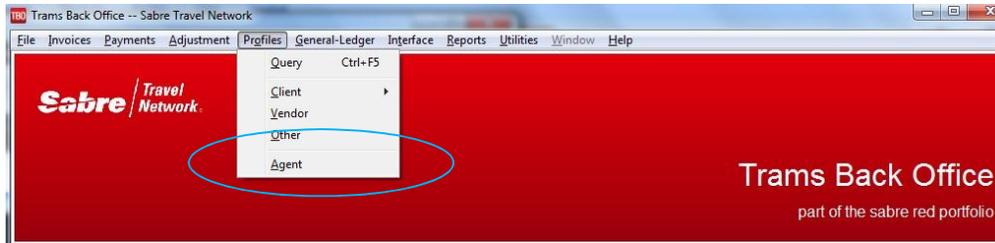


Trams Back Office Agent Setup



An Overview of how to track and pay Agent Commissions, setting up agent profiles, commission rates, activity reports, statements, reconciliation and other agent reports.

Agent Profiles: Profiles/Agents



The screenshot shows the 'Edit Agent Profile #430 SMM' form. The 'General' tab is selected. The form contains the following fields:

- Profile Name: SMM
- Last Name: Meyer
- First: Sharon
- Middle Initial: M
- Last Initial: A
- Contact Title: (empty)
- Courtesy Title: Ms.
- Salutation: (empty)
- Street Address 1: 1234 Main Street
- Street Address 2: Suit 899
- Apt/Suite: (empty)
- City: Los Angeles
- State: CA
- Zip Code: 90045
- Country: (empty)
- Payee Name: (empty)
- Interface ID: SMM
- Inside Rate: 25.00
- Outside Rate: 20.00
- Inactive:
- GL Acct #1: (empty)
- GL Acct #2: (empty)
- G/L Branch: (empty)
- G/L Rate: 0.00

Buttons at the bottom: History, <, >, OK, Cancel.

- **General Tab:**

- **Profile Name:** The name or code used to identify the agent. Use any combination of letters and numbers. If created by Interface, *Trams Back Office* uses the same code as the Interface ID.
- **Contact Title:** the employees Job Title.

- **Payee Name:** the name to be written on the check when paying an agent.
 - **Interface ID:** For use with reservation system interface; enter corresponding agent code/ID-should match agent's sine-in to GDS.
 - **GL Accounts:** Default GL account for the agent are available when a journal entry is needed for a payment to agent.
 - **G/L Rate:** specifically designed to calculate Canadian GST taxes during G/L entry.
- **Communication Tab:**
 - Enter Phone, Fax, E-mail and Web address if applicable.
 - **Payment Tab:**
 - This Payment Method can be used for handing off data from TBO to a Payment Distribution Service or the local bank.

TBO Edit Agent Profile #430 SMM

General | **Communications** | **Payment Info** | Groups | Marketing | Default Rates | Attachments

Account Type: Bank Account

Account Number: []

C/C Exp Date: [] Name On Acct: []

Bank Routing No/CC Description: []

Traveler Name: []

Account Type	Account Number	C/C Exp Date	Name On Acct	Bank Routing No/CC

Buttons: Add, Update, Delete, Edit Traveler Payment Info

Bottom: History, <, >, OK, Cancel

- **Groups Tab:**
 - Any group(s) to which the agent belongs: Inside, Outside, Leisure, Corporate.

This field can be used as selection criteria for reports, or to run group statements and Summary reports.

- **Marketing Tab:**

- **Business Type**- used as selection criteria for lists and labels.
- **Other** - used as selection criteria for lists and labels.
- **Notes & Additional Notes** - Any free flow information about the agent. Field can be used as selection criteria for lists and labels
- **Statement Remarks - Note: Any remarks entered into this area of the agent profile appear on all statements generated for this profile.** Field is used as selection criteria for lists and labels.
- **Travel Preferences** - Any particular travel preference the agent may have. Field is used as selection criteria for lists and labels. ○ **Check Remarks** - Enter a specific profile Account Number or remark that prints on the check for payments made using the profile.

