

Introduction

Do you sell wholesale/consolidator travel to your clients, or mark up or discount ARC/BSP transactions? These transactions when entered into *Trams Back Office* require special attention. This document provides instruction on handling the following:

- **Section 1: Agencies Selling Wholesale Travel to Clients with Markup, Cash, Check, Credit Card Merchant**
- **Section 2: Agencies Selling Wholesale Travel to Clients with Markup, Credit Card**
- **Section 3: Agencies Selling Wholesale Travel to Clients with a Rebate Commission from Wholesaler, Cash or Check**
- **Section 4: Agencies Selling Wholesale Travel to Clients with a Rebate Commission from Wholesaler, Credit Card**
- **Section 5: Agency Selling Discounted ARC/BSP Transactions, Check, Cash**
- **Section 6: Agency Selling Discounted ARC/BSP Transactions, Credit Card**

Section One

Agencies Selling Wholesale Travel to Clients with Markup, Cash, Check, Credit Card Merchant

Here are steps to enter a transaction if you are a travel agency purchasing travel from a wholesaler/consolidator for resale to clients with the payment methods of cash, check or Credit Card Merchant. In this example, we purchase a wholesale ticket for \$500.00 from ABC Wholesalers. We are selling the ticket to a client for \$600.00 with \$100.00 commission. The ticket price to your customer shows as "Bulk" on the ticket.

- 1) A vendor profile for the wholesaler under **Profiles/Vendor** needs to be created in *Trams Back Office*.
- 2) Some agencies also create a special *Travel Type* called Non-ARC/BSP Air or Consolidator Air for these transactions. See **Help|Trams Help|Utilities|Setup|Travel Type** for more information on adding *Travel Types* to *Trams Back Office*.

Enter a sales invoice as usual for a supplier transaction through interface, manual entry, or *ClientBase* invoicing (see help files in *ClientBase* for additional information).

Manual Entry:

- Go to **Invoice|Sales** to enter the supplier transaction.
- Click *New* to create a new booking.
- In the *Submit to* field, select *Supplier*.
- The *Vendor Name* is the name of wholesaler; the *Total Fare* is the amount the agency is charging the client. (In our example \$600.00 is the total fare, and *Commission/Rate* is \$100.00).
- Click *OK*.
- This creates a net vendor balance of \$500.00 that is owed to the wholesaler.

Interface Entry

- Create a PNR or a res card in *ClientBase* for a sales invoice for a supplier transaction as normal.
- Form of payment is cash, check, or Credit Card Merchant.
- See additional interface formats for interfacing supplier transactions under **Help|Trams Help|Contents|Interface** for your GDS system. (See Help Files in *ClientBase* for additional information on creating res cards.)

3) Enter Client and Vendor Payments

- Enter a **Payments|Received** from Client, with a *Pay Method Cash, Check or Credit Card Merchant* for \$600.00.
- Enter a **Payments|Made** to Vendor (Consolidator) for net remit of \$500.00.

Client Balances

Travel With The Stars
 5777 W. Century Blvd., Suite 1200
 Los Angeles, CA 90045
 Phone 310-641-8726, Fax 310-641-8571
 e-mail support@trams.com

Client Name	Invoice No	Branch	Client Id	Issue Dt	Phone Agent	Passenger	Invoice Total	Total Unapplied Invoice Amt	Balance Due Group
Able/Ken	90350	S 0				Able/Ken	600.00	0.00	600.00
								600.00	

Vendor Balance Detail Report

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Vendor Name	Invoice No	Branch	Issue Dt	Agent	Vendor ID	Passenger	Invoice Total	Total Unapplied Invoice Amt	Balance Due
ABC Wholesalers	90350	S 0			ABC	Able/Ken	-500.00	0.00	-500.00
								-500.00	
							-500.00	0.00	-500.00

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Agencies Selling Wholesale Travel to Clients with Markup, Credit Card

Following are steps on entering a transaction if you are a travel agency purchasing travel from a wholesaler for resale to clients with form of payment of credit card. In this example, we purchased a wholesale ticket for \$500.00 from ABC Wholesalers. We are selling the ticket to a client for \$600.00 with \$100.00 commission. The ticket price to your customer shows as "Bulk" on the ticket.

