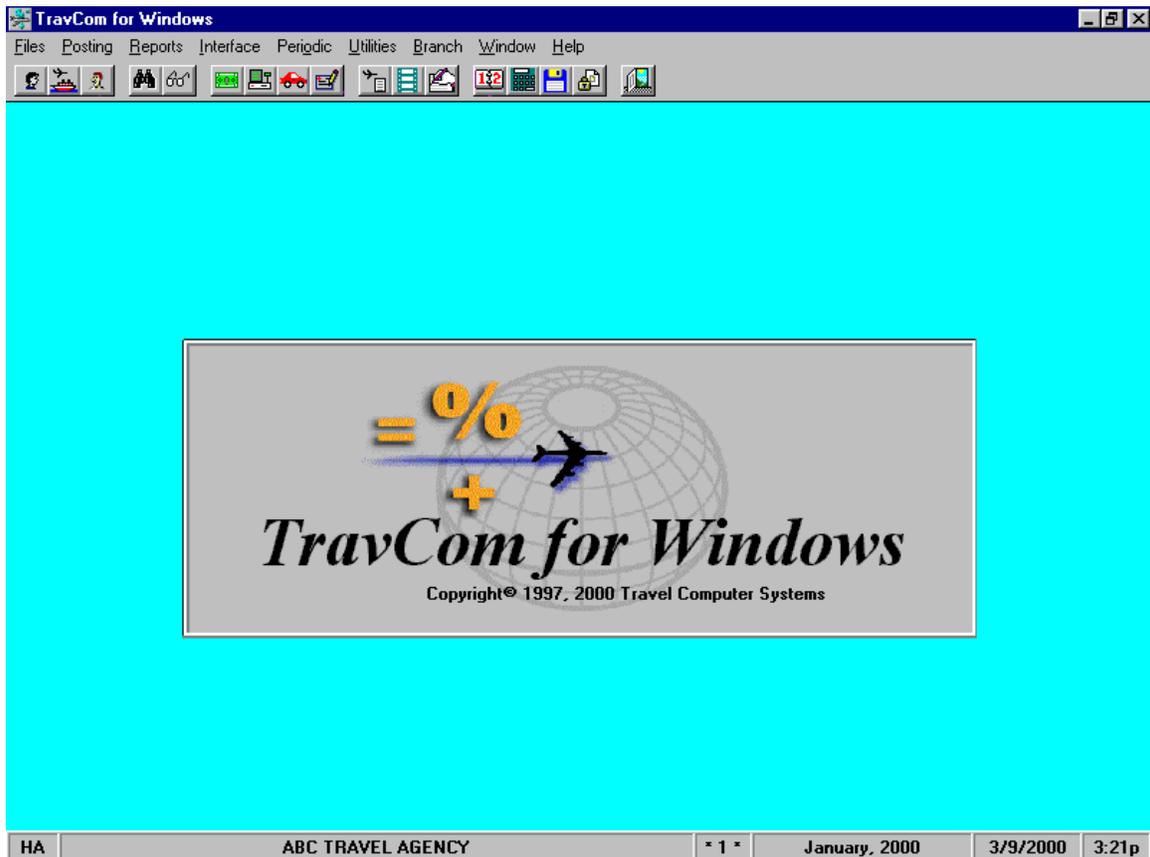


TravCom for Windows

Retail Travel Agency Management and Accounting System

User's Guide

Version 8.1



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Glossary of Terms

Chapter 1

Introduction

What is TravCom for Windows?

TravCom for Windows is an order-entry back-office accounting and information system, designed specifically for travel agencies.

Highlights and Features of TravCom

Automatic transfer of data from your CRS

Travel transactions can be transferred into TravCom directly from the front office. PNR data, ticketing and itinerary/invoicing information entered in your reservation system will automatically update TravCom, either on a continuous or on-demand basis. This eliminates the need to do duplicate postings in TravCom, saving you time and reducing the risk of data entry errors.

Interface with multiple reservation systems

TravCom interfaces with all of the front office computerized reservations systems, such as Galileo, Worldspan, SABRE, and Amadeus.

Large selection of standard financial and management reports

TravCom offers more than 50 standard reports, such as airline, sales, accounts receivable, accounts payable, general ledger, agency management and productivity reports. Financial information is always at your fingertips in the form of balance sheets, general ledger posting journals, and income statements.

Facility for extensive custom reporting

TravCom offers access to a flexible, powerful tool for designing and generating custom reports. You can use this tool (Crystal Reports, by Seagate Software) to build reports specific to your agency's needs, or to the needs of your corporate clients. TravCom will build your specific reports for you at a cost of no less than \$25.00. A separate manual is provided for Crystal Reports.

For more information please visit our WEB site at WWW.TRAVCOM.COM

Windows environment

TravCom operates in a Windows environment. This means a user-friendly graphical user interface, and the flexibility of switching tasks at any time.

Security for all your accounting data

All data is retained in the TravCom system in your office. User-defined password protection ensures that information is accessed only by the people you have authorized.

Flexible General Ledger chart of accounts and data tables

TravCom comes with a wealth of information already set up for you, such as a standard G/L chart of accounts, city codes, airline codes, standard product codes, etc. However, TravCom allows your agency complete flexibility in changing any of this information to suit your needs.

Multiple Branching Capabilities

You can have an unlimited number of active branches. Report consolidation is available for multiple branches.

Ease of handling Consolidator and Discounted Fares

You have the option to setup TravCom to automatically handle the discounts involved with Net Fares and Consolidator sale transactions.

Prerequisites for Using This Guide

This guide contains procedures and guidelines for using TravCom in your agency.

This guide assumes that:

- **TravCom for Windows is installed in your agency.**

This manual does not include installation procedures.

- **You are familiar with Windows basics** (using a mouse, basic navigation, etc.)

TravCom uses standard Windows navigation techniques. If you need more information on how to use Windows, refer to your Microsoft Windows documentation. Your copy of Windows software may also include an on-line tutorial that lets you practice using a mouse and using Windows navigation techniques.

For your protection it is recommended that you record your 19-digit registration number in a safe place in case you need to refer to it in the future. This number will change if you are leasing TravCom or if you upgrade or downgrade your system (for example, add multi-branch capability).

TravCom highly recommends that you register your Agency on our WEB site to automatically receive emails whenever we have any new updates or news regarding TravCom. To do this go to WWW.TRAVCOM.COM go to Lounge, and then to the Arrivals area.

Chapter 2

Getting Started with TravCom

Starting TravCom

Starting up TravCom consists of two main steps: starting the program in Windows, and then logging on using your User ID and password.



You must be running Windows before you can start TravCom for Windows.

1. To start TravCom for Windows:

On Windows 3.1, Windows for Workgroups (3.11), or Windows NT (3.5 or 3.51): on the Windows Program Manager screen, select the **TravCom for Windows** icon:

- If you are using a mouse, just double-click on the icon
- If you are not using a mouse, press **Ctrl** + **F6** or **Ctrl** + **Tab** until you have highlighted the group window in which the icon appears. Use the arrow keys to highlight the icon, and press **Enter**.

On Windows 95/98 or Windows NT (4.0):

- If you are using a mouse, on the Windows desktop click on Start, then Programs, then the TravCom for Windows program group and click on the **TravCom for Windows** program.
- If you are not using a mouse, press **Ctrl** + **Esc** to bring up Start menu. Press the **f** until Programs is highlighted and **Enter**. Arrow **f** **d** to the TravCom for Windows group and **Enter** again, then **d** to **TravCom for Windows** and **Enter**.

2. The TravCom Logon dialog box is displayed:

The screenshot shows a 'Logon' dialog box with a blue title bar. It contains three input fields: 'Branch' with a dropdown menu showing '1' and 'ABC TRAVEL AGENCY', 'Logon' with a dropdown menu, and 'Password' with a text box. At the bottom are 'OK' and 'Quit' buttons.



The **Branch** field only appears if your TravCom software version supports multiple agency branches and you have set up more than one branch. You must select a branch before you can log in. Branch 1 is the default.

3. Type your Logon ID, or select an ID using the drop-down list box.
4. Press **[Tab]** to move to the **Password** field
5. Type your password. It appears as asterisks (***) as you type it.
6. Press **[Enter]**, or click on **OK**.

The TravCom main window appears.



If you have just installed TravCom, you can use the pre-defined house account ID and master password:

Logon = 000 (House Account)

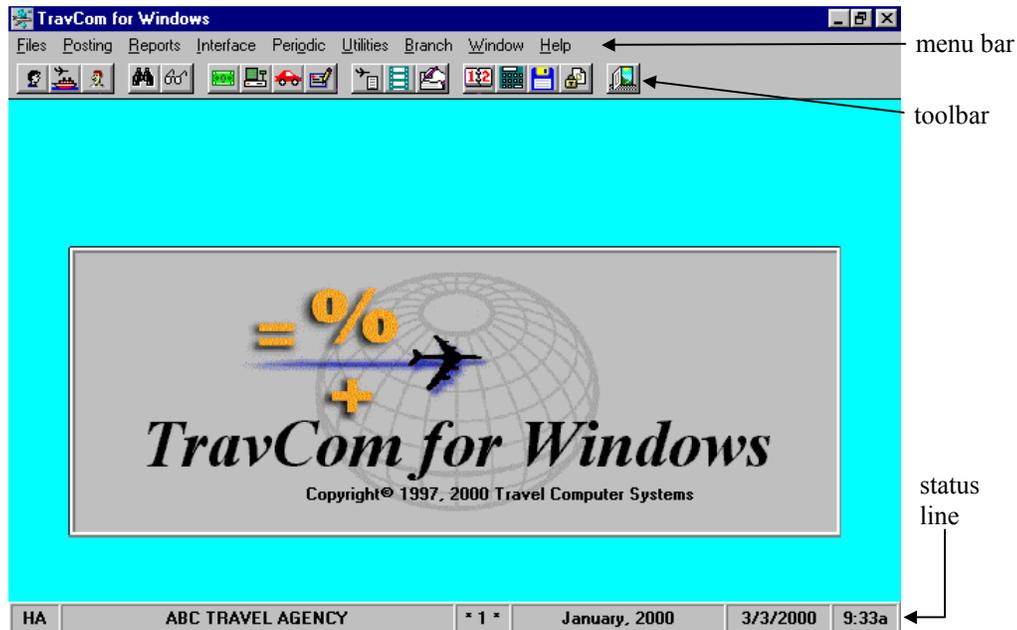
Password = MASTER

This is the master password that allows access to all TravCom functions.

IMPORTANT: For security reasons, it is important to change this password in Setup once you have installed TravCom. For instructions on how to change this password, see *Chapter 3, Maintaining Your Agency Setup*.

About the TravCom Main Window

When you start TravCom, its main window displays the TravCom logo, product licensing information and product ID. The main window has the following features:



The menu bar (or “main menu”) and the toolbar provide two different ways for you to select the tasks you want to perform in TravCom. The next section of this chapter describes how to use these features.

The status line at the bottom of the window shows:

- your Logon ID code
- your agency name (as defined in Setup) or the name of the branch you are signed into (if you have multi-branch TravCom)
- the branch number you are signed into (if you have multi-branch TravCom)
- the current posting month and year, as determined by the calendar month number defined in **Files - General Ledger - Financial Statements**
- the Windows system date and time

Moving Around in TravCom

Basic Rules: Mouse vs. Keyboard

Since TravCom is a Windows application, designed to comply with Microsoft Windows standards, it is easiest to use a mouse. This guide assumes that you are equipped with a mouse, and are familiar with how to use one.

Most functions in TravCom can also be performed using a keyboard, but this is often more cumbersome. This guide describes keyboard alternatives only when they are as fast and simple as using the mouse.

For more complex instructions on navigating through a Windows application using only your keyboard, please refer to your Microsoft Windows documentation.

Using TravCom Menus

Each word in the menu bar leads you to a drop-down menu of options.

- If an option has an arrow symbol beside it, it will lead to a further sub-menu of options.
- If there is no arrow symbol, then selecting that option will either perform a task or bring up the appropriate dialog box.

Using a Mouse to Select Menu Options

To select a menu option using your mouse:

1. Click on an option in the menu bar at the top of the screen (example, **Files**). A drop-down menu appears.
2. In the drop-down menu, click on the option you want (example, **Clients**).

Using a Keyboard to Select Menu Options

To select a menu option using your keyboard:

1. To display the desired drop down menu:
 - Press the **[Alt]** key, followed by **[F]** and **[C]** keys to highlight the menu option you want, and press **[Enter]**, or...
 - Press **[Alt]** and the underlined letter in the menu title.
For example, to access the **Files** menu, press **[Alt] + [F]**.
2. To select an option from the drop-down menu:
 - Press the **[↓]** or **[↑]** keys to highlight the option you want, and press **[Enter]**, or...
 - Type the underlined letter in the desired option. For example, to access **Setup**, type **[S]**.

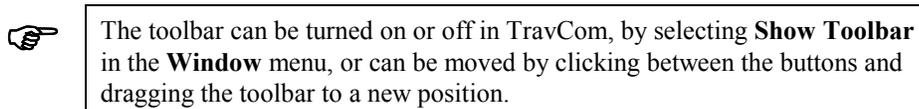
Using the Tool Bar

The toolbar, which appears below the menu bar at the top of the main TravCom window, is a shortcut feature designed for mouse users. It lets you quickly select commonly used options without navigating through menus and sub-menus.

For example, there are shortcut buttons to access the Client File, Vendor File, Sales Posting, Mailing Lists, etc. Anything available through the toolbar is also available through menus.

