

Agent Reporting

Trams Back Office

Introduction

Questions about agent reports are among the most common questions received on the support desk. This document is a quick reference guide to produce the most frequently requested agent reports.

There are several different places from which agent reports can be run:

- Canned agent reports (Under Reports | Agent)
- Client and vendor balance core reports sorted by agent (Under Reports | Core)
- Customized reports created in the report generator (Under Reports | Report Generator | Print Report)
- Trams Crystal Reports that can be downloaded from our web site, <u>www.sabretravelnetwork.com/trams</u>)

This document specifically discusses the canned agent reports in Trams Back Office, but all agent reports depend on the quality of the agent information entered on the sales invoice. First, we'll discuss how agents are assigned to invoices.

Section 1: Assigning Sales Agents to Invoices

Sales agent reports, like all other reports in TBO, depend on the quality of the data entered. There are different ways of assigning agents to invoices. The first and most common is to have your reservation system assign the agent for you. When you interface the invoice records, the agent who ran the invoice will be automatically added as the invoice agent.

You can add additional inside or outside agents by adding the necessary interface codes. (See your Interface Reference Guide or the TBO Help File for the exact formats required.) The sales agent information can also be added and updated manually in the invoice booking record. There is also a way to have an agent automatically assigned to a client's invoice based on their client profile.

Manually Adding or Modifying an Invoice Agent

Each invoice booking record has an *Agents* tab. This is where the details for the agent responsible for the booking are stored. TBO can track the agent's inside/outside status as well as the commission split, or the amount the agent earned on this booking.





The Booking Agent Screen

B Edit Booking Geller/Ross;Geller/Rachel Ship-Dpst (Invoice # 22)	
1 General Info 2 Remarks 3 Expanded Fare Info 4 More Taxes 5 Agents 6 UDIDs 7 Segments	8 Foreign Currency
Agent Sharon Meyer O Inside Agent O Outside Agent	Add
Amount 150.00 Percent 50.00 Default Rate	Update
Date Paid Remarks	
Action	
	Delete
Agent ID Status Amount Rate Date Paid Remarks Action Payment No	Delete
Sharon Meyer 0 150.00 50	View Pymt
Booking Commission 300.00 Agent Commission 150.00	
History < > OK Cancel New Booking Copy Booking	ng

Agent Name	This links the booking with the agent's profile. You can type part or all of the
	agents name in the text box, or you can click on the button labeled Agent and perform a more in-depth search.
Inside/Outside Status	The status can be used for reporting and to determine the agent's commission split.
Amount	The amount of the commission the agent earned for this booking. It can be entered as a dollar amount in this field or entered as a percentage in the Percent field.
Percent	The percentage entered in this box will automatically computer the amount the agent has earned on this booking.
Default Rate	Clicking the <i>Default</i> rate button will automatically enter the agent's default commission in the <i>Percent</i> field.
Date Paid	The date on which the agent was paid his or her commission. The date is automatically filled in during <i>Agent Reconciliation</i> or it may be manually entered.
Remarks	Any remarks about this particular commission. These will print on agent statements.
Action	The action this agent took on this booking. Agencies may choose to track whether an agent was the booking or ticketing agent in the GDS. Alternatively, the field may be left blank. This can be used for reporting.





Agent Commission Rates

Default commission rates can be setup globally, on a per-agent basis, or based on a client's profile.

Commission Rates Based on Travel Type

Agent commission rates can be configured based on travel type. They are assigned in the **Global Defaults |Setup |Travel Types** window.

1 R	avel Type No 2 Travel Type Hote	el l				Update
Tra	avel Category Hote		T			
<	Inside Rate	50.00	Outside Rate	60.00	>	
Ir	nside Amount		utside Amount			
TT No	Travel Type	Category	Inside Rate	Outside Rate	Inside Arr 📥	Print
1	Dom. Air	Air				Move Up
2	Hotel	Hotel				Move Dow
3	Car	Car				[
4	Ship-Dpst	Cruise			-	
•					•	

Commission Rates Based on Agent

The default commission rate for an agent is stored in the agent's profile. There are fields for tracking the inside and outside rate for that agent. If an agent does not process sales as an inside agent, leave that amount blank and enter a default only in the **Outside Rate** field.

