

Trams Back Office

Establishing a Structured Routine

Once the *Trams* system is set up and the foundation is established (the four Core Reports), begin following the checklist of suggested procedures as outlined in *Setting Up Trams Back Office* and repeated below:

Daily Routine

1. Capture Sale and Refund Invoices (manual or interface). Enter all adjustment invoices such as debit/credit memos.
2. Enter Receipts and balance the Bank Deposit:
 - a) Enter each separate receipt under **Payments|Received**. (If you have information available, you should consider entering any EFT or Direct Deposit receipts for the day. As these type transactions hit the Check Register directly, these items are not included in your daily deposit to the bank.)
 - b) Under **Payments|Deposits**, verify the date for which you are doing the Deposit and *Query* for the receipts to be included in the Deposit.
 - c) Verify the receipts that are included are receipts you are actually going to deposit in the bank.
 - d) Print 2 Deposit Slips - one for your records and one for the bank.
3. Print a copy of a Receipts Report (**Reports|Payments|Receipts**) for all Cash/Check receipts for each bank account for the day. Balance the total on the report to the bank deposit slip. (It is always a good idea to run a tape of the actual checks and make sure it matches the amount you have entered into TBO.) Attach the report to the agency copy of the deposit slip and file.
4. Enter all agency disbursements in **Payments|Made**.
5. Run the Four Core Reports and review for errors: Client Balances, Vendor Balances, ARC/BSP Reconciliation and Check Register.
6. Run the G/L Reconciliation Report to catch any G/L errors daily.
7. Backup your files (**Utilities|Backup!**)

Weekly (ARC/IAR Sales Report/Reconciliation) Routine

Step 1. Check that the data in the IAR Sales Report matches data in Trams Back Office by one of three methods:

a) Method One: Run a list of all invoices captured in Trams by going into **Reports|Invoice|Analysis** and verifying that all invoices for the week are accounted for in Trams. Then, run a list of all tickets captured in Trams by going into **Reports|Invoice|ARC/BSP Reconciliation** and verifying that all tickets issued for the week are accounted for in Trams, and be sure to set ticket status to **ALL**.

b) Method Two: Download the IAR file from the IAR website. Go to **Reports|Invoice|IAR Reconciliation** and click the IAR File button to point to the path of the downloaded .txt file obtained from the IAR website. Print out an Exception Report which points out differences between what you submitted to IAR and Trams Back Office.

c) Method Three: Download the IAR file from the IAR website.

-- Go to **Payments|ARC Settlement**.

-- Query for the week's ARC tickets so they are displayed on the settlement screen.

- Click IAR Reconciliation on the ARC Settlement screen.
- Click IAR Filename and map to your weekly IAR file.
- Click Query to see the standard IAR Reconciliation Report.
- For tickets where *Net Remit Do Not Match, Ticket Is Voided in IAR but Not in Trams, or Missing IAR Ticket*, click *Find Ticket* and your cursor lands on the appropriate ticket on the ARC Settlement screen so you can *Edit Invoice* as normal.
- For tickets that are *Voided In Trams but Not In IAR*, click *Find Ticket* to go to the booking containing that voided ticket in TBO, so you can Unvoid it, allowing the ticket to now show correctly on the ARC Settlement Screen.
- For any exceptions that are *Missing Trams Ticket*, click off the IAR Reconciliation screen, and manually add the missing tickets. If doing this method, no need to do Steps 3 and 4 below.

Note: This is the same IAR Reconciliation exception report that was only available before under **Reports|Invoice|IAR Reconciliation**. The IAR Reconciliation from the ARC Settlement screen works the same way and provides that same exception report, but now has linking ability to the tickets displayed on the ARC Settlement Screen.

Step 2. Enter any missing Refunds, Debit Memos, Voids, etc. so Trams Back Office agrees with IAR Sales Report.

Step 3. Submit the IAR Sales Report.

Step 4. Enter and balance the ARC/BSP Settlement for the week under **Payments|ARC Settlement**. Do this by comparing the amount withdrawn to the amount Trams calculated as the Net Remittance amount for that ARC/BSP week. If the two numbers do not balance exactly, review the ARC/BSP Settlement section of this manual.

If processing through ARC/IAR, complete your ARC Settlement right after submitting your IAR Sales Report. There is no need to wait to receive a Weekly Sales Summary from ARC as the amount submitted to ARC through IAR will not change from what was submitted.