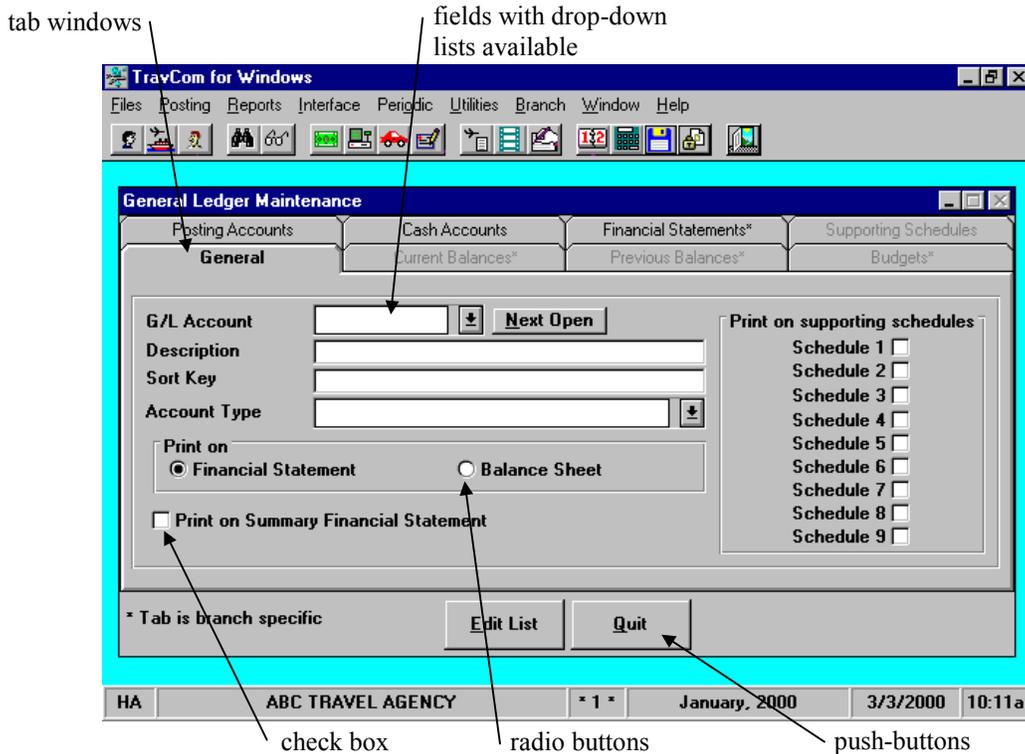
If you are not sure what each icon means, move your mouse so the cursor is resting on the icon. A description of that icon will automatically appear.

To select an option from the toolbar, click on the desired icon.



Using TravCom Windows and Dialog Boxes

Here is a sample popup window in TravCom (also called a “dialog box”), showing some of the common navigational features you can use:



These are conventional Windows features, used in the same way that you would use them in any Windows application.



Basic navigation rules are summarized in the chart on the next page. For more details on how to use Windows features, please refer to your Microsoft Windows documentation.

Summary of Navigation Rules

<i>To...</i>	<i>Do this...</i>
Enter data in the current field	Type your text in the field. You can use Delete or BkSp to make corrections.
Move to the next field	Press Tab or click on it with the mouse.
Move to the previous field	Press Shift + Tab or click on it with the mouse.
Display a different tab window (such as in File maintenance windows)	Click on the tab label, or... Press Tab until any tab label is highlighted, and then press an arrow key (→ ← ↑ or ↓) to change the selected tab.
Activate a push-button	Click on it with the mouse, or... Press Alt and the underlined letter (example, Alt + O for OK), or... Press Tab until the button is highlighted, and press Enter . Note: Some dialog boxes (such as the Logon window) have a default push-button which is highlighted in bold. Pressing Enter activates this push-button regardless of where the cursor is, as long as the cursor is not on another push-button.
Display a drop-down list for a field	Click on the arrow beside the field, or... Tab to the field and press Alt + ↓ .
Scroll up or down a list	Click on the scroll arrows or drag the scroll box up and down, or... Use your ↑ ↓ PgDn and PgUp keys.
Select an item from the drop-down list	Click on it with the mouse, or...

- Press **[↑]** or **[↓]** until it is highlighted, and press **[Enter]**.
- Select or deselect a check box (X means selected, blank means deselected) Click once on the field, to add or remove the “X”,
or...
[Tab] to the field and press the space bar.
- Select a radio button (a dot means selected, blank means deselected) Click on the desired radio button,
or...
[Tab] to the selected radio button and press **[←][→][↑][↓]** to change the selection.
- Since radio buttons are mutually exclusive only 1 can be selected at a time), the previously selected button is automatically deselected.

Using the Window Menu

The **Window** menu is a standard Windows feature that lets you control how multiple windows appear on your screen. Options are:

- Show Toolbar This turns the TravCom toolbar on or off. See *Using the Toolbar* (earlier in this chapter) for more details.
- Cascade If you have multiple windows open in TravCom (such as Sales Posting and the Client File), clicking on **Cascade** arranges them so that the window title bars are easily visible. You can then move from one window to another by clicking on the appropriate title bar.

If you have multiple windows open, those window titles will also appear on the Window menu. For example, if you are previewing a Balance Sheet and a Financial Statement on the screen, only one will be visible at one time, but you can move between the two windows by selecting the one you want from the Window menu.

You can have a maximum of 5 windows open at one time. Attempting to open the 6th window will result in a warning of *Maximum number of windows exceeded. You cannot perform this function until you close down another window.*

Getting Help in TravCom

There is one main source of on-line Help in TravCom that is broken down into several categories. From the **Help** menu the following options are available:

- | | |
|------------------------------|---|
| Contents | lets you select from a list of help topics. |
| Search for help on... | lets you search for any key word in Help. |
| Using TravCom Help | displays detailed instructions on how to use Help in TravCom. |
| Contacting TravCom | displays information on how to contact the TravCom Help Desk. |
| About TravCom | displays system information (software version, date and serial number) about your computer, which may be helpful when talking to the Help Desk. You have the option of printing this information. |

Logging Off of TravCom

When you are ready to log off, you can either:

- exit the program, which logs you off automatically
- log off without exiting, so that you or someone else can log back in as another user or on a different password level

Exiting from TravCom

To log off and exit from TravCom:

- on the **Files** menu, select **Exit** or...
- click on the Exit icon on the toolbar.

You are automatically logged off, and the Program Manager window or desktop appears. TravCom is no longer running on your PC.

Logging Off Without Exiting TravCom

To log off without exiting from TravCom so that you or someone else can log back in without needing to restart TravCom:

On the **Utilities** menu, select **Log On/Off**.

The Logon ID dialog box appears, with the message that your ID has logged out. You can log back on in the usual manner at any time.

Overview of Procedures For Setting Up TravCom

Here is an overview of procedures you should complete in preparation for your “go live” date on TravCom. For multiple-branch systems, complete all steps in branch one and then open the additional branch(s).



It is recommended that you select a “go live” date corresponding to the beginning of an ARC report period or the first week of a new month.

1. Create your agency’s database files:
 - Agent Files (one for each employee)
 - Client Files (one for each re-occurring customer, and optionally one for each Accounts Receivable credit card commission vendor)
 - Vendor Files (one for each supplier or expense vendor you do business with, and each O/S agent. You also define hotel/car chain codes in this function)
 - General Ledger Files (define posting and cash accounts, and make any required changes to the standard chart of accounts. You must also define the calendar month number for your agency’s fiscal year end, and the current posting month for your “go live” date.)
2. Update generic database files to match agency business:
 - Airline Table
 - City codes
3. Update the TravCom System files for your agency’s accounting needs.
 - Agency Information, IATA Numbers, Divisions
 - Product Codes, Currencies
 - Exception Codes, Miscellaneous Tables
 - System Customization, Printers/Forms setup
 - Passwords
4. Install Interface
 - All four Interface areas (A-D) should be the same unless you are using two or more reservations systems
5. Load the following Balance Forward figures into TravCom as of your “go live” date:
 - Accounts Receivable balance forward invoices/credits.
This is done in **Posting - Accounts Receivable - A/R Invoices.**
 - Accounts Payable balance forward invoices/credits.
This is done in **Posting - Accounts Payable - A/P Invoices.**
 - Balanced General Ledger balance forward figures.
This is done in **Posting - Accounts Payable - Adjust Journal Entries.**



This step should be done as soon as balanced G/L figures are available and before closing your first fiscal year on TravCom.

6. If your version of the TravCom software supports multiple-branching, and your agency has multiple branches, set up all required additional branches. For details, *see Chapter 14, Working With Multiple Branches*.
7. Print copies of the following reports for each of your front office travel agents:
 - **Client Name Report** (on the **Reports - Sales** menu)
 - **Vendor Name Report** (on the **Reports - Accounts Payable** menu)

This provides front office staff with a concise list of client and vendor names and numbers.

Overview of Procedures For Setting Up Multiple Branches in TravCom

Complete the *Overview of Procedures for Setting up TravCom* for Branch 1.



When opening a new branch many system and database files are copied from the current branch you are signed into.

1. Use **Branch - Add Branch** and add the new branch number. For details, *see Chapter 14, Working With Multiple Branches*.
 2. Use **Branch - Change Branch** to switch into the new branch.
 3. In **Files - Setup**, verify and update as necessary all branch-specific tab windows for your new branch. All branch-specific windows in Setup are marked with an asterisk (*) beside the window title. These include:
 - Agency Info -- branch name, address and telephone
 - IATA Numbers -- IATA numbers for the new branch
 - Miscellaneous -- next invoice, voucher and cash receipt number to be used, and branch screen color
 4. Update the Client, Vendor and Agent files, so that the correct files are associated with the new branch.
- If there are new clients, vendors and agents associated only with the new branch, you will need to add them and assign them to the new branch.
5. In **Files - General Ledger**, access the **Financial Statements** tab window.

Verify the **Current Posting Month** and **Last Month of Fiscal Year** for your new branch, and define the title and notes to print on financial statements and balance sheets for this branch.



CAUTION: Remember that the chart of G/L accounts is global -- if you change anything on any other tab in General Ledger file maintenance, you will be affecting all branches.

Overview of Daily / Weekly / Monthly Routines

Daily TravCom Routine

Schedules will vary by agency and business type. However, you should attempt to do the following on a daily basis:

- Interface reservation records to TravCom
- Correct and post interfaced records
- Post any manual sales
- Run Missing Invoice/Ticket report for the day
- Post Cash Receipts and Commission Receipts
- Print and Drop Bank Deposit as required
- Post Checks (Cash Disbursements)
- Post A/P and A/R Invoices
- Print the Daily Status Report (optional)
- Back up your data

Weekly TravCom Routine

- Prepare your ARC report (and any other sales reports for controlled document vendors)
- Post ARC check or record receipt depending on net remittance
- Print the Weekly Status Report (optional)
- Back up your data
- Print Posting Journals (optional)

Monthly TravCom Routine

- Print Monthly Client Statements
- Print Monthly Status Report (optional)
- Print Financial Statements
- Run Check Balances Utility
- Print any other monthly reports that your agency requires
- Do a month end backup (retain this backup for at least one (1) year)
- Print Posting Journals
- Close Current Month, either:

Getting Started with TravCom

- on completion of business for last day of the month, or...
 - any time in the following month, when you have completed all postings for that month, including Bank Reconciliation and any adjustments.
- Do another Backup after you Close Current Month (optional)

Chapter 3

Maintaining Your Agency Setup

Understanding Setup

Using Setup, you can customize TravCom options to meet your agency's needs. Setup consists of multiple tab windows, each of which contains fields or tables that you might want to modify for your agency.



When you first install TravCom, (and after you convert your existing database from the DOS version, if applicable), verify all fields in each tab window to ensure that Setup meets your requirements. BE CAREFUL when changing your agency setup after you have gone live on TravCom, because some of the fields can affect your accounting.

To access Setup, select **Files - Setup**.

The Agency Information window appears. Each of the tabs represents another Setup window. Depending on your software (single or multi-branch), and on how options are set in **System Customization**, and on whether or not you signed on to TravCom using the master password, you may not be able to access all the tabs shown below.

Here is a quick summary of what you can do on each tab window. Each window is explained in more detail later in this chapter.

This window... *Lets you set up or define...*

Agency Agency name and address information, and country in which you are using

Information*	TravCom.
IATA Numbers*	IATA number(s) for your agency, and any satellite ticket printer (STP) locations for this branch.
Divisions	Division codes and names; if your agency requires divisional accounting (e.g., separate divisions for Corporate Sales, Leisure Sales, etc.). Divisions are only available on the Deluxe versions of TravCom for Windows. In order to access this Tab, you must enable the Divisional check box on the System Customization setup window first.
Product Codes	Product codes and names for all product categories you sell, such as ARC tickets, hotel rooms, cruises, etc. You must use this window to define the G/L accounts to be used for posting transactions for each product code.
Currencies	Currency information for each currency your agency uses for postings (code, decimal places, exchange rate, etc.). This is done regardless of whether you have a bank account for that currency.
Miscellaneous*	Default values for the next invoice number, next voucher number and cash receipt number to be used. This is also where you can change the color of your TravCom menus.
System Customization	Various parameters that affect how TravCom operates in your agency. For example, you can define whether or not your agency is divisional (Deluxe version only), and whether or not to allow Sales Posting functions to accommodate the posting of Consolidator/Discounted Tickets. You can also specify keyboard controls, “preview to screen before printing” defaults, and to define whether agent commission should be based on gross or net commission.
Passwords	Password security levels. Use this window to specify which password levels will be allowed access to each posting or reporting function in TravCom.
Exception Codes	Groups of user-defined codes used on the Corporate Travel Analysis report and available for any custom reports for corporate clients. Exception Codes are used to explain why a passenger did not purchase the lowest available fare.
Printers/Forms	The default printer to be used to print each form type used in your agency, and the size, margin settings and formats for each form type.
Misc. Tables	Miscellaneous tables such as countries, states/provinces, and postal codes (zip codes), as well as optional tables used in the client file and vendor file for reporting/mailling list purposes.
VAT Setup*	Tax structure for countries that require a value added tax to be applied to agency sales and to agency commissions.

* Indicates Windows that are branch specific.

If You Have Multiple Branches

If your agency's version of TravCom software supports multiple branches, you can define both global and branch-specific information in Setup.

Most of the tab windows in Setup are global, which means that they affect all branches. However, the tab windows marked with an asterisk (*) are branch-specific, which means that you must use the **Branch** field to specify the branch for which you are defining information.

For more details on how multi-branching works in TravCom, and on how to set up multiple branches, see *Chapter 15, Working With Multiple Branches*.

Maintaining Setup Information

Agency Information

This window lets you define your agency's name and address information.



Multi-branch

If your agency's TravCom software version supports multi-branching capabilities, this information is branch specific. When you add new branches, you must complete this window for each new branch.

Branch	The branch number for which you are defining information. This appears only if your software version supports multi-branching capabilities.
Name	The name of your agency.
Address	The street address (up to 2 lines).
City	The city name.
State/Prov.	The 2-letter code for the state or province.
Postal Code	The zip code. If you enter a zip code which is found in the Postal Codes table, the following occurs: TravCom automatically fills in the city, state/province, and country that correspond to that zip code in the Postal Codes table. The cursor goes to the city field, so that you can change the city, state/province, and country if the displayed entries are not correct. If the zip code you enter is not in the table, you must enter the other address fields manually.
Country	The country for your agency's address.
Country Setup	From the list, select the country in which you are set up to use TravCom (e.g., USA). This tells TravCom to set up the system according to that country's rules and regulations.



CAUTION -- Once you have set the Country in this field and have started entering your accounting information in TravCom, do NOT change the Country Setup. This will cause adverse affects to information already posted.

