ClientBase Windows Commission Tracking

Using Trams Crystal Reports

Overview

The *ClientBase* Commission Tracking Report for TCR (Trams Crystal Reports) is a simplified way for agencies to monitor if commissions have been received from the vendor or host agency using ClientBase Windows.

Getting Ready to Use the Report

Trams Crystal Reports (TCR) must be installed and configured for the *ClientBase* Windows database. Specific fields in *ClientBase* Windows also need to be configured to effectively utilize the report.

Setting Up Trams Crystal Reports (TCR)

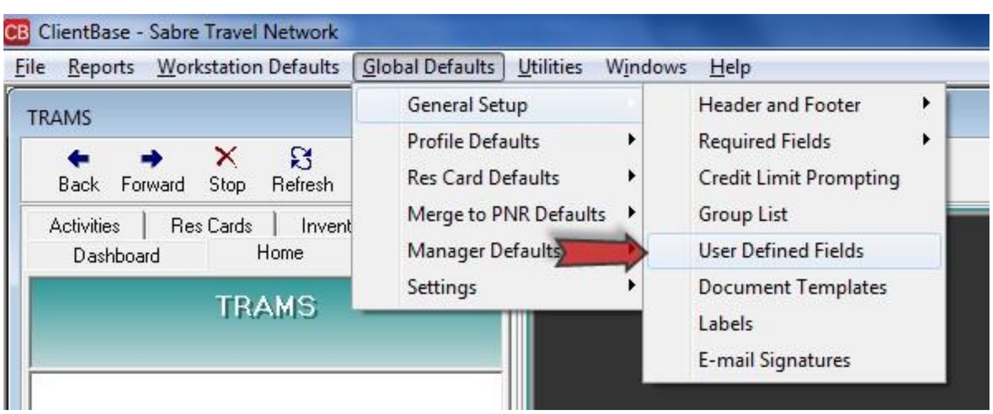
TCR is a free add-on for *ClientBase* Windows. It allows agencies to run more dynamic reports than those built into *ClientBase* Windows. If an agency is currently running TCR, no further setup is needed. If TCR is not currently being used, the installation file and instructions for set up can be found by clicking this link.

Setting Up ClientBase Windows

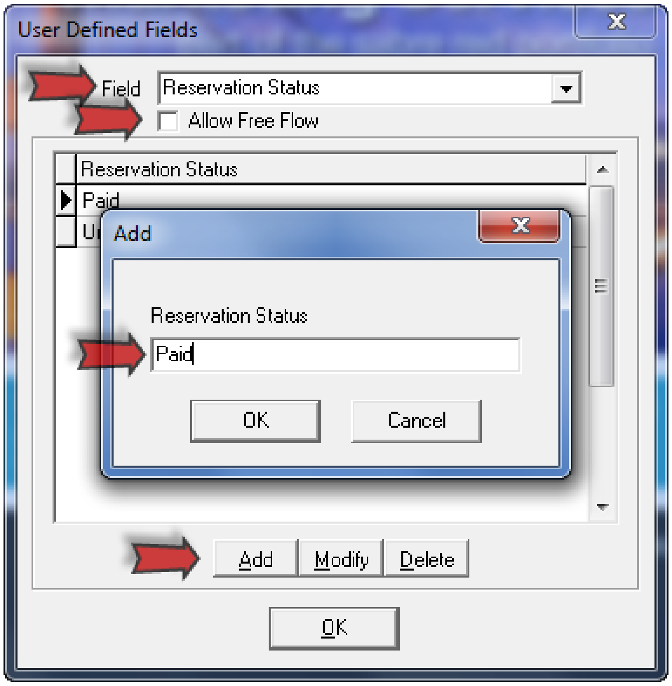
The report utilizes a field in each Res Card reservation to track the commission payment status. We recommend setting up a specific field value for this under ***Global Defaults | User Defined Fields*** in *ClientBase* Windows. Since the report can be run based on several criteria, including specific agents, branches and host travel agency, the options must be set up and used throughout *ClientBase* for accurate reporting.