- **Attachment Tab:**

- Users can manage (add, view, delete, update) electronic documents of any type

Agent Commission Rates

Agent Rates are applied as follows:

- 1) If an Agent Rate is specified at the booking level of the PNR, then that rate is entered into the Agent Tab of the Booking Screen during the processing of the interface records.

The screenshot shows the 'Edit Booking' window for 'Gale/Chris Ship-Dpst (Invoice # 90337)'. The 'Agent' tab is active, showing the 'Agent' field set to 'SMM'. The 'Percent' field is set to '25.00' and is circled in red. The 'Inside Agent' radio button is selected. The 'Agent Commission' field at the bottom is set to '0.00'.

Agent ID	Status	Amount	Rate	Date Paid	Remarks	Action	Payment No
SMM	I	0.00	25..				

- 2) If NO rate was specified in the PNR, then any rate/amount by Travel Type specified on the Default Rate Tab of the Agents Profile is used.

Travel Type	Inside Rate	Outside Rate	Inside Amt	Outside Amt
Dom. Air	50.00			
Hotel	50.00			
Car				
Ship-Dpst				
Ship-Finl				
Rail				
Insurance				
Intl Air				
Tour-Dpst				
Tour-Finl				
Processing Fees				
Misc				
Cordinators				

- 3) If NO rate is specified in the Default Rate Tab of the Agents Profile, then the rate/amount specified globally under **Utilities|Setup|Travel Types** will be used.

TT No	Travel Type	Category	Inside Rate	Outside Rate	Inside An
4	Ship-Dpst	Cruise			
5	Ship-Finl	Cruise			
6	Rail	Rail			
7	Insurance	Insurance			

- 4) If there are no rates specified in the Default Rate Tab of the Agent Profile or in Utilities Travel Types, then the Inside or Outside Rate specified on the General Tab of the Agent Profile is used.

The screenshot shows the 'Edit Agent Profile #430 SMM' window with the 'General' tab selected. The 'Interface ID' field is circled in red. The 'Inside Rate' is 25.00 and the 'Outside Rate' is 20.00. The 'Inactive' checkbox is checked. Other fields include Profile Name (SMM), Last Name (Meyer), First (Sharon), M (M), A (A), Contact Title, Courtesy Title (Ms.), Salutation, Street Address 1 (1234 Main Street), Street Address 2 (Suit 899), Apt/Suite, City (Los Angeles), State (CA), Zip Code (90045), Country, Payee Name, GL Acct #1, GL Acct #2, G/L Branch, and G/L Rate (0.00). Buttons for History, OK, and Cancel are at the bottom.

Note: These default tables, both in Utilities and in the Agent Profile, are only used during Interface Processing. When manually entering bookings, the system works if Inside and/or Outside Rates are entered on the Agent Profile General Tab, then those rates are used for whatever booking manually created. To assign a different rate based on Travel Type, change the rate on the Agent Tab of the Booking Screen.

Agent can also be entered in a Client Profile:

Enter the name(s) of the agent(s) that will be attached to this profile. Enter the commission percentage that each agent will receive on every invoice issued to this particular client. **Note:** This adds the agent to every invoice interfaced to *Trams Back Office*. This agent is added in addition to any agents assigned during the interface. **This can cause duplicate agent commissions being recorded.**

Utilities/Setup/Glo

Agents

Agent

Amount Rate

Valid From To

Remarks

Status
 Inside
 Outside

Add
Update
Delete

Agent	Status	Amount	Rate	From	To	Remarks
-------	--------	--------	------	------	----	---------

Global Defaults

General Prompt Tax-Related Client/Vendor Statement Remarks
Interface/Mailmerge Prompt Financial Modeling Payment Import Options

Default Area Code Default Country Code

Local Currency Code

Mailmerge Delimiter Agency Mailmerge Identifier

If only **Read Booking Agent** is checked, the PNR booking agent is the agent captured in the Agent Tab of the Booking. This is the default setting and only captures the **Booking Agent**. If both **Booking Agent** and **Ticketing Agent** boxes are checked, then two agents are captured in the Agent Tab. If they are the same agent, that agent is listed twice in the booking. If they are different agents, each agent is captured. The first agent listed is the **Booking Agent** and second agent is the **Ticketing Agent**. If no boxes are checked, NO AGENTS are captured. ALWAYS have at least one agent type checked.