BO Edit Agent Profile #1307 Jur	ne Elliott					
General Communications Paym	ment Info Groups Marketing Default Rates					
Profile Name	June Elliott	t Agent Profile #1307 June	Elliott	Income Contemport	marine A	
Last Name	Elliott Eirst June M	al Communications Payme	nt Info Groups	Markeling Defau	ult Rates	
Contact <u>T</u> itle	Co <u>u</u> rtesy Title 🗸	Travel Type	Inside Bate	Outside Rate	Inside Amt	Outside Amt
Salutation		Dom. Air	50.00	50.00		
Street Address 1	1252 Euclid Ave	Hotel				
Street Address 2	Apt/Suite	Car				
	City State Zip Code Country	Ship-Dpst				
	Sterling Heights MI - 48311	Ship-Finl Bail				
Payee Name		Insurance				
Interface [D	JE	Intl Air				
Inside Rate	20.00 Outside Rate 40.00 Dinactive	Tour-Dpst				
		Tour-Finl				
GL Acct #1	6010 Agent Commissions	Service Fee				
GL Acct #2	G/L Branch G/L Rate 0	Misc.				
		Transportation				-
History < >	OK Cancel His	tory < >	OK Ca	incel		

Alternatively, an agent's commission rate can be based on travel type by choosing the *Default Rates* tab in the agent profile.

8/1/2012





Automatically Assigning Agents to Specific Clients

While agents are generally assigned by the reservation system, agents can also be assigned to a client's profile. This is useful if an agent is to get credit for all of a particular client's bookings regardless of who actually issued the invoice.

Agent Amount Valid From Remarks	8/1/2	0.00	Rate To	5.00 12/31/2012	Status Inside Outsid	e	Add Update	Edit Booking Geller/RossGeller/Rachel Ship-Dpst (Invoice ≠ 22)
Agent June Elliott June Elliott	Status I	Amount 0.00 0.00	10.00	From 1/1/2012 8/1/2012	To 7/31/2012 12/31/2012	Remarks	Delete	General Info Catenor MacColambacha and populational and any oppopulation and any oppopulation any oppopulating any oppopulation any oppopulation any oppopulation any oppopul
History		OK		Cancel				e III Booking Commission 300.00 Agent Commission 120.00 History c OK Cancel New Booking Copy Booking

If you enter an agent in the client profile, this agent is automatically added to any invoice assigned to clis client. The agent listed here is added *in addition* to any agent that is automatically assigned through interface. The major advantage for this is that you can assign certain commission amounts for certain dates.

Example: Your payment agreement with agent June Elliott calls for her to make 10% commission on all bookings for Ross Geller between January 1 and July 31, 2012, and then 5% for bookings made between August 1 and December 31, 2012. You can include this information in the client profile and TBO track the payment scale for you. Just remember that any agent entered in this box is added **in addition** to any agent assigned through interface or ClientBase. Therefore, if June Elliott is assigned to this profile with 10% commission and another agent, Sharon Meyer, who earns 30% commission, issues an invoice for Ross Geller, the booking will show two agents: Sharon Meyer at 30% and June Elliott at 10%. That means the agents would be earning a total of 40% of the total commission.

How Rates are Calculated

TBO calculates the agent's commission during interface in the following order:

- 1. If an Agent Rate has been specified at the booking level of the PNR, then that rate is entered into the agent tab of the booking screen during interface processing.
- 2. If *no* rate was specified in the PNR, then any rate by Travel Type specified on *Default Rates* tab of the agent's profile is used.
- 3. If *no* rate is specified in the *Default Rates* tab of the agent's profile, then the rate specified globally under **Utilities**|Setup|Travel Types screen is used.





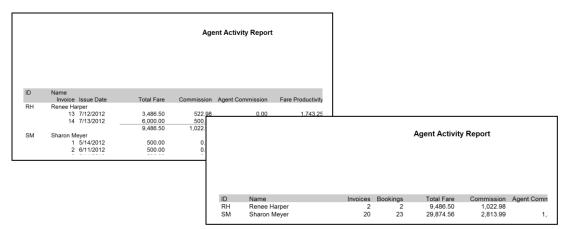
 If there are *no rates* specified in the Default Rates Tab of the agent's profile or in the Utility|Setup|Travel Types file, then the default rates entered on the agent's profile's *general information* tab are used.

