Do you sell wholesale travel to travel agencies by using discounted, bulk, or marked up ARC/BSP transactions? These transactions when entered into Trams Back Office require special attention. This document provides instruction on handling the following:

- **Section 1:** Wholesale Agencies Selling Travel to Travel Agencies Using an ARC/BSP Ticketing/Published Fare Transaction with Commission, All Payment Methods
- **Section 2:** Wholesale Agencies Selling Travel to Travel Agencies Using an ARC/BSP Bulk Fare Transaction with Markup, Cash, Check
- **Section 3:** Wholesale Agencies Selling Travel to Travel Agencies Using an ARC/BSP Bulk Fare Transaction with Markup, Credit Card Merchant
- **Section 4:** Wholesale Agencies Selling Travel to Travel Agencies Using an ARC/BSP Ticketing Net Fare Transaction with Discount, Cash, Check
- **Section 5:** Wholesale Agencies Selling Travel to Travel Agencies Using an ARC/BSP Ticketing Net Fare with Discount, Credit Card Sale Using MCO

### Section One

**Wholesale Agencies Selling to Travel Agencies Using an ARC/BSP Ticketing/Published Fare Transaction with Commission, All Payment Methods**

In our example we are selling a client (travel agency) a ticket for the face value of $500.00, but are giving back the client (travel agency) 50% of the $100.00 commission we collected on the special fare. We are using all payment methods. The ticket price to the client (travel agency) shows as “$500.00”.

1) A client profile for the agency purchasing the ticket needs to be created either manually, by interface in TBO, or in ClientBase (see help files in ClientBase for additional information). Create a corporate client profile to take advantage of the long “Name” field, by going to Profiles|Client|Corporate.

2) Enter a sales invoice as usual for an ARC/BSP transaction through ClientBase, interface, or manually in Trams Back Office.

**Manual Entry:**

- Go to **Invoice/Sales** to enter the ARC/BSP ticket transaction
- Click on **New** to create a new booking
- In the **Submit to** field select **ARC/BSP**
- Enter all ticket information
- **Total Fare** is $500.00 and commission is $100.00
- **Click New Booking**
  - Create a second booking in the invoice to account for the commission being paid back to the client (travel agency) purchasing the ticket
  - Change the **Submit to** field to **Supplier** in the second booking
  - Type in the Wholesaler’s name in the **Vendor/Name** field
  - Both the **Total Fare** and **Commission/Rate** fields are the amount of the commission due to the client (travel agency). Enter both amounts as negative (-) numbers. In this example it would be -$50.00 in both fields.
- **Click OK.**
- This creates a credit on the Client’s (Travel Agency’s) account as viewed in Reports|Core|Client Balances
**Interface**

- Create a PNR for a sales invoice for the ARC/BSP ticket as normal
- Create a second booking for the invoice to account for the commission being paid back to the client (travel agency) purchasing the ticket. Enter both amounts as negative (-) numbers. In this example it would be -$50.00 in both fields.
- This creates a credit on the Client’s (travel agency) account as viewed in Reports|Core|Client Balances
- See additional interface formats for bulk ticketing and Face Value formats under Help|Trams Help|Contents|Interface for the GDS system that you are using.

3) Enter Client (Travel Agency) and Vendor Payments

- Client (Travel Agency ) Pays by Credit Card
- Wholesaler processes the transaction through ARC/BSP as a credit card sale during the weekly sales report for $500.00 (net remit -$100.00)
- Wholesaler processes weekly ARC/BSP Settlement as normal for the ticket closing the vendor side of the booking
- Enter a Payment/Made to Client (Travel Agency) for the $50.00 rebate of commission to close the Client Balance.
- View Client (Travel Agency) balance under Reports|Core|Client Balances
- Client (Travel Agency) Pays by Check:
  - Wholesaler processes the transaction through ARC/BSP as a cash sale during the weekly sales report for $500.00 (net remit $400.00)
  - Wholesaler processes weekly ARC/BSP Settlement as normal for the ticket closing the vendor side of the booking
  - Client (Travel Agency) pays net amount of $450.00 to Wholesaler
  - Enter a Payments/Received from Client (Travel Agency) with a Pay Method Cash or Check to close Client Balance
  - View Client (Travel Agency) balance under Reports|Core|Client Balances

**Wholesale Agencies Selling Travel to Travel Agencies Using an ARC/BSP Bulk Fare Transaction with Markup, Cash, Check**

Ticketing a bulk fare requires an ARC/BSP booking line using the Face Value (FV) formats to create an invoice that reads the total fare paid by client (travel agency), and also goes through ARC/BSP correctly. In our example we are selling a $500 ticket with a markup of $100.00 or a total fare to the client (travel agency) of $600.00. The ticket price to the client (travel agency) shows as “Bulk” on the ticket.

1) A client profile for the agency purchasing the ticket needs to be created either manually, by interface in TBO, or in ClientBase. Create a corporate client profile to take advantage of the long “Name” field, by going to Profiles|Client|Corporate.
2) Enter a sales invoice for an ARC/BSP transaction through interface, manually in TBO, or in ClientBase.