Creating the Paid/Unpaid Status

To set up the User Defined Field for tracking, log into *ClientBase* Windows as the System Database Administrator (SYSDBA) or another user with access to the ***Global Defaults*** menu.



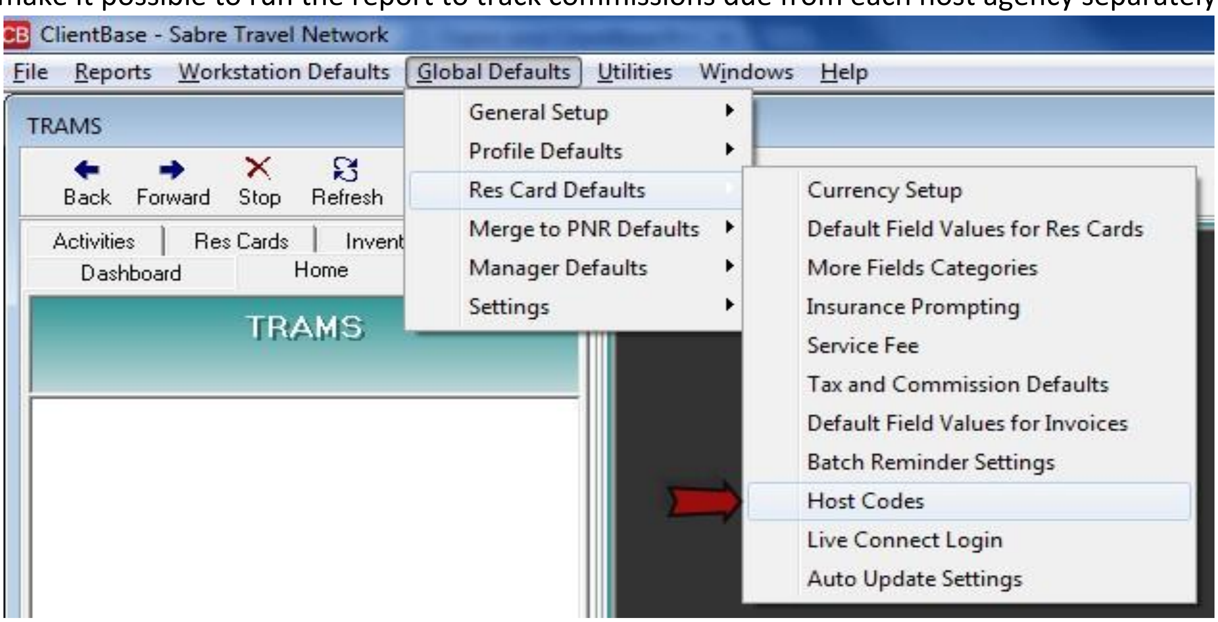
- Click on ***Global Defaults | General Setup | User Defined Fields***.



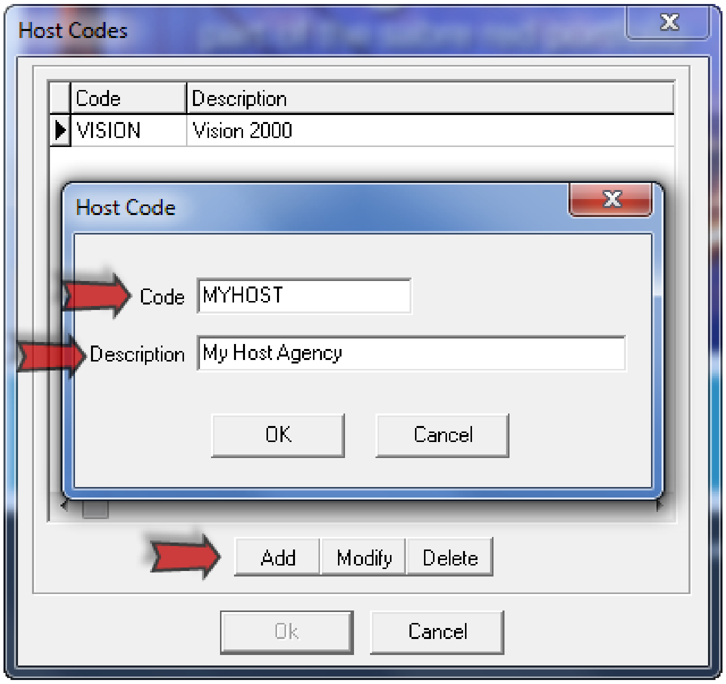
- Choose ***Reservation Status*** from the ***Field*** drop-down menu.
- Uncheck the box ***Allow Free Flow***.
- Click ***Add*** and type ***Paid***.
- Click ***OK***.
- Click ***Add*** and type ***Unpaid***.
- Click ***OK***.
- Click ***OK*** to save.

