Handling Groups in Trams Back Office and ClientBase

Introduction

In this document we follow the workflow of a group starting in *Trams Back Office* and following through to *ClientBase* including the Inventory Manager.

Topics:

- Setting up Group Names in *ClientBase* or *Trams Back Office*
- Setting Up Group Profiles
- Setting Up Inventory in *ClientBase*
- Promoting the Group in *ClientBase*
- Selling from Inventory using Res Cards in *ClientBase*
- Using Reminders to Manage the Sales Process in *ClientBase*
- Documenting Client Payments in ClientBase
- Collecting Client Payments/Disbursing Vendor Payments in *Trams Back Office*
- Group Receipts/Expenses Report in *Trams Back Office*
- Managing Inventory Utilization in *ClientBase*
- Group Reporting in *Trams Back Office*
- Closing the Group in *Trams Back Office*

Trams and ClientBase Products and Services Group Policy

- Provide simplified group related enhancements to meet the needs of our customers and the changing marketplace.
- Continue to support our TCC's and Crystal Report Writers that provide custom Crystal Reporting to meet your unique group reporting needs (these are in addition to the TCR (Trams Crystal Reports that we create in-house).
- Continue to support third party group vendors that are dedicated to providing powerful and flexible group management solutions.

Setting Up Group Names

Before You Begin Selling…………

The group we are entering is a cruise with Royal Caribbean International on the Voyager departing November 25th.   We have blocked 20 inside cabins and 10 outside cabins. All clients are paying us separately.

- **Set up your Group Name in *ClientBase* or *Trams Back Office***
- **Client and Vendor Profiles**
- **Identify the desired accounting method**

Creating Group Names in *ClientBase*:

Since the Group table is shared by *ClientBase* and *Trams Back Office*, you may add the Group Name in either program. Any changes made in one program will make the same changes in the other program.

Go to Global Defaults – Group List

Click on Add
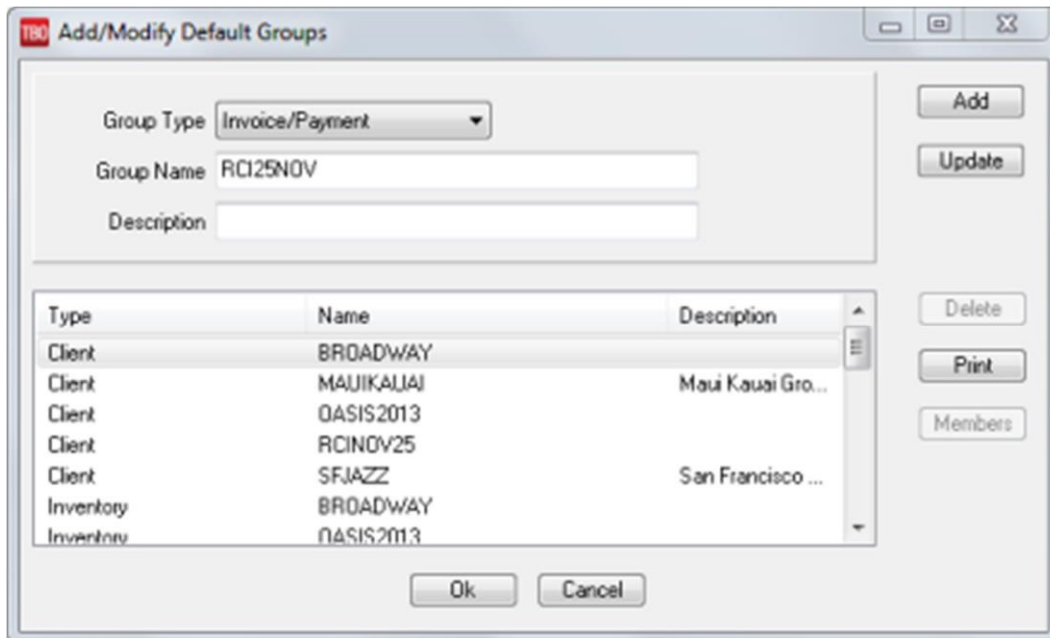
Enter the Group Name chosen

Choose the Drop- Down lists where you want the Group Name to appear.

Creating Group Names in _Trams Back Office_

On the main menu, click **Utilities|Setup|Groups.** The creation of a Group Code allows for consistent data entry and "ties" all the appropriate group invoices created in ClientBase and in Trams Back Office together.
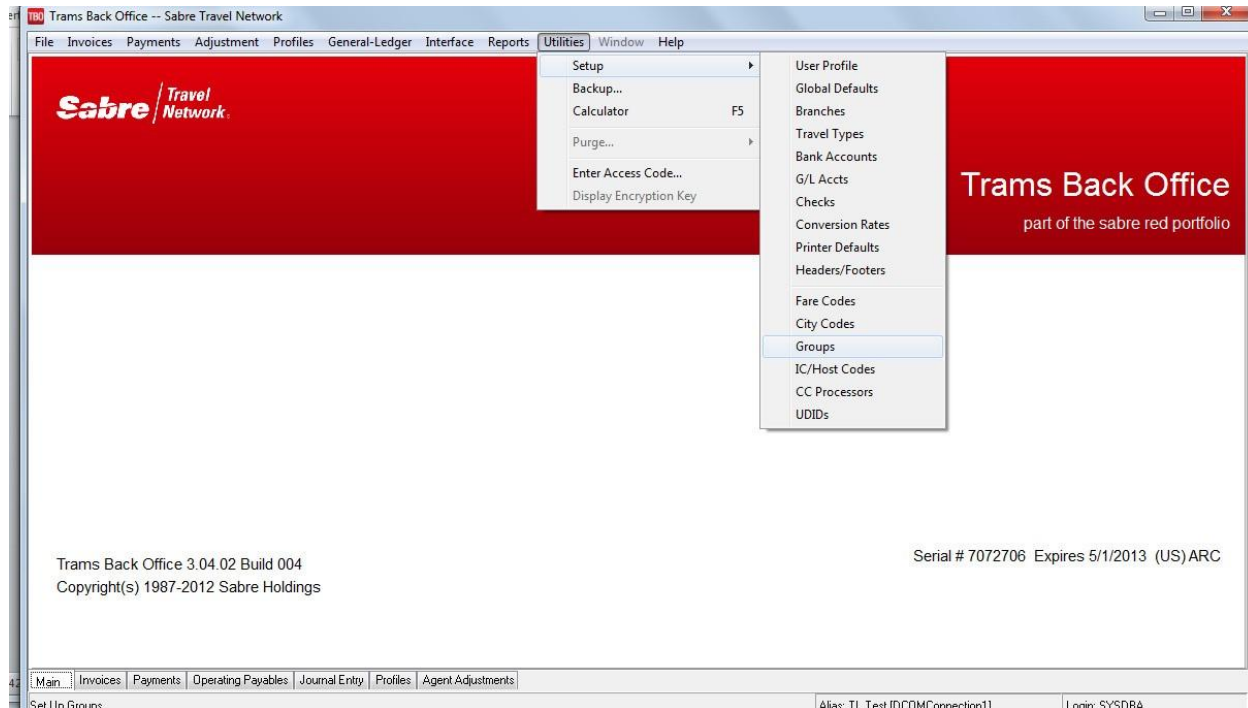
Create "Invoice/Payment" Group Name