**Manual Entry**

- Go to Invoice/Sales to enter the ARC/BSP ticket transaction
- Click on New to create a new booking
- In the Submit to field select ARC/BSP
- Enter all ticket information
- **Total Fare** is $600.00 and **Commission/Rate** is $100.00
- Click the Expanded Fare Tab and enter $500.00 in the Face Value field. This field reports the correct amount in the weekly Sales Summary ARC/BSP report.

**Interface Entry**

- Create a PNR for a sales invoice for the ARC/BSP ticket as normal
- Add to the PNR the FV formats FV600.00*100.00. This populates the Face Value field under the Expanded Fare tab of the booking allowing the correct amount to be reported in the weekly Sales Summary ARC/BSP report.
- See additional interface formats for bulk ticketing and Face Value formats under Help|Trams Help|Contents|Interface for the GDS system that you are using.

1) Enter Client (Travel Agency) and Vendor Payments

- Wholesaler processes the transaction through ARC/BSP as a cash sale during the weekly sales report for $500.00 net remit.
- Wholesaler processes weekly ARC/BSP Settlement as normal for this ticket closing the vendor side of the booking.
- Client (Travel Agency) pays Total Fare of $600.00 by check
- **Payment/Received** from Client to close client balance
- View Client (Travel Agency) balance under Reports|Core|Client Balances
Wholesale Agencies Selling Travel to Travel Agencies Using an ARC/BSP Bulk Fare Transaction with Markup, Credit Card Merchant

Ticketing a bulk fare requires an ARC/BSP booking line using the Face Value (FV) formats to create an invoice that reads the total fare paid by client (travel agency), and also goes through ARC/BSP correctly. In our example we are selling a $500 ticket with $0.00 commission to an agency for $600.00 (markup of $100.00) and the passenger is paying a total of $650.00 with a form of payment credit card merchant. The ticket price to the client (travel agency) shows as “Bulk” on the ticket.

1) A client profile for the agency purchasing the ticket needs to be created either manually or by interface in TBO. Create a corporate client profile to take advantage of the long “Name” field, by going to Profiles|Client|Corporate.

2) Enter a sales invoice for an ARC/BSP transaction through interface, manually in TBO, or in ClientBase.

**Manual Entry**
- Go to Invoice/Sales to enter the ARC/BSP ticket transaction
- Click on New to create a new booking
- In the Submit to field select ARC/BSP
- Enter all ticket information
  - Total Fare is $650.00 and Commission/Rate is $150.00
- Click New Booking
  - Create a second booking in the invoice to account for the commission being paid back to the client (travel agency) purchasing the ticket
  - Change the Submit to field to Supplier in the second booking
  - Type in the Wholesaler name in the Vendor/Name field
  - Both the Total Fare and Commission/Rate fields are the amount of the commission due to the client (travel agency). Enter both amounts as negative (-) numbers. In this example it would be -$50.00 in both fields.
  - Click OK
  - This creates a credit on the Client’s (Travel Agency) account as viewed in Reports|Core|Client Balances.

**Interface Entry**
- Create a PNR for a sales invoice for the ARC/BSP ticket as normal.
- Add to the PNR the FV formats FV650.00*150.00. This populates the Face Value field under the Expanded Fare tab of the booking allowing the correct amount to be reported in the weekly Sales Summary ARC/BSP report.
- Create a second booking for the invoice to account for the commission being paid back to the client (travel agency) purchasing the ticket. Enter both amounts as negative (-) numbers. In this example it would be -$50.00 in both fields.
- This creates a credit on the Client’s (Travel Agency) account as viewed in Reports|Core|Client Balances.
- See additional interface formats for bulk ticketing, Form of Payment Credit Card Merchant, and Face Value formats under Help|Trams Help|Contents|Interface for the GDS system that you are using.
4) Enter Client (Travel Agency) and Vendor Payments

- Wholesaler processes ticket through ARC normally for the $500.00 net remit
- Wholesaler processes weekly ARC/BSP Settlement as normal for this ticket closing the Vendor side of the booking
- **Payment/Received** from passenger for $650.00, **Pay Method** Credit Card Merchant closing the open client balance
- View Client (Travel Agency) balance under **Reports|Core|Client Balance**
- Enter a **Payment/Made** to the Client (Travel Agency) for the $50.00 commission due back to the client (travel agency) to close the client balance.
Wholesale Agencies Selling Travel to Travel Agencies Using an ARC/BSP Ticketing Net Fare Transaction with Discount, Cash, Check

Ticketing a net fare discount requires an ARC/BSP booking line using the Face Value (FV) formats to create an invoice that reads the total fare paid by client, and also goes through ARC/BSP correctly. In our example we are issuing a ticket for $900.00 with a $400.00 commission for a net fare of $500.00. We sell to a client (travel agency) for $600.00 with a commission of $100.00. Ticket price to the client (travel agency) shows as “$900.00” on the ticket.

1) A client profile for the agency purchasing the ticket would need to be created either manually, by interface in TBO, or in ClientBase. Create a corporate client profile to take advantage of the long “Name” field, by going to Profiles|Client|Corporate.

