allows you to track information that would otherwise not be tracked in the TBO system. Despite the overwhelming power of this tool, relatively few users take advantage of UDIDS. UDIDs are pieces of information attached to a booking for reporting purposes. They are stored in the invoice booking screen and accessed through the UDIDs tab at the top of the invoice. Click on the UDIDs tab to display the UDID table. There are 99 UDID fields. Each field has capacity for 60 alpha/numeric characters.

UDIDs are completely free flow. If you need to track something for your agency reporting needs, and there is no field on the invoice or client profile that tracks it for you, use a UDID. Be sure to be consistent, however. Don't track something for one client in UDID #1 and the same thing for a different client in UDID #2.

UDIDs allow you to define categories for each booking for reporting purposes. They give you access to information that may be important for your clients and to your customer service, as well as your database. By listing the UDIDs in a table, they are easier to read and input and they are separated from the client remarks field; therefore, your clients cannot view this data unless you present it to them on a report. UDIDs can contain both negative and positive dollar values that are added together in the report generator.

Example: You are sending a school Group to Disney World this summer and want a rooming list for your Group leader. Access your UDID window by clicking on the UDIDs tab Enter the roommate's name on the line for UDID #1.

Once you have information tracked in the UDID fields, you can run reports such as the Gr_rl.rpt. (Group Rooming List). This prints an easy-to-read manifest for your Group leader. You can have UDIDS print on your reports, or you can use UDIDS as selection criteria to include certain invoices on any report.

Example: You have used UDID Number 1 to track how many customers found out about your agency because of your yellow pages ad. To run a report that shows you how many invoices were generated because of your yellow pages ad, under the Advanced Tab in TBO, set *UDID Selection* to the correct UDID number, set *Is Equal to* and enter your UDID value. TBO searches the UDIDs of all your client invoices and displays only those with your selected value.
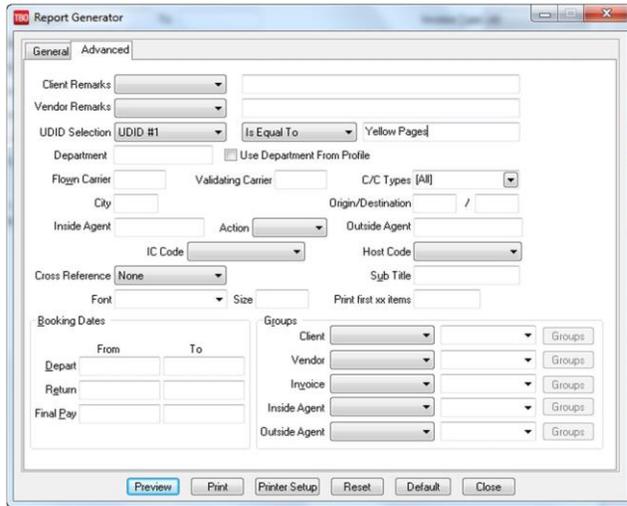
UDIDS can be entered from the *Trams* keyboard or by using the interface from your CRS. The entries required to interface UDIDs are as follows:

- For UDIDS that apply to the **entire invoice**, enter it in your *Remarks* line.
- For UDIDS that apply to a **specific booking**, enter it in your *MS* line.

Code Used With MS Lines (To attached information to a SPECIFIC BOOKING)			
Code	Field	Max field length	Example
UD	UDID	60	***UD1 YELLOW PAGE AD**

Code Used With Remarks Lines (Used to attached information to the ENTIRE INVOICE)			
UD	UDID	60	**UD1 YELLOW PAGE AD**
			UD2 CRUISE CTR
			UD3 TICKETING CTR
			(You have up to 99 UDIDS)

Note: For exact formats, see the interface preparation guide for your reservation system.

Good reporting is the secret to tracking a Group's progress. As we collect payments from customers and send payments to vendors, we should constantly monitor the accuracy and profitability of each Group movement. The function of Group reporting is to be able to track the Group on all invoices and vouchers. This allows you to run any report that has a field that reads "Invoice Group". A few of the reports are shown on the following pages. There are too many potential reports for us to list them all here. While in your demo database, be sure to take a look at reports with an invoice Group field. When you spot a report that is useful, make a note of it and make it a part of your regular Group routine.

