

TRAMS BACK OFFICE

Tip of the month

Efficiency rules! Trams Back Office is rich with functionality to assist with making every work hour a productive hour. Perhaps there are more features that you may not yet be aware of that can improve efficiencies? Tip of the month is a series designed to open new doors that could just make that work hour even more productive!

Problem:

My agency has a lot of agent commission variations and deviations. I'm finding it very time consuming to update my agents' commissions based on all of the variations.

Solution:

Use the Agent Reconciliation Commission Global Modify Feature!

1. Go to Payments/Reconciliation/Agent Reconciliation
2. Set the parameters in the general and advance tabs based on how you pay your agents (i.e. client and vendor payment status=closed). Click the Query button
3. Select the transactions to modify with the new commission rate or amount (ctrl-click/shift-click) or if all bookings will get the change, no need to select any line items.

Agent Reconciliation

General | **Advanced**

Agent: [] Payment Date: 2/11/2015
 From: 1/1/2000 To: 2/11/2015
 Depart Date From: [] To: []
 Travel Types: [All] Branches: [All]
 Preferred Vendor Status: [All] Agent Group: []
 Agent Status: [All] Agent Action: [SUPERIOR AGENT]
 Agent Recon Status: [Not Cleared]

Include Agent Adjustments Print Selection Criteria

Items To Be Cleared

Vendor Name	Issue Date	Invoice No	Branch	Ticket/Confirm No	Passenger Name	Client
Abercrombie...	11/22/2...	3	7		Able/Ken	Able/K
Abercrombie...	1/28/20...	4607	1		Taylor/Lynn	Taylor
Abercrombie...	1/28/20...	4608	1		Taylor/Lynn	Taylor
Abercrombie...	2/12/20...	4555272	0		Able/Ken	Able/K
Abercrombie...	2/12/20...	4555272	0		Able/Ken	Able/K
ACW	1/31/20...	28754	0	0142117184091...	Patenaude/Pa...	Ledcor
ACW	1/31/20...	28754	0	0142117184091...	Patenaude/Pa...	Ledcor
ACW	1/31/20...	28754	0	0142117184091...	Patenaude/Pa...	Ledcor
ACW	1/31/20...	28754	0	0142117184091...	Patenaude/Pa...	Ledcor
Agean Airl...	7/22/20...	2228925	0	8664409896	Cohen/Aline Mrs	Michar

Total Commission: 70,949.54
 Total Agent Commission: 7,083.49
 Cleared Amount: 0.00
 Uncleared Amount: 7,083.49

Buttons: Query, Reset, Columns, Default, Toggle, Invert, Clear All, Refresh, Edit, Print, Global Modify, OK, Cancel, Apply, Enter Agent Payment, Continue entering Agent Reconciliations

4. Click the Global Modify button
5. Enter the percentage or amount

Set Agent Commission

Amount: 0.00
 Percent: 0.00

For:

Selected Query Results
 All Query Results

Buttons: Ok, Cancel

6. Select all query results or selected query results
7. Click ok

Hint:

- Do you have groups of agents with different commission structures? Create agent groups for the various commission levels and flag the agent profiles accordingly. Now, in the agent reconciliation, use the

agent group parameter to streamline the global modify process.

- Do you have different vendor agreements that affect the agents' commissions? You can add the vendor name column to the query results screen and sort on the vendor name column, then use ctrl-click or shift-click to select just those transactions to modify.

So easy, so efficient!