Allow Multiple Agents Per Booking

When checked, multiple agents are interfaced into a booking. When unchecked, only the first agent listed in the interface record is captured. If any agents are assigned to the client's profile, those agents still are added to the booking. Any agents not processed from the record are listed on the Processing Error Log.

Agent Activity Reports

- Reports/Agent/Activity

Format: Summary
Travel Types: [All]
ARC Non-CC: Issue Dt
ARC Client Status: All
ARC CC: Issue Dt
ARC Vendor Status: All
Invoice Adjustments: Issue Dt
Supplier Non-CC: Issue Dt
Supplier Client Status: All
Supplier CC: Issue Dt
Supplier Vendor Status: All
Supplier CC No Remit: Issue Dt
Comm Track: Issue Dt
Comm Track Vendor Status: All
From:
To:
Branch: [All]
Branch Group:
Agent Status: All
Agent Recon Status: All
Agent Action: All
Preferred Vendor Status: All
Agent Name:
Agent Group:
Print Selection Criteria:
Output Format: Report
Buttons: Preview, Print, Printer Setup, Reset, Default, Close

The Agent Activity report run with the selection criteria above will match the Booking Activity on the Management Summary Report. It can also be run using Agent Status: Inside or Outside and Agent Action: Is Blank, Booking, or Ticketing

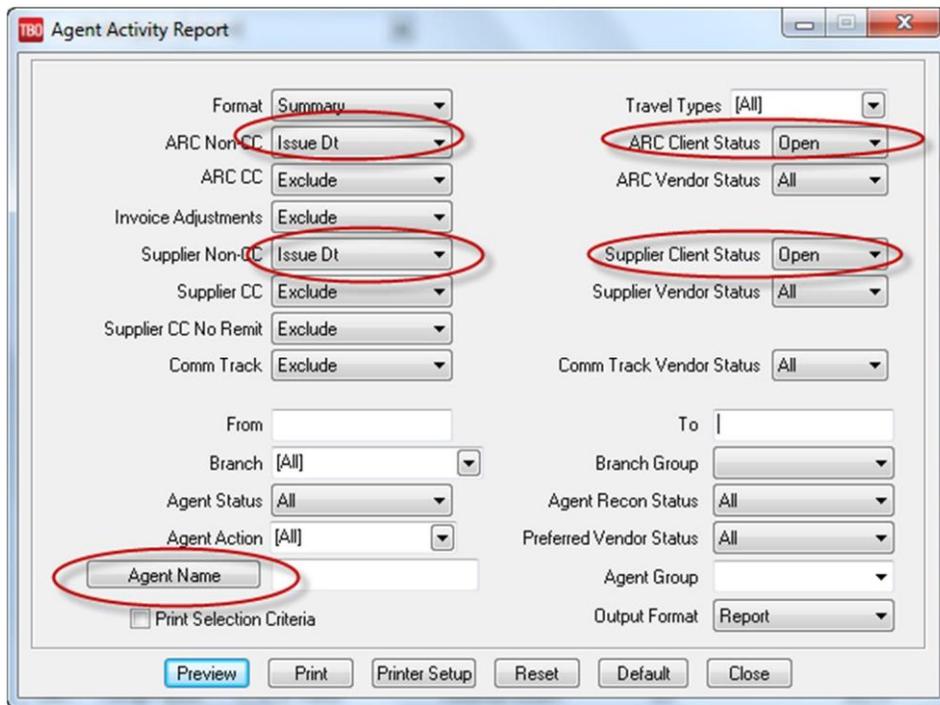
Note: When looking at the actual Agent Activity Report, the Fare Productivity Column is the total fare divided by the number of agents on the invoice. The Commission Productivity Column is the total commission divided by the number of agents on the invoice.