This first report a Client Statement can be accessed by going to **Reports|Client|Statement:**

```
                        Travel With The Stars
                        5777 W. Century Blvd.
                                                Suite 1200
                                            Los Angeles, CA
90045                                                310/641-
8726
                                                Statement
            Santa Barbara Wine Tour                                         From:
                                                                        To: 10FEBXX



Phone:   Fax:                                                       Vendor No: 111
10FEB97 13:33                                                            Page:   1
Confirmation No Invoice     Name        From    To   Itinerary  Total Fare    Commission     *Remit
Notes
-----------------------------------------------------------------------------------------------------
------------------
A402           9214  Smith/Gene & El 01OCTXX 07OCtxx    /          2,400.00         0.00     2,400.00-
A403           9215  Brill/Linda     01OCTXX 07OCTXX    /          1,200.00         0.00     1,200.00-
A404           9216  Sanchez/Kathrin 01OCTXX 07OCTXX    /          1,200.00         0.00     1,200.00-
A405           9217  Volker/Ginnie & 01OCTXX 07OCTXX    /          2,400.00         0.00     2,400.00-
A405           9218  Petras/Joe & Do 01OCTXX 07OCTXX    /          2,400.00         0.00     2,400.00-
A409           9219  Cessarini/Rolan 01OCTXX 07OCTXX    /          2,400.00         0.00     2,400.00-
A409           9220  Ahlsmith/Scott  01OCTXX 07OCTXX    /          2,400.00         0.00     2,400.00-
A410           9221  Baker/Steve & J 01OCTXX 07OCTXX    /          2,400.00         0.00     2,400.00-
A510           9222  Barnes/Dave & L 01OCTXX 07OCTXX    /          2,400.00         0.00     2,400.00-
A512           9224  Farrell/Tom & C 01OCTXX 07OCTXX    /          2,400.00         0.00     2,400.00-
A516           9223  Guzman/Tom & Do 01OCTXX 07OCTXX    /          2,400.00         0.00     2,400.00-
                                                               -------------- -------------- --------------
24,000.00         0.00     24,000.00-
                                                               Total Unapplied: $     4,700.00-
                                    Account Balance: $      19,300.00-




                                        Please remit immediately
                                Uncollected payments will be reported to out trade
association for industry publication !!!



 * Positive amounts are commissions due Agency from Vendor.
Negative amounts are fares collected by Agency and due Vendor.
```

Access this report by going to **Reports|Client|Statement** and selecting your Group**:**

```
                           Group Client Statement



Travel With The Stars
Suite 1200                                             From:
310/641-8726                                           To:
10FEBxx 10FEBxx 14:58
Page:   1
        Client
Issue Date  Invoice   Confirmation        Vendor       Total Fare
-------------------------------------------------------------------------------
Ahlsmith/Scott & Diane
 09FEBXX     9220   A409          Santa Barbara Wine T   2,400.00
Baker/Steve & Joanne
 09FEBXX     9221   A410          Santa Barbara Wine T   2,400.00
 09FEBXX     9221   7467756521    American Airlines        299.00
 09FEBXX     9221   7467756522    American Airlines        299.00
                                                      -------------
2,998.00
Barnes/Dave & Laura
 09FEBXX     9222   A510          Santa Barbara Wine T   2,400.00


Brill/Linda
 09FEBXX     9215   A403          Santa Barbara Wine T   1,200.00
Cessarini/Roland & Bev
 09FEBXX     9219   A409          Santa Barbara Wine T   2,400.00
Farrell/Tom & Caroline
 09FEBXX     9224   A512          Santa Barbara Wine T   2,400.00
 09FEBXX     9224   7467566601    American Airlines        349.00
 09FEBXX     9224   7467566602    American Airlines        349.00
                                                      -------------
3,098.00


Guzman/Tom & Dona
 09FEBXX     9223   A516          Santa Barbara Wine T   2,400.00
Petras/Joe & Dorothy
 09FEBXX     9218   A405          Santa Barbara Wine T   2,400.00
 09FEBXX     9218   7467756499    American Airlines        299.00
 09FEBXX     9218   7467756500    American Airlines        299.00
                                                      -------------
2,998.00


Sanchez/Kathrine
 09FEBXX     9216   A404          Santa Barbara Wine T   1,200.00
Smith/Gene & Eleanor
 09FEBXX     9214   A402          Santa Barbara Wine T   2,400.00
 09FEBXX     9214   7467756515    American Airlines        314.00
 09FEBXX     9214   7467756516    American Airlines        314.00
                                                      -------------
3,028.00
Volker/Ginnie & Bob
 09FEBXX     9217   A405          Santa Barbara Wine T   2,400.00
                                                      =============
                                                       26,522.00
```