Create "Client" Group Name
Click the arrow at the end of the _Group Type_ field and select **Client** from the drop-down menu. Enter a name for the group for example: RCINOV25 Click _Add_ and the Client group is displayed. Click _OK_ to save.

Create "Client" Group Profile

On the main menu of **TBO** click **Profiles|Client|Corporate.** Create a corporate client profile to take advantage of the long "Name" field (this can also be created in ClientBase).

The creation of a client group profile is helpful for a number of Purposes:

- It can be used as a temporary holding account for refunds and deposits.

- Use the profile when creating the final "Group Profit" Invoice

- Use when creating vouchers to vendors before invoicin where the voucher covers multiple group clients.

Who's Paying for the Group Travel? - Creating Profiles in ClientBase

- Use Leisure Profiles for each group member family as reservations are accepted. Create new profiles by clicking **File|New|Leisure** Profile in ClientBase.
    - o Be sure to use/create one Family Member Record for each traveler with all required immigration information
    - o Each profile should have a unique interface ID. o Keep in mind that creating these profiles has marketing benefits in the future.

- If you receive lump payments from a "Group Leader" o You still have one profile for each family participating in the group, unless you are requested not to create separate Leisure Profiles for Group Members.
  - o In this case create a single Corporate "Client Profile" using the name of the Group.   Each passenger has an "Employee" record under the profile. All Res Cards, Inventory buys and Invoices are created under this single "Group" Corporate Profile.

Which Vendor Profile to Use?

- We are using ClientBase along with Trams Back Office for managing our groups.

- The ClientBase Inventory Manager requires using a different vendor for each travel component for the group. You do not need to create a separate vendor "group profile" when using both ClientBase and Trams Back Office for your groups.

- You may use your normally used vendor profiles that are already in TBO. If you do not have a profile for the vendor, you can create one by clicking on **Profiles|Vendor** on the main menu. This will allow you to run your vendor reports for all business under that vendor or only business booked for the group with that vendor.

5

Which Accounting Method to Use?

The two choices are normally **"Accounting as Departing"** Or "**Accounting as Payments are Received."**

- Using ClientBase along with Trams Back Office for your groups decreases your need to use the GDS to generate an invoice just to provide your clients with confirmation of their group purchases, group payments, and future payment dates.

- You no longer need to generate your invoices through the GDS so you can get that information into Trams Back Office for accounting purposes.

- Which method you choose is more dependent on how you want your Sales and Revenue to be shown on your financial statements. This choice should be the way to "Account" for your group from now on.

- Using both Trams Back Office and ClientBase allows you to choose either method of accounting for Sales and Revenue. Your customer gets the documentation that shows what they have purchased, how much they have paid, and when they need to make future payments.

Option #1: Accounting As Departing	Pros Using Both Back Office & ClientBase	Cons
The sales, cost of sales and income are all accounted for when the Group is completed or has departed.	Sales and Income are accounted for when all group members are final. Yield is not distorted as Revenue is reflected at the same time as sales are reflected. Client and vendor vouchers are created as payments come in from clients and go out to vendors. Invoices are created when the group is finalized, except for ARC/BSP airline tickets or any CC deposits that need to be run before finalizing the group Client is given a "Trip Itinerary" and a "Trip Statement" from ClientBase. Final invoices are created with commission in them, so that when looking at the travel history for a client, you can see the revenue value of that client to the agency.	No significant Cons
Option #2: Accounting As Payments are Received	Pros Using Both Back Office & ClientBase	Cons

The sales and cost of sales for the Group are accounted for as	The maximum number of reports for the clients and management can be generated from both TRAMS Back Office	Since sales and cost of sales are being accounted for at different times, yield is
payments are received from the clients for the amount received.

The income is accounted for when the Group is completed or has departed. | and ClientBase, as invoices are being created as you go.

The agent can document a payment immediately by easily generating an invoice in ClientBase. A vendor balance is also created for the bookkeeper reflecting the amount due out to the vendor. | distorted on a month-tomonth basis.

We are accounting for sales every time a payment is received.

