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 (scenario #1):

We have occasions where our cruise customers are paying a vendor directly for shore excursions. Our agency was not involved in the booking process (and we may not even be aware of the booking until commission arrives). We received a commission payment from the shore excursion vendor for the transaction and we're not sure how we should be handling these in Trams Back Office.

Solution (scenario #1):

Since the client is paying the vendor directly (no payment will be passed through the agency) the best practice is to append a commtrack booking to the final payment invoice for the cruise.

1. Query the original final payment invoice created for the cruise booking.
2. Add a new commtrack booking to the invoice (total fare is the amount the customer paid to the vendor, commission amount is the amount the agency is receiving from the vendor).
3. When the vendor deposits the commission to the agency's bank account, enter an EFT payment received and close the open commtrack booking.

Problem (scenario #2):

Some vendors are offering a discount if clients pay by ACH instead of a credit

card. It's an ACH taken directly from the client's account instead of our agency's account. The vendor may refer to this as an ePayment, eCheck or direct debit.

Solution (scenario #2):

To track the commission due:

1. Create a final payment invoice for the booking.
2. Add a commtrack booking to the invoice (total fare is the amount the customer paid to the vendor, commission amount is the amount the agency will be receiving from the vendor).
3. When the vendor sends the commission to the agency, the payment received will close the open commtrack booking.