



We at *Trams* and *ClientBase* Products and Services, feel strongly that the best way to learn Trams Back Office is to take it one step at a time and stay consistent with your training. It's important to have a plan, set realistic goals, objectives and time frames, and utilize the many Trams Back Office tools and resources. We have everything you need to be successful!

Tips for Success:

- ❖ Commit to building a training schedule and stick with it! Schedule time for training like you would client appointments.
- ❖ Don't be overwhelmed. This document breaks down training into weeks, not days. ❖ Start with the basics and build from there.
- ❖ This training program is broken down into weeks so that you have a chance to practice what you learn. This is a suggested schedule based on training hundreds of agencies. However, you go at the pace you feel the most comfortable. You can move forward if you feel you have mastered a concept or slow down if you need to spend more time mastering a concept.

The first step is to watch the *Trams Back Office Overview* recording. This recording is designed for agencies to get acquainted with the Trams Back Office software and features. To access this recording along with all the recordings outlined in this document, you will need to login to the Trams and ClientBase Learning Center. Go to <https://gtu.getthere.com/trams/> to create a login if you do not already have one. Once logged in, select *Trams Back Office* and select the *Getting Started with Trams Back Office for the New User* course.

The following 5-week all-inclusive training program is designed to help you get started learning the basics of *Trams Back Office*.

Week One: Profiles and Invoices

Week Two: Receipts and Deposits

Week Three: Payments to Vendors and Agency Expenses

Week Four: Reconciling GDS-issued airline tickets and MCO's **Week**

Five: Finalizing Month End

How Does Training Begin?

The following steps outline how to use each of the 5 training packets:

1. **Overview** – Each training packet starts with a general overview of the skills that will be covered and a list of recorded trainings to watch to help you get started. Read this overview and watch the recordings before starting each concept.
2. **Practice Handouts and Assignments**– Practice makes perfect. After training on a skill, handouts are provided including assignments to master the skill!

Overview

In this first week, you are learning to master the following Profile and Invoice skills:

- Learn the four types of Profiles
- Learn how to manually create and edit invoices.
- See how invoices affect the Core Reports.

Recordings to watch:

- Profile Types – 20 minutes
- Creating Sales Invoices – 10 minutes
- Invoice Query – 4 minutes
- Modifying Existing Invoices – 6 minutes

Recordings for GDS users:

- Interface Download and Process – 16 minutes

Documents to Read:

- Pre-Training Tutorial

From the Trams Back Office program, click *Help > Trams Help* to open the Help Files.

- Read the chapter: ***Profiles***
- In the ***Invoices*** chapter, read sub-chapters:
 - Enter New Invoices in Trams Back Office
 - General Invoice Information
 - Booking Detail Screen
 - Invoice Query

Profiles

Profiles are source records for statements and mailing lists for customer and vendors. Profiles store information about individuals and companies with whom the agency does business and are generally defined as “billing entities.”

There are four types of profiles found in Trams:

1. Client (leisure/corporate)
2. Vendor
3. Agent
4. Other

Profiles can be added into Trams by manually creating them, or they can be captured through interface from the GDS, imported by file or if the agency uses ClientBase, profiles generated through the software, will be shared with Trams.

Creating a Client Profile

1. Go to **Profiles | Client | Leisure or Corporate**
2. Under the general Tab fill in all fields that are necessary to identify the client. You should also fill in fields that you would want to view on a report.
*****GDS Users: Name and Interface ID fields are required*****
3. There is a Primary Agent field to add agents who are exclusive to that profile only
4. Communication tab: allows you to add phone numbers, fax numbers, websites and email addresses 5. Travelers tab: you can link family members and employees to this account
6. Payment Info tab: here you can save credit card and bank account numbers (they will be encrypted)
7. Groups tab: used to classify profiles under a specific group(s) name and for reporting purposes
8. Marketing tab: used for additional info about the client
9. Agents tab: designed for profiles that will have more than one agent linked to it
10. Attachment tab: designed to attach electronic documents to the profiles
11. Once all the necessary field are filled out, click OK at the bottom
12. **Continue Entering Profiles:** this box is auto-checked to enable the user to continue creating more profiles without opening a new screen every time. Once done with creating profiles, uncheck the box then click OK to exit.