Financial statements will show high sales with no income in one month. Then in later months you will see low sales with high income. |
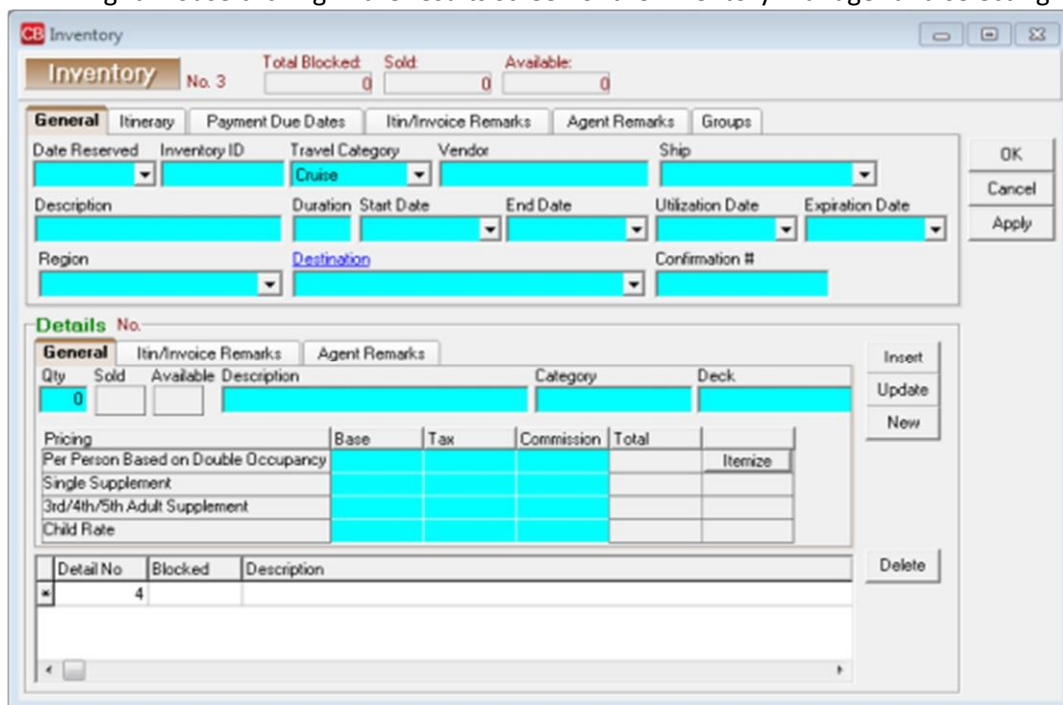
Note:

Did you know that you can defer the Sale on Supplier bookings closed with a credit card until commission is received? Please refer to TBO help files for directions.

Setting up Inventory Records in ClientBase

Inventory items can be created from anywhere in the program:

- Clicking the *Inventory* button on the tool bar or
- Going to **File|New|Inventory** or
- Right-mouse clicking in the results screen of the Inventory Manager and selecting *Add*.

One inventory record can include multiple Inventory Details. *Inventory Details* include Quantity, Description and pricing. For example, we have blocked space for 2 different categories of cabins on a November sailing of Royal Caribbean's Voyager. You would have one inventory record with 2 Inventory Details, one for each cabin category with the quantity blocked and it's pricing.

General Tab (Top) Depending on the Travel Category selected, different tabs of information appear with different fields of information within those tabs.

- **Date Reserved:** Manually enter or choose date from the drop-down menu. This is the date this block space is reserved.
- **Inventory ID:** This unique ID is user definable and can be used to query your inventory items. For example, our Cruise ID might read, CR110104 (using CR for cruise and the date).
- **Travel Category:** From the drop-down menu, select the appropriate Travel Category from *Air, Cruise, Hotel, Miscellaneous, Rail or Tour.*
- **Vendor:** Type in a few letters of the vendor's name and choose vendor from drop-down menu.
- **Airline/Ship/Property/Rail/Service Provider:** Fill in the Service Provider profile that applies. For example, our vendor is Royal Caribbean and the service provider would be Voyager.
- **Description:** Type in a unique description to identify this inventory item. For example, our cruise is described as Western Caribbean (Location of cruise)
- **Duration:** Type the number of days of the item.
- **Start Date:** Type the start date of the item or double-click the start date off the calendar accessible from the drop-down menu.
- **End Date:** Type the end date of the item or double-click end date off the calendar accessible from the drop –down menu.
- **Utilization Date:** Type when this item can be used or double-click the utilization date off the calendar accessible from the drop-down menu. The utilization date can also mean the date by which the Inventory must be sold to avoid penalty. Agency can choose either interpretation.
- **Expiration Date:** Enter date when this item can no longer be used or double-click the utilization date off the calendar accessible from the drop-down menu. This is **important** because by entering an expiration date, agents are prevented from pulling inventory into Res Cards after this date, and ClientBase automatically removes all expired inventory from any query results when launched from the Res Card Inventory button. You can still query expired inventory from your Inventory Manager, as the record still remains in the database. (If an inventory record has the *Expiration Date* set to today, the inventory continues to appear in query results and is not considered expired until the day after the expiration date.)
- **Region:** If you are tracking where clients are traveling, from the drop-down menu, select an area.

Itinerary Tab (Top)
To enter detailed itinerary information to print on **Itineraries|Invoices** generated from Res cards click the *Itinerary Tab:*

- Click *Itinerary* to complete all desired fields.
- Click *Insert* to add information
- To add an additional item, click *New.*
- To edit an item, select it, change the data, and click *Update*.
- To remove an item, select it, and click *Delete*.

Payment Due Dates Tab (Top)

- **Deposit Due Date:** From the drop-down menu next to *Default Date Using*, select *Current Date, Reservation Create Date, Reservation Start Date,* or *Reservation End Date.* Next, from the drop-down menu select the plus or minus sign and choose the number of days from 1 to 2000 to use in combination with the *Default Date Using* field.

- **Final Deposit Due Date:** From the drop-down menu next to *Default Date Using*, select *Current Date, Reservation Create Date, Reservation Start Date,* or *Reservation End Date.* Next, from the drop-down menu select the plus or minus sign and choose the number of days from 1 to 2000 to use in combination with the *Default Date Using* field.

These dates will be used when you create

Reminders.