Report Preview: Agent Activity Report
Page 1 of 1

Agent Activity Report

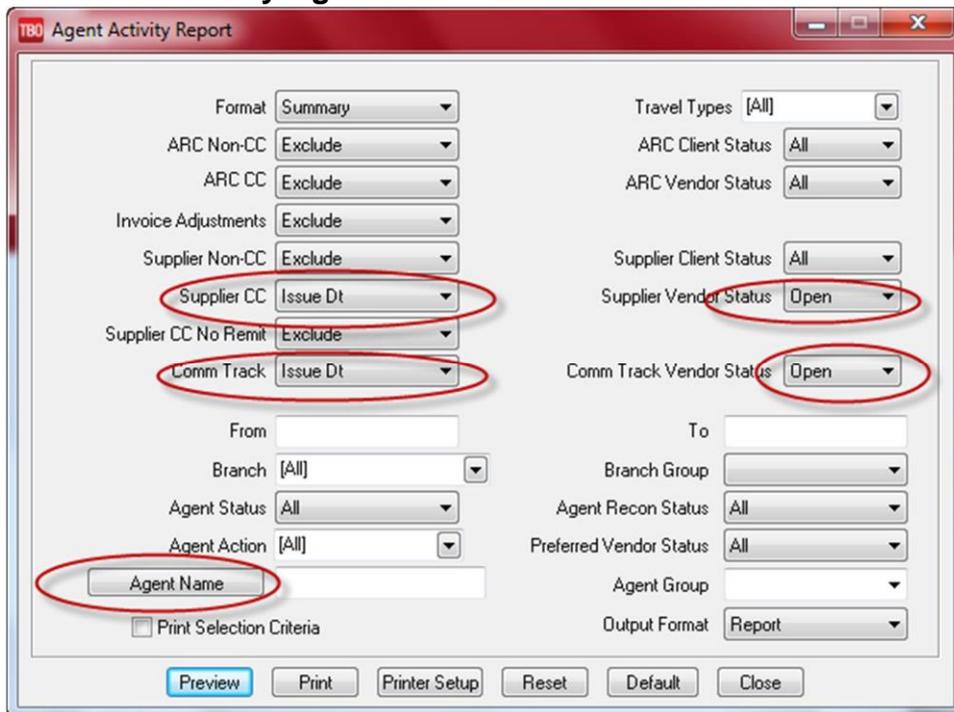
Travel With The Stars
5777 W. Century Blvd., Suite 1200
Los Angeles, CA 90045

ID	Name	Invoices	Bookings	Total Fare	Commission	Agent Commission	Fare Productivity	Comm Productivity
001	Frank Diaz	91	148	209,582.00	23,428.25	4,735.73	180,049.00	21,123.21
002	Helen Lewis	36	62	73,633.00	7,990.43	1,485.27	59,337.50	6,903.37
003	Kris Gains	26	37	62,582.00	8,397.13	1,923.20	58,615.00	8,044.86
DM	David Mercer	176	448	251,227.00	23,367.45	4,302.02	246,314.00	23,001.11
LBR	Lee Rosen	173	430	270,222.00	24,377.26	5,406.47	270,222.00	24,377.26
PB	PB	14	14	390.00	376.35	0.00	390.00	376.35
SL	Shirley Sweeney	28	33	12,096.34	1,110.05	555.02	12,096.34	1,110.05
SMM	Sharon Meyer	428	1011	814,606.00	75,340.08	15,304.14	773,251.50	72,086.68
	No Agent Specified	70	116	59,064.87	5,824.51	0.00	59,064.87	5,824.51
						33,711.85	1,659,340.21	162,847.40



This report can be run for all agents or by individual agent name.

- o **Unpaid Commission by Agent**



The above selection criteria will run a report of unpaid (by the Vendor) commissions for all agents or by individual agent name.

- o **Reports/Agent/Statement**

The above selection criteria will run a detailed report of all open (unpaid to agent) Bookings where the agency has been paid by the client and has received the commissions from the vendors.

The report can be modified by changing the Agent Status, Preferred Vendor Status, Depart dates and Agent Action.