The screenshot shows a software window titled "Create New Leisure Profile #1492". It features a tabbed interface with the "General" tab selected. The form contains the following fields and controls:

- Profile Name: [Text Input]
- Last Name: [Text Input], First: [Text Input], M: [Text Input]
- Contact Title: [Text Input], Courtesy Title: [Dropdown Menu]
- Salutation: [Text Input]
- Street Address 1: [Text Input]
- Street Address 2: [Text Input], Apt/Suite: [Text Input]
- City: [Text Input], State: [Dropdown Menu], Zip Code: [Text Input], Country: [Text Input]
- Payee Name: [Text Input]
- Interface ID: [Text Input]
- Credit Limit: [Text Input]
- Primary Agent: [Text Input]
- Branch: [Dropdown Menu]
- An "Inactive" checkbox is located near the Credit Limit field.
- At the bottom, there is an "Add Reminder" button, "OK" and "Cancel" buttons, and a checked "Continue entering Profiles" checkbox.

Creating a Vendor Profile

1. Go to **Profiles | Vendor**
2. Under the general Tab fill in all fields that are necessary to identify the vendor. You should also fill in fields that you would want to view on a report

GDS Users: Name and Interface ID fields are required

3. There is a Commissions field for vendors who have a specific commissions percentage that they pay out
4. Communication tab: allows you to add phone numbers, fax numbers, websites and email addresses
5. Contacts tab: designed to link all contact persons to this account
6. Payment Info tab: this is for vendors who pay commissions by credit card. The number can be left on file (will be encrypted)
7. Groups tab: used to classify profiles under a specific group(s) name and for reporting purposes
8. Marketing tab: used for additional info about the vendor
9. Attachment tab: designed to attach electronic documents to the profiles
10. Once all the necessary field are filled out, click OK at the bottom
11. **Continue Entering Profiles:** this box is auto-checked to enable the user to continue creating more profiles without opening a new screen every time. Once done with creating profiles, uncheck the box then click OK to exit

The screenshot shows a software window titled "Create New Vendor Profile #1494". It features a tabbed interface with the "General" tab selected. The form contains the following fields and options:

- Profile Name: Text input field.
- Contact Last Name: Text input field.
- First: Text input field.
- M: Text input field.
- Contact Title: Text input field.
- Courtesy Title: Dropdown menu.
- Salutation: Text input field.
- Street Address 1: Text input field.
- Street Address 2: Text input field.
- Apt/Suite: Text input field.
- City: Text input field.
- State: Dropdown menu.
- Zip Code: Text input field.
- Country: Text input field.
- Payee Name: Text input field.
- Interface ID: Text input field.
- Airline No: Text input field.
- % Commission: Text input field.
- Preferred: checkbox.
- Inactive: checkbox.

At the bottom of the dialog, there are three buttons: "Add Reminder", "OK", and "Cancel". To the right of the "OK" button is a checked checkbox labeled "Continue entering Profiles".

Creating an Agent Profile

1. Go to **Profiles | Agent**
2. Under the general Tab fill in all fields that are necessary to identify the agent. The profile name can be the agent's ID but make sure you fill-in the Contact Last Name and First Name to identify the agent. You should also fill in fields that you would want to view on a report *****GDS Users: Name and Interface ID fields are required*****
3. Inside Rate and Outside Rate: field for general commissions. If the agent gets paid commissions on specific travel types, click on the Default Rates Tab at the top of the screen
4. G/L Acct fields: the agency can designate g/l accounts to be linked whenever there's a payment under that agent's name
5. Communication tab: allows you to add phone numbers, fax numbers, websites and email addresses
6. Contacts tab: you can link family members and friends to this account
7. Payment Info tab: here you can save credit card and bank account numbers (they will be encrypted)
8. Groups tab: used to classify profiles under a specific group(s) name and for reporting purposes
9. Marketing tab: used for additional info about the agent
10. Default Rates tab: designed to allow the agency to specify commissions per travel type. You can enter a percentage rate or the dollar amount

11. Attachments tab: designed to attach electronic documents to the profiles including payroll info
12. Once all the necessary field are filled out, click OK at the bottom
13. **Continue Entering Profiles:** this box is auto-checked to enable the user to continue creating more profiles without opening a new screen every time. Once done with creating profiles, uncheck the box then click OK to exit.