Itin/Invoice Remarks Tab (Top)

Enter free-flowing Itinerary/Invoice Remarks that appear on the generated Itinerary and Invoice in the Res card.

Agent Remarks Tab (Top)

Enter free-flowing remarks that do not appear on the generated itinerary and invoice.

Groups Tab (Top)

Add a Group name to the inventory record.

Details (Bottom)

- **Qty:** Type in the number of available items. For example, we have 20 inside cabins and 10 outside cabins.
- **Sold/Available:** This area keeps track of what has been sold and what is still available
- **Description:** Type in any identifying description such as with our cruise – outside cabins or inside cabins.
- **Class of Service/Category-Deck/Room Type/Tour Name**: Depending on the Travel Category selected in section above, fill in the appropriate data. With our cruise we are entering Category 8 Empress Deck.
- **Pricing/Base/Tax/Commission**: For each item, fill in the Base Price, Tax, and Commission on *Per Person Based on Double Occupancy, Single Supplement, 3rd/4th/5th Adult Supplement,* or *Child Rate.* Click *Insert* to add information to data entry screen below. To add an additional item, click *New* To edit an item, select it, change the data, and click *Update*. To remove an item, select it, and click *Delete.* The more complete your pricing information within your Inventory Detail, the more accurate the default pricing is when your agents are pulling from this inventory record.

Itemize: Click the *Itemize* tab to bring up a screen to itemize the total fare if you want more detail to print on the Itinerary/Invoices generated in the Res Card.

Promoting the Group

Generate interest in the group space you have reserved by targeting customers and sending a flyer, letter or email.

- **Targeting Customers**
  - **Click on the Profile Manager Tab**
  - Select Level 3 Query Tab/Add Filter

From the Level 3 Query screen click on the Marketing Tab and select the marketing codes that match the cruise space we have reserved. For example, **When?** Fall, **Where?** Caribbean, **What Type?** Cruise. Click OK.

- In the Profile Manger click *Refresh* to display the results of the query.

When merging information into an E-mail, merge the information to E-mail from the Results Screen by clicking the Tool Bar E-mail icon or select the menu item **Merge To|E-Mail** to merge all results.
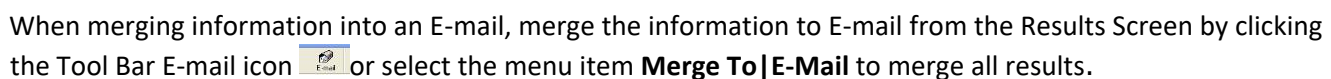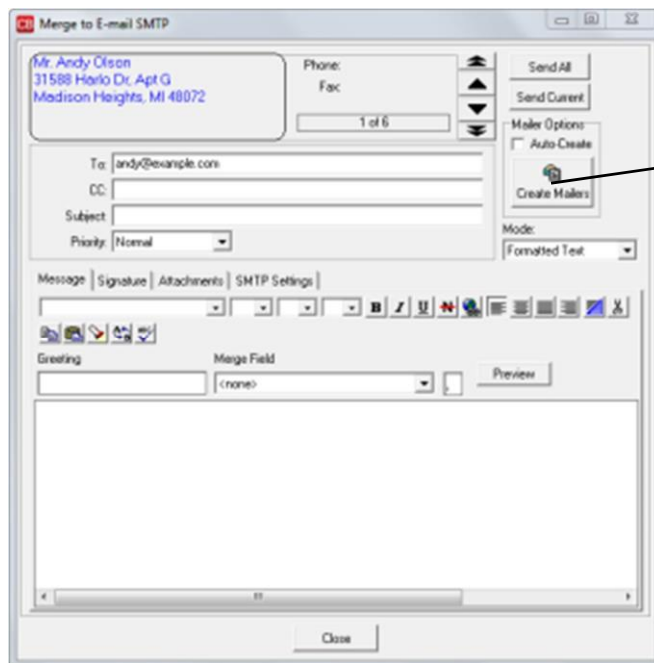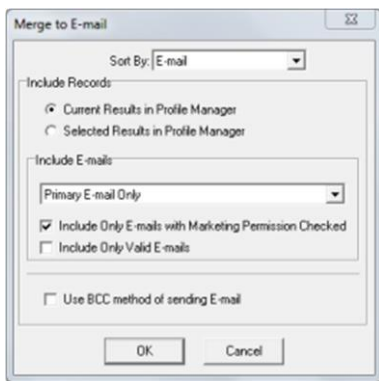
Click *Mailer* to automatically create a record of the mailing within each Client's profile.

When merging information into a Label, merge the information to Label from the Results screen by clicking the Tool Bar Label icon or select the menu item **Merge To Label.**