Note: These default tables, both in Utilities and in the Agent Profile, are only used during Interface Processing. When Manually entering bookings in Back Office, the system works if Inside and/or Outside Rates are entered on the "General Tab" of the Agent Profile, 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.

Section 2: Canned Agent Reports

There are two types of canned agent reports in Reports | Agent - Agent Activity and Agent Statement.

The Agent Activity Report shows all agent activity for one agent or a group of agent on one report. You can change the report selection criteria to determine what type of invoices you would like to see on the report. For example, you might want to see all invoices created or only the invoices that have been paid.



The Agent Statement is a report run for a specific agent or a group of agents. Depending on what selection criteria you choose, you can run the report for all invoices created by the agent (or group of agents), or only those for which the agency has been paid.

		tement	Agent Sta		
To: 8/1/2012					Renee Harper
Agent ID: RH Agent No: 1302					
Commission 522.98	Total Fare 3,486 50	Passenger Name Remarks McDonald/Ronald.Mul	Vendor Name Rate Date Paid nald/Ronald Travel Bound 50 00	Agent Comm	Tkt/Confirm No Status 7/12/2012 961210 Outside
500.00	6,000.00	Able/Kenneth,Able/Su	Kenneth Royal Caribbean Inter 50.00	14 Able/9 4/5/2013 250.00	7/13/2012 857469 Outside
1,022.98	9,486.50	_	14.44	511.49	-
	Bookings	nmission % of Total	Commission Agent Cor	Fare C	Travel Type Ship-Opst





Section 3: Using Selection Criteria

Sales agent reports, more than any other reports, depend greatly on the selection criteria entered when the report is run. This section lists the selection criteria needed to run agent reports in the most popular formats. The selection criteria are the same for either the **Agent Statement** or the **Agent Activity** report.

A Report Listing Everything Booked

The default selection criteria show all invoices. By not changing any of the settings, and only placing a date range, you get a report showing all the activity that agents have booked for that date range regardless of when either client or vendor payments are made.

Format	Cumman -	Travel Turner	rain
	Summary 🔻	Travel Types	
ARC Non-CC	Issue Dt 🔹	ARC Client S	itatus All
ARC CC	Issue Dt 👻	ARC Vendor S	itatus All
Invoice Adjustments	Issue Dt 🔹		
Supplier Non-CC	Issue Dt 🔹	Supplier Client S	itatus All
Supplier CC	Issue Dt 🔹	Supplier Vendor S	itatus All
Supplier CC No Remit	Issue Dt 🔹		
Comm Track	Issue Dt 👻	Comm Track Vendor S	itatus All
From		To	8/1/2012
Branch	[All]	Branch Group	
Agent Status		,	All
Agent Action		- 6	All
Agent Name		Agent Group	
Print Selection (Criteria	Output Format	Report

A Report Showing All Invoices Paid by Both Client and Vendor

If your agents are paid on a commission basis, you can produce a report using the following criteria. Feel confident that you are not paying an agent twice for the same invoice. This report does not look at when the invoice was created; rather it looks at the date the invoice was paid, either by the client (if the setting is Client Pymt Date) or by the vendor (if the setting is Vendor Pymt Date).

Format	Detail 🔻	Travel Type	es [All]
ARC Non-CC	Client Pymt Date 🔹	ARC Client	Status 🗐 👻
ARC CC	Vendor Pymt Date 💌	ARC Vendor	Status All -
Invoice Adjustments	Issue Dt 🔹		
Supplier Non-CC	Vendor Pymt Date 🔻	Supplier Client	Status All -
Supplier CC	Vendor Pymt Date 🔻	Supplier Vendor	Status All -
Supplier CC No Remit	Client Pymt Date 🔻		
Comm Track	Vendor Pymt Date 💌	Comm Track Vendor	Status All -
From		To	8/1/2012
Branch	[All]	Branch Group	
Agent Status	All 🔻	Agent Recon Status	All
Agent Action	[All]	Preferred Vendor Status	All
Agent Name		Agent Group	
Print Selection 0	Vitaria	Output Format	Report





A Report For Outstanding Commissions

Using the following criteria, you can run a report for outstanding vendor commissions.