Access by going to **Reports|Invoice|Depart/Arrive Manifest:**

```
                               Arrival Manifest
                          Depart/Arrive City: LAX

Travel With The Stars
Suite 1200                                                  From: 01OCTXX
310/641-8726                                                To: 01OCTXX 10FEBXX
14:38                                                       Page:   1


Arrive Dt  Time   A/L  Flt
     Itin        Passenger                  Remarks                  UDID
---------------------------------------------------------------------------------------
----------------
 01OCTXX   09:30  AA   1455
     CLE/LAX Baker/Joanne                              Limousine Transfers
     CLE/LAX Baker/Steve                               Limousine Transfers
     CLE/LAX Petras/Dorothy                            Limousine Transfers
CLE/LAX Petras/Joe                               Limousine Transfers
  Passengers On This Flight: 4


 01OCTXX   10:15  AA    733
     DSM/LAX Smith/Eleanor
     DSM/LAX Smith/Gene
  Passengers On This Flight: 2


 01OCTXX   10:30  AA    146
     BOS/LAX Farrell/Caroline
     BOS/LAX Farrell/Tom
Passengers On This Flight: 2


  PASSENGERS ON THIS REPORT: 8
```

```
                              Departure Manifest

Travel With The Stars
Suite 1200                                                  From: 07OCTXX
310/641-8726                                                To: 07OCTXX
10FEBXX 14:42                                               Page:   1


Depart Dt  Time   A/L  Flt
     Itin        Passenger                  Remarks                  UDID
---------------------------------------------------------------------------------------
-------------------------------
 07OCTXX   16:00  AA    148
     LAX/BOS Farrell/Caroline
     LAX/BOS Farrell/Tom
Passengers On This Flight: 2


 07OCTXX   16:00  AA    731
     LAX/DSM Smith/Eleanor
     LAX/DSM Smith/Gene
Passengers On This Flight: 2


 07OCTXX   18:00  AA   1456
     LAX/CLE Baker/Joanne                              Limousine Transfers
     LAX/CLE Baker/Steve                               Limousine Transfers
      LAX/CLA Petras/Dorothy                            Limousine Transfers
     LAX/CLA Petras/Joe                               Limousine Transfers
  Passengers On This Flight: 4


  Passengers On This Report: 8
```