Phone Numbers	Up to 3 separate phone numbers. You can enter a description, telephone number (free format) and extension number.
Fax No.	The agency's fax number.
E-Mail	The agency's E-mail account, if applicable.
Home Cities	You can enter up to 6 city codes for local airports. Enter these only if you wish the Corporate Travel Destinations Report to <i>exclude</i> these cities as destinations/origins.

IATA Numbers

This window lets you maintain an unlimited list of IATA numbers for your agency.

Satellite ticket printing (STP) locations and non-ARC appointed offices should also be registered in this table.



Multi-branch

If your agency's TravCom software version supports multi-branching capabilities, this information is branch specific. You use the **Branch** field to define which branch you are working with. If your agency allows clients to book a ticket on one office but pick up the ticket in another location then you must specify all IATA numbers in every branch. (See Interface Chapter)

When you add new branches, you must complete this window for the new branch, so that interface records are assigned to the proper ARC report.

The **A.R.C. Vendor** field lets you define the default vendor number to be used for ARC.

Three buttons let you Add, Delete or Edit IATA numbers. To add a new IATA number, click on **Add**. You will be prompted for the following fields:

IATA Number	IATA number for the agency or agency branch. This field does not allow dashes, so you must enter a maximum of 8 digits.
Site ID	Site identification. Enter the unique pseudo city code used in your reservation system. If you do not have a pseudo city code for a location (Amadeus locations or some Worldspan STP locations), you may create your own Site ID for the location.
Description	Free format description of agency name or location.

To edit an existing IATA number, highlight it in the list and click on **Edit**. Then make your changes to the fields listed above.

To delete an IATA number, highlight it in the list and click on **Delete**. You cannot delete the main IATA number for your agency.

If your agency is not ARC-approved or does not have a unique pseudo-city code, you may use the default entry (IATA number “11111111” and Site ID “ABC”) or may create a number and ID. It is required that you have a default entry in this table.



Caution—Once you have created IATA numbers on this window and have started entering your accounting information in TravCom, modifying or deleting IATA numbers can cause problems with information already posted.

Divisions

The Divisions window displays a list of divisions for your agency. A division is used to separate G/L financial (income statement) accounts into business divisions, so that you can track profits by division rather than just for your entire agency or branch.

For example, division 1 might be Corporate Sales, division 2 might be Leisure Sales, etc. You can have up to 9999 divisions.



This window is only available if you have the TravCom Deluxe software and have specified that your agency needs accounting for separate divisions by enabling the **Divisional** check box on the System Customization setup window.



If your agency’s TravCom software version supports multi-branching capabilities, this information affects all branches.

Multi-branch

Three buttons let you Add, Delete or Edit a division. If you are Adding or Editing, you will be prompted for the **Division Number**, **Division Code** and **Description**.



If you set up TravCom for divisional accounting, all postings entered in TravCom must include a division code.

TravCom will automatically create a Division “0000” for you. This is normally your main division. Any transactions that do not show a division number (for example, if an agent forgets to add the DIV field to a PNR) will default to division 0. See *Chapter 5, Interface with Your Reservation System*, for more details.

Product Codes

Product codes are 1 or 2-digit numbers which tell TravCom:

- what type of sale you are posting (such as a ARC ticket, hotel room, cruise, etc.)
- For countries with VAT, what VAT tax rate code should be used as the default for this product code for interfaced PNRs. This can be overridden at the time of the sale.
- which general ledger account should be updated for each of Accounts Receivable, Accounts Payable, Income (sales) and Expense (cost of sales).



Multi-branch

If your agency's TravCom software version supports multi-branching capabilities, the table of product codes is global. However, you can define a different VAT rate code for a product code in each branch, if required.

When you display the Product Codes tab window, TravCom displays a list of existing product codes.

Code	Description	Controlled	Ticket Format	Receivable Account	Payable Account	Income Account
0	A.R.C.	Yes	999999999/99	00001110	00002010	000040
1	NONARC AIR	No		00001110	00002010	000040
2	TOURS	No		00001110	00002010	000040
3	HOTEL	No		00001110	00002010	000040
4	CAR RENTAL	No		00001110	00002010	000040
5	CRUISES	No		00001110	00002010	000040
6	INSURANCE	No		00001110	00002010	000040

A standard list of product codes is pre-defined for you when you install TravCom. However, you may need to modify this list according to your agency's needs.

Push buttons at the bottom of the screen let you Add, Edit or Delete product codes.

Adding or Changing a Product Code

You may need to add a product code for things such as service fees (TAFs), or Non ARC Air Sales. You can have up to 100 product codes. However, it is recommended that you keep mainly to the predefined list, because having many product codes means longer statistical reports, and more codes for your reservation agents to remember.

The Add and Edit buttons allow you to add new codes and to make changes to existing codes.



Before you **add** a new product code, the General Ledger accounts you plan to select for that product code must be built in **Files - General Ledger**. For countries with VAT you should also have the appropriate VAT tax codes set up in the VAT Table, so that they

can be attached to the product code.

To **add** a new product code:

1. On the **Setup - Product Codes** tab window, click on Add.
2. Define all fields as described on the next page.

You must define the description, posting G/L accounts to be used, and other necessary information.

You can also designate any product code as a “Controlled Document”, which means that TravCom will treat it the same way ARC is treated. For controlled documents, TravCom will:

- validate a document (ticket) number
- warn you if duplicate documents are entered
- create a single net remit amount on the Accounts Payable, as opposed to separate invoices for each sales transaction
- allow you to run periodic reports on the sales for that product code

For controlled documents, you must also define the ticket format to be used in sales posting and interface records (for example, 99999 means that sales posting requires a ticket number entry of 5 digits)



For more information on how to format the Ticket Format field, refer to the field description section.

To **display or edit** an existing product code:

1. On the Setup-Product Codes tab window, highlight the product code you want to view or change, and click on **Edit**.
2. Make changes to the information. All fields are described on the next page.



The product code for ARC must always be 0.
Some fields for the ARC product code cannot be changed, such as the Ticket Format and the Controlled field.

Here is a sample screen, showing fields for an existing product code:

The Product Code fields are:

- Product Code The code (0-99) identifying the product type. This code will tell TravCom what type of product is being sold (ARC, tour, hotel, car, insurance, etc.)
- Description Product code description.



Each description must be unique; otherwise Interface records will default to the first similar name it finds. For hotel and car bookings the description must contain the word “HOTEL” and “CAR”, respectively.

- Ticket Format If this product requires a specific document format (such as an ARC ticket or Travel Agency Fee document), define that format here. If this is a Controlled document, TravCom will validate that your ticket number entry is in this format before allowing you to post.

 For numeric, use “9”. For alphabetic use “A”. The “X” can represent either an alpha or numeric. You can also specify slashes or dashes as a delimiter. (For example, 99/999 or XXXXX-XX).

 If you are adding a product code for Gift Certificates, for examples, you might specify a Ticket Format of XXXXX (five alphanumeric). If you also say that this product is Controlled (in the next field), TravCom only lets you post in Sales Posting if the ticket # exactly matches the ticket format.

 For product code 0 (ARC), the Ticket Format is preset to ARC standard format, and cannot be changed.
- Controlled If this product code is to be a controlled document, select this check box. TravCom will

TravCom will:

- require that you add new tickets in the specific format defined in the Ticket Format field (such as 9999999999/99)
- warn you (in sales posting functions) if a duplicate document number is used (it will warn that the document has already been posted)
- allow you to run periodic sales reports which are formatted exactly like a ARC report

Include Itinerary Include the itinerary information when posting transactions. If this option is not being checked, this will prevent TravCom from posting itinerary information to non-air transactions such as service fees.

VAT Rate Code For countries with VAT, select the tax rate code to be used as the default for this product code.

VAT rate codes are defined in VAT Setup. Each rate code defines the way in which VAT will be calculated on sales and commissions.

You can override this default rate code at the time of the sale (either in TravCom Sales Posting or through the interface).

If your agency has multiple branches, you can define a different VAT Rate Code to be used in each branch for this Product Code.

Posting Accounts For each product code, define the General Ledger Accounts against which TravCom will record accounting.

You must define a **Receivable**, **Payable**, **Income** and **Expense** account for every product code.

If you are using the Direct Income accounting method, TravCom still requires that you define an expense account. Use the same account number used for the income account. Entries here are global.

If you are using the Sales/Cost of Sales accounting method, you must define both an Income (sales) and Expense (cost of sales) account for each product code.

Deleting a Product Code

You can delete any product code except for product code 0 (ARC).



WARNING: If you delete a product code, you will not be able to reverse, adjust or void previous sales that were posted with that product code. If you try, TravCom will display an error message *Product Code xx is no longer on file.*

To delete a product code:

- ❑ In the **Setup-Product Codes** window, highlight the code you want to delete, and click on **Delete**.

Currencies

This window lets you add, edit or delete the currencies to be used in TravCom. For each currency, you define:

- code
- description
- symbol to print on reports (such as \$ for dollars)
- number of decimal places
- exchange rate



Multi-branch

If your TravCom software version supports multi-branching capabilities, this information affects all branches.

The first currency in the list is used as the default currency, and cannot be deleted. The exchange rates for all other currencies will be based on your default currency.

Using the **Add** button, you can set up as many currencies as necessary. However, you must update your **rates of exchange** for every currency on a regular basis, because they are used for every foreign currency transaction that you post.

When you post a foreign currency transaction, it is stored in TravCom at the exchange rate entered in this file at the time of posting. If you reverse that posting at a later date, TravCom uses the original exchange rate for the reversal (even if the exchange rate in Setup has changed).

When you request a Balance Sheet, and you have foreign currency bank accounts, these accounts are converted into your default currency based on the rate of exchange in Setup-Currencies. If there are frequent changes to the rate of exchange, you may see amounts remaining in the Foreign Exchange account.

System Customization

This window sets various parameters that affect how TravCom operates in your agency.



Multi-branch

If your agency's TravCom software version supports multi-branching capabilities, this information affects all branches.

The screenshot shows the 'Setup' window with the 'System Customization' tab selected. The 'Branch' dropdown is set to '1'. The 'System Customization' tab is active, showing several options with checkboxes and radio buttons. The 'Agent Commission' section has two radio buttons, with the second one selected. The 'Tour Code Free Field' and 'MaJic File No. Free Field' are both set to '0'. An 'OK' button is at the bottom right.

Agency Information*	IATA Numbers*	Divisions	Product Codes
Exception Codes	Printers/Forms	Misc. Tables	VAT Setup*
Currencies	Miscellaneous*	System Customization	Passwords

Divisional
 Use consolidated/discounted tickets
 Use net fares
 Include taxes when calculating income/expenses
 Force Num Lock on
 Force Caps Lock on
 Always show Print Preview before printing

Tour Code Free Field MaJic File No. Free Field

Agent Commission
 Base agent commission on net commission
 Base agent commission on gross commission

* Tab is branch specific

For each option, use the check box to indicate whether the statement is true (marked with an X) or false (blank) for your agency.

Divisional

If you have the Deluxe version of the software and your agency requires separate financial statement information by division, select this option.

When you select this option, the Divisions tab window becomes activated. See the section on the *Divisions* tab window, to find out how to define division numbers, codes and descriptions.

Use consolidated/discounted tickets

If your agency sells bulk, discounted, or consolidator tickets (an airline ticket or tour operator sale where the published fare is different from the selling fare, or a discounted tour sale), check this box.

If this box is checked, TravCom records both a published fare and a selling fare for each sale. The published fare is the fare reported on the ARC report and to the vendor, and the selling fare is the fare used to affect the client's account.

If this is not checked, TravCom only records the published fare, and the Selling Fare field is not displayed in Sales Posting.

Use net fares

If your agency uses Net Fares (for example, you have a special commission arrangement with an airline), check this box.

This will add a Value Code field in the Sales Posting function (commission information window), in which you can enter the value code provided by the airline for each transaction. *See Sales Posting in Chapter 6* for more details on how to post a net fares transaction.

Net Fares are **not** used in the United States.

Include taxes when calculating income/expenses

If you want Financial Statements to show gross figures (including taxes), check this box. If you want your Financial Statements to show net figures (excluding taxes), do not check this box.

It is recommended that you maintain consistency from your previous accounting system.

Force Num Lock on

Check this if you want the Num Lock key on the keyboard to be automatically ON while in TravCom, allowing numeric use of the numeric keyboard.

Force Caps Lock on

Check this if you want the Caps Lock key on the keyboard to be automatically turned ON while in TravCom, so that all alphabetic entries will be in capital letters.

Always show Print Preview before printing

This defines the default status for the Print Preview check box, which appears on the Print Setup dialog box each time you request a report or edit list. If you want Print Preview to be enabled by default, check this box.

Tour Code Free Field

TravCom will automatically capture the tour code from the interface and store it in the free field that you designate here. You can then run reports based on the tour code or include the tour code in your custom reports.

Agent Commission

These settings will affect the values reported on **The Agency Status Reports, Agent Commission Statements, and Agent Productivity Reports**. You have two options here:

- Base agent commission on net commission

Maintaining Your Agency Setup

Select this if agent productivity statistics should be recorded as net (Agency Commission minus Outside Sales Commission)

- Base agent commission on gross commission

Select this if agent productivity statistics should be recorded as gross (Full agency commission). Both the inside and outside agent would have complete credit for the sale on the Agent Productivity Detail Report.

Passwords

This window is only available if you have logged onto TravCom using the master password, which gives you the highest level of security.



Multi-branch

If your agency's TravCom software version supports multi-branching capabilities, this information affects all branches.

The first two fields on the screen are default passwords, which you should change when you first install TravCom in your agency:

- Master Password** The highest password, which gives supervisory capabilities such as changing passwords and accessing agent personnel data.

When you first install TravCom, the master password is MASTER. Since all copies of TravCom have the same master password on installation, you should change this after installation.
- Credit Password** A special password used in sales posting to allow a sale to be posted to a client who has exceeded their credit limit, or to whom no credit was given.

When you first install TravCom the credit password is CREDIT. You should change this after installation.



CAUTION: The master and credit passwords are not specific to a particular agent – they can be used by any agent who knows them. Therefore, to maintain system security, you should change them when you install TravCom, and tell only supervisory staff the new passwords.

The rest of the window lets you define security access for each of the 6 levels of passwords. For each level, you allow access to specific programs or report functions. You can set password levels for each menu and most sub-menus. However, you cannot allow/disallow access to individual fields in a function.



With the exception of Cash Disbursement functions (Check Posting, Reverse Check Posting, Check Posting Journal, etc.) there is no real difference between the levels except as you specify here.

The cash disbursement functions will only allow you to see transactions posted at your current password level or lower. All checks posted at a higher level will be hidden.