- 1) A vendor profile for the wholesaler under **Profiles|Vendor** needs to be created in *Trams Back Office*.
- 2) Some agencies also create a special *Travel Type* called Non-ARC/BSP Air or Consolidator Air for these transactions. See **Help|Trams Help|Utilities|Travel Type** for more information on adding *Travel Types* to TBO.

Enter a sales invoice as usual for a supplier or commission tracking transaction through interface, manual entry, or *ClientBase* invoicing (see Help Files in *ClientBase* for additional information).

Manual Entry:

- Click *New* to create a new booking.
- In the *Submit to* field select *Supplier or Comm Track* (this is determined by how the agency handles credit card payments for supplier transactions).
- The *Vendor Name* is the name of the wholesaler; the *Total Fare* is the amount the agency is charging the client. (In our example the total fare is \$600.00 and *Commission/Rate* is \$100.00.)
- Click *OK*.

Interface Entry

- Create a PNR or a res card in *ClientBase* for a sales invoice for a *Supplier* or *Comm Track* transaction as normal.
- The form of payment is credit card.
- See additional interface formats for interfacing supplier and commission tracking transactions under **Help|Trams Help|Contents|Interface** for your GDS system. Also see Help Files in *ClientBase* for additional information on creating res cards.

- 1) Create a vendor profile for the wholesaler under **Profiles|Vendor** in *Trams Back Office*.
- 2) Some agencies also create a special *Travel Type* called Non-ARC/BSP Air or Consolidator Air for these transactions. See **Help|Trams Help|Utilities|Travel Type** for more information on adding *Travel Types* to TBO.

Manual Entry:

- Go to **Invoice/Sales** to enter the supplier transaction.
- Click *New* to create a new booking.
- In the *Submit to* field select *Supplier*, and the *Vendor Name* is the name of wholesaler. The *Total Fare* is the amount the agency is charging the client. (In our example the total fare is

Vendor Balance Detail Report

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Vendor Name	Invoice No	Branch	Issue Dt	Agent	Vendor ID	Passenger	Invoice Total	Total Unapplied Invoice Amt	Balance Due
ABC Wholesalers					ABC		100.00	0.00	100.00
	90350 S	0				Able/Ken		100.00	
							100.00	0.00	100.00

- \$600.00, and *Commission/Rate* is \$50.00
- Click *OK*.

Interface Entry

- Create a PNR or a res card in *ClientBase* for a sales invoice for a supplier transaction as normal.
- The *Form of Payment* is cash or check.
- See additional interface formats for interfacing supplier transactions under **Help|Trams Help|Contents|Interface** for your GDS system. Also see Help Files in *ClientBase* for additional information on creating res cards.

TBO Edit Booking Able/Ken Non Air Air (Invoice # 90350)

1 General Info 2 Remarks 3 Expanded Fare Info 4 More Taxes 5 Agents 6 UDIDs 7 Segments 8 Foreign Currency

Submit To: Supplier
 Travel Type: Non Air Air
 Passenger: Able/Ken

Flown Carrier: / / / / / / / /
 Itinerary: ORD/FRA/ORD/ / / / /
 Department:

Vendor Name: ABC Wholesalers
 Depart Date:
 Total Fare: 600.00
 Taxes/Rate: 0.00 0.00 %
 Ticket Type: Normal

Confirm No: ABYTRE
 Return Date:
 Base Fare: 600.00
 Commission/Rate: 50.00 0.00 %
 Date Payable:
 Ind: International

Client Payment: Open
 Vendor Payment: Open

History < > OK Cancel New Booking Copy Booking

3) Enter Client and Vendor Payments

- Enter a **Payment|Received** from client with a *Pay Method* of *Cash* or *Check* for \$600.00.
- Enter a **Payment|Made** to vendor (the consolidator) for a net remit of \$550.00.

