

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 <u>link</u>.

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.

User Defined Fields
Field Reservation Status
Reservation Status
▶ Paid U Add
Reservation Status Paid OK Cancel
Add Modify Delete

- 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.

<u>R</u> eports	Workstation	Defaults	<u>G</u> lobal Defaults	<u>U</u> tilities	Windows	Help
AMS		5	General Set Profile Defa	up ults		
Back For	♦ × ward Stop	Nefresh	Res Card De	faults		Currency Setup
Activities Dashboar	Res Cards d I	Invent Home	Merge to Pl Manager De	NR Default efaults	s F	Default Field Values for Res Cards More Fields Categories
	TR/	AMS	Settings		•	Insurance Prompting Service Fee Tax and Commission Defaults Default Field Values for Invoices Batch Reminder Settings
						Host Codes
						Live Connect Login

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

Host Codes	
Code	Description
VISION	Vision 2000
Host Code	×
Code	MYHOST
Description	My Host Agency
	OK Cancel
	Add Modify Delete
	Ok Cancel

- 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.

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Ms. Sharon Meyer	Phone Phone FAX E-mail Interface ID SM			Create Group Profile N	ed 2/12/20 95 0. 1280	12		Ok Close Apply
More Fields Groups	Res Card Remarks	milv Members	Activities	Travel History	Cards	Attachments	PNR Entries	1
Type Agent Last Meyer Address 1 Address Line 1 Address Line 2 Zin Code Country] Ager First Sharon Primary ▼ <u>Citv</u>	At Name Sharon Middle 9 Bill To, Ship To Add	Meyer Courtesy Title	Ms. Ms. Image: State State Image: State	* P P * F * E-ma * Web Site	ilAdditiona	Communication	
Interface ID SM Branch No. [0] ABC	Travel 💌	Salutation			Month	Day Year Year Additional Sp	ecial Dates	• •

- 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.

General	More Taxes	Expanded Fare I	Info 📔 Paymen	it Due Date	Itin/Invoice Remarks	Agent Remarks	More Fields	Edit History
Date Rese 7/8/2013	rved Booking Confirme	Status Vendor ed <mark>→ Royal Carit</mark>	bbean Intern 🚮	Travel Catego Cruise	ory Connect	Inventory Host		
	ed Outside CB I through ARC	Confirmation # 2175981	Record Locator	Promo ID	Booking Method Re	npaid	ation No. ol	PAX No. of Cabins
Pa: Stevens/D Stevens/S	ssengers Jarren Willard Jamantha Endora	Currency USD	Charged Base 2.542.00	Tax	Commission	npaid Total Fare	Itemi	ze

- 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

Enter Parameter Values		X
Parameter <u>Fi</u> elds: Date Selection Date To Status Selection Agent Branch Agency		Reset
Report Date:		
Discrete Va <u>l</u> ue	Booking Date Booking Date Depart Date Return Date	

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.

Enter Parameter Values	×
Parameter <u>F</u> ields:	<u>R</u> eset
Date Selection Date From Date To Status Selection Agent Branch Agency	•
Paid/Unpaid/Both	
Discrete Value Paid Status Only Paid Status Only Unpaid Status Only Both Paid/Unpaid Status	

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.

Enter Parameter Values		×
Parameter <u>F</u> ields:		<u>R</u> eset
Agent BranchAgency Agent Agent Entry HostCode BranchNumber		▲
Report Breakdown: Agen	, cy, Agent, or Branches	
Discrete Va <u>l</u> ue	Agency Agency Agents Branches	

- 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.

Enter Parameter Values	×
Parameter <u>F</u> ields:	<u>R</u> eset
AgentEntry HostCode BranchNumber	^
ReportOptions TravelCategory	-
Print Report or Export Data to Tab Delimited file	
Discrete Value Print Report Print Report Export Data to Tab Delimited file	

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.

Enter Parameter Values				×
Parameter <u>F</u> ields:				<u>R</u> eset
AgentEntry HostCode				*
BranchNumber ReportOptions TravelCategory				
ClientBase Travel Categorie	s - All or Selected by U	sing Drop Down an	d Adding to Sele	cted Values
Discrete Va <u>l</u> ue	All Travel Categories All Travel Categories	- -		Add
	Air Hotel Car Cruise	-		

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*.