Set Up Host Codes

If the *ClientBase* user books through a "Host Agency," create a "Host Code" for each of the agencies. This will make it possible to run the report to track commissions due from each host agency separately.



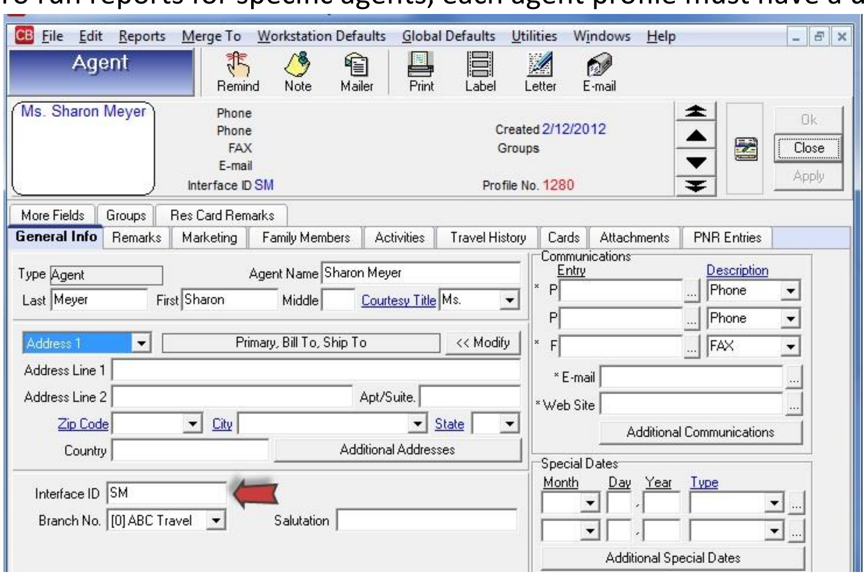
- Click on ***Global Defaults | Res Card Defaults | Host Codes***.



- Click ***Add*** and enter a unique ***Code*** and ***Description*** for the host agency. We recommend keeping the host code both short and descriptive.
- Click ***OK***, and repeat for each host agency that is used.
- Click ***OK*** to save.

Add Agent Interface ID

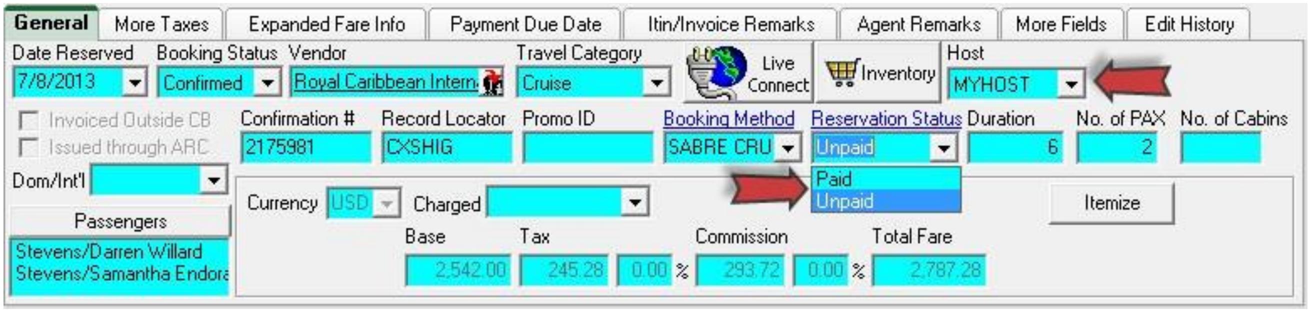
To run reports for specific agents, each agent profile must have a unique ***Interface ID*** assigned.