Vendor Balance Detail Report

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Vendor Name	Invoice No	Branch	Issue Dt	Agent	Vendor ID	Invoice Total	Total Unapplied Invoice Amt	Balance Due
ABC Wholesalers	90350	S	0		ABC	-550.00	0.00	-550.00
					Able/Ken		-550.00	
						-550.00	0.00	-550.00

Agencies Selling Wholesale Travel to Clients with a Rebate of Commission from Wholesaler, Credit Card Payment

Here are steps on how to enter a transaction if you are a travel agency purchasing travel from a wholesaler for resale to clients using a credit card. In the example we purchased a wholesale ticket for \$600.00 from ABC Wholesalers and will receive a rebate of commission of \$50.00 from the wholesaler. We are selling the ticket to a client for \$600.00 and \$50.00 commission. The ticket price to your customer shows as "\$600.00" on the ticket.

- 1) Create a vendor profile for the wholesaler under **Profiles|Vendor** in *Trams Back Office*.
- 2) Some agencies also create a special *Travel Type* called Non-ARC/BSP Air or Consolidator Air for these transactions. See **Help|Trams Help|Utilities|Travel Type** for more information on adding *Travel Types* to TBO.

Enter a sales invoice as usual for a supplier or commission tracking transaction through interface, manual entry, or *ClientBase* invoicing (see Help Files in *ClientBase* for additional information).

Manual Entry:

- Click *New* to create a new booking.
- In the *Submit to* field, select *Supplier or Comm Track* (determined by how the agency handles credit card payments for supplier transactions).
- The *Vendor Name* is the name of the wholesaler, and the *Total Fare* is the amount the agency is charging the client. (In our example the total fare is \$600.00, and the *Commission/Rate* is \$50.00.)
- Click *OK*.

Interface Entry

- Create a PNR or a Res Card in *ClientBase* for a sales invoice for a *Supplier* or *Comm Track* transaction as normal with a credit card *Form of Payment*.
- See additional interface formats for interfacing supplier and commission tracking transactions under **Help|Trams Help|Contents|Interface** for your GDS system. Also see Help Files in *ClientBase* for additional information on creating res cards.

Using Supplier/CC Booking

The screenshot shows the 'Edit Booking' window for a 'Non Air Air' booking (Invoice # 90350). The 'Submit To' dropdown is set to 'Supplier'. The 'Vendor Name' is 'ABC Wholesalers'. The 'Total Fare' is 600.00, and the 'Commission/Rate' is 50.00%. The 'Client Payment' and 'Vendor Payment' buttons are both set to 'Open'. The 'Ind' dropdown is set to 'International'.

Using Comm Track Booking

The screenshot shows the 'Edit Booking' window for a 'Non Air Air' booking (Invoice # 90350). The 'Submit To' dropdown is set to 'CommTrack'. The 'Vendor Name' is 'ABC Wholesalers'. The 'Total Fare' is 600.00, and the 'Commission/Rate' is 50.00%. The 'Client Payment' and 'Vendor Payment' buttons are both set to 'Open'. The 'Ind' dropdown is set to 'International'.

3) Enter Client and Vendor Payments

- The client's credit card payment is processed by the wholesaler through ARC/BSP for \$600.00.
- Enter a **Payment|Received** in TBO for the client with a *Pay Method* of *Credit Card* if you are using a Supplier/CC booking.
- The \$50.00 due the agency by the wholesaler appears as a "positive" amount on the Vendor Balance Report if using Supplier/CC booking. If using a Comm Track booking, this is a tickler file until the commission is received from the wholesaler.
- The wholesaler sends the agency a check for \$50.00 commission.
- Enter a Payment/ Received in TBO from the Vendor for the \$50.00 commission check. Close out either the Supplier or Comm Track 'open' booking.

Section Five

Agency Selling Discounted ARC/BSP Transactions - Check or Cash

Following are steps on how to enter a transaction if you are a travel agency discounting an ARC/BSP transaction for cash or check payments that you will be processing through your own ARC/BSP Report. In this example, we issued an ARC/BSP ticket for a special fare of \$600.00 with \$100.00 commission. We are discounting it to our client for \$550.00. The ticket price to your customer shows as "\$600.00" on the ticket.

- 1) Enter a sales invoice as usual for an ARC/BSP transaction through interface or manually.