180 Agent Statement	
Agent Name	Agent Group 🗸
Format	Detail Travel Types [All]
ARC Non-CC	Exclude ARC Client Status All
ARC CC	Exclude ARC Vendor Status All
Invoice Adjustments	Exclude
Supplier Non-CC	Exclude Supplier Client Status All
Supplier CC	Issue Dt Supplier Vendor Status Open
Supplier CC No Remit	Exclude
Comm Track	Issue Dt Comm Track Vendor Status Open
From	To 8/1/2012
Branch	[All] Branch Group
Agent Status	All Agent Recon Status All
Include Agent Adjustments	Yes
Depart Date From	Depart Date To
Header/Footer	Agent Action [All]
Print Selection Criteria	Include Profile Remarks
Preview	Print Printer Setup Reset Default Close

Notice the From date is blank, and To date should be the date you are running the report. This assures that you get all open invoices regardless of when they were created.

If you want to run the report to only see invoices that are open (unpaid) from client, for a specific agent run the agent statement with the criteria below:

180 Agent Statement				
Agent Name		Agent Group		-
Format	Detail 💌	Travel Types	[All]	
ARC Non-CC	Issue Dt 🔹	ARC Client	t Status 🗛	
ARC CC	Issue Dt 🔹	ARC Vendo	r Status 🗛	
Invoice Adjustments	Exclude 💌			
Supplier Non-CC	Issue Dt 🔹	Supplier Clien	t Status [pen 👻
Supplier CC	Issue Dt 🔹	Supplier Vendo	r Status 🗛	
Supplier CC No Remit	Issue Dt 👻			
Comm Track	Issue Dt 🔹	Comm Track Vendo	r Status 🛛	pen 🔻
F		-	0.14.100	
From		To		12
Branch		 Branch Group 		
Agent Status	All	Agent Recon Status	All	•
Include Agent Adjustments	Yes 🔻	Preferred Vendor Status	All	•
Depart Date From		Depart Date To	b	
Header/Footer		 Agent Action 	[All]	
Print Selection Criteria	Include Prof	ile Remarks 🛛 📝 Inclu	ude Travel	Type Summary
Preview	Print Printer Set	up Reset Default	Close	





To track open client invoices for all your agents there are two reports you can run. You can run the agent activity report with the above selection criteria. Or you can run the Client Balances Core report. Go to **Reports | Core | Client Balances** with the selection criteria:

BO Client Balance Report	rt 🗖 🗖 🗙
As Of	
Format	Detail 👻
Branch	[All]
Aging	None
Sort By	Agent
Output Format	Beport -
Client Name	
Client Group	
Branch Group	•
Preview Print	Printer Setup Reset Default Close

Frequently Asked Questions

My outside agents are not appearing on my reports. What am I doing wrong?

More than likely, the outside agent is not being assigned when the record is being created in the front office. To add an outside agent to an invoice, your agents must add an OA entry to the record. (For the exact format refer to the interface reference guide for your reservation system).

Trams Back Office is assigning more than one agent to some of my invoices. Why?

This has to do with the agent field on the client profile. Remember, if you attach an agent to the profile, that agent is assigned to the invoice.

I am running an agent activity report for all of my agents. I have a number of invoices listed for no agent. How do I find out what invoice those are?

You are running the report with the format set to summary, set the format to detail and run the report again.

180 Agent Activity Report			
Format	Summary 🔻	Travel Types [All]	
ARC Non-CC	Issue Dt 👻 🔻	ARC Client Status	All 🔻
ARC CC	Issue Dt 🛛 👻	ARC Vendor Status	All 🔻
Invoice Adjustments	Issue Dt 🔹		
Supplier Non-CC	Issue Dt 👻	Supplier Client Status	All 🔻
Supplier CC	Issue Dt 👻	Supplier Vendor Status	All 🔻
Supplier CC No Remit	Issue Dt 👻		
Comm Track	Issue Dt 🔹	Comm Track Vendor Status	All 🔻