In all other areas of TravCom, access to a function allows you to see all transactions regardless of the password level.

To enable or disable access to a function, click on the appropriate check box in the password level you are updating. You can also use shortcut buttons at the bottom of the window:

- **Select All, Current Row** lets you enable access to the highlighted program for **all** password levels.
- **Select All, Current Column** lets you enable access to **all** programs for the selected password level (Click on the column number before using this button).
- **Deselect All, Current Row** lets you disable access to the highlighted program for **all** password levels (except the Master password).
- **Deselect All, Current Column** lets you disable access to **all** programs for the selected password level (Click on the column number before using this button).

Exception Codes

Exception codes are used for corporate clients on custom reports and on the Corporate Travel Analysis Report to explain why the fare paid varies from the lowest available fare.

This window lets you create multiple tables or “Groups” of Exception Codes. Each group can have up to 100 Exception Codes (from 0 to 99).

Each time you build a corporate or government client account in the Client File, you can define which group of Exception Codes to use for reporting purposes for that client. Multiple clients can use the same group of Exception Codes.



Multi-branch

If your agency’s TravCom software version supports multi-branching capabilities, this information affects all branches.

When you display the Exception Codes setup window, it lists all existing groups of codes. Each group has a one-character group code (numeric or alpha).

Push-buttons let you **Add** a new group of codes, or **Delete** or **Edit** an existing group of codes.

If you choose to **Add** or **Edit** a group, you can define a table of individual codes to be used in that group. The codes themselves can be entered for each applicable sale through the interface or in TravCom posting functions.

To print a list of exception codes for distribution to your corporate agents, click on the required group, and then click on Print.

Printers/Forms

This function lets you define the *default* printer on which to print reports and special forms, and to what port that printer is attached. It also lets you define form size and margin information for each form type. Since TravCom uses the standard printer defaults, as set up in Windows, such as paper size, paper source, etc. changes to the form size is usually not required.



Multi-branch

If your agency's TravCom software version supports multi-branching capabilities, this information affects all branches.

When you first access the **Printers/Forms** tab window in Setup, TravCom displays a list of the standard form types your agency can use:

- Reports
- Invoices
- Checks
- Statements
- Vouchers
- Receipts

For each form type, this window lets you define:

- the default printer on which to print that form type

You can click on any form type to display a list box icon (a small arrow) beside the Printer column. The list box lets you select from a list of printers which have been previously installed with your Microsoft Windows software.

The printer defined for each form type can be overridden on the Print Setup dialog box, which appears when you actually request a form to print.

- the port to which the printer is attached

The **Forms** button at the bottom of the window displays the following dialog box:

This dialog box has 5 tabs, one for each main form type: **Invoices**, **Checks**, **Statements**, **Cash Receipts**, and **Reports/Letters**. Each form type has standard form size and margin information already set up for you. However, if you want your windows printer setup to control the form size you can change the settings (Length and Width) to zero.



CAUTION: Be careful if you change margins and form sizes, because these values will affect your printing. As a general rule, you should only need to define these values if using a Custom format.

The **Invoices** window (shown above) also lets you select an *invoice style*. Types such as Galileo, SABRE, etc. all print the same data fields, but the invoice will be formatted differently. The invoice types listed above will be available in a future release. At the moment, you may use the Generic form or select a custom format. If you select “Custom” as the format, you are responsible for providing a file of formatting information, and defining the filename, which contains that information. You can either type this directory and filename, or click on the button to browse for it.

The **Checks**, **Statements**, **Cash Receipts** and **Reports/Letters** windows are similar, but they let you choose between TravCom’s pre-configured formats for Dot Matrix and Laser Printers, or select a custom format. If you select “Custom” as the format, you are responsible for providing a file of formatting information, and defining the filename, which contains that information. You can either type this directory and filename, or click on the button to browse for it.

Some of the more common **Check** options are as follows:

- Dot Matrix -- checks are 8.5” wide x 7” long, with the check stub on top.
- Laser 3 part -- checks are 8.5” wide x 11” long. The page is perforated into 3 parts: check, stub and accounting copy.
- Laser 2 part -- checks are 8.5” wide x 11” long. The page is perforated into 3 parts; with the check stub on top, then the check, and blank on the bottom. Two copies will be printed of each check.

Some of the more common **Statement** options are:

- Dot Matrix (Wide with or without tear off, or Narrow) -- assumes that you are using pre-formatted statement paper -- does not print column headings.
- Laser Printer -- assumes you are printing on plain paper or letterhead -- prints a table with column headings.

When you are finished defining **Forms** information, click on **OK** to close the dialog box and return to the Printer/Forms tab window.

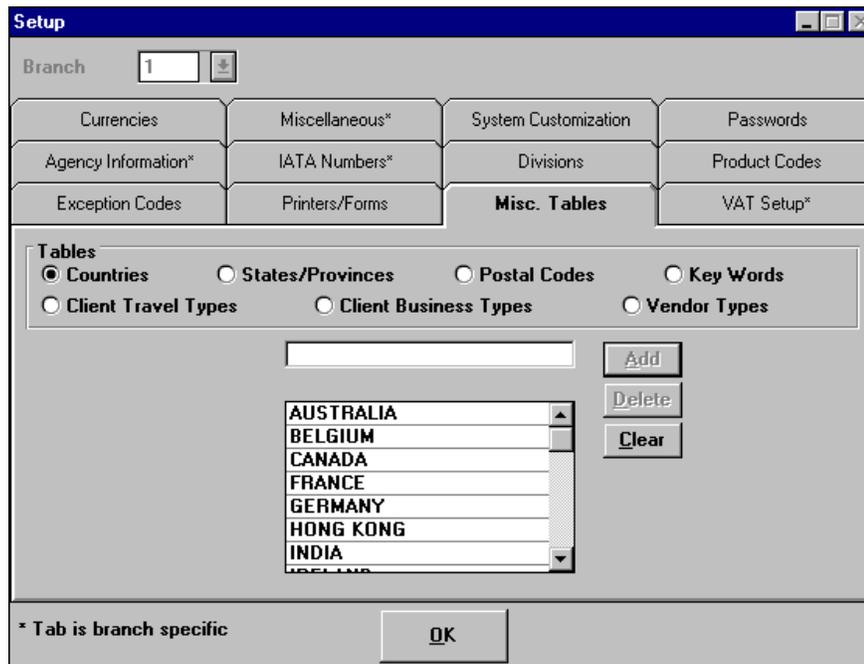
Misc. Tables

This function lets you maintain other tables stored in TravCom.



If your agency's TravCom software version supports multi-branching capabilities, these tables apply to all branches.

Multi-branch



The master tables you maintain here include:

- generic tables, such as Countries, States/Provinces, and Postal Codes (zip codes).
- tables of optional categories you can create in your client and vendor files, such as Keywords, Client Travel Types, Client Business Types, and Vendor Types
- Keywords and Client Travel Types -- If desired, you can categorize clients by key word and/or travel type, such as Business Traveler, Caribbean Cruises, Skiing, Vegas/Reno Gambling, etc.
- Client Business Types -- If desired, you can categorize clients into business types such as Financial, High Tech, Vendor Commission Account, etc.
- Vendor Types -- You can set up different vendor types such as Cruises, Tours, Hotels, Insurance, etc., and assign a vendor type to each vendor in the Vendor file.

Maintaining Your Agency Setup

Use the radio buttons to define the table you want to work with. The table at the bottom of the window changes to reflect the table you have selected.

The **Add** button lets you add new items to the displayed table.

You can also edit or delete any item you have highlighted.



CAUTION: The **Clear** button deletes all items from the displayed table. You will be prompted for confirmation, because there is no way to cancel this request once it is done.

VAT Setup

This tab is only necessary for countries with a value added tax on goods and services. You can define a code and calculation formulas for different taxes, such as:

- Value Added Tax (VAT) or (GST)
- Provincial Service Tax (PST)
- Exempt



Multi-branch

If your TravCom software version supports multi-branching capabilities, this information is branch-specific. When you add new branches, you must verify and update this table for each new branch.

Once this is set up in your agency, you will not need to change it unless there is a legislated taxation change in your country or province. If desired, you can set up multiple rate codes in your agency.



Having multiple rate codes is useful if your agency uses different tax structures for different product codes. When you define product codes, you specify the default tax rate code to be used when posting transactions involving that product (This can be overridden at the time of sale.) For example, you might want one rate code for products that have VAT, and other rate code for products that are tax exempt.

If your agency uses VAT and PST, they must be defined together on the same rate code, so that both taxes can be applied to the same transaction.

Here is a sample window:

Setup

Branch 1

Currencies Miscellaneous* System Customization Passwords

Agency Information* IATA Numbers* Divisions Product Codes

Exception Codes Printers/Forms Misc. Tables **VAT Setup***

We have a value added tax for this branch Tax code VAT

We have a provincial sales tax for this branch Tax code PST

Rate Code	Country Code	Vat Rate	Comm. Vat Rate	Vat Input Tax Account	Vat Output Tax Account
E	AA	0	0	00002050	00002050
XG	AA	{(F)+(T1)}*.07	{C}*.07	00002050	00002050

Add Delete Edit

* Tab is branch specific OK

To set up your taxes:

1. Use the check boxes to indicate what taxes generally apply to your agency:
 - For VAT, check the “value added tax” box, and enter the appropriate tax code.
 - For PST check the provincial service tax box and enter the appropriate tax code.
2. You can now Add, Delete or Edit a rate code:
 - To add a new rate code, click on **Add**.
 - To delete a rate code, click on **Delete**.
 - To display the details for a rate code, or to change a rate code, highlight it and click on **Edit**.
3. If you select **Add** or **Edit**, the VAT Table dialog box is displayed, allowing you to define or change the tax calculation formula and the tax G/L accounts.

The first two fields are for Rate Code and Country Code. If you are editing an existing rate code, you cannot change the Rate Code field. The country code is only used for European countries.

If you have VAT the formulas are very important as they define how TravCom will calculate the taxes on your agency’s sales and commissions.



If your agency also uses PST, an additional PST button appears. The PST button lets you toggle back and forth between VAT and PST, to define the calculations for both taxes.

4. Make the necessary changes to the country code, VAT formula for sales and VAT formula for commissions.

To access a **Help** screen, which will give you a handy list of codes to use when defining the formulas, enter **F1**. Codes and brackets must be entered *exactly* as defined, or the formulas will not work. The labels are used as they appear on a ticket, such as:

- T1 Country Tax
- T2 VAT Tax
- T3 All other Taxes, or PST Tax if applicable
- F Fare (without tax)
- C Commission
- CV Commission on VAT
- CP Commission on PST



For example: Suppose VAT is calculated at 7% of the fare and country tax and the VAT on the agency's commission is at 7%. The formula is:

<i>Code</i>	<i>Formula</i>
XG VAT on Sales	$(\{F\} + \{T1\}) * .07$
XG VAT on Comm.	$\{C\} * .07$

5. Define two previously created G/L accounts:
 - a VAT Input tax account (for tax credits)
 - a VAT Collected tax account (for VAT collected).
6. If you also use PST, click on the **PST** button, and repeat Steps 4 and 5 for PST

Chapter 4

Maintaining Agency Data Files

Understanding File Maintenance

TravCom's **Files** menu lets you set up and maintain tables of information that are specific to your agency, such as information on your agency's clients, vendors, agent numbers, general ledger accounts, airline codes, and city codes.

You will use the **Files** menu to set up all of your database files when you first start using TravCom. As you continue to use TravCom, you will need to update these files each time you hire a new agent, acquire a new client, or begin to deal with new vendors. Occasionally you may also need to update the standard tables, for example to add new airlines, city codes, or general ledger accounts.



Proper setup of your client files, vendor files, and General Ledger accounts is extremely important. TravCom uses the information in these files when posting each accounting transaction and when recording statistics and printing reports. Incorrect file structure could result in errors in the Interface and incorrect reports.

This chapter describes the first 6 options on the **Files** menu:

- Client
- Vendor
- Agent
- Airline
- General Ledger
- City

For information on **Setup** and **Queries**, see *Chapters 3* and *9* in this manual.

General Rules for File Maintenance

This section lists some general procedures that apply to all files.

Adding a New Record

To add a new record (for example, to add a client to the client file, the screen would look like this):

1. From the **Files** menu, select the file you want to work with.
2. Identify the record you want to add. You can do this in several ways:
 - If you know what record number you want to create (for example, client number 1001), type the number in the **Number** field. Then press **[Tab]** or click in any other field.
 - TravCom confirms that this number does not exist, and asks you if you want to create it. Select **Yes**.
 - If you are in the Client, Vendor, Agent or General Ledger file, you can use the **Next Open** button to create a new record with the next available number (for example, you are adding an agent and want the next available agent number in a series).

To use this feature, type a number in the **Number** field (or leave it blank to add the first available number) and click the **Next Open** button. TravCom will assign the next available number starting with the number you entered in the Number field.

Using series or ranges for different types of files gives you flexibility in requesting reports, and simplicity in adding new accounts (for example: corporate client accounts are in the range

1000 to 9999, but you don't know the next available number, TravCom can find it for you if you enter 1000 and click on **Next Open**).

3. Fill in the fields, using **[Tab]** to move from field to field.

Many of the files have multiple sections, shown on the screen like tabs in a binder.

To get to one of these tab sections, just click on the tab name. You can access the sections in any order.

For a description of what to enter in each field, see the appropriate section in this chapter (example, Client File Maintenance, Vendor File Maintenance, etc.)

4. When you are finished, select the **Update** button to save your changes.

If you want to exit without saving, click on **Cancel** instead.

Displaying/Changing an Existing Record

To display and change an existing record:

1. Identify the record you want to display:
 - type the record number in the **Number** field and press **[Tab]**, or...
 - if the file has a **Sort Key** field (allowing you to look up records alphabetically), type all or the first part of the sort key in the **Number** field and press **[Tab]**, or...
 - select the record you want from the drop-down list box beside the Number field, and press **[Tab]**.
2. Make the required changes to the data. You may need to move to other sections by clicking on the section tabs with your mouse.
3. Select the **Update** button to save your changes.



The Client and Vendor files have a browse function that allows you change a field in multiple records at one time. For more information, see the sections on *Client File Maintenance* and *Vendor File Maintenance*.

Deleting a Record

In any of the **Files** you can delete the displayed record.



You can delete records only if they have a zero balance in all branches.

To delete a record:

1. Identify the record you want to delete by typing the number or sort key in the **Number** field, or by selecting it from the drop-down list box. Then press **[Tab]**.
2. Select the **Delete** button.

- When prompted for confirmation, select **Yes** if you are sure that you want to delete this record for all branches.