Creating an "Other" Profile

1. Go to **Profiles | Other**
2. Under the general Tab fill in all fields that are necessary to identify the "Other" profile (rent, bank, expenses). You should also fill in fields that you would want to view on a report
3. G/L Acct fields: the agency can designate g/l accounts to be linked whenever there's a payment under Other
4. Communication tab: allows you to add phone numbers, fax numbers, websites and email addresses
5. Contacts tab: designated contact person(s) to this account
6. Payment Info tab: here you can save credit card and bank account numbers (they will be encrypted)
7. Groups tab: used to classify profiles under a specific group(s) name and for reporting purposes
8. Marketing tab: used for additional info about the agent
9. Attachments tab: designed to attach electronic documents to the profiles
10. Once all the necessary field are filled out, click OK at the bottom
11. **Continue Entering Profiles:** this box is auto-checked to enable the user to continue creating more profiles without opening a new screen every time. Once done with creating profiles, uncheck the box then click OK to exit.

Invoices

Invoices are the daily records of sales and refunds and are the main source of information for the system. Sales, Refund, Vouchers and Adjustment invoices are entered, queried, retrieved, modified and voided in the Invoice section of *Trams Back Office*. Invoices are entered into *Trams Back Office* either through the interface process, by entering them into ClientBase, or by manual entry. If the agency interfaces, an interface record is created each time an agent drives a ticket or an invoice.

Specific accounting, client, vendor and booking information from the interface record is downloaded to *Trams Back Office* and becomes available for accounting, tracking and reporting needs. Once the downloaded invoices have been received and processed by *Trams Back Office*, modifications can be made manually to all of the fields except the Record Number which is computer assigned.

Important Note: Trams accepts an invoice number range of 0 to 2147483647. Anything higher will NOT be accepted either manually or via the Interface.

Invoices in *Trams Back Office* are made up of three parts: The General Invoice Information, the Individual Booking Details, and the Booking Summary Screen. General invoice information includes information pertaining to the entire invoice, such as Invoice Number, Client Name, and Issue Date. Booking Details contain specific details of a booking, such as Airline or Vendor, Ticket or Confirmation Number, Fares and Commissions. The Booking Summary screen includes a list of all bookings entered along with Invoice Totals.

When manually building an invoice in *Trams Back Office*, first enter the general invoice information, then enter each booking.

Creating a Basic Sales / Refund Invoice

1. Go to Invoice | Sales or Refund
2. Invoice number: add the number into the field. If grayed-out that means, it's been set-up in the global defaults. Trams will add the number at the completion of building the invoice
3. Date: defaults on the day of creation. It can be backdated in an open period only
4. Group: if applicable, add the group name
5. ARC No: click on the drop-down arrow and choose the number
6. Rec Loc: you can add the number
7. Invoice Remarks: add any necessary remarks
8. Client Name: last name first

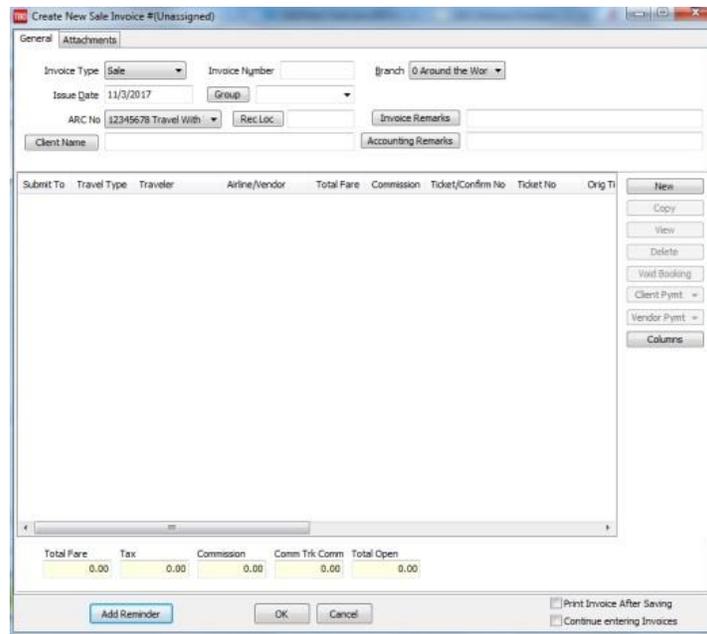
Submit To	Travel Type	Traveler	Airline/Vendor	Total Fare	Commission	Ticket/Confirm No	Ticket No	Orig Tr
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Total Fare	Tax	Commission	Comm Trk Comm	Total Open
0.00	0.00	0.00	0.00	0.00