Manual Entry

- Go to **Invoice/Sales** to enter the ARC/BSP ticket transaction.
- Click *New* to create a new booking.
- In the *Submit to* field, select *ARC/BSP*.
- Enter all ticket information – The *Total Fare* is \$550.00 and *Commission/Rate* is \$50.00 (difference between actual commission and discount).
- Click the *Expanded Fare Tab* and type in \$600.00 in the *Face Value* field. This field reports the correct amount in the weekly Sales Summary ARC/BSP report (\$600.00 with a \$100.00 commission net remit of \$500.00).

Interface Entry

Vendor Balance Detail Report

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Vendor Name	Invoice No	Branch	Issue Dt	Agent	Vendor ID	Invoice Total	Total Unapplied Invoice Amt	Balance Due
ABC Wholesalers	90350	S 0			ABC	50.00	0.00	50.00
					Able/Ken		50.00	
						50.00	0.00	50.00

- Create a PNR for a sales invoice for the ARC/BSP ticket as normal.
- Add to the PNR the FV formats FV550.00*50.00. 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 under **Help|- Help| Contents|Interface** for your GDS system.

1 General Info | 2 Remarks | 3 Expanded Fare Info | 4 More Taxes | 5 Agents | 6 UDIDs | 7 Segments | 8 Foreign Currency

Submit To: ARC
 Travel Type: Intl Air
 Passenger: Able/Ken
 Airline: UA
 Vendor Name: United Airlines
 Depart Date:
 Total Fare: 550.00
 Taxes/Rate: 0.00 0.00 %
 Ticket Type: Normal
 Client Payment: Open

Flow/Carrier: UA/ UA/ / / / /
 Itinerary: ORD/FRA/ORD/ / / / /
 Department:
 Ticket No: 2349877722
 Confirm No:
 Return Date:
 Base Fare: 550.00
 Commission/Rate: 50.00 0.00 %
 Resubmit Date:
 Inq: International
 Vendor Payment: Open

History < > OK Cancel New Booking Copy Booking

Edit Booking Able/Ken Non Air Air (Invoice # 90350)

General Info | 2 Remarks | 3 Expanded Fare Info | 4 More Taxes | 5 Agents | 6 UDIDs | 7 Segments | 8 Foreign Currency

Fare Saving Info
 Face Value: 600.00
 Net Remit: -500.00
 Markup +/- Discount: -50.00
 High Fare: 0.00 Low Fare: 0.00
 Fare Code: Orig Comm: 100.00

Final Payment Info
 Due Date:
 Amount: 0.00
 Comm Amt: 0.00

Ticket Info
 Ticket Desig:
 Tour Code:
 E-Ticket:
 Booking Rec Loc:
 Host Code:
 History < > OK Cancel New Booking Copy Booking

1) Enter Client Payments

- Wholesaler Agency processes ticket through ARC/BSP normally for the \$500.00 net remit.
 - Client Agency pays Total Fare of \$600.00 by check.
 - **Payment/Received** from Client.
- 2) Enter Client and Vendor Payments
- Client pays Total Fare of \$550.00 by check or cash which is entered in **Payment|Received**.
 - Agency processes ticket through ARC/BSP normally for the \$500.00 net remit.
 - Agency processes weekly ARC/BSP Settlement as normal for this ticket closing the vendor side of the booking.

Section Six

Agency Selling Discounted ARC/BSP Transactions - Credit Card

Following are steps on how to enter a transaction if you are a travel agency discounting an ARC/BSP transaction using a client's credit card. In this example we issued an ARC/BSP ticket for a special fare of \$600.00 with \$100.00 commission. We are discounting it to our client for \$550.00. The ticket price to your customer shows as "\$600.00" on the ticket.