The Client and Vendor file have a browse function that allows you to tag and delete multiple records at one time. For more information, see the section on *Client File Maintenance* and *Vendor File Maintenance*.



Use caution when deleting records. Deleting records, or account numbers, will affect your ability to reverse posted transactions using this record or to print historical reports (for example, the Agent Productivity Report or Financial Statements).

Printing a List of Records (Edit List)

For any database file on the **Files** menu, you can display or print a list of all or selected records, including all data fields for each record. The Edit List is a flexible report -- you can define selection criteria, select individual records to be included or excluded, and define the sort order for the resulting report.

To print an Edit List (you must be in the Client, Vendor, Agent, General Ledger, Airline or City file):

- Select the **Edit List** button.

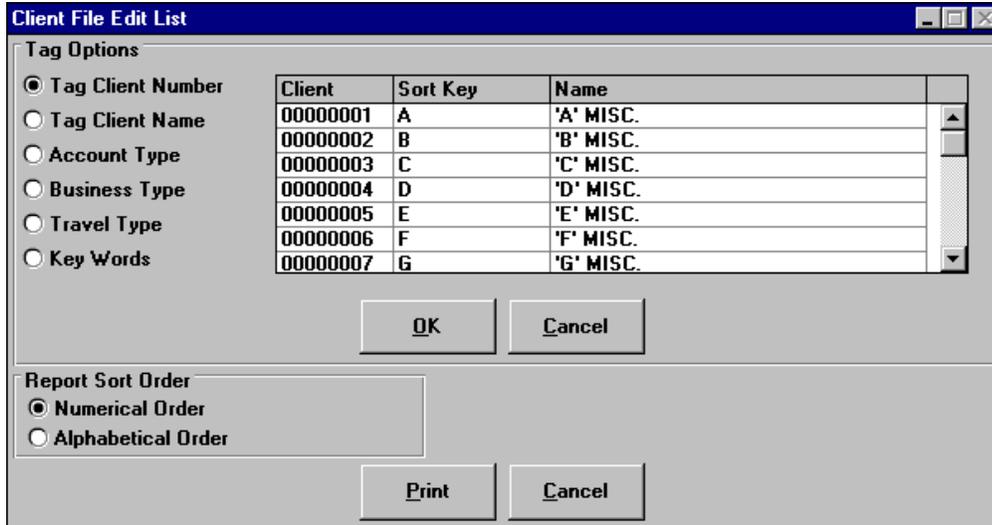
A dialog box appears, allowing you to select the range of record numbers and the sort order for the report. The dialog box varies depending on the file you are working with. Here is a sample Edit List dialog box for the Client File:

In this dialog box, you can:

- select a range of records using the From and To fields
- define what to include using the check boxes

- define the sort order for the report
 - define Tag options which let you select records to be included based on various criteria.
2. If you want to display only certain records, select **Tag Options**.

The Tag Options fields will vary depending on the file you are in. Here is an example of the Client File:



Select the radio button to define the criteria by which you want to select records. For example, in the client file you can tag individual records by number or name, or you can tag specific account types, key words, etc. To tag the records, click on each client that you want to appear on the report. They will appear highlighted. Then click on **OK**.

3. Click on **Print**. The standard Print Setup dialog box appears.
4. In the Print Setup dialog box, indicate the output destination (**Printer** or **File**). Depending on what you select, you can then select a printer from the list or define a file name and type (for more information, refer to *Chapter 13, General Procedures for Requesting a Report*).



If you want to *preview* the report on your screen before or instead of printing it, select the **Printer** radio button, and ensure that **Print Preview** is selected.

If desired, you can have the Print Preview check box turned on by default in Setup - System Customization. See Chapter 3 for details.

5. Select the **Print** button.



If you are **previewing** a report on your screen, TravCom displays the number of pages as the report is created. On the top of the preview screen you will see “Page 1 of 1+” if there are multiple pages.

- To move up/down on the page, use the scroll bar
- To display *next* or *previous* pages, click on the arrow icons in the button bar
- To zoom (change the view to show partial page or full page), click on the zoom dropdown box on the button bar. Select the percentage you like or select *Page Width* or *Whole Page*.
- To send the report to the printer, click on the printer icon in the button bar.
- If you do not wish to print the report, click on the Close button on the button bar when you are finished.

Client File Maintenance

About the Client File

The Client file is used to enter and maintain information on clients you do business with. You can add new clients to your database, display clients, modify clients, or delete those with whom you no longer do business.

Basic information on new clients can also be transferred (or “imported” into TravCom from your reservation system (CRS)) interface, provided that the PNR contains the correct fields. In TravCom, you can then update the client record to add more information (especially for those clients who require corporate reporting). For example, you can add demographic marketing information, corporate reporting information, etc. See the section *Importing a Client Data from Interface*.



For more information on the Interface and how new clients are added through your CRS, see *Chapter 5, Interface with Your Reservation System*.

Tips and Rules for Assigning Client Numbers

Client files are normally used for customers with whom you do business regularly, and to whom you need to provide reports or activity information from Accounts Receivable. Depending on your type of business (retailer or wholesaler), you can build a client file for:

- corporate, leisure, or government clients
- each agent’s one-time walk-in clients, sometimes called a “house account”
- a vendor used to store credit card commissions due to the agency
- another Travel Agency if your agency sells consolidator tickets

You must build a client number for any customer you wish to have on a comprehensive mailing list database, or for whom you produce statements or reports.

To help you stay organized, and to provide the most flexibility when searching and reporting, you should develop a client numbering system which groups clients into different types (such as corporate, leisure, commission, etc...).

Here is a sample numbering system for an agency with various types of client accounts:

1-99	Walk-in clients for each Inside Sales Agents, or cash and carry accounts. For example, client 1 could be a “house account” for all walk-in clients for agent 1.
100-999	Commission Clients, such as a credit card receivable account for a tour company
1000-9999	Corporate Clients
10000-49999	Leisure Clients
50000-99999	Clients from Outside Sales Agents. For example, agent 50 might use the 50000-50000 range

the 50000-50999 range.

Client File: Field Descriptions

When you have identified a new or existing client, you will be able to see the General fields and the other tabs of information available for that client.

<i>This tab...</i>	<i>Lets you define...</i>
General	Name and address information
Marketing	Information which can be used on custom reports or for marketing purposes
In House	Information on in-house and outside sales agents, and information for reporting purposes
Sales/Accounting	Payment requirements, statement information, activity dates, etc... (also displays the client balance)
Departments	Departments for corporate or government clients
Branches	The branch(es) with which the client is associated (only available if your software version supports multiple branches).

The rest of this section describes the fields on each tab in the Client file.

General Tab

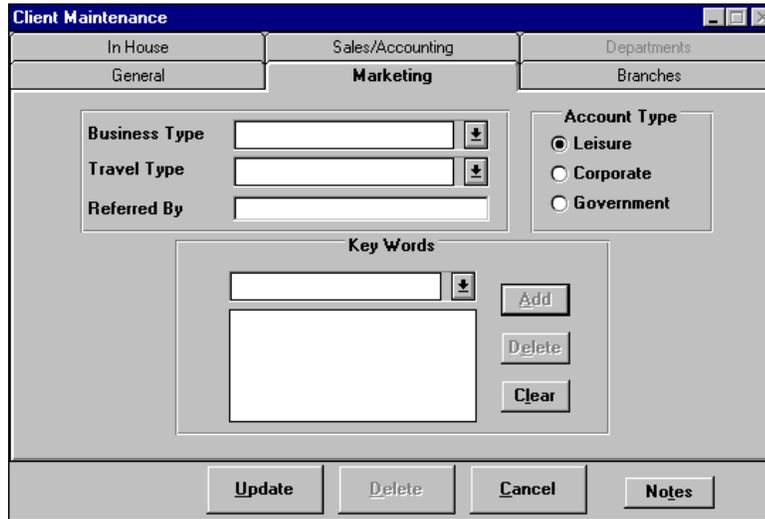
The fields on the General tab are:

Maintaining Agency Data Files

Number	The number assigned to the client you are adding, displaying, or changing. This is a unique 8-digit number (TravCom will add leading zeroes).
Name	The client or company name for invoicing and for mailing statements.
Sort Key	<p>The first 10 characters of the Name field appear automatically in this field, and can be overwritten.</p> <p>Enter the characters that you want TravCom to use when sorting clients alphabetically. The sort key is used as a shortcut for retrieving the client file in posting functions. For example, for Ace Corporation you might want a sort key of ACE or ACE CORP; for John Smith you might want SMITH.</p>
Contact	Name of contact person if appropriate.
Address	The street address for invoicing and for mailing labels and statements (up to 2 lines).
City	The client's city name.
State/Prov.	The 2-letter code for the client's state or province.
Postal Code	<p>The client's zip code.</p> <p>If you enter a zip code which is found in the Postal Codes table, the following occurs:</p> <ul style="list-style-type: none">• TravCom automatically fills in the city, state/province, and country that correspond to that zip code in the Postal Codes table.• The cursor goes to the city field so that you can change the city, state/province, and country if the displayed entries are not correct. <p>If the zip code you enter is not in the table, you must enter the other address fields manually.</p>
Country	The country for the client's address.
Include Country...	Check box to indicate whether or not you want to include the country name with the mailing address on statements, reports, mailing lists, etc.
Phone Numbers	Up to 3 telephone numbers for the client. For each number you can specify a description (such as home, business, car, etc.), a telephone number (in any format), and an extension number.
Fax No.	The client's fax number, if applicable.
E-Mail	The client's E-mail address, if applicable.
Language	If this client speaks in a different language.

Marketing Tab

The Marketing tab lets you define marketing information about this client. This information is particularly helpful if you want to produce reports or mailings by marketing feature, or if you plan to produce corporate reports for the client.



The fields on the Marketing tab are:

- Business Type** The type of business this client represents (can be used for marketing or demographic purposes).

If you enter a new business type (up to 25 characters), TravCom allows you to automatically add it to the master table. The master table of business types is maintained in Setup - Misc. Tables.
- Travel Type** The types of travel this client books. You can create your own table of travel types for marketing purposes. For example, you could use this for destinations or types of travel (Skiing, Touring, Sun, Vegas, etc.)

If you enter a new travel type (up to 25 characters), TravCom allows you to automatically add it to the master table. This table is maintained in Setup - Misc. Tables.
- Referred by** The person who referred this client to your agency.
- Account Type** Type of client: **Leisure**, **Corporate** or **Government**.

If you select Corporate or Government, a **Departments** tab window becomes available for this client. Departments are not available for Leisure clients.

TravCom will automatically include any Corporate or Government types in the pre-built corporate reports. Additionally, Government types will have a GSA field available for the appropriate contract number.

Key Words These can be used to select clients for reports, edit lists, mailing lists, etc. For example, you could indicate a client's interests or destinations (Golf, Las Vegas, etc.). The master table is maintained in Setup - Misc. Tables. You can select existing key words, or you can add new ones to your master table by entering them here.

- To add a key word for the client, select from the drop down list of all key words in the master table, or type any word in the blank field. Select **Add**.
- To delete a key word for this client, highlight it and select **Delete**.
- To clear all key words for this client, select **Clear**.

In House Tab

This tab lets you define the agent and outside sales agent(s) who usually do business with this client.

The screenshot shows a software window titled "Client Maintenance" with several tabs: "General", "Marketing", "Branches", "Sales/Accounting", and "Departments". The "In House" tab is selected. The form contains the following fields and values:

- Agent No.:** 001 (dropdown), CATHY YOUNG
- O/S Agent No. 1:** 100001 (dropdown), SALLY SMITH, 50.00 %
- O/S Agent No. 2:** (blank dropdown), (blank), %
- Exception Code Group:** (blank dropdown), (blank)

At the bottom of the window are four buttons: "Update", "Delete", "Cancel", and "Notes".

The fields on the In House tab are:

- Agent No.** The agent that usually handles this client's business.
- Outside Agent** If this client's transactions are to be credited to an Outside Sales Agent for commission payments, enter the Outside Agent's vendor number or select from the drop down list.
- O/S Comm. %** Enter the commission percentage the Outside Sales Agent receives for this client, if different from the percentage entered in the O/S agent's vendor record.

Enter the commission as a percentage of agency commission, not as a percentage of the sale. (For example, Agent 50 receives 50% of the agency commission). This field will override the default percentage in the O/S agent's vendor record.

Exception Code Group The Exception Code Group for the client. This is the group of codes that can be used to define (usually for corporate or government) why the low fare was not taken on a sale.

Different groups of codes can be defined in Setup. For example, Group A might be exception codes used for most corporate accounts, and Group B might be for the exclusive use of one corporate account.

Sales/Accounting Tab

The Sales/Accounting tab lets you define payment and credit information for this client.

The screenshot shows a 'Client Maintenance' window with the 'Sales/Accounting' tab selected. The window is divided into three main sections: 'General', 'Marketing', and 'Branches'. Under 'General', there are sub-sections for 'In House' and 'Sales/Accounting'. The 'Sales/Accounting' section contains the following fields and controls:

- Open Balance:** A text box containing '0.00'.
- Apply Late Fees:** A checkbox that is unchecked.
- Allow Credit:** A checkbox that is checked.
- Credit Limit:** A text box containing '2500.00'.
- First Activity Date:** A date field containing '3/3/2000'.
- Last Activity Date:** An empty date field.
- Last Statement Date:** An empty date field.
- Statement Group:** A dropdown menu showing 'M' and a downward arrow.
- Credit Card No.:** A text box containing '4124333444555666'.
- Expiration Date:** A date field containing '6/1/2000'.

At the bottom of the window, there are four buttons: 'Update', 'Delete', 'Cancel', and 'Notes'.

The balance of all open invoices for this client will appear at the top of the window and cannot be changed.

The fields on the Sales/Accounting tab are:

- Open Balance** The current balance for this client (display only).
- Apply Late Fees** A check box to define whether or not you want to place service charges or late fees on the account for unpaid balances. Please see *Chapter 6, Late Fee Posting*
- Allow Credit** Define whether or not credit is extended to this client.
If checked, the client is allowed a credit up to but not exceeding the amount entered in the next field (Credit Limit). If not checked, the client is not

	allowed any credit.
	Clients with no credit, or who exceed the limit defined in the Credit Limit field, will generate a credit warning on the Interface Verify List, and will require a Credit Password in TravCom's Sales Posting function.
Credit Limit	<p>If you selected Allow Credit, enter the dollar amount of the client's credit limit.</p> <p>You can only enter an amount if Allow Credit is selected. If Allow Credit is selected, but the Credit Limit field is zero, then TravCom allows unlimited credit to this customer.</p> <p>Clients who exceed the limit defined in this field will generate a credit warning in the Interface, and will require a Credit Password in TravCom's Sales Posting function.</p>
Credit No.	<p>The client's primary credit card number, if applicable.</p> <p>TravCom validates this number. If you enter an invalid number, a warning message appears. Click on OK to acknowledge the warning. You can then change the credit card number, or continue.</p>
Expiration	Optionally enter the expiration date for the client's primary credit card, in numeric format MMY or MM/YY (for example, 0499 or 04/99).
First/Last Activity Dates	The file creation date is the first activity date. The last date is automatically updated each time you post activity to this account number, but can be overwritten.
Last Statement Date	The date of the last statement printed for this client.
Statement Group	Define the frequency for running statements for this client. Example, M for Monthly. You can create a new frequency code or select an existing one from the drop-down list.