Once the fields have been filled out, click on the “NEW” button over to the right side of the screen

Creating a Booking/Reservation

1. Submit To: ARC or Supplier or CommTrak
2. Travel Type: Click on the drop-down arrow to choose
3. Traveler: defaults to the client's name. If different, type the name into the box. If the travelers have been added into the client's profile then click on the drop-down and choose the name
4. Airline: the two-letter code is needed if the Submit To is ARC
5. Vendor Name: type in the first three letters of the name and click on the drop-down button
6. Depart and Return Dates
7. Total Fare: includes the taxes
8. Base Fare: Trams will calculate the fare once the taxes and total fare have been added
9. Ticket Type: if ARC, the ticket type is usually Normal unless there's been an exchange
10. Flown Carrier and Itinerary: the codes can be manually added or click on tab 7 Segments. Add each leg of the Itinerary
11. Department: if applicable, agency decides on the name or codes of the department
12. Ticket number: if using ARC add the 10-digit number only
13. Confirmation Number: if applicable
14. Commission/Rate: add the amount or the percentage rate
15. Once the fields have been filled out then go to the top and click only on the tabs that are needed for that reservation.
16. When finished, click on OK
17. Your first booking/reservation is completed. If you need to create another within the same invoice, click on the "NEW" button and repeat the process
18. Once all of the bookings/reservations have been added Click OK to complete the invoice
19. Trams will prompt you to add a payment to the invoice. You can accept or decline. If you accept, the Payment window will open for you to add a payment. If you decline, trams will take you back to the Invoice/Query Screen



Training Assignment

- ✓ **Time to Practice:** Follow the steps of creating each type of Profile until you are comfortable.
- ✓ **Time to Practice:** Follow the basic steps of creating an invoice. Create a Sales and a Refund Invoice. Repeat until you are comfortable.

Learning Basic Profile Skills Additional Resources

Here is a list of additional resources available from *Trams* and *ClientBase* Products and Services to help you learn basic profile and invoice skills:

- ✓ From the *Trams Back Office* program, click **Help > Trams Help** to open the Help Files.
 - In the **Invoices** chapter, read sub-chapters:
 - Refunding Invoices
 - Unvoiding Invoices
- ✓ Additional Recordings
 - Core Reports and Management Summary – 16 minutes
 - Global Modify Invoices – 10 minutes
 - Creating Refunds and Adjustments – 10 minutes
- ✓ Join weekly Q&A sessions to speak with an experienced trainer. You can register or join them by going to tbo.webex.com.

Overview

In this week, you are learning to master the following Payments Received and Deposit skills:

- Learn how to enter payments received
- Learn how to make deposits

Recordings to watch:

- Payment Window – 4 minutes
- Client Payment Received – 8 minutes
- Vendor Payment Received – 11 minutes
- Creating Deposits – 8 minutes
- Query for an Existing Payment – 5 minutes

Payments Received

Payments Received with a Profile Type of Client, Vendor or ARC/BSP are connected to an invoice. Payments Received with a Profile Type of Other and Agent are **not** linked to an invoice and prompts for a journal entry. There are five profile types for payments received - Client, Vendor, Agent, Other, and ARC/BSP. Creating a

Basic Payment | Received

1. Click on Payment | Received
2. Fill in amount being received | date | remarks
3. Choose the correct bank account and branch
4. Payment method
5. Profile type (who's paying the client, vendor, agent, other)
6. Fill in the name
7. Click on Query
8. Toggle Closed only what pertains to the amount of the payment
9. When finished, the unapplied total should be at 0.00
10. Click OK

