



Leaders in Travel Agency Accounting, Management,  
& Marketing Software

A black and white photograph of a man in a white shirt and dark trousers, carrying a briefcase, standing in a field of tall grass under a cloudy sky. The image is framed by a thin black border.

A Mere Mortal's Guide  
To  
Agent Reports







## Introduction:

Questions on agent reporting 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 different places agent reports can be run in TRAMS:

- Canned reports (reports included in the system when installed) under **Reports|Agent**
- Client and Vendor Balance Core Reports sorted by Agent
- Your own agent reports customized in the Report Generator
- Agent reports in TRAMS Crystal Reports ([www.trams.com/Products/Trams](http://www.trams.com/Products/Trams) Crystal Reports)

This handout deals specifically with the canned reports in TBO, but all agent reports depend on the quality of the agent information entered on the sales invoice. Let's first discuss how agents get 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 in TBO. The first, and most common way, is to have your reservation system assign the agent for you. When you interface, whichever agent is signed into the computer when the ticket is driven, interfaces across as the inside agent.

You can add additional inside or outside agents by adding the necessary interface codes. (See your interface Reference Guide for the exact formats required). The sales agent information can also be entered manually, or it can be attached to the client profile.

Agent...	Status	Amount	Rate	Date...	Rema...
Amand...	I	12.50	5.00		
Elgin L...	I	25.00	10.00		

The screenshot shows a software window titled "Edit Leisure Profile #8 Miller/Duncan". The "Agents" tab is highlighted and circled. The form includes the following fields and controls:

- Agent: [Text Input]
- Amount: [Text Input]
- Rate: [Text Input]
- Valid From: [Text Input]
- To: [Text Input]
- Remarks: [Text Input]
- Status: Radio buttons for "Inside" (selected) and "Outside".
- Buttons: "Add", "Update", "Delete" on the right side.
- Bottom navigation: "History", "<", ">", "Ok", "Cancel".

If you enter an agent in the client profile, this agent is automatically added as an inside or outside agent on any invoice that is booked for this client. This agent is added, **in addition** to any agents assigned through the interface. The major advantage to this feature is that you can assign certain commission amounts for certain dates.



**EXAMPLE:** Your payment agreement with agent SMM calls for her to make 5% commission on all bookings that John Doe makes from January 1, 2003, until December 31, 2003, and then 3% from January 1, 2004 to December 31, 2004. You can include this information in the client profile and have TBO track the payment scale for you. Just remember that any agent entered in this box is **in addition** to any agent assigned through interface. Therefore, if you have agent SMM in the profile making 5%, and your agreement with agent KS pays her 10% commission, if KS books and drives the ticket, on this invoice you will pay agent KS 10% **and** agent SMM 5% for a total of 15% commission.

You can also capture through the interface process different Agent Commission percentages based on the Travel Type of the booking. These rates can be customized for an Inside Agent vs. an Outside Agent in TBO by going to **Utilities|Setup|Travel Types**. The agent rates come into TBO via interface in this way:

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.
2. If **NO** rate was specified in the PNR, then any rate by Travel Type specified on the Default Rate Tab of the Agents Profile is used.
3. If **NO** rate is specified in the Default Rate Tab of the Agents Profile, then the rate specified globally under **Utilities|Setup|Travel Types** is used.

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.

**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.

Report Preview: Agent Activity Report

To: 9/5/2003

ID	Name	Invoices	Bookings	Total Fare	Commission	Agent Commission	Fare Productivity	Comm Productivity
AT	Amanda Turner	6	6	1,500.00	250.00	12.50	1,500.00	125.00
PI	Pagan Leslie	8	8	3,928.53	1,200.00	24.00	3,928.53	314.00
	No Agent Specified	22	31	10,468.53	3,397.65	0.00	10,468.53	3,397.65
						27.50	15,468.53	4,397.65

Report Preview: Agent Statement Amanda Turner

To: 9/5/2003  
Agent ID: AT  
Agent No: 19

Issue Date	Invoice No	Client Name	Vendor Name	Passenger Name	Total Fare	Commission
Ttl/Confirm No	Start Date	Rate	Date Paid	Remarks		
Status	Agent Comm					
7/16/2003	2	Computer Expo	Computer Expo	Computer Expo	-4,000.00	0.00
Inside	0.00					
7/16/2003	2	Computer Expo	Computer Expo	Computer Expo	4,000.00	0.00
Inside	0.00					
7/16/2003	4	Wells/Jennifer	Wine Tour	Wells/Jennifer	500.00	0.00
Inside	0.00					
7/16/2003	5	Drake/Peter	Wine Tour	Drake/Peter	500.00	0.00
Inside	0.00					

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## 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 is the same for either the Agent Statement or the Agent Activity report.*



### A Productivity Report Listing Everything Booked

The default selection criteria shows **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.