Departments Tab

The Departments tab lets you maintain separate departments for your client.



This tab is accessible only for Corporate or Government clients (as defined in the Account Type field on the Marketing tab).

This information is used for corporate reporting (specifically for the Corporate Travel Analysis report and custom reports you might create in Crystal Reports). TravCom allows you to report client activity by department.

Buttons at the bottom of the tab let you Add, Edit or Delete departments for this client.

If you choose to Add or Edit a department, TravCom prompts for an alphanumeric Department Code and a corresponding Department Name. Select **OK** when finished.

Branches Window

The Branches window in the Client File is only accessible if your software version has multi-branch functionality.

Since all branches share the same database, this window lets you select the branches with which this client is associated. Selected branches are indicated with an X at the far left side of the window.

<i>To...</i>	<i>Do This...</i>
Select or deselect a branch	Click on it with the mouse, or highlight it and press the space bar.
Select all branches	Select the All button
Deselect all branches	Select the None button. Use this only if you want to deselect all, in order to select only specific branches. A client must be assigned to at least one branch.

Maintaining Notes About a Client

For each client, the **Notes** button at the bottom of the window lets you display or maintain free-format comments or notes. Use the Enter key to start a new line, or your lines will wrap around in the window. When you are finished reading or updating, click on **OK** to save.

Importing Client Information from Interface

If a MIR (Machineable Interface Record) is transferred from your reservation system via the Interface, but the client does not yet exist in TravCom, that record will be flagged with an error and will not be posted. You can correct the problem by adding the client to the Client File in TravCom.

The **Import** button provides a shortcut that lets you automatically copy the client data from the open Interface record into TravCom. For complete procedures, see the section *Editing or Correcting Interface Data -- Importing Client Information into TravCom*, in *Chapter 5, Interface With Your Reservation System*.

Using Browse to Change or Delete Multiple Client Records

The **Browse** button, which appears on the Client Maintenance window when you do not have a specific record displayed, lets you:

- browse through all clients, or clients in a selected range
- edit any field for any client (except for the client number)
- make a global change to all clients you have tagged
- delete all clients you have tagged (clients must have zero balances in all branches before they can be deleted)

Browsing for Client Records

To browse client records:

1. On the **Files** menu, select **Client**.
2. Click on **Browse**.

The Browse Client File window appears:

Number	Sort Key	Name	Contact	Address 1
00000001	A	'A' MISC.		
00000002	B	'B' MISC.		
00000003	C	'C' MISC.		
00000004	D	'D' MISC.		
00000005	E	'E' MISC.		
00000006	F	'F' MISC.		
00000007	G	'G' MISC.		
00000008	H	'H' MISC.		
00000009	I	'I' MISC.		
00000010	J	'J' MISC.		
00000011	K	'K' MISC.		
00000012	L	'L' MISC.		

By default, the browse window shows all your client records, sorted in numerical order. You can change the sort order, and/or narrow down the list to a selected range of clients:

- | | |
|---|---|
| To... | Do this... |
| change the sort order to alphabetical by sort key | select the Alphabetical Order radio button, and then click on Search .
This is good for checking for duplicate client records. |
| view only a specific range of clients | Use the From/To Client fields to define a range of client numbers, and click on Search . |

3. Use the scroll bar to view all the fields for each client.
4. You can change any field for any client, except for the Client Number field.



If you want to make global changes to client records see the next section, *Changing Multiple Client Records*, below.

Changing Multiple Client Records

This is a great timesaving feature if your agency needs to make a change that affects all (or many) clients, such as changing the **Agent** field to agent No “001” for all clients. Instead of changing the field for each client individually, you can do a global *Replace* for all tagged records in the Browse window.

To change a field for multiple client records:

1. In the **Browse Client File** window, tag all clients affected by the change. To tag clients you can:
 - click on the empty field to the left of the client number.
An X indicates that the client has been tagged. Clicking again will remove the X and untag the client.
 - use **Tag All** to automatically tag all clients on the list.
 - use **Untag All** to automatically untag all clients on the list.
2. On any client’s line, click on the *field* that you want to change for all tagged clients.
3. Click on the **Replace Tagged Records** check box.
TravCom prompts you for the value you want to enter in that field, for all tagged clients.
4. Enter the value to be put in that field for every tagged client.



If the entry for that field is restricted (for example, in the Account Type, you may only enter Leisure, Corporate, or Government), you must choose from the drop down list.

5. Click on **OK**. The selected field is changed to your specified value, for every client you have tagged.

Deleting Multiple Client Records

You cannot delete a client record unless the client’s balance is zero. If you are using multiple branches the client balance must be zero in all branches. To delete one or more client records in the Browse function:

1. In the **Browse Client File** window tag the client(s) you want to delete.



CAUTION: Make sure that you tag the correct client records. There is no way to retrieve a record once it has been deleted.

2. Click on the **Delete Tagged Records** check box. TravCom prompts for confirmation: *Delete all tagged clients?*
3. Click on **Yes** to confirm (or **No** to cancel your request).



If a tagged client did not have a zero balance in all branches, that client will not be deleted. It will still appear as a tagged item in your Browse list. However, TravCom will delete all other tagged clients that have zero balances.

Printing a Client Edit List

The **Edit List** button lets you display or print a client listing. This button appears at the bottom of the Client File Maintenance window only when you do not have a client record displayed.

Maintaining Agency Data Files

Using **Tag Options**, you can select clients by different criteria, such as client number or name, account types (example, only Corporate and Government clients), business types, travel types, and key words.

For general procedures on requesting an edit list, see *General Rules for File Maintenance* earlier in this chapter.

Vendor File Maintenance

The Vendor File lets you create a record for each vendor to whom you set up payables, write checks, and record statistics. These vendors can be tour operators, insurance companies, telephone companies, employees, etc.



It is recommended that you create a vendor record for everyone to whom you regularly write checks. You should create a vendor record for each employee (inside and outside sales agents) to whom you pay commission and salary. You will be able to track the commissions due to them as a Vendor Payable.

Tips and Rules for Assigning Vendor Numbers

Here is a sample numbering system for vendors:

1-999	Expense Vendors (such as rent, telephone, etc...)
1000-9999	Sales Vendors, as follows:
	1000-1999 Consolidators/Non-ARC Airlines
	2000-2999 Tour sale vendors
	3000-3999 Hotel vendors
	4000-4999 Car rental vendors
	5000-5999 Cruise vendors
	6000-6999 Insurance vendors
	8000-8999 Miscellaneous vendors
10000-19999	Outside Sales Agents' Vendors

Vendor File: Field Descriptions

The Vendor file consists of three tabs of information:

<i>This tab...</i>	<i>Lets you define...</i>
General	name and address information for the vendor
Accounting	accounting information for the vendor
Reporting	reporting information for the vendor
Branches	the branches with which this vendor is associated

When you first create or access a record in the file, you will see the General information fields as shown below. Access each of the other tabs (after identifying a vendor number) by clicking on the tab label.

General Tab

The fields on the vendor file General tab are:

- Number The number of the vendor you want to add, display or change. This is a unique 6-digit number (TravCom will add leading zeroes). Remember to keep numbers within the established ranges for your agency.

- Name The vendor or company name (up to 30 characters).

- Sort Key The first 10 characters of the Name field appear automatically in this field, and can be overwritten.

 Enter the characters that you want TravCom to use when sorting vendors alphabetically (such as vendor name). The sort key is also used as a shortcut for retrieving the vendor file in posting functions.

 If this is a hotel or car rental vendor, it is not necessary to use the chain code as a sort key, as TravCom has a separate table to identify hotel and car chains for vouchers received through the Interface. See *Defining Vendor Chain Codes* later in this section for more details.

- Contact Name of contact person if appropriate.

- City The vendor’s city name.

- State/Prov. The 2-letter code for the vendor’s state or province.

 If you enter a code that TravCom doesn’t recognize you will be asked if you want to add it to the master table.

Postal Code	<p>The vendor's zip code.</p> <p>If you enter a zip code which is found in the Postal Codes table...</p> <ul style="list-style-type: none"> • TravCom automatically fills in the city, state/province, and country which corresponds to that zip code in the Postal Codes table and... • the cursor moves to the city field so that you can change the city, state/province, and country if the displayed entries are not correct. <p>If the zip code you enter is not in the table you must enter the remaining address fields manually.</p>
Country	The country for the vendor's address.
Include Country...	Check box to indicate whether or not you want to include the country name with the mailing address on statements, reports, mailing lists, etc....
Phone Numbers	Up to 3 telephone numbers for the vendor. For each number you can specify a description (such as main, accounting, etc.), a telephone number (in any format), and an extension number.
Fax No.	The vendor's fax number.
E-Mail	The vendor's E-mail address, if applicable.
Commission Follow-up Letters Address	<p>Define the address for sending Car and Hotel commission follow-up letters to these vendors. The three options let you:</p> <ul style="list-style-type: none"> - send letters to this vendor address - send letters to an address defined on the voucher (normally the property address) - inhibit commission follow-up letters for this vendor
Language	What Language this vendor speaks in

Accounting Tab

The Accounting tab lets you define defaults and parameters for how accounting will be handled for this vendor.

The fields on the Accounting tab are:

- Open Balance** This field displays the current balance for this vendor for all branches and cannot be changed from this screen.
- Mark Payables....** This information is used by the Automatic Check Writing function in TravCom, and is not applicable for checks posted through Check Posting. The automatic check writing facility will automatically queue checks to be printed when the selected requirements are met.

Select one of the four options shown, to indicate when to mark payables for this vendor (for example, when the receivables are fully paid, partially paid, always, or never). The default is to mark payables when receivables are fully paid. This option is only for when your agency will use the automatic check writing function - see *Chapter 7, Automatic Check Writing*.
- Commission Exemptions** For countries with VAT an exemption box appears for each tax set up in your agency's VAT Setup table.

If this vendor's transactions are tax-exempt, select the exemption check box(s).
- Outside Sales Agent** If this vendor record is for an Outside Sales Agent select this check box.

This is used in the preparation of Agent Commission Statements and for setting up vendor Accounts Payable.
- Comm. %** Default commission percentage for outside sales agents, car vendors and hotel vendors.

	<ul style="list-style-type: none"> • If this is an outside sales agent enter their default commission percentage. Remember, however, that if a different percentage is defined in the Client File, that percentage will override this one. In addition, this percentage can be overridden on any sale at the time of Sales posting in TravCom. • If this is a car or hotel vendor, enter commission percentage. When a car or hotel booking is received via the Interface, TravCom uses this field to calculate expected commission on a reservation voucher.
Commission Client	<p>If this vendor has a corresponding client record for A/R credit card commission posting, enter the client number here. Otherwise leave this field blank.</p> <p>This is only used to transfer credit card commission from the vendor file to the A/R client file.</p> <p>For non-ARC credit card transactions, the commission owed to you may be put to the accounts receivable under this client number. The commission stays in the client file until the vendor pays you.</p> <p>If this field is left blank, all commissions owed will be posted as negative payables.</p> <p>This entry can be overridden on any sale at the time of Sales Posting in TravCom.</p>
Default Product Code	<p>For Sabre Agencies when using the ACSUP lines (Please see Interface Section)</p>
Default Expense Account	<p>Enter the associated general ledger expense account. You can type the G/L account number or sort key, or you can choose from a drop-down list.</p> <p>For vendors such as Tour and Cruise companies, this will be the Cost of Sales account associated with the product you usually buy from this vendor (the Income account if you use Direct Income Accounting).</p> <p>For example, for a tour company enter the Tour Cost of Sales (or Tour Income) account number, and for your landlord enter the Rent Expense account number.</p> <p>This will be used as the default expense account for postings such as A/P Invoices or checks involving this vendor. However, the account can be overridden in the TravCom posting functions.</p>

Reports Tab

The screenshot shows a software window titled "Vendor Maintenance" with a blue title bar and standard window controls. The window is divided into four tabs: "General", "Accounting", "Reporting" (which is the active tab), and "Branches". The "Reporting" tab contains several data entry fields: "Vendor Type" is a dropdown menu currently set to "TOUR"; "Preferred Vendor" is an unchecked checkbox; "First Activity Date" is a date field containing "3/3/2000"; "Last Activity Date" is an empty date field; "Tax ID 1" and "Tax ID 2" are empty text input fields. At the bottom of the window, there is a row of five buttons: "Update", "Delete", "Chain Codes", "Cancel", and "Notes".

The fields on the Reporting tab are:

- | | |
|---------------------------|---|
| Vendor Type | The type of vendor as defined by your agency. This is used for reporting and edit list purposes, and allowing you to categorize vendor types any way your agency wants.

For example, you might set up vendor types such as TOUR, CRUISE, O/S SALES AGENT, INSURANCE, etc. Each type can be up to 30 characters long.

You can select an existing type from the drop down list box or enter a new vendor type to be added to the master table (maintained in Setup - Misc. Tables). |
| Preferred Vendor | Is this vendor one of your preferred accounts? You can build custom reports based on this field. |
| First/Last Activity Dates | First and last day your agency did business with the vendor. The Last field is automatically updated each time you post a transaction with this vendor but can be overwritten. |
| Tax ID 1 / 2 | Used for applicable registration numbers for tax purposes. For O/S agents and employees this can be their social security number.

Tax ID 1 triggers a 1099 for this vendor.
Tax ID 2 is for reference and custom reports only. |

Branches Tab

The Branches tab in the Vendor file is only accessible if your software version supports multi-branch capability.

Since all branches share the same database, this window lets you select which branches this vendor is associated with. Selected branches are indicated with an X at the far left side of the window.

<i>To...</i>	<i>Do This...</i>
Select or deselect a branch	Click on it with the mouse, or highlight it and press the space bar.
Select all branches	Select the All button
Deselect all branches	Select the None button. Only use this if you want to deselect all, in order to select only specific branches. A vendor must be assigned to at least one branch.