2) Enter a sales invoice for an ARC/BSP transaction through interface, manually in TBO, or in ClientBase.

**Manual Entry**
- Go to Invoice/Sales to enter the ARC/BSP ticket transaction
- Click on New to create a new booking
- In the Submit to field select ARC/BSP
- Enter all ticket information
- Total Fare is $600.00 and Commission/Rate is $100.00
- Click the Expanded Fare Tab and type in $900.00 in the Face Value field. This field reports the correct amount in the weekly Sales Summary ARC/BSP report. $900.00 with a $400.00 commission

**Interface**
- Through interface add to the PNR the FV formats FV600.00*100.00. This adds an additional field under Expanded Fare of the booking for the face value reporting to ARC/BSP the correct amount of the ticket, $900.00 with a $400.00 commission.
- See additional interface formats under Help|Trams Help|Contents|Interface for the GDS system that you are using.

3) Enter Client (Travel Agency) and Vendor Payments
- Wholesaler processes ticket through ARC/BSP normally for the $500.00 net remit.
- Wholesaler processes weekly ARC/BSP Settlement as normal for this ticket closing the Vendor side of the booking.
- Client (Travel Agency) pays Total Fare of $600.00 by check.
- Enter a Payment/Received from Client (Travel Agency) closing the client balance.
- View Client (Travel Agency) balance under Reports|Core|Client Balances
Wholesale Agencies Selling Travel to Travel Agencies Using an ARC/BSP Ticketing Net Fare with Discount, Credit Card Sale Using MCO

In our example we are issuing a ticket for $750.00 with a $250.00 commission for a net fare of $500.00. We sell to a client (travel agency) for $750.00 with a commission of $50.00 and Client Agency is paying by client credit card. The Wholesaler is charging a $10.00 credit card service fee to the client (travel agency).

1) A client profile for the agency purchasing the ticket would need to be created either manually, by interface in TBO, or in ClientBase. Create a corporate client profile to take advantage of the long “Name” field, by going to Profiles|Client|Corporate.

2) Enter a sales invoice for an ARC/BSP transaction through interface, manually in TBO, or ClientBase.

Manual Entry
- Go to Invoice/Sales to enter the ARC/BSP ticket transaction
- Click on New to create a new booking
- In the Submit to field select ARC/BSP
- This was issued as an MCO to process the Client’s (Travel Agency) Credit card
- Enter all ticket information
- Total Fare is $750.00 and Commission/Rate is $0.00
- Click New Booking
  - Create a second booking in the invoice to account for an even exchange when issuing the ARC/BSP ticket.
  - In the Submit to field select ARC/BSP
  - Ticket Type is Ex- Add Collect
  - Orig Ticket No is the MCO number that we are exchanging
  - Total Fare is 0.00 and Commission/Rate is $250.00
  - Click OK
- Click New Booking
  - Create a third booking in the invoice to account for the commission being paid back to the agency purchasing the ticket
  - In the Submit to field select Supplier
  - Type in the Wholesaler name in the Vendor/Name field
  - Both the Total Fare and Commission/Rate fields are the amount of the commission due to the client. Enter both amounts as negative (-) numbers. In this example it is -$50.00 in both fields.
  - Click OK
- This creates a credit on the Client’s (Travel Agency) account
• Click New Booking
  o Create a fourth booking in the invoice for the service fee
  o In the Submit to field select Supplier
  o Travel Type would be Service Fees
  o Type in the Wholesaler name in the Vendor/Name field
  o Both the Total Fare and Commission/Rate fields are the amount of the service fee of $10.00

**Interface Entry**

• Create a PNR for a Sales Invoice for the ARC/BSP ticket as normal.
• Issue an Automated MCO for $750.00 with a Credit Card form of payment.
• Issue ticket as an Even Exchange with the MCO number from the step above with a commission of $250.00
• Create a third booking for the invoice to account for the commission being paid back to the client (travel agency) purchasing the ticket. Enter both amounts as negative (-) numbers. In this example it is -$50.00 in both fields.
• Create a fourth booking for the invoice to account for the $10.00 service fee being charged to the Client (Travel Agency). Total Fare and Commission are both $10.00
• See additional interface formats under Help|Trams Help| Contents|Interface for the GDS system that you are using

3) Enter Client (Travel Agency) and Vendor Payments

• Total Fare of $750.00 is charged to the client’s (travel agency) credit card and Wholesaler processes ticket through ARC normally as a net remit of $0.00
• Ticket exchange is processed through ARC/BSP as a net remit of $250.00
• Wholesaler processes weekly ARC/BSP Settlement as normal for the ticket and exchange closing the Vendor side of the booking
• Enter a Payment/Made to the Client (Travel Agency) for the $50.00 rebate of commission less the $10.00 service fee closing the $40.00 client balance
• View Client (Travel Agency) balance under Reports|Core|Client Balances
MCO to charge Client (Travel Agency) Credit Card

Ticket issued as an even exchange with MCO

Commission due back to Client (Travel Agency)

Service Fee charged to Client (Travel Agency)