Deposits

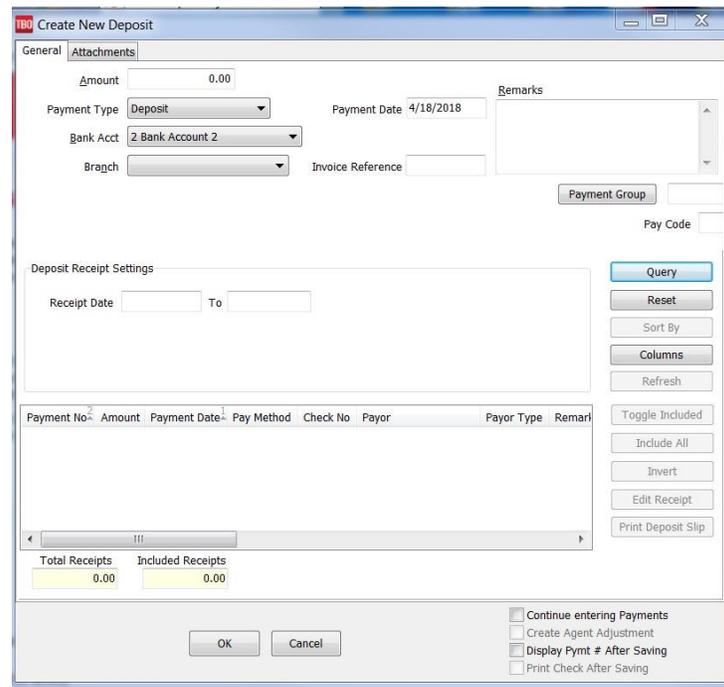
Deposits should always represent the sum of cash and check Payments Received entered for that period. A receipts report for the day for the specific bank account should match the actual deposit amount (it is always a good idea to run a tape of the checks and make sure it matches what was entered into TBO). *Trams Back Office* suggests printing the receipts report and attaching it to the deposit slip.

Entering the total amount of the deposit in Trams, updates the Check Register Core Report. Entering each individual receipt that makes up the deposit updates the general ledger cash in bank accounts during an End of Period.

To enter a new deposit, select **Payments | Deposit**

1. Fill in the amount if the deposit
2. Date | Remarks
3. Choose the correct bank and branch
4. Fill in the Receipt Dates to include in the deposit

5. Click Query
6. Notice Trams has included all item as a part of the deposit
7. The total Receipts and Included Receipts should match to the penny
8. Over to the right, click on Print Deposit Slip
9. Click OK to complete the deposit in Trams



Training Assignment

- ✓ **Time to Practice:** Follow the above steps to create more payment receipts and deposits until you are comfortable

Learning Basic Profile Skills Additional Resources

Here is a list of additional resources available from *Trams* and *ClientBase* Products and Services to help you learn basic profile skills:

- ✓ From the *Trams Back Office* program, click **Help > Trams Help** to open the Help Files.
 - In the **Payments** chapter, read sub-chapters:
 - *Payments Received* or *Made*
 - *Payments Received From (or Made To) Clients* ○ *Payments Received from Client (Steps)*.
- ✓ Additional Recordings
 - Receive Client Payment with No Invoice – 4 minutes
 - Receive Vendor Payment with No Invoice – 4 minutes
- ✓ Join weekly Q&A sessions to speak with an experienced trainer. You can register or join them by going to tbo.webex.com.

Overview

In this week, you are learning to master the following Payments Made and Withdrawal skills:

- Learn how to enter payments made to Vendors
- Learn how to enter payments made for Agency expenses

Recordings to watch:

- Payment Made to Vendor – 6 minutes
- Payment Made for Agency Expenses – 10 minutes
- Recurring Payables and Payment Codes – 19 minutes

Payments Made

Payments Made with a Profile Type of Client, Vendor or ARC/BSP are connected to an invoice. Payments Made with a Profile Type of Other and Agent are **not** linked to an invoice and prompts for a journal entry.

There are five profile types for payments received and payments made - Client, Vendor, Agent, Other, and ARC/BSP.

Creating a Basic Payment | Made

1. Click on Payment | Made
2. Fill in amount being Issued Out | date | remarks
3. Choose the correct bank account and branch
4. Payment method
5. Profile type (who is the agency paying, vendor, agent, other)
6. Fill in the name
7. Click on Query
8. Toggle Closed only what pertains to the amount of the payment
9. When finished, the unapplied total should be at 0.00 10. Click OK

Withdrawals

Payment Withdrawal is the process of removing money from the bank account.