Create Mailer
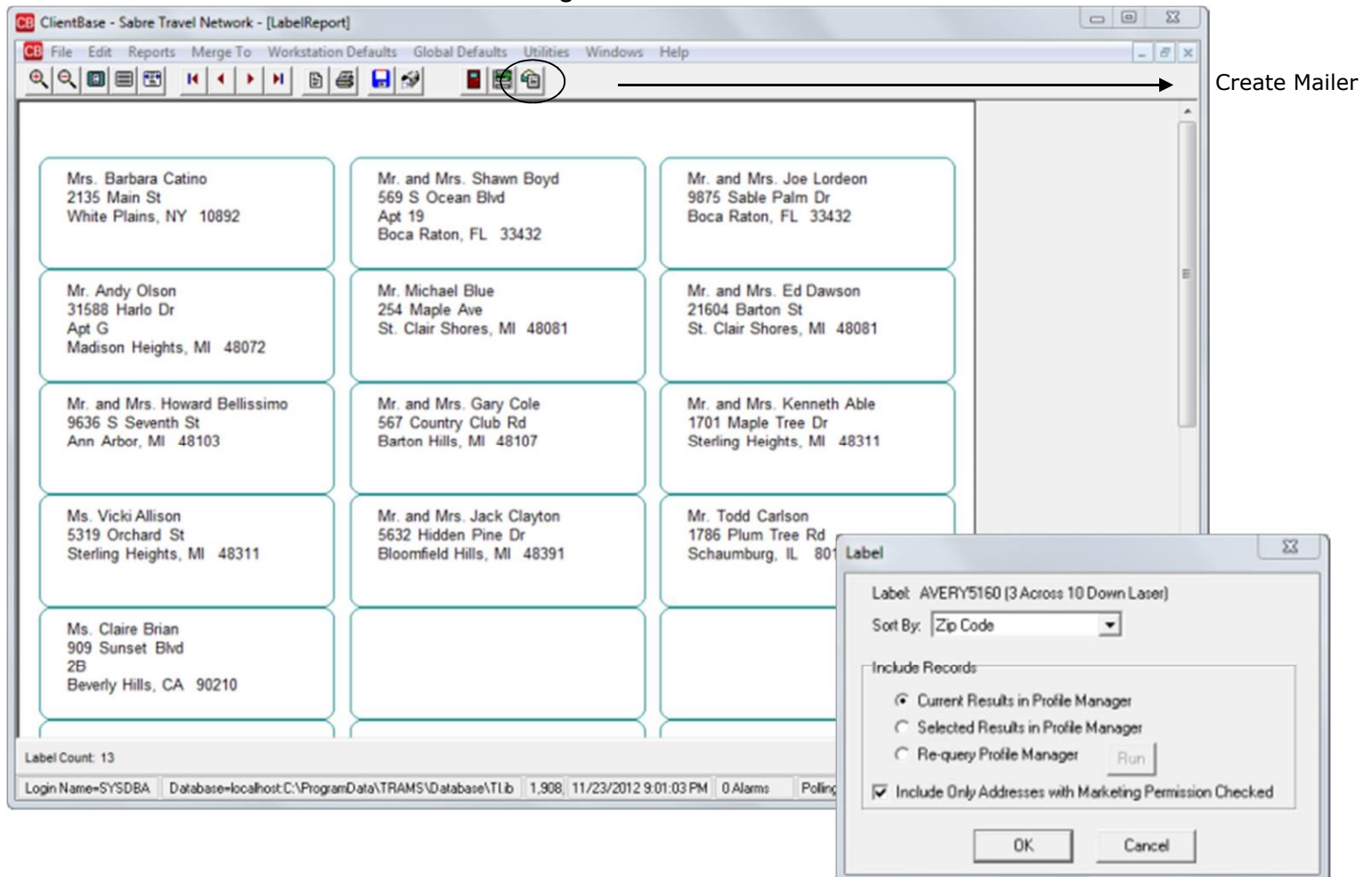
Another option is to send personalized letters to the results of your query. You can merge the information to a Document Template on the Tool Bar [Letter] Letter icon or on the menu item **Merge To Document Templates.**
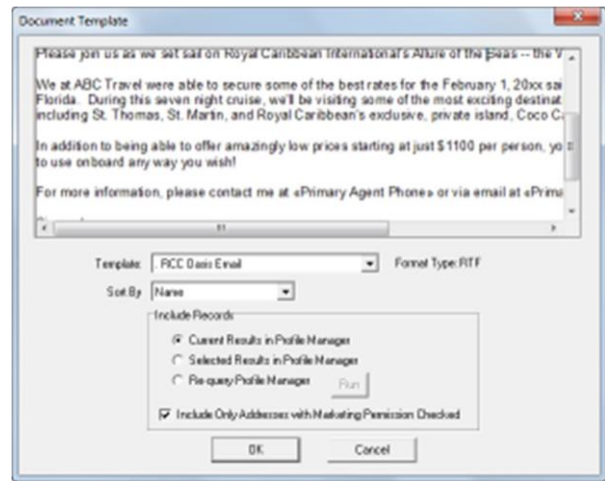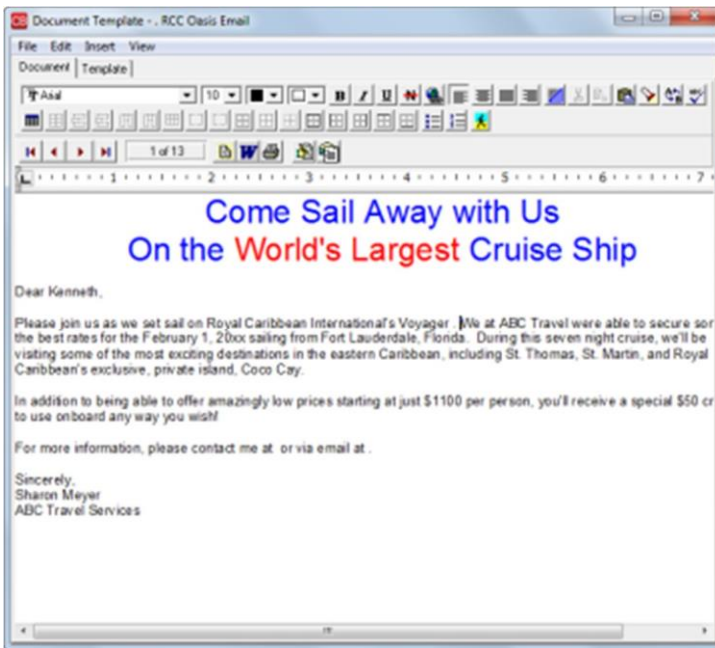
Selling from Inventory

Utilize Res Card" Reservations" in ClientBase to link to your inventory records. Agents can connect to your database of group inventory while working in the Res card. To query inventory for a particular client's trip:

- Open a Res card for client
- To the far right Click on the Inventory Button

A Level 2 Inventory Query screen appears to query your inventory.