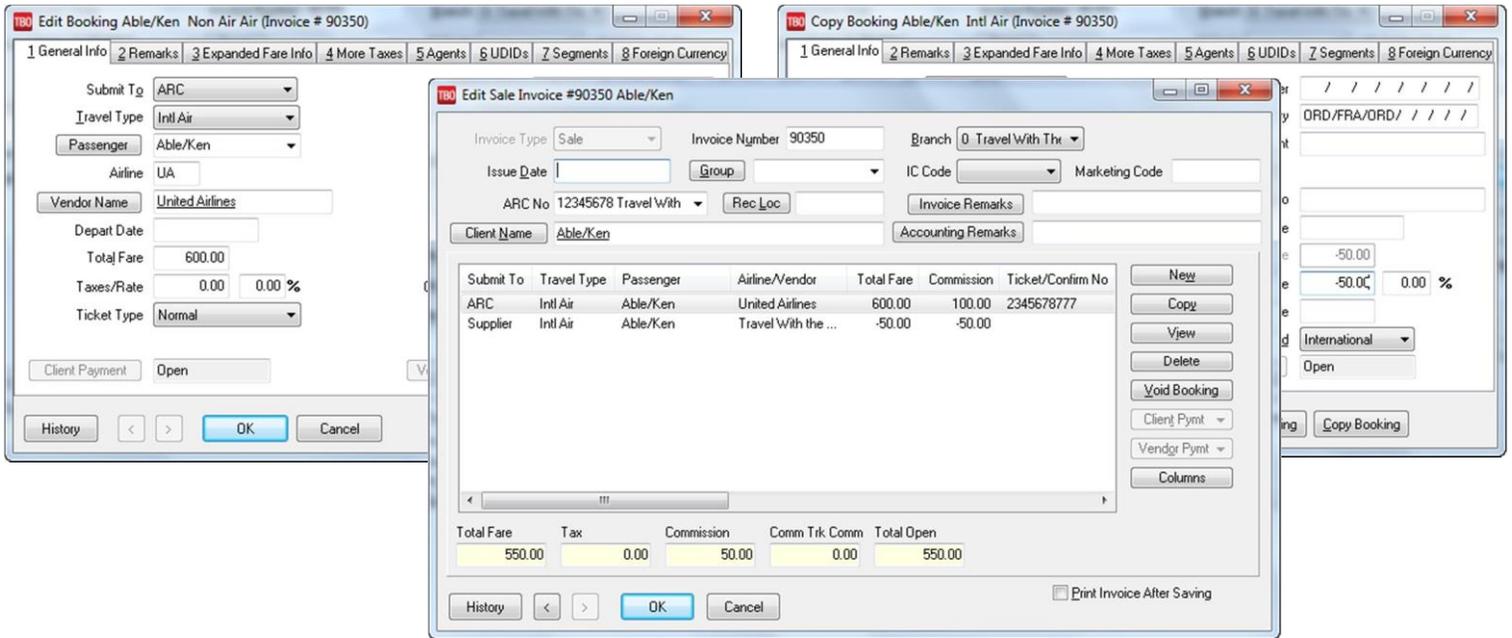
- 1) Enter a sales invoice as usual for an ARC/BSP transaction through interface or manually.

Manual Entry

- Go to **Invoice|Sales** to enter the ARC/BSP ticket transaction.
- Click *New* to create a new booking.
- In the *Submit to* field select *ARC/BSP*.
- Enter all ticket information with a *Total Fare* of \$600.00 and *Commission/Rate* of \$100.
- Click *New Booking*
- Create a second booking in the invoice to account for the discount being given to the client.
- Change the *Submit to* field to *Supplier* in the second booking.
- Type in the travel agency's name in the *Vendor/Name* field.
- Both the *Total Fare* and *Commission/Rate* fields are the amount of the discount to the client. 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 account as viewed in **Reports|Core|Client Balances**

Interface Entry • Create a PNR for a sales invoice for the ARC/BSP ticket as normal, using the *Form of Payment*, Credit Card.

- Create a second booking for the invoice to account for the discount being given to the client.
- 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 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 your GDS system.



2) Enter Client and Vendor Payments

- Enter a **Payment|Received** from client of \$600.00 with a *Form of Payment*, credit card.
- Agency processes ticket through ARC/BSP normally for the \$100.00 net remit.
- Agency processes weekly ARC Settlement as normal for this ticket closing the Vendor side of the booking.
- Enter a **Payment|Made** to the client under the Payments menu for the \$50.00 discount.

Client Balances

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Client Name	Invoice No	Branch	Client Id	Issue Dt	Phone Agent	Passenger	Invoice Total	Total Unapplied Invoice Amt	Balance Due Group
Able/Ken	90350	S 0				Able/Ken	-50.00	0.00	-50.00
							-50.00	0.00	-50.00