The screenshot shows a software window titled "Agent Statement" with a blue title bar and standard window controls. The window contains a form with various selection criteria. The "Agent Name" field is empty, and "Agent Group" is a dropdown menu. The "Format" is set to "Detail", "Travel Types" to "[All]", and "Branch" to "[All]". The "From" date field is empty, and the "To" date field is set to "8/30/2003". The "Print Selection Criteria" and "Include ARC/Agt Adjustmt" are both set to "Yes". The "Header/Footer" is a dropdown menu. The "ARC Non-CC", "ARC CC", "ARC Debit/Credit Memos", "Supplier Non-CC", "Supplier CC", and "Comm Track" fields are all set to "Issue Dt". The "ARC Client Status", "ARC Vendor Status", "Supplier Client Status", "Supplier Vendor Status", and "Comm Track Vendor Status" are all set to "All". The "Agent Status" and "Agent Payment Status" are also set to "All". The "Preferred Vendor Status" is set to "All". The "Depart Date From" and "Depart Date To" fields are empty. At the bottom of the window, there are buttons for "Preview", "Print", "Printer Setup", "Reset", "Default", and "Close".



## ***A Report of All Invoices Paid by Both Client & 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).

The screenshot shows the 'Agent Statement' window with the following settings:

- Agent Name: [Empty]
- Agent Group: [Empty]
- Format: Detail
- Travel Types: [All]
- ARC Non-CC: Client Pymt Date
- ARC Client Status: All
- ARC CC: Vendor Pymt Date
- ARC Vendor Status: All
- ARC Debit/Credit Memos: Issue Dt
- Supplier Non-CC: Client Pymt Date
- Supplier Client Status: All
- Supplier CC: Vendor Pymt Date
- Supplier Vendor Status: All
- Comm Track: Vendor Pymt Date
- Comm Track Vendor Status: All
- From: 8/1/2003
- To: 8/30/2003
- Branch: [All]
- Agent Status: All
- Print Selection Criteria: Yes
- Agent Payment Status: All
- Include ARC/Agt Adjustmt: Yes
- Preferred Vendor Status: All
- Depart Date From: [Empty]
- Depart Date To: [Empty]
- Header/Footer: [Empty]

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



## ***Agent Report for Outstanding Commissions:***

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

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:

The 'Agent Statement' window contains the following fields and options:

- Agent Name: [Text Box]
- Agent Group: [Dropdown]
- Format: [Detail]
- Travel Types: [All]
- ARC Non-CC: [Issue Dt]
- ARC Client Status: [Open]
- ARC CC: [Issue Dt]
- ARC Vendor Status: [All]
- ARC Debit/Credit Memos: [Exclude]
- Supplier Non-CC: [Issue Dt]
- Supplier Client Status: [Open]
- Supplier CC: [Issue Dt]
- Supplier Vendor Status: [All]
- Comm Track: [Exclude]
- Comm Track Vendor Status: [All]
- From: [9/5/2003]
- To: [9/5/2003]
- Branch: [All]
- Agent Status: [All]
- Print Selection Criteria: [Yes]
- Agent Payment Status: [All]
- Include ARC/Agt Adjustmt: [Yes]
- Preferred Vendor Status: [All]
- Depart Date From: [Text Box]
- Depart Date To: [Text Box]
- Header/Footer: [Dropdown]

Buttons at the bottom: Preview, Print, Printer Setup, 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:

The 'Client Balance Report' window contains the following fields and options:

- As Of: [Text Box]
- Format: [Detail]
- Branch: [All]
- Aging: [None]
- Sort By: [Agent]

Buttons at the bottom: Preview, Print, Printer Setup, Reset, Help, 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).**

*TBO is assigning two agents 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.**

**Agent Activity Report**

Format: **Detail**

Travel Types: [All]

ARC Non-CC: Issue Dt

ARC CC: Issue Dt

ARC Debit/Credit Memos: Issue Dt

Supplier Non-CC: Issue Dt

Supplier CC: Issue Dt

Comm Track: Issue Dt

ARC Client Status: All

ARC Vendor Status: All

Supplier Client Status: All

Supplier Vendor Status: All

Comm Track Vendor Status: All

From:

To: 9/5/2003

Branch: [All]

Print Selection Criteria: Yes

Agent Group:

Agent Name:

Agent Status: All

Agent Payment Status: All

Preferred Vendor Status: All

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