We are querying for our group "RCINOV25"

If a Group has been captured within the ResCard the query may be performed automatically if you have the Default Inventory Filter set to Res Card Group Name. (*See Screenshot Below)* Click *OK* and view query results. To view more information about the Inventory, click *View Inventory Record* at the bottom right hand corner. Click *Pull from Inventory* button to import the reservation details and link to the inventory record.

Using Res Card and Reminders to Manage the Sales Process

- Use batched reminders to quickly organize the future tasks to complete.

- Click *Create Reminders* and confirm by clicking *Yes.*

- All reminders are displayed in the Activities tab of the Res Card.

Documenting Client Payments

Generate an invoice from *ClientBase* if you have chosen to handle your group as **"Accounting as Payments are Received"**. Select Generate Invoice in Res Card.

Create a Receipt from the Client Profile in *ClientBase* if using method **"Accounting as Departing"** for your Group.

A ClientBase Receipt creates a Voucher in *Trams Back Office*.
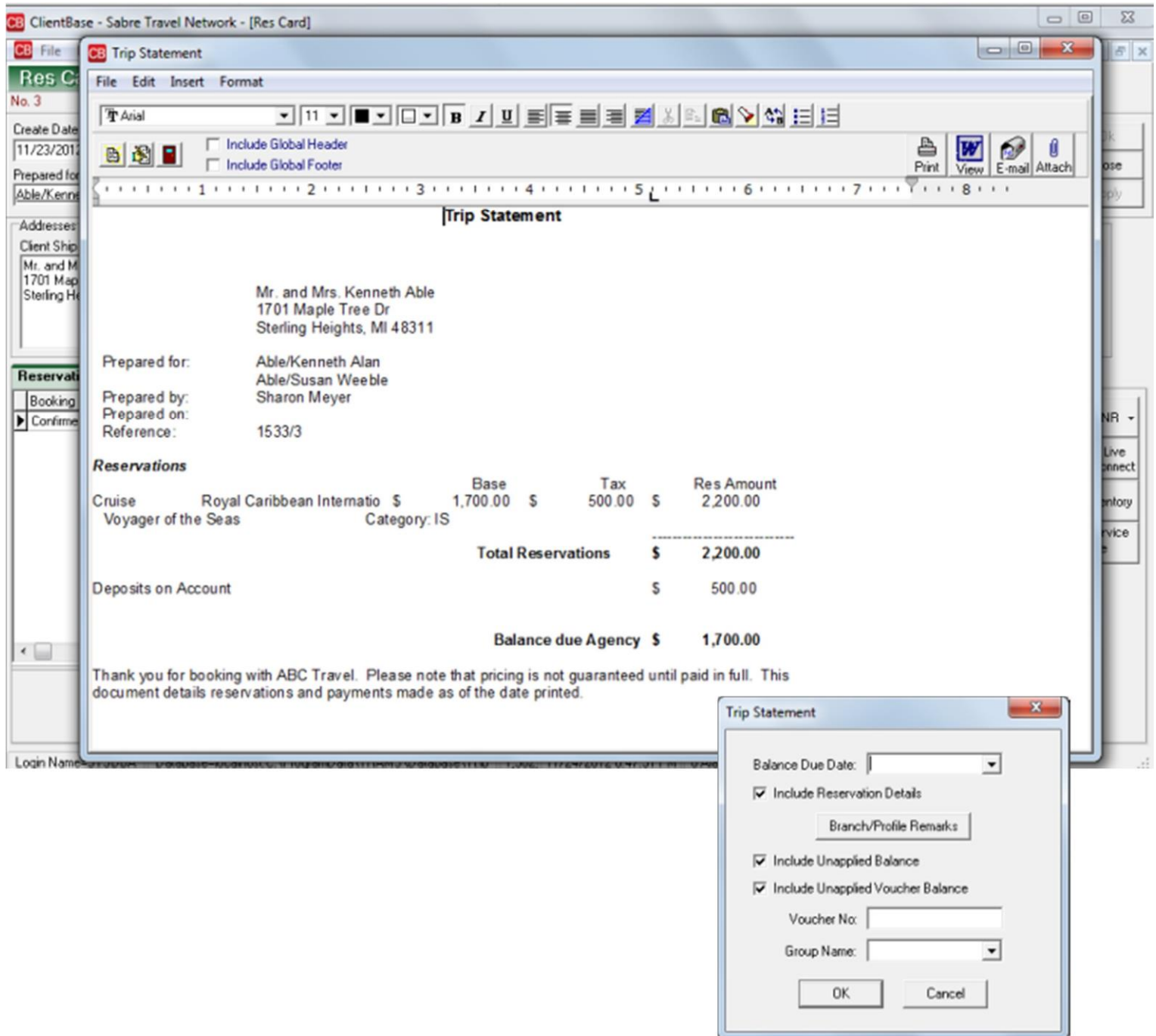
If you have chosen the **"Accounting as Departing"** method, use the ClientBase **Trip Statement** to document Trip Totals, Receipts and Balance Due for the client.

In ClientBase select [Print Trip Statement] from the Res Card.

- Enter Balance Due Date
- Place check marks to include unapplied balances and Vouchers to include them.
- Select Group name from the drop-down menu in the Group Name field.
- Once a trip statement is generated, it appears in a word processor. Change the font, insert graphics and transform the trip statement anyway you want.