Defining Vendor Chain Codes

The **Chain Codes** button in the vendor file is used only for car and hotel vendors. This function is used to translate the 2-letter hotel/car chain codes from your CRS into TravCom car/hotel vendors. TravCom uses this table to determine how to correctly store interfaced hotel and car voucher bookings.

When vouchers are sent to TravCom via the Interface, TravCom associates the voucher with the vendor using that chain code. For example, if the PNR uses chain code DE and TravCom has a vendor file with DE attached, the record is stored for that vendor.



You must set up default car and hotel vendors - one for Miscellaneous Cars and one for Miscellaneous Hotels. For each of these vendors, assign chain code ZZ.

When the interface receives a record with chain code ZZ or another chain code which has not been set up in TravCom, then the record will go to the corresponding miscellaneous vendor account, and will use the commission percentage defined in that account.

To display or maintain chain codes for the current car or hotel vendor:

1. In the Vendor file, click on the **Chain Codes** button. The Chain Codes dialog box appears.
2. Indicate the vendor type (**Hotel** or **Car**).
3. Enter the 2-character chain code(s) for this vendor.

Although most vendors have only one chain code, you can enter multiple chain codes if required. For example, Hilton Hotels has a separate chain code for International and USA. Or you may want to combine several chains that represent one *group* of hotel chains, such as the Quality or Promus groups.

4. Click on **OK**.

Maintaining Notes About a Vendor

The **Notes** button at the bottom of the vendor window lets you display or maintain free-format notes about this vendor. When you have finished reading or updating the notes, click on **OK** to save and exit.

Using Browse to Change or Delete Multiple Vendor Records

The **Browse** button, which appears on the Vendor Maintenance window when you do not have a specific record displayed, lets you:

- browse through fields for all or a range of vendors
- edit any field for any vendor (except for the vendor number)
- make a global change to all tagged vendors
- delete all tagged vendors (provided that they have a zero balance)

Browsing for Vendor Records

To browse vendor records:

1. On the **Files** menu, select **Vendor**. The Vendor Maintenance window appears.
2. Click on **Browse**.

The Browse Vendor File window appears. By default, it shows all vendor records in numerical order. You can change the sort order and/or narrow down the list to a selected range of vendors:

<i>To...</i>	<i>Do this...</i>
Change sort to alphabetical	Select the Alphabetical Order radio button, and then click on Search . This is good for checking for duplicate vendor records.
View a range of vendors	Use the From/To Vendor fields to define a range of vendor numbers, and then click on Search .

3. Use the scroll bar to view all the fields for each vendor.
4. You can change any field for any vendor, except the **Vendor Number** field.



If you want to make changes to multiple vendor records, see the next section, *Changing Multiple Vendor Records*.

Changing Multiple Vendor Records

This is a great timesaving feature if your agency needs to make a change that affects all (or many) vendors. Instead of changing the field for each vendor individually, you can do a global “Replace” for all tagged records in the Browse window.

To change a field for multiple vendor records:

1. In the **Browse Vendor File** window, tag the vendors to be affected by the change.

To tag vendors you can:

- click on the empty field to the left of the vendor number.

An X indicates that the vendor has been tagged. Clicking again will remove the X and untag the vendor.

- use **Tag All** to automatically tag all vendors on the list.
 - use **Untag All** to automatically untag all vendors on the list.
2. On any vendor's line, click on the *field* that you want to change for all tagged vendors.
 3. Click on the **Replace Tagged Records** check box.

TravCom prompts you for the value you want to enter in that field, for all tagged vendors.

4. Enter the value to be put in that field (it will be replaced for every tagged vendor).



If the entry for that field is restricted, you must choose from the drop down list. For example, in the Vendor Type, you may only enter the ones you have set up via **Files-Set Up-Misc. Tables** or added to the tables when creating the vendor file.

5. Click on **OK**. The selected field is changed to your specified value for every vendor you have tagged.

Deleting Multiple Vendor Records

You cannot delete a vendor record unless the vendor's balance is zero. To delete one or more vendor records in the Browse function:

1. In the **Browse Vendor File** window, tag the vendors you want to delete.



CAUTION: Make sure that you tag the correct vendor records. There is no way to retrieve a record once it has been deleted.

2. Click on the **Delete Tagged Records** check box.

TravCom prompts for confirmation: *Delete all tagged vendors?*

3. Click on **Yes** to confirm (or **No** to cancel your request).



If a tagged vendor did not have a zero balance, that vendor will not be deleted. It will still appear as a tagged item in your Browse list. However, TravCom will delete all other tagged vendors that have zero balances.

Printing a Vendor Edit List

The **Edit List** button (available when you do not have a vendor record displayed on the screen) lets you display or print a vendor listing. You have the option of including or excluding vendors identified as Outside Sales Agents.

For general procedures on requesting an edit list see *General Rules for File Maintenance* earlier in this chapter.

Agent File Maintenance

The Agent File lets you create a record for each employee (inside or outside sales agent). Since TravCom records all sales activity by agent number, the agent files are used to monitor productivity and to record statistics. Therefore, each travel agent who works on your reservation system must be assigned a number in TravCom.

The agent number can be used as the ticketing agent or the booking agent.

Additionally, each person who will work on TravCom must have a record in the Agent File to record his or her Logon ID and password.

Guidelines for Assigning Agent Numbers

Agent number 000 is preloaded as the House Account. You can have multiple agents on file.

Here is a sample numbering system for your agent numbers:

1-49	Inside Sales Agents
50-100	Outside Sales Agents

Agent File: Field Descriptions

The Agent file has three tabs of information for each agent: General, Personnel, and Branches (for multi-branch agencies only). General information about the agent can be viewed by anyone who has access to the Agent file. Personnel information can only be viewed if you have logged on with the highest level of password.

General Tab

The following fields appear in the agent General tab:

Number	A unique 3-digit number for identification. TravCom puts in the leading zeros. (The agent number <i>must</i> start with a numeric, for example you could have 1AA or 12A etc.)
Code	A unique 2-character alphabetic code for identification. (The agent code <i>must</i> start with an alpha character.) It is necessary that you use the agent's reservation system sign-on code in <i>either</i> the Number <i>or</i> Code field. The CRS sign-on is automatically picked up and stored in each PNR. This ensures that the correct agent gets credit for the sale.
Name	The agent's name.
Address	The agent's street address (up to 2 lines, free format).
City	The agent's city name.

State/Prov	<p>2-letter state or province code.</p> <p>If you enter a code that TravCom doesn't recognize you will be asked if you want to add it to the master table.</p>
Postal Code	<p>The zip code.</p> <p>If you enter a zip code which is found in the Postal Codes table, the following occurs:</p> <ul style="list-style-type: none"> • TravCom automatically fills in the city, state/province and country which correspond to that zip code in the Postal Codes table. • The cursor goes to the city field, so that you can change the city, state/province, and country if the displayed values are not correct. <p>If the zip code you enter is not in the table, you must enter the other address fields manually.</p>
Country	The country for the agent's address.
Include Country...	Check box to indicate whether or not you want to include the country name with the mailing address.
Phone Numbers	Up to 3 telephone numbers for the agent. For each number you can specify a description, a telephone number (in any format), and an extension number.
Fax No.	The agent's fax number, if applicable.
E-Mail	The agent's E-mail address, if applicable.
Language	If this agent speaks Spanish you must tell the system here. When this agent signs into TravCom it will automatically change everything to Spanish.

Personnel Tab

The following fields are on the Personnel tab, which can be accessed only if you have signed on to TravCom with the highest level password:

Hire Date	The date the agent started working at your agency.
Term. Date	The date on which the agent ceased working at your agency.
Tax ID	The agent's Social Security Number.
Incentive Start	<p>The dollar amount of commission that the agent must earn for the agency within a specific period, (which could be a month, a quarter, or any date range), before the incentive becomes active. Incentive commission is calculated on commission earned in excess of this amount.</p> <p>The incentive is calculated and displayed on the Agent Commission Statement. However, TravCom does not automatically create a payable. If you use this type of incentive program you will need to create a payable for the incentive amount using the A/P Invoice posting function.</p>

Incentive %	<p>The percentage of your agency's commission that the agent receives as an incentive.</p> <p>For example, assume that the Incentive percentage is 5%, and the Incentive Start amount is \$5,000.00. During the period, which could be a month, a quarter, or any date range, the agent produces commissions totaling \$7,000.00. The Agent Commission Statement will show the incentive as 5% of \$2,000 (which is \$100). These three figures will appear on this statement.</p> <p>If the Incentive % is used without an Incentive Start TravCom will calculate the incentive on each sale individually. If no Incentive % is entered in an agent's file, an Agent Commission Statement will not be generated at all.</p>
Password	<p>The agent's TravCom Logon password (up to 6 characters).</p>
Password Level	<p>The password security level for this agent (1 through 6).</p> <p>Password levels define what the agent can and cannot do in TravCom. They are defined in Setup - Passwords, as described in Chapter 3.</p> <p>The Master Password, which can be used by any agent who knows it, overrides this password and allows the user full access to all functions in TravCom.</p>

Branches Tab

The Branches tab in the Agent file is only accessible if your software version supports multi-branch capability.

Since all branches share the same database this window lets you select which branches this agent is associated with. Selected branches are indicated with an X at the far left side of the window.

To...	Do This...
Select or deselect a branch	Click on it with the mouse or highlight it and press the space bar
Select all branches	Click on the All button
Deselect all branches	Click on the None button. Only use this if you want to deselect all, in order to select only specific branches. An agent <i>must</i> be assigned to at least one branch.



When adding a new agent record, it will automatically be added to the branch you are currently signed into.

Maintaining Notes About an Agent

For each agent, the **Notes** button at the bottom of the window lets you display or maintain free-format notes. When you have finished reading or updating the notes click on **OK** to save and exit.

Printing an Agent Edit List

The **Edit List** button (available when you do not have an Agent record displayed on the screen) lets you display or print an agent listing.

For general procedures on requesting an edit list see *General Rules for File Maintenance* earlier in this chapter.

Airline File Maintenance

Most major airline codes are pre-defined for you in TravCom. However, you may need to display, add, change, or delete airline codes.

Airline File: Field Descriptions

Airline Number	The 3-digit number on the carrier identification plate. You can view an existing record by entering the Airline Number or Airline Code in this field.
Airline Code	The two-character airline code. This is the field that TravCom will use for sorting when you request airlines to be sorted alphabetically.
Airline Name	The name of the airline as you would like it to appear on reports.
Preferred Airline	Is this airline a preferred airline for your agency? When you run the Airline Volume report you will have the option to print for all airlines, preferred only or non-preferred.
Exemptions	For countries with VAT a check box indicating whether the airline is VAT or PST exempt

Printing an Airline Edit List

The **Edit List** button (available when you do not have a record displayed on the screen) lets you display or print an airline listing. For general procedures on requesting an edit list see *General Rules for File Maintenance* earlier in this chapter.

General Ledger File Maintenance

In TravCom’s General Ledger file there are three main activities you will perform:

- Maintaining your agency’s chart of General Ledger accounts
- Defining defaults for your agency’s General Ledger, such as:
 - Default posting accounts
 - Cash accounts
 - Format for financial statements
- Defining the Current Posting Month and the Fiscal Year end (when you first install TravCom or if you add a new branch)

About the Pre-built Chart of Accounts

TravCom has a pre-built General Ledger Chart of Accounts. This chart of accounts is flexible - you can change the structure as required for your business.

The pre-built chart of accounts is based on Sales/Cost of Sales accounting, with one each Accounts Receivable and Accounts Payable control accounts. The structure is:

<i>Account Numbers...</i>	<i>Are used for ...</i>
1000 - 1999	Asset Accounts
2000 - 2999	Liability Accounts
3000 - 3999	Capital Accounts
4000 - 4999	Income Accounts
5000 - 5999	Expense Accounts

Other accounts are used for formatting your financial statements. These are given other account types such as “Format: Centered Heading” or “Total: Level 1.”

If you use multi-branching or divisions the chart of accounts is shared by all branches and divisions.

Categories in the Chart of Accounts

Asset Accounts	These accounts usually have positive (debit) balances. A positive (debit) increases the value of this account and a negative (credit) decreases the value. These accounts show the things the agency owns, such as bank accounts and furniture.
Liability Accounts	These accounts usually have a negative (credit) balances. A negative (credit) increases the value of the account and a positive (debit) decreases the value. These accounts show the amount of money the agency will eventually pay, such as your payroll withholding taxes and outstanding loans.

Maintaining Agency Data Files

Capital Accounts	These accounts reflect the agency's capital or equity, such as Retained Earnings or Common Shares. A negative (credit) increases your equity/capital and a positive (debit) decreases it.
Income Accounts	These accounts are for recording income (revenue), such as Sales and Hotel/Car Voucher commissions. A negative (credit) increases your income and a positive (debit) decreases it.
Expense Accounts	These accounts are for recording your agency's cost of sales and expenses, such as telephone, office supplies, wages, rent, discounts, etc. Payment of an expense is recorded as a positive (debit). A decrease to an expense (such as an expense refund received) is recorded as a negative (credit).

Maintaining Your G/L Accounts



CAUTION: If you change or delete a G/L account that has been included on the Posting Account or Cash Account tabs you will need to update the list of Posting Accounts and/or Cash Accounts.

See *Defining Posting Accounts* and *Defining Cash Accounts* later in this section for more details.

General Ledger: Field Descriptions

Four tabs are branch specific, marked with an asterisk (*). They are Financial Statements, Current Balances, Previous Balances and Budgets.

The fields on the General tab are:

G/L Account A unique number for identification (up to 8 digits). TravCom enters leading

	zeroes.
Description	A description of the account. This is the name that will appear on the Financial Statements.
Sort Key	Enter a short name for the account to be used for alphabetic sorting and querying. For example, you might enter TOURS for your Tour Sales income account.
Account Type	Select an account type from the drop-down list box. Five account types in the list are used for posting transactions. They are: <ul style="list-style-type: none"> -Asset -Liability -Capital -Income -Expense <p>The other account types on the list are “Format Account Types,” used to format the Balance Sheet/ Financial Statement with headings and totals. These format accounts include:</p> <ul style="list-style-type: none"> -First Income/Expense Account -Net Income Account (used to transfer the net income from the Income Statement to Balance Sheet) -Format: Heading -Format: Centered Heading -Format: Skip to Top of Page -Total: Level 1 -- through Total: Level 5 -Clear Total: Level 1 -- through Clear Total: Level 5 <p>To specify some account types you can type the first letter in this field (for example, A for Asset, L for Liability, etc.)</p>
Print On	Except for format accounts this defaults to the appropriate choice (Financial Statement or Balance Sheet) as defined by the Account Type you have selected. Format accounts are used on both reports. For example, Asset accounts default to the Balance Sheet; Expense accounts default to the Financial Statement.
	 <p>WARNING: Be careful -- TravCom does allow you to change the Print On option (for example, to print an Asset account on the Financial Statement rather than the Balance Sheet). In general, you should ensure that Asset, Liability and Capital accounts are attached to the Balance Sheet, and Income and Expense accounts are attached to the Financial Statement.</p>
Print in Column... on Balance Sheet	This appears only if you selected Print On Balance Sheet . Select the report column number in which this account should appear. You can use column 1, 2 or 3, to produce a tiered balance sheet.