- In the ***Agent Profile*** check the **Interface ID** field to verify if you have an ID assigned.
- If no ID is found, enter a unique combination of letters or numbers to represent the agent. Many agencies use the agent's initials or GDS agent ID.

Tracking Commissionable Bookings

The commission payment status for each reservation is tracked in the Res Card Reservation. This is also where the host agency, if applicable, is tracked.



- Complete the reservations fields for the current reservation.
- Choose the appropriate ***Reservation Status*** (generally, "Unpaid") and ***Host Code.*** If commission is zero, leave the **Reservation Status** blank.
- Continue using Res Cards as normal, generating invoices, trip documents, etc.

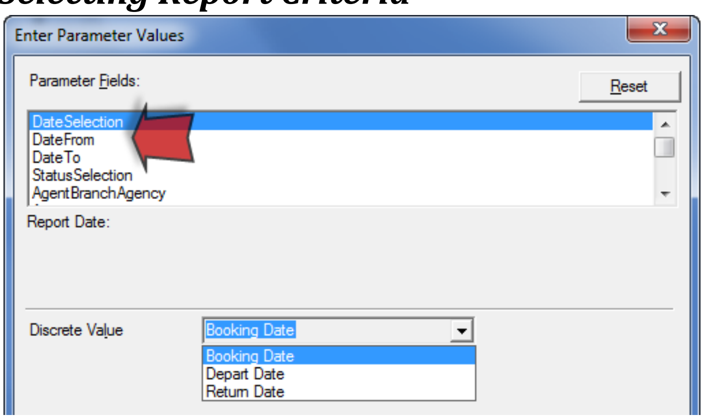
Recording Commissions when Received

- Edit the Reservation details to show the ***Reservation Status*** as "Paid."
- If the commission received varies from what was initially entered, the amount can also be updated.

Running the Commission Tracking Report

- Open Trams Crystal Reports (TCR10)
- Choose the appropriate database alias
- Enter user name and password
- Choose the report file
- Click ***View Report***