Trams
Back Office

Collecting Client Payments/Disbursing Vendor Payments in *Trams Back Office*

Client Payments:

Enter all payments received from clients. Be sure to include the group code (RCCLVOYNOV1) on each payment. Filling in the group field gives you additional reporting capabilities. Also be sure to utilize the remarks field, this information shows on reports as well.
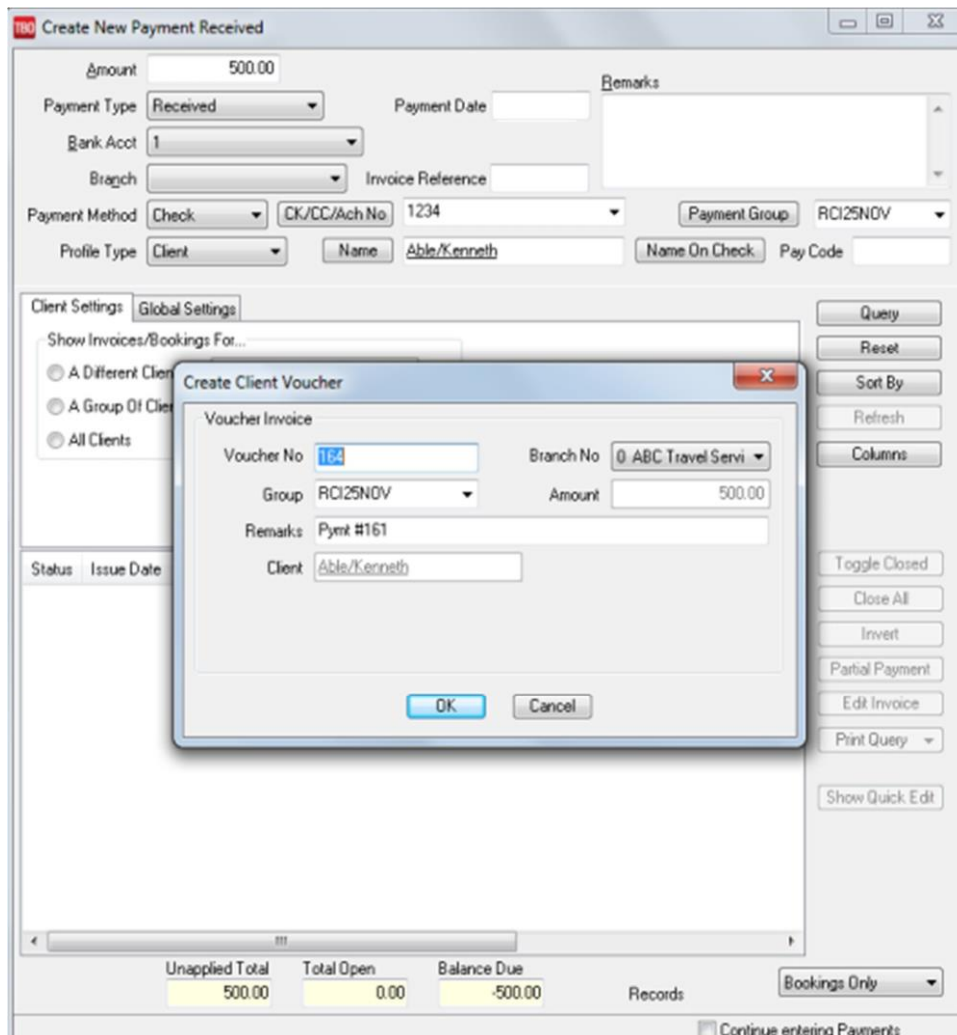
- Go to **Payments|Received** and fill in the information for each payment.
- If using accounting as departing, no invoices have been created at this point and you will be prompted to "Create Voucher" (**Always Create a Voucher**).
- If using accounting as payments received, apply payment to the appropriate invoice.
- If **Receipts** are entered in **ClientBase**, Back Office Personnel must reconcile the Vouchers created to the Payments Received and Deposited.

Vendor Payments:

- Go to **Payments|Made** and enter all payments that need to be sent to vendors.
- Create a Vendor Voucher when prompted.
- Create a Voucher for each payment. Be sure to include the **RCIVOYNOV25** in the group field.
- Use the Client Profile named **RCI VOYAGER GROUP – NOV 25**.

Group Receipts/Expenses Report in *Trams Back Office*

ClientBase

Managing Inventory Utilization in ClientBase

Easily track what's **Blocked**, what's **Sold** and what's **Available** to manage your inventory utilization. Click *Inventory Manager Tab,* and *Refresh* to display all inventory records to view utilization.

Group Reporting

To run the Invoice Activity and Agent Activity go to **Reports|Report Generator|Print Report** on the main menu of TRAMS Back Office.

> ➢ Click on the **Report** Button and select the Invoice Activity Report **S_IN_AD.RPT**
> ➢ Click on the Report Button and select the Agent Activity Report **AG_CL_AS.RPT**
> ➢ Select "Invoice Group" on the Advanced Tab and select the group from the drop-down list

- Sales Activity by Invoice   **S_IN_AD.RPT**

- Agent Activity By Client   **AG_CL_AS.RPT**

- **Client Group Statement**

1. To run a Client Group Statement, go to **Reports|Client|Statement**
2. Click down arrow on Report Type and select *Summary*
3. Click the down arrow in the Format field and select "Group" from the drop-down menu
4. Click the down arrow in the Invoice Group Field and select a group name. (RCIVOYNOV25)

- **Vendor Group Statement**
1. To run a Client Group Statement, go to **Reports|Vendor|Statement**
2. Click down arrow on Report Type and select *Summary*
3. Select Vendor Name
4. Click the down arrow in the Invoice Group Field and select a group name. (RCIVOYNOV25)

Vendor Statement

Royal Caribbean International
Phone: +1 (800) 555-9999

Vendor ID: RCC
Vendor No: 724

Invoice No	Confirm No	Name	Itin	From	Total Fare	Commission	*Remit
90145		Flowers/Susan		12/15/201	500.00	0.00	-500.00
					500.00	0.00	-500.00

Account Balance: -500.00

*Positive amounts are those that vendor owes agency

- ## Group Receipts|Expenses Crystal Report

  1. Download Trams Crystal Reports at
     http://www.trams.com/home/products_services/products/trams_crystal_reports
  2. Review our library of downloadable reports under TBO Agency Customer Reports|Payment Reports, Group Receipts and Expense Reports.
  3. Report is broken into two sections, "Receipts" and "Expenses". Report can be run in "Summary" or in "Detail".
     - **Receipts**: Report displays the value of all payments received or made to and from clients, directly as Cash, Check, EFT or CC Merchant Payments, or where their CC has been charged indirectly through a Supplier.
     - **Expenses**: All payments made or received to and from vendors will be displayed. These will include checks and EFT payments sent and received to and from Suppliers, Check payments sent to cover "expenses" of the group and CC payments processed though a Supplier.
  4. Both methods of accounting for Group sales and Revenue are handled with this report.