To enter a Withdrawal, select **Payments > Withdrawal**

1. Fill in the amount if the Withdrawal
2. Date | Remarks
3. Choose the correct bank and branch
4. Click OK
5. You will receive a prompt to create a journal entry. If you are using the general ledger, click YES



6. Make your journal entry
7. Confirm that the Debits / Credits match at the bottom
8. Click OK

Training Assignment

- ✓ **Time to Practice:** Follow the steps above and create more Payment | Made transactions and Withdrawals until you are comfortable

Learning Basic Profile Skills Additional Resources

Here is a list of additional resources available from *Trams* and *ClientBase* Products and Services to help you learn basic profile skills:

- ✓ From the *Trams Back Office* program, click **Help > Trams Help** to open the Help Files.
 - In the **Payments** chapter, read sub-chapters:
 - **Payments Made to Agents**
 - *Payments Made for Expenses*
- ✓ Join weekly Q&A sessions to speak with an experienced trainer. You can register or join them by going to tbo.webex.com.

Overview

In this week, you are learning to master the following ARC/BSP/IAR Reconciliation skills:

- Learn the weekly ARC/IAR sales report and reconciliation routine
- Learn the weekly BSP sales report and reconciliation routine (Canadian Agencies) ➤ Weekly routine for non-GDS agencies

Recordings to watch:

- ARC / BSP Reconciliation – 10 minutes
- IAR Reconciliation – 11 minutes
- ARC / BSP Settlement – 5 minutes

Weekly (ARC/IAR Sales Report/Reconciliation) Routine

Step 1. Check that the data in the IAR Sales Report matches data in *Trams Back Office* by one of three methods:

a) Method One: Run a list of all invoices captured in *Trams* by going into **Reports > Invoice > Analysis** and verifying that all invoices for the week are accounted for in *Trams*. Then, run a list of all tickets captured in *Trams* by going into **Reports > Invoice > ARC/BSP Reconciliation** and verifying that all tickets issued for the week are accounted for in *Trams*, and be sure to set ticket status to **ALL**.

b) Method Two: Download the IAR file from the IAR website. Go to **Reports > Invoice > IAR Reconciliation** and click the IAR File button to point to the path of the downloaded .txt file obtained from the IAR website. Print out an Exception Report which points out differences between what was submitted to IAR and *Trams Back Office*.

c) Method Three: Download the IAR file from the IAR website. --

Go to **Payments > ARC Settlement**.

-- Query for the week's ARC tickets so they are displayed on the settlement screen. --

Click IAR Reconciliation on the ARC Settlement screen.

-- Click IAR Filename and map to the weekly IAR file.

-- Click Query to see the standard IAR Reconciliation Report.

-- For tickets where *Net Remit Do Not Match, Ticket Is Voided in IAR but Not in Trams, or Missing IAR Ticket*, click *Find Ticket* and the cursor lands on the appropriate ticket on the ARC Settlement screen so *Edit Invoice* appears as normal.

-- For tickets that are *voided In Trams but not In IAR*, click *Find Ticket* to go to the booking containing that voided ticket in TBO, so it can be unvoided, allowing the ticket to now show correctly on the ARC Settlement Screen.

-- For any exceptions that are *Missing Trams Ticket*, click off the IAR Reconciliation screen, and manually add the missing tickets. If doing this method, no need to do Steps 2 and 4 below.

Note: This is the same IAR Reconciliation exception report that was only available before under **Reports > Invoice > IAR Reconciliation**. The IAR Reconciliation from the ARC Settlement screen works the same way and provides that same exception report, but now has linking ability to the tickets displayed on the ARC Settlement Screen.

Step 2. Enter any missing Refunds, Debit Memos, Voids, etc. so *Trams Back Office* agrees with IAR Sales Report.

Step 3. Enter and balance the ARC/BSP Settlement for the week under **Payments > ARC Settlement**. Do this by comparing the amount withdrawn to the amount *Trams* calculated as the Net Remittance amount for that ARC/BSP week. If the two numbers do not balance exactly, review the ARC/BSP Settlement section of this manual.

Step 4. Submit the IAR Sales Report.

If processing through ARC/IAR, complete the ARC Settlement right after submitting the IAR Sales Report.

Weekly (BSP Sales Report/Reconciliation)



Complete the BSP Settlement after Weekly Sales Summary has been received from BSP as amounts could be changed from what was submitted.