Weekly (BSP Sales Report/Reconciliation)

Complete your BSP Settlement after you receive your Weekly Sales Summary from BSP as amounts could be changed from what was submitted.

1. Print an Invoice Analysis Report (**Reports|Invoice|Analysis**) to verify all invoices issued during the week are entered in *Trams*.
2. Print a BSP Reconciliation Report (**Reports|Core|BSP Reconciliation**). Set the ticket status to ALL to verify all tickets issued for the week are entered in *Trams*.
3. Submit BSP Link report through the Internet. If necessary, print the BSP Report (**Report|Invoice|BSP**), set the *Included Items* to *Manual*, and mail it to your area bank.
4. If you do not use the BSP Link, print the BSP Report (**Reports/Invoice/BSP**) and mail it to your area bank with the auditors' coupons from the tickets you issued, or verify your cash and credit card totals and period net remit if submitting your report through BSP Link.
5. Reconcile BSP's Weekly Sales Summary Report by entering the amount of the BSP Withdrawal in **Payments|BSP Settlement**. Adjust each Trams entry to match BSP's report and close all bookings paid for in that BSP period.



Weekly BSP HOT Reconciliation Routine

A BSP HOT Reconciliation can be found under **Reports|Invoice|BSP Reconciliation**. To receive a copy of your BSP Report in the HOT file format, contact:

www.IATA.org/customer.

Trams Back Office compares the data in the HOT file to the information in Trams Back Office and generates an exception report which lists all the differences between the Trams Back Office data and the HOT file. Once the transactions on the exceptions reports have been addressed, the BSP Settlement routine can be completed. The *Submit to* field in the TBO booking must be set to BSP (for both BSP and Web bookings reported via BSP). For web booking exchange transactions, see additional information below.

Reconciliation Steps:

1. Download the HOT file from the IATA Web Site
2. In TBO, go to Reports/Invoice/HOT Reconciliation
3. Click the HOT File Button and browse to where the file was saved
4. Click the Preview Button
5. Reconcile the Exceptions that appear on the Exception Report

Sample Exceptions:

Ticket #	Inv #	Exception Reason
7771113333	5589	Missing HOT Ticket – Ticket is not listed in the HOT file
7771113358	5598	Missing TBO Ticket – Ticket is listed in the HOT file but cannot be found in TBO
7771113362	5600	Remittance Amounts do not match – Commission amounts do not match
7771113375	5612	Total Fares do not match – Ticket amount does not match total fare amount in TBO

Non automated air web booking exchanges (Air Canada, Westjet, etc.), must contain Trams Descriptor codes to properly flag the transaction as an exchange. The original ticket number must also be added to populate the original ticket field in the booking.

Examples (to be added in addition to other accounting line information):

- *EXE – Even exchange
- *EXA – Exchange with an add collect
- *EXR – Exchange Refund
- *OT – Original Ticket number

Sabre

*ACOTH1/SUPPLY/DOC/P11/950.00/0/ALL/CK*SBA*TT1*VCAC*EXE*OT7771113375*

Worldspan

*AC1-A*TT1*VCAC*EXE*OT7771113375*

Apollo

*T-MS9A*VCAC*TT1*CM10*CF123456*SG*EXE*OT7771113375*

Amadeus

Monthly Routine

1. Balance the bank statement to the *Trams* Check Register by using the Bank Reconciliation routine in the Payments menu.
2. Print a copy of the Check Register for the month for *All* along with Check Register for items *Not Cleared*, and save them with your Bank Statement.
3. Create an End of Period journal entry (**General Ledger|End of Period**) for the month.
4. Print financial statements with the pseudo post option set to "YES". Compare your Four Core report balances to their corresponding general ledger accounts in the Trial Balance and make sure they are the same. If not, print a GL Reconciliation (**Reports|General Ledger|GL Reconciliation**) to locate any possible errors.

Optional: Run a Journal Entry Query with the *Status* set as *Unposted*. Run for an appropriate posted period, year-to-date of last posted period, last-year-to date of last posted period, etc., to view any unposted items that someone might have added or changed in a posted period. You can then verify or delete those items, post them, and run new monthly financials to reflect the changes made.

5. Prepare for your accountant the Income Statement (**Reports General Ledger|Income Statement**) and Balance Sheet (**Reports|General Ledger|Balance Sheet**) along with an Account History (**Report|General Ledger|Account History**) for all General Ledger accounts for the month.