Travel With The Stars - Train3
5777 W. Century Blvd.
Suite 1200
Los Angeles, CA 90045
310/641-8726

Group Receipts And Expenses Report

From:
To:

Receipts

Voucher No	Client Name	Payment Date	Payment No	Pay Method	Check/CC No.	Receipts	Remarks
24	Mulalley/Laura	03/01/2003	1790	Check	1256	500.00	Mulalley/Laura & Rob
24	Mulalley/Laura	10/02/2003	1834	Check	965	-500.00	Mulalley/Laura/Rob
25	Deutsch/Erica	03/01/2003	1792	Cash		500.00	Deutsch/Erica & Rob Deposit
25	Deutsch/Erica	10/02/2003	1843	Cash		-500.00	Deutsch/Erica & Rob
26	Scott/Max	03/02/2003	1800	Check	32995	500.00	Scott/Max & Mary - Deposit
26	Scott/Max	10/10/2003	1839	Check	36741	-500.00	Scott/Max & Mary
27	Terlinden/Chris	03/02/2003	1801	Cash		500.00	Terlinden/Chris & Dwayne - Deposit
27	Terlinden/Chris	10/10/2003	1841	Cash		-500.00	Terlinden/Chris & Dwayne
32	Foley/Jim	03/17/2003	1818	Check	521	500.00	Foley/Jim & Marie Deposit
32	Foley/Jim	10/13/2003	1845	Check	33241	-500.00	Foley/Jim & Marie
					Voucher Receipts Total:	0.00	

Receipts

Invoice No	Client Name	Passenger Name	Type	Ticket/Conf No	Payment Date	Payment No	Pay Method	Check/CC No.	Receipts	Remarks
227	Mulalley/Laura	Mulalley/Laura/Rob	S	123987	10/02/2003	1834	Check	965	1,500.00	
229	West/Lloyd	West/Lloyd	C	123987	10/02/2003	N/A	No C/C No.		1,000.00	Reno Group CC
230	West/Lloyd	West/Lloyd/Melissa	S	123987	03/01/2003	1794	CreditCard	VI Ending In 1245	500.00	Pymt for Inv# 230
231	Eubank/Bob	Eubank/Bob/Kay	S	123987	03/17/2003	1812	CreditCard	MC Ending In 9654	500.00	Pymt for Inv# 231
232	Francis/John	Francis/John/Linda	S	123987	03/17/2003	1827	CreditCard	DC Ending In 7458	500.00	Pymt for Inv# 232
233	Deutsch/Erica	Deutsch/Erica/Rob	S	123987	10/02/2003	1843	Cash		1,500.00	
234	Scott/Max	Scott/Max/Mary	S	123987	10/10/2003	1839	Check	36741	1,500.00	
235	Terlinden/Chris	Terlinden/Chris/Dwayn	S	123987	10/10/2003	1841	Cash		1,500.00	
236	Eubank/Bob	Eubank/Bob/Kay	S	123987	10/12/2003	1829	CreditCard	MC Ending In 9654	1,000.00	Pymt for Inv# 236
237	Foley/Jim	Foley/Jim & Marie	S	123987	10/13/2003	1845	Check	33241	1,500.00	
238	Francis/John	Francis/John/Linda	S	123987	10/14/2003	1831	CreditCard	DC Ending In 7458	1,000.00	Pymt for Inv# 238

Cash/Check/EFT: 7,500.00
Credit Card: 4,500.00

Invoice Receipts Total: 12,000.00
Total Receipts: 12,000.00

29   4/15/21

- **Group Passenger Manifest**

    Download Trams Crystal Reports at
    http://www.trams.com/home/products_services/products/trams_crystal_reports. This report is found under
    ClientBase Group Reports|Group Passenger Cruise Manifest:

-
Other Group Reports in Trams Back Office

    Depart and Arrive Manifest – Go to Reports/Invoices/Depart Arrival Manifest Select
    Invoice Group name from the drop-down menu.

    Rooming List – If a UDID1 (must be UDID1) was used linking Passengers sharing a room

Closing the Group

- **Create all final invoices in *ClientBase*.**

  Final invoices are created with commission in them, so that when looking at the travel history for a client, you can see the revenue value of that client to the agency.

- **In *Trams Back Office* closing Client side.**
  1. Close all vouchers and invoices and track the income for the group
  2. Attach client invoices to client payments by entering a payment received of zero dollars
  3. Close out both the invoices and vouchers by going to **Payments|Received**.
  4. Change *Pay Method* to either *Cash or Other*.
  5. All Client vouchers and invoices can be closed with a single payment by using the *Client Settings* and *Global Setting* Tabs in the payment screen.
  6. Click Query and all invoices and vouchers for the group appear.
  7. Click *Close All*, on the right, and click *OK*. The client side of the group is closed.

Select**All Clients**n the Client Setting Tab

- **In *Trams Back Office* closing Vendor side.**
    1. Close the vendor side of the group by going to **Payments|Made**.
    2. The amount is zero, and the *Pay Method* is either Cash or Other.
    3. Click *Close All* to close off all invoices and all Vouchers.
    4. You are prompted to create a voucher if there is any remaining amount.
    5. Select "Yes," as this is income for the group.

- **Create one final invoice to account for group income**.
    1. Use the profile that we created for our group as the client
    2. The total fare is zero, and the commission amount is the amount of the vendor voucher we created above.
    3. Close invoice as we did in the above steps.

4/15/21