The Agent Statement can be run for a Group of Agents or for Individual agents. Be sure to Default the selection criteria so that the Agent Statement uses the same criteria every time. Print a copy of the selection criteria and place in each Agent's folder as a backup.

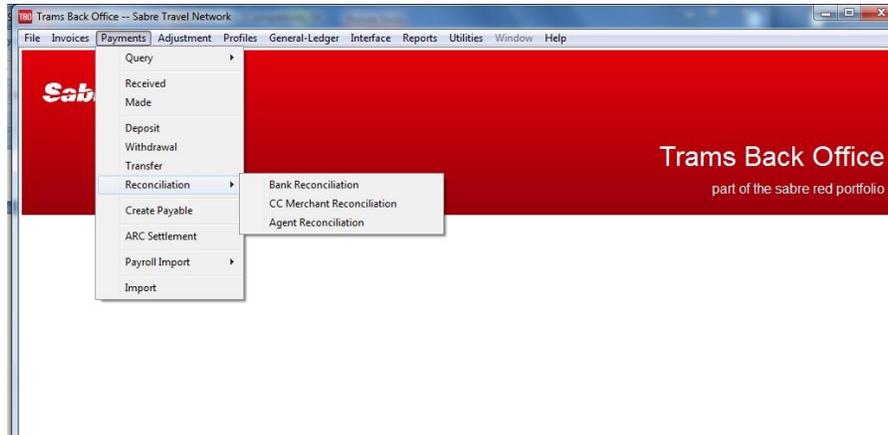
Report Preview: Agent Statement SMM Page 1 of 1

Issue Date	Invoice No	Client Name	Vendor Name	Passenger Name	Total Fare	Commission
Tkt/Confirm No	Start Date		Rate	Date Paid		
Status	Agent Comm			Remarks		
49852 Dealer Cover, Inc.						
7890566201			United Airlines	Prince/Doris	989.00	91.57
Inside	0.00		0.00			
7890566202			United Airlines	Prince/Duke	989.00	91.57
Inside	0.00		0.00			
90304 Thompson/Jan						
H7876F			Royal Caribbean Cruis	Thompson/Jan	4,500.00	675.00
Inside	168.75		25.00			
	168.75				6,478.00	858.14
4 Agent Adjustments						
Issue Date	Amount	Group	Remarks			
	-45.00		Fed Ex Charges for Jones			
	-40.00		Postage			
	-85.00					
	-85.00					
5 Travel Type Summary						
Travel Type	Fare	Commission	Agent Commission	% of Total	Bookings	
Dom. Air	1,978.00	183.14	0.00	30.5%	2	
Ship-Finl	4,500.00	675.00	168.75	69.5%	1	
6 Booking Count = 3						
Total Agent Commission = 83.75						

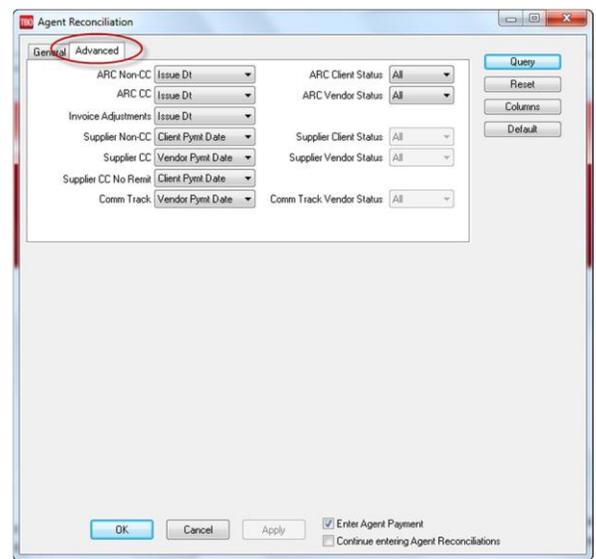
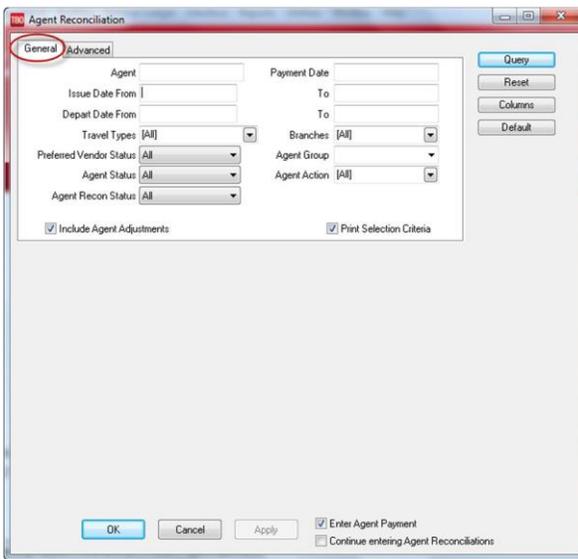
Thank you for working Travel With The Stars.
You help make our agency successful
You're a STAR with us!