1. Print an Invoice Analysis Report (**Reports > Invoice > Analysis**) to verify all invoices issued during the week are entered in *Trams*.
2. Print a BSP Reconciliation Report (**Reports > Core > BSP Reconciliation**). Set the ticket status to ALL to verify all tickets issued for the week are entered in *Trams*.
3. Submit BSP Link report through the Internet. If necessary, print the BSP Report (**Report > Invoice > BSP**), set the *Included Items* to *Manual*, and mail it to the area bank.
4. If not using the BSP Link, print the BSP Report (**Reports > Invoice > BSP**) and mail it to the area bank with the auditors' coupons from the tickets issued, or verify cash and credit card totals and period net remit if submitting the report through BSP Link.
5. Reconcile BSP's Weekly Sales Summary Report by entering the amount of the BSP Withdrawal in **Payments > BSP Settlement**. Adjust each *Trams* entry to match BSP's report and close all bookings paid for in that BSP period.



Weekly BSP HOT Reconciliation Routine

A BSP HOT Reconciliation can be found under **Reports > Invoice > BSP Reconciliation**. To receive a copy of the BSP Report in the HOT file format, contact:

www.IATA.org/customer

Trams Back Office compares the data in the HOT file to the information in *Trams Back Office* and generates an exception report which lists all the differences between the *Trams Back Office* data and the HOT file. Once the transactions on the exceptions reports have been addressed, the BSP Settlement routine can be completed. The *Submit to* field in the TBO booking must be set to BSP (for both BSP and Web bookings reported via BSP). For web booking exchange transactions, see additional information below.

Reconciliation Steps:

1. Download the HOT file from the IATA Web Site
2. In TBO, go to Reports/Invoice/HOT Reconciliation
3. Click the HOT File Button and browse to where the file was saved
4. Click the Preview Button
5. Reconcile the Exceptions that appear on the Exception Report

Sample Exceptions:

Ticket # Inv # Exception Reason

7771113333 5589 Missing HOT Ticket – Ticket is not listed in the HOT file
 7771113358 5598 Missing TBO Ticket – Ticket is listed in the HOT file but cannot be found in TBO
 7771113362 5600 Remittance Amounts do not match – Commission amounts do not match
 7771113375 5612 Total Fares do not match – Ticket amount does not match total fare amount in TBO

Non-automated air web booking exchanges (Air Canada, Westjet, etc.), must contain *Trams* Descriptor codes to properly flag the transaction as an exchange. The original ticket number must also be added to populate the original ticket field in the booking.

Examples (to be added in addition to other accounting line information):

- *EXE – Even exchange
- *EXA – Exchange with an add collect
- *EXR – Exchange Refund

*OT – Original Ticket number

Sabre

ACOTH1/SUPPLY/DOC/P11/950.00/0/ALL/CK/*SBA*TT1*VCAC*EXE*OT7771113375 **Worldspan**

AC1-A*TT1*VCAC*EXE*OT7771113375

Apollo

T-MS9A*VCAC*TT1*CM10*CF123456*SG*EXE*OT7771113375

Amadeus

RM*9A*VCAC*TT1*CM10*CF123456*SG*EXE*OT7771113375

Not Using a GDS? Daily Routine | Monthly Checklist

Daily Routine

1. Capture Sale and Refund Invoices (manual or interface). Enter all adjustment invoices such as debit/credit memos.
2. Enter Receipts and balance the Bank Deposit:
 - a) Enter each separate receipt under **Payments > Received**. (If there is information available, consider entering any EFT (Electronic Fund Transfer) or Direct Deposit receipts for the day. As these type transactions hit the Check Register directly, these items are not included in the daily deposit to the bank.)
 - b) Under **Payments > Deposits**, verify the date for which the deposit is being done and *Query* for the receipts to be included in the Deposit.
 - c) Verify the receipts that are included are receipts actually going to be deposited in the bank.
 - d) Print 2 deposit slips - one for the agency records and one for the bank.
3. Print a copy of a Receipts Report (**Reports > Payments > Receipts**) for all Cash/Check receipts for each bank account for the day. Balance the total on the report to the bank deposit slip. Attach the report to the agency copy of the deposit slip and file.
4. Enter all agency disbursements in **Payments > Made**.
5. Run the Four Core Reports and review for errors: Client Balances, Vendor Balances, ARC/BSP Reconciliation and Check Register.
6. Run the G/L Reconciliation Report to catch any G/L errors daily.
7. Backup files (**Utilities > Backup**)!