Access these reports by going to **Reports|Client|Statement.**

```
                                     Travel With The Stars
5777 W. Century Blvd.
                                          Suite 1200
                                       Los Angeles, CA
90045                                                   310/641-
8726
                                          Statement
        Hadden Holidays                                                From:
118 South Street                                                       To: 10FEBXX
Detroit  MI   87666


Phone:   Fax:                                                         Vendor No: 112
10FEBXX 15:11                                                             Page:   1


Confirmation No Invoice     Name       From     To    Itinerary  Total Fare   Commission     *Remit         Notes      ---
--------------------------------------------------------------------------------------------------------------------
A1300          9228  Matthews/Hanna  01AUGXX 07AUGXX     /         1,800.00       216.00   1,584.00- Single
A3323          9230  Amaral/Gail     01AUGXX 07AUGXX     /         1,800.00       216.00   1,584.00- Single
A3499          9227  Rayner/Chuck    01AUGXX 07AUGXX     /         1,500.00       180.00   1,320.00-
A3500          9227  Rayner/Maryk    01AUGXX 07AUGXX     /         1,500.00       180.00   1,320.00-
A4599          9229  Baker/Steve     01AUGXX 07AUGXX     /         1,500.00       180.00   1,320.00-
A4600          9229  Baker/Joanne    01AUGXX 07AUGXX     /         1,500.00       180.00   1,320.00-
A6488          9226  Anderson/Ed     01AUGXX 07AUGXX     /         1,500.00       180.00   1,320.00-
A6489          9226  Anderson/Martha 01AUGXX 07AUGXX     /         1,500.00       180.00   1,320.00-
A7776          9231  Cady/Steven     01AUGXX 07AUGXX     /         1,500.00       180.00   1,320.00-
A7777          9231  Cady/Debrah     01AUGXX 07AUGXX     /         1,500.00       180.00   1,320.00-
                                                                 ------------- ------------- -------------
15,600.00      1,872.00    13,728.00-
                                                                 Total Unapplied: $        0.00
Account Balance: $      13,728.00-




                                     Please remit immediately
                        Uncollected payments will be reported to out trade
association for industry publication !!!



  * Positive amounts are commissions due Agency from Vendor.
  Negative amounts are fares collected by Agency and due Vendor.
```

```
                              Group Client Statement

 Travel With The Stars
 Suite 1200                                         From:
 310/641-8726                                        To: 10FEBXX
 10FEBXX 15:14                                             Page:   1


         Client
 Issue Date  Invoice  Confirmation         Vendor       Total Fare
 --------------------------------------------------------------------------------
 Amaral/Gail
  09FEBXX      9230    A3323           Hadden Holidays      1,800.00


 Anderson/Ed
  09FEBXX      9226    A6488           Hadden Holidays      1,500.00
  09FEBXX      9226    A6489           Hadden Holidays      1,500.00
                                                        -------------
 3,000.00
 Baker/Steve & Joanne
  09FEBXX      9229    A4599           Hadden Holidays      1,500.00
  09FEBXX      9229    A4600           Hadden Holidays      1,500.00
                                                        -------------
 3,000.00


 Cady/Steven
  09FEBXX      9231    A7776           Hadden Holidays      1,500.00
  09FEBXX      9231    A7777           Hadden Holidays      1,500.00
                                                        -------------
 3,000.00


 Matthews/Hanna
  09FEBXX      9228    A1300           Hadden Holidays      1,800.00


 Rayner/Chuck
  09FEBXX      9227    A3499           Hadden Holidays      1,500.00
  09FEBXX      9227    A3500           Hadden Holidays      1,500.00
                                                        -------------
                                                           3,000.00
                                                        =============
                                                          15,600.00
```

Access this report by going to **Reports|Report Generator|Print Report|GR_RL_RPT:**

```
                              Group Rooming List

 Travel With The Stars
 Suite 1200                                         From:
 310/641-8726                                        To: 10FEBXX
 10FEBXX 15:33                                             Page:   1
          Vendor/Hotel
        Passenger          Invoice  Check-In  Check-Out      Roommate
 --------------------------------------------------------------------------------
 Walt Disney World Vacations
   Andrea Collins            9232   01APRXX   05APRXX   Diane Darwood
   Brad Smith                9232   01APRXX   05APRXX   James Short
   Diane Darwood             9232   01APRXX   05APRXX   Andrea Collins
   Dina Perez                9232   01APRXX   05APRXX   Dorothy Dane
   Dorothy Dane              9232   01APRXX   05APRXX   Dina Perez
   James Short               9232   01APRXX   05APRXX   Robert Thomas
   Robert Thomas             9232   01APRXX   05APRXX   James Short
   Scott Andrews             9232   01APRXX   05APRXX   Tom Knobbs
   Susan Heffernan           9232   01APRXX   05APRXX   Single, No Roomate
 Tom Knobbs                  9232   01APRXX   05APRXX   Scott Andrews
```

Special Note: There is a TCR (*Trams* Crystal Report) on our Website for Group Accounting as well. Go to http://www.trams.com/home/products_services/products/trams_crystal_reports/ for more information.