1. Total Sales generated by agent for agency.
2. Total agency commission received.
3. Agent commission amount.
4. Agent Adjustments: added under Adjustment Menu.
5. Travel Type Summary.
6. Total Commission due to Agent.

- Payments/Reconciliation/Agent Reconciliation



Enter the same criteria used for the Agent Statement to Query the open bookings.



The Selection Criteria can be defaulted to match the Agent Statement defaults.

TBO Agent Reconciliation

General | **Advanced**

Agent: Payment Date:

Issue Date From: To:

Depart Date From: To:

Travel Types: [All] Branches: [All]

Preferred Vendor Status: [All] Agent Group:

Agent Status: [All] Agent Action: [All]

Agent Recon Status: [All]

Include Agent Adjustments Print Selection Criteria

Buttons: Query, Reset, Columns, Default

Items To Be Cleared

Issue Date	Invoice No	Branch	Ticket/Confirm No	Passenger Name	Client Name	Vendor Name
	90303	0	E987T65	Browning/Roger	Browning...	Royal Co
	90333	0		Dawson/Ed	Dawson/Ed	Princess
	90333	0		Dawson/Linda	Dawson/Ed	Princess
	90304	0	H7876F	Thompson/Jan	Thompo...	Royal Co
	90348	0	2789272175	DO'W CHEMIC...	DO'W CH...	American
	90348	0	2789272180	DO'W CHEMIC...	DO'W CH...	Processi
	90347	0	2789272173	Clinton Constru...	Clinton Co...	American
	90347	0	2789272174	Clinton Constru...	Clinton Co...	Processi

Buttons: Toggle, Invert, **Clear All**, Refresh, Edit, Print..., Global Modify

Total Commission	Total Agent Commission	Cleared Amount	Uncleared Amount
1,223.01	220.75	220.75	0.00

Buttons: OK, Cancel, Apply, Enter Agent Payment, Continue entering Agent Reconciliations

○ **Enter Agent Payment**

TBO Create New Payment Made

Amount: Remarks:

Payment Type: [Made] Payment Date:

Bank Acct: [1 Wells Fargo - checking] Branch:

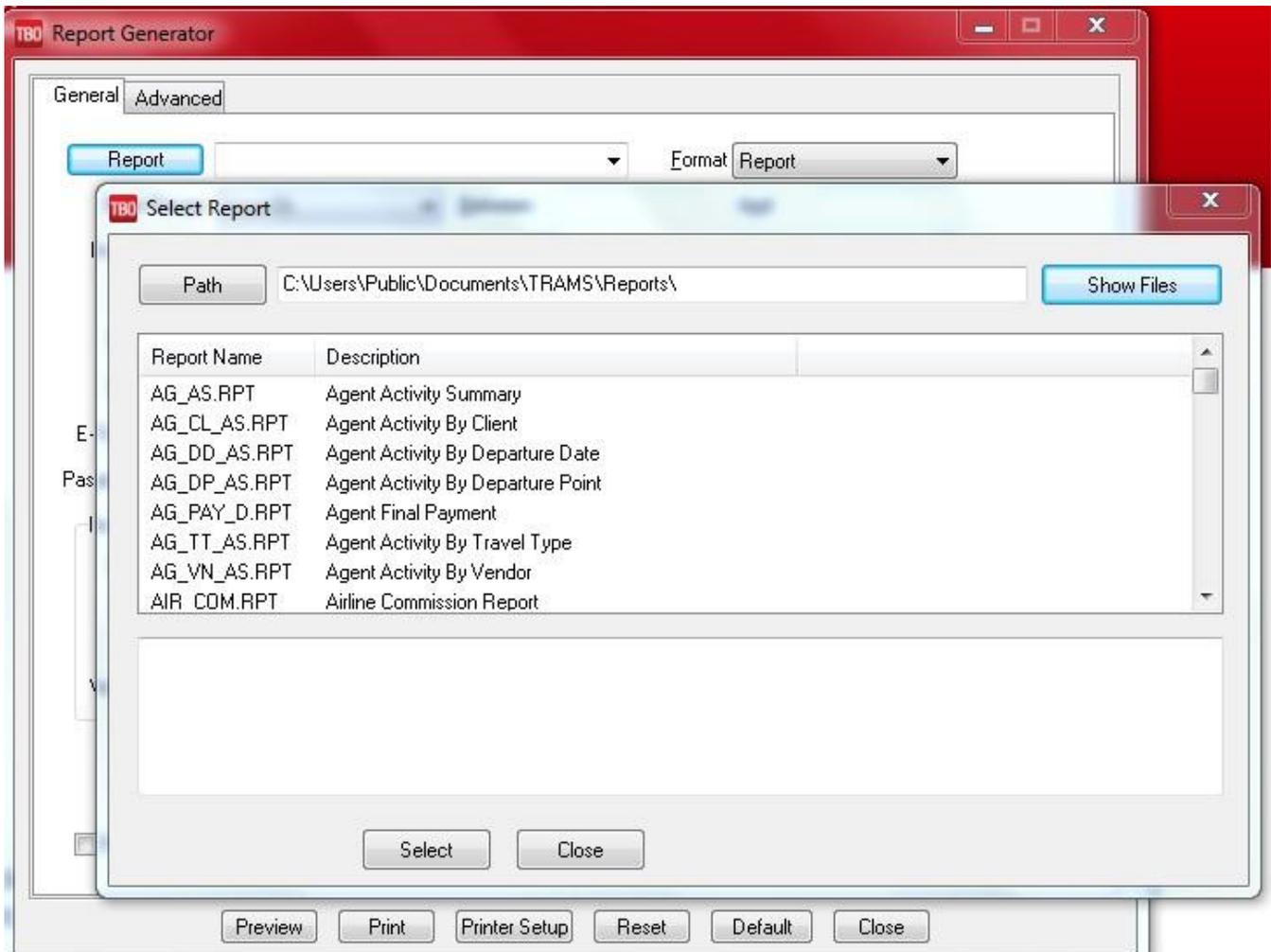
Payment Method: [Check] CK/CC/Ach No: [918517] Invoice Reference:

Payment Group:

Profile Type: [Agent] Name: Name On Check: Pay Code:

Client Balance sorted by agent
Vendor Balance sorted by agent

Report Generator Reports: Report Generator reports are customizable.



○ Trams Crystal Reports

Download the free Crystal Report Viewer from the website. Review TCR Library of reports



TBO Agent Setup: Trams Crystal Reports

View sample of report to preview.

[Click HERE to download TBO Cross Reference Report w/Name of Report/filename](#)

TBO Agency Management Reports	
TBO: Airline Reports (City Pair & Market Share)	
TBO: Agent Reports	
TBO: Sales & Revenue Reports	
TBO: Client Reports	
TBO: Vendor Reports	
TBO: Payment Reports	
TBO: Financial Reports	
TBO: Tax Reports	
TBO: Management Reports	
TBO Agency Customer Reports	
TBO: Client Reports	
TBO: Payment Reports	
TBO Management Reports	
TBO Dashboard Reports	
TBO Dashboard Report Description	View Sample Download