The ARC/BSP Reconciliation is run once-a-week. Get into the habit of verifying all airline tickets either daily or as often as you get them. By doing this, you will capture discrepancies that can be fixed immediately and your ARC/BSP Reconciliation will be much easier to complete

Go to **Reports > Invoice > ARC or BSP to view the Sales report**. Confirm that all tickets in Trams match ARC or BSP

Another good habit is the suggested **Daily Routine**. Running those reports on a daily basis will help you capture discrepancies to be fixed before the month ends. It will also give some insight on how good or bad business is doing.

Learning Basic Profile Skills Additional Resources

Here is a list of additional resources available from *Trams* and *ClientBase* Products and Services to help you learn basic profile skills:

Recordings to watch:

- Batched Reporting – 15 minutes
- Report Generator: Using Canned Reports – 20 minutes

- ✓ Join weekly Q&A sessions to speak with an experienced trainer. You can register or join them by going to tbo.webex.com.

Overview

In this week, you are learning to master the following Month-End skills:

- Through proper preparations, how to make sure you are ready to close the month
- How to actually close the month by running an End of Period
- Run the suggested End of Period reports to ensure there are no discrepancies

Recordings to watch:

- Finalizing Month End – 20 minutes

Document to Read:

- Suggested General Ledger Procedures (Daily, Weekly, Monthly Routine)

The Trams Month-End is the processing of transactions, journal entries and financial statements. This includes all bills and expenses paid, as well as all payments and income received for that month.

Prepare to close the month

1. Bank Reconciliation should be completed – Payments | Reconciliation | Bank Reconciliation. The variable should be down to 0.00 and the ending balance should match the bank statement
2. For ARC/BSP agencies, confirm that every week has been reconciled and the remits are matching
3. Client and Vendor Balances - Reports | Core | Client Balances...Reports | Core | Vendor Balances. Confirm that all open balances are accurate. If they are not, make the necessary adjustments and close the invoices
4. G/L Reconciliation – Reports | General Ledger | G/L Reconciliation. Open this report for only the month(s) that you will be closing. If there are any discrepancies that you do not want to keep, clean them out. Trams will provide the error, the invoice number, payment number and /or the record number so that you can fix the issue. Fixing the issue will remove the discrepancy from the report

Run an End of Period

1. General Ledger > End of Period
2. Fill in the dates of the month that you're closing
3. DO NOT check the Psuedo box. Checking this box causes the month to appear to be closed but it is NOT. This allows agencies to view a month-end repots without actually closing the month. If you use this option, it must be voided before you can run a Full End of Period. Check with a Trams on how to void the pseudo eop.
4. Click on Generate
5. Confirm that the Debits and Credits match to the penny
6. Click OK
7. If you are not running another End of Period then click on Cancel

Reports to run after End of Period

1. Print the *Trial Balance Report*. (**Reports > General Ledger > Trial Balance**)
2. Print the Management Summary Report and Note the balances for the following Core Report totals:
 - Client Balances**
 - Vendor Balances**
 - ARC Balances**
 - Check Register**
3. Each month, compare the *Ending Balances* of all *Core Reports* against the *Trial Balance Report*. The Core Reports and the Trial Balance Report should balance **to the penny** before posting occurs. If one or more of the Core Reports do not balance to the Trial Balance, print the *GL Reconciliation Report*.
 - a. Click **Reports > General Ledger > GL Reconciliation**.
 - b. Although not every entry on this report needs to be cleared off, the report gives the best idea of why the Trial Balance is out of balance. Check each item's warning message. (For warning definitions see the manual under **Reports > General Ledger > GL Reconciliation Report**.) To make corrections, Void the End of Period first.

- c. After making corrections, create the End of Period journal entry again.
- d. Print the Management Summary Report again, along with the Trial Balance Report.
- e. Verify that the totals match to the penny

Learning Basic Profile Skills Additional Resources

Here is a list of additional resources available from *Trams* and *ClientBase* Products and Services to help you learn basic profile skills:

- ✓ From the *Trams Back Office* program, click **Help > Trams Help** to open the Help Files.
 - Read the chapter: **General Ledger > Maintaining a General Ledger in Trams Back Office** -
 - Read the chapter: **Reports > General Ledger Reports**

- ✓ Join weekly Q&A sessions to speak with an experienced trainer. You can register or join them by going to tbo.webex.com.