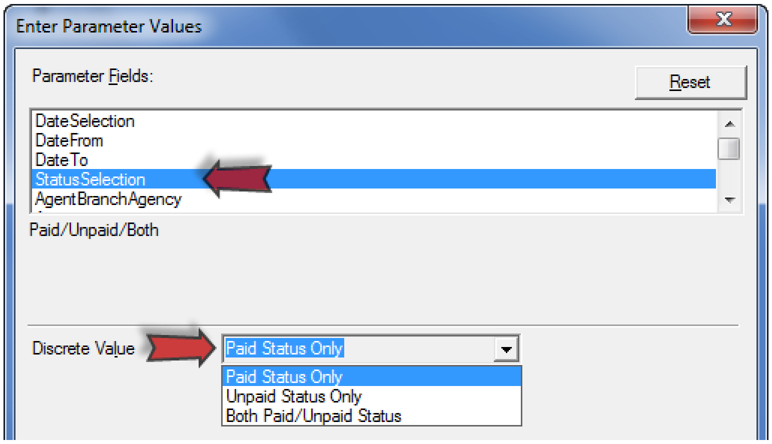
Selecting Report Criteria



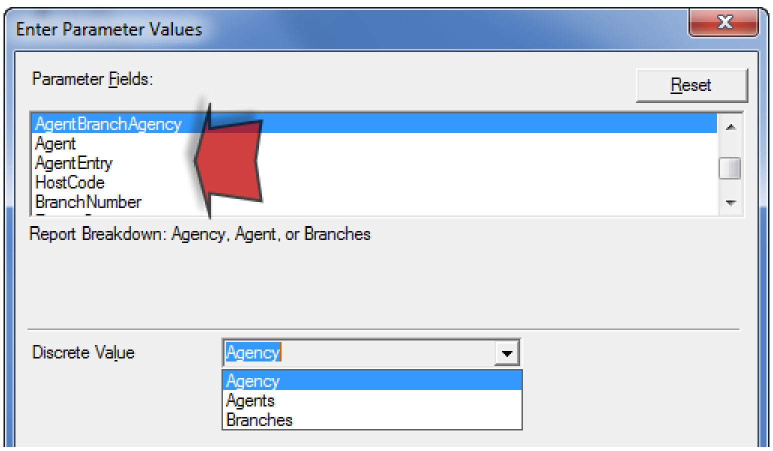
The report can be run based on any of three date ranges. Many agencies will want to base this on either ***Depart*** or ***Return*** date

- Date the reservation was created
- Date the passengers departs
- Date the travelers return

Once the type of date is chosen in the ***Date Selection*** section, click on ***DateFrom***and ***DateTo*** and choose the appropriate beginning and ending dates for the report.

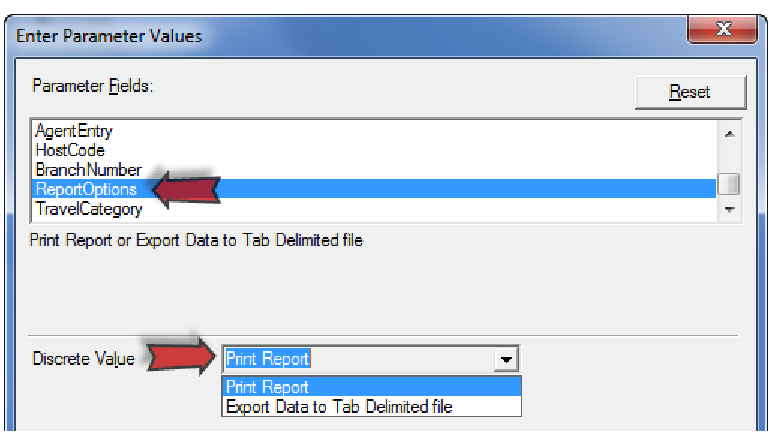


The report can be run to show only bookings that have been paid, those that are unpaid, or all bookings during the selected date range.

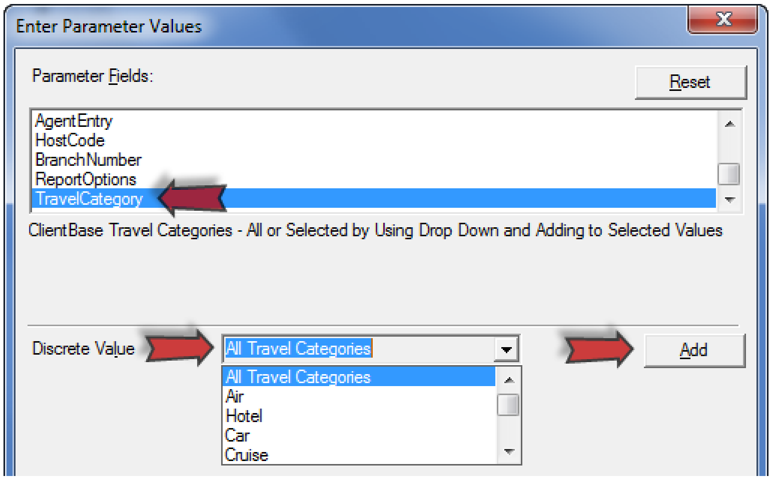


- The report can be broken down to show all bookings (***Agency***)
- Bookings for a specific agent or group of agents (***Agents***)
- Specific branches (***Branches***)

Choose the appropriate filter. If running by a specific agent, branch or host, choose the parameter field and enter the appropriate information.



Note that the report can be printed or exported to a Tab Delimited file. Choosing ***Export to Tab Delimited file*** will create a file that can be opened using Excel or another spreadsheet program to further manipulate.



The report can be run to include all travel categories, or only reservations that fall into specific categories.

 Choose which travel categories to be included Click ***Add***.