	For example, you might want to have numbers print in a single column, or you might prefer individual balances to print in one column and subtotals/totals to appear to the right in another column.
Print on Summary Financial Statement	This appears only if you selected Print On Financial Statement . Indicate whether or not to include this account on the <i>summary</i> financial statement. (All accounts will appear on the <i>detail</i> financial statement, but the summary statement only prints format accounts and those accounts you have indicated using this check box.)
Print on Supporting Schedules	Select which supporting schedule(s) you want this G/L account to print on. You must build the supporting schedules by using Crystal Reports.

Displaying Current Balances, Previous Balances, and Budgets

When you have a G/L account displayed in the General tab, tabs become enabled for **Current Balances** and **Previous Balances**. If you are looking at an Income Statement account, a third tab is available for **Budgets**.

If your agency is Divisional, a **Division** drop-down box lets you define the division for the income statement accounts. The Balance Sheet is not divisional.

These tabs are branch specific, marked with an asterisk (*). The values displayed are for the active branch only.

- The **Current Balances** tab shows Month to Date, Year to Date, Next Month, and Last Month EOM (end of month) balances. This information is for statistics only and cannot be changed from this screen.
- The **Previous Balances** tab shows Month to Date or Year to Date balances by division (if applicable) and month. These figures are used in printing the financial statements and cannot be changed from this screen.

By clicking on the Month to Date radio button you will see actual month totals. If you click on the Year to Date button you will see the accumulated year-to-date totals.

- The **Budgets** tab is only available for Income Statement accounts (not Balance Sheet accounts). It shows fields for every calendar month, allowing you to record budgeted values for the account.

The budget information is for statistics only. Changing the numbers will have no effect on accounting. Use this tab only if you will be designing a budget report in Crystal Reports.

If you are using multiple divisions and want to budget each division, select the division number, click on the month you want to update, and enter the budget value. Click on Update only when you have completed entries for all months.

Defining Posting Accounts

This function lets you define which General Ledger accounts should be used for various posting functions. TravCom uses these accounts when automatically posting certain types of transactions. Generally, you will set this up when you first begin using TravCom and will not need to change it.



CAUTION: If you change or delete a G/L account that has been included on this screen, you will need to update this list.

You can only access these tabs when there is no G/L account displayed.

To define posting accounts:

1. On the General Ledger Maintenance window select the **Posting Accounts** tab.

Here is an example (your G/L account numbers may be different depending on your chart of accounts):

Account Name	G/L Number	Action
O/S Comm. Payable	00002020	▼
O/S Expense	00005070	▼
Bank Interest Income	00004030	▼
Bank Service Charges	00005135	▼
Prev. Retained Earnings	00002770	▼
Cross-Branch Clearing	00001140	▼
Currency Exchange	00001080	▼

* Tab is branch specific

Edit List Quit

You must define a posting account for each function so that TravCom can correctly keep track of the accounting. The posting accounts are:

- O/S Comm. Payable -- The account in which outside sales agents' commission will accrue on each sale (a liability account). Transaction detail will appear on the Aged Schedule of Accounts Payable.
- O/S Expense -- The account to which outside sales agents' commission is expensed (an expense account).
- Bank Interest Income -- Interest income paid by a financial institution and entered in the bank reconciliation function will appear on the Adjustment Journal and be posted to this account (an income account).

- Bank Service Charges -- Service charges paid to a financial institution and entered in the bank reconciliation function will appear on the Adjustment Journal and will be posted to this account (an expense account).
- Prev. Retained Earnings -- The account used by the function **Close Fiscal Year** to clear the current year's profit (or loss) in preparation of the new year. This is required in order to close your fiscal year.
- Cross-Branch Clearing -- Available only if your version of TravCom software has multi-branch functionality. This allows you to post across different branches (for example, an A/P Invoice could be charged 50% to Branch 1 and 50% to Branch 2).
- Currency Exchange -- The account where the foreign exchange difference calculated on the exchange rates stored in Setup are posted. This account is necessary if you have one or more foreign bank accounts.



When creating a currency exchange account you must select a number that follows all of your cash (bank) accounts. The account may be placed anywhere within the Assets, Liabilities or Capital accounts, as long as there are *no cash accounts* after the currency exchange account number. For example, say your cash accounts include 1030, 1050 and 1060, and the "Total Cash" format account is 1100, as provided in the pre-loaded Chart of Accounts. You might create account 1090 or 1105 as your currency exchange account.

2. For each function select the appropriate account to be used.
To select an account type the account number or sort key, or select an account from the drop-down list.



The account must already exist in your Chart of Accounts before it can be selected as a posting account.

Defining Cash Accounts

The Cash Accounts tab in the General Ledger file lets you define which G/L accounts you may use when posting Cash Receipts and Checks. It also lets you define your foreign bank accounts if you have built additional currencies.



Accounts on this list are the only bank accounts that are accessible in Cash Receipts and Cash Disbursements. The first account for each currency type on this list should be the bank account you use most frequently -- it will appear as the default account in posting functions.

You can **Add**, **Edit** or **Delete** the cash accounts listed in this tab.

If you **Add** or **Edit** an account, you will be prompted for:

- the account number for the **Cash Account** (this must be an existing G/L account number)
- the **Next Check** number on that account (used as the default check number in Check Posting)

- the **Currency** for this account

For multi-branch locations all bank accounts must be listed here.



You cannot delete the first (default) cash account. To change which bank account is the default, you may **Edit** the first cash account listed on this tab and change the account number and next check number. Then **Add** back the account you have just removed from the first line. This will change the default bank account for all posting functions.

If you wish to change the default account for only certain posting functions, you must select and save a default bank account from within that posting function. Changing the default bank account in this manner is discussed in detail in *Chapter 6, Accounts Receivable Posting* and *Chapter 7, Accounts Payable Posting*.

Defining Current Posting Month, Fiscal Year End, and Titles for Financial Statements

Even though the general ledger database is shared by all active branches, the Financial Statements tab window is branch specific and lets you:

- customize the title and notes to print on your financial statements
- define the current fiscal period (when you first install TravCom)
- define the last month of your fiscal year



If your agency's version of TravCom supports multi-branching all fields on this tab window are branch-specific. This Tab window is marked with an asterisk (*). Changes affect only the branch you are currently logged in to.

For more information on setting up multiple branches in TravCom, see *Chapter 14, Working With Multiple Branches*.

Here is an example of the Financial Statements screen:

The screenshot shows a software window titled "General Ledger Maintenance" with a sub-tab "Financial Statements*". The window contains several input fields and a checkbox. The "Financial Statement Title" field contains "STATEMENT OF FINANCIAL CONDITION". The "Balance Sheet Title" field contains "BALANCE SHEET". The "Balance Sheet Notes" field contains "CONFIDENTIAL INFORMATION". The "Current Posting Month" field contains the number "1". The "Last Month of Fiscal Year" field contains the number "12". A checkbox labeled "Print Comparative Statements" is checked. At the bottom of the window, there are two buttons: "Edit List" and "Quit". A note at the bottom left of the window states "* Tab is branch specific".

Maintaining Agency Data Files

For both the Financial Statement (also called an Income Statement or Profit and Loss Statement) and the Balance Sheet you can define:

- a title to appear at the top of the report
- notes to appear at the bottom of the report

Financial Statement Title Enter the title of your financial statement (up to 50 characters), as you would like it to appear on the top of the report.

If you want TravCom to automatically include the appropriate month and year as part of the title, use the characters #####. For example, if you enter **FINANCIAL STATEMENT FOR #####**, and the current month is June 2000, when selecting to print the Financial Statement for the current month TravCom will print **FINANCIAL STATEMENT FOR JUNE 2000** on the report. It will print the correspondent month and year as part of the report title, depending on what selection you made when in **Reports – General Ledger – Financial Statement/Balance Sheet**.

Financial Statement Notes Enter any notes you would like to have printed at the bottom of your report. You may enter up to two lines, up to 50 characters each.

If you would like to break the notes section for signatures you can separate the information with double slashes “//” as follows:

Note 1: JOHN SMITH//OWNER

Note 2: BARBARA JOHNSON//ACCOUNTANT

These would appear as follows on the report, along with a signature line:

JOHN SMITH	BARBARA JOHNSON
OWNER	ACCOUNTANT

Balance Sheet Title Enter the title of your balance sheet (up to 50 characters), as you would like it to appear on the top of the report.

If you want TravCom to automatically include the appropriate month and year as part of the title, use the characters #####. For example, if you enter **BALANCE SHEET FOR #####**, and the current month is June 2000, when selecting to print the Financial Statement for the current month TravCom will print **BALANCE SHEET FOR JUNE 2000** on the report. It will print the correspondent month and year as part of the report title, depending on what selection you made when in **Reports – General Ledger – Financial Statement/Balance Sheet**.

Balance Sheet Notes Enter any notes you would like to have printed at the bottom of your report. You may enter up to two lines, up to 50 characters each.

If you would like to break the notes section for signatures you can separate the information with double slashes “//” as follows:

Note 1: JOHN SMITH//OWNER

Note 2: BARBARA JOHNSON//ACCOUNTANT

These would appear as follows on the report, along with a signature line:

JOHN SMITH	BARBARA JOHNSON
OWNER	ACCOUNTANT

On this tab you also define whether or not to print comparative statements. A comparative statement prints the previous year's figures to the right of the current year's figures.

Two other fields are very important:

Current Posting Month When you first install TravCom enter the calendar month number (1-12) for the current posting month. For example, if you "Go Live" with TravCom in May you would enter **5**.

This month number will be automatically incremented when you close each month (see *Chapter 12, Periodic Functions & Journals* for more details on how to close the current month).

Last Month of Fiscal Year Enter the calendar month number (1-12) for the last month in your agency's fiscal year. For example, if your fiscal year end is June 30 you would enter **6**.



DO NOT change the **Current Posting Month** after you have gone live on TravCom. The only way this field should be changed is automatically when you perform a **Close Current Month**. If the month is manually changed in this field TravCom will not be able to properly clear the MTD transactions and open a new accounting period.

When you **Close Current Month** you will get a separation of sales between accounting periods.

Printing a G/L Edit List

The **Edit List** button (available when you do not have a G/L account displayed on the screen) lets you display or print a full or partial listing of your chart of accounts.

You can select a range of accounts by number or all accounts. You can also define a sort order for the report (numerical by G/L account number or alphabetical by sort key).

For general procedures on requesting an edit list see *General Rules for File Maintenance* earlier in this chapter.

City File Maintenance

TravCom's City File lets you maintain Airport Codes and Rail Codes, and the associated city names. Many codes are pre-loaded into this file for you.

Here is an example of a City Maintenance screen:

The screenshot shows a window titled "City Maintenance" with a blue title bar. Inside, there's a "City Code Type" section with two radio buttons: "Airport Code" (selected) and "Rail Code". Below that is a "City Code" field with a text box containing "LAX" and a small downward arrow icon. To the right is a "Search By" section with two radio buttons: "City Code" (selected) and "City Name". Below these are three text input fields: "Location" (containing "LOS ANGELES, CA"), "Alternate", and "Region". At the bottom are three buttons: "Update", "Delete", and "Cancel".

City File: Field Descriptions

City Code Type	The type of code you want to display or maintain (Airport Codes or Rail Codes).
City Code	The 3-character airport or rail code. If you use the drop-down list, only codes of the type you previously selected will appear. You can change the order in which cities appear in the drop-down list using Search By radio buttons
Search By	Identify the sort order for records to appear in the City Code drop-down list. The list can be sorted alphabetically by city code or city name.
Location	The associated location. This can be in any format (such as the name of the city, state or province, and country).
Alternate	An alternate 3-character code for this city. This is for reference only, for use on custom reports.
Region	Travel region, if applicable. Can be used to identify different geographical regions. For example, you might make USA region 0, Canada region 9, etc.... This is for reference only, for use on custom reports.

Printing a City Codes Edit List

The **Edit List** button (available when you do not have a record displayed on the screen) lets you display or print a listing of city codes. You can request airline cities, or rail cities, or both. For general procedures on requesting an edit list see *General Rules for File Maintenance* earlier in this chapter.

Chapter 5

Interface with Your Reservation System

About the TravCom Interface

Interface is how TravCom for Windows receives information directly from your reservation system(s).

This is a one-way communication; information cannot be sent from TravCom to the reservation system, and this link cannot be used by anyone to access your files.

The interface function lets you:

- transfer information at your convenience via a cable linking the two systems (Worldspan's Image-to-Disk interface and Sabre-Net platform do not require a cable).
- correct any errors in the data received.
- post the sales and vouchers into your databases.

The Interface consists of four holding areas (A through D), into which you transfer sale and voucher records from your reservation system(s).

Records are stored in these holding areas so that you can verify and correct them as necessary prior to posting them to your clients, vendors, general ledger, etc.... Reservation information that has been received through the interface is not stored in TravCom's financial records until you actually post those records.

Here is an overview of the interface cycle. Each step is described in detail in this chapter.

1. Receive data from your reservation system(s) into the selected Interface area (A through D).
2. Verify the processed data using the Interface Edit List and Verification List.
3. Make any corrections necessary using Edit Data.
4. Run a new Verification List to confirm all errors have been corrected (optional).
5. Post the interface data.

Installing the Interface

Before You Begin

Before you can begin using TravCom's interface you must:

- Ensure that you have a dedicated communications port available on your computer*.
- Check that your interface cable is properly set up.

TravCom receives interface data via a serial cable*. If the cable is provided by your reservation system an adapter is usually not necessary. If the cable is *not* supplied you will need to purchase one.

Amadeus will provide an **RJ45** cable with an adapter to your serial port.

For Apollo or Worldspan you should purchase a **25-pin straight through RS232** cable.

For Sabre you should purchase a **null modem** cable. This can be a **9-pin** or **25-pin** cable as required to fit your communications port. You can also purchase a **25-pin straight through RS232** cable

- Ensure that the interface has been set up correctly in TravCom and on your reservation system.

On TravCom, use the **Install Interface** function to define which reservation system(s) you are using and how the information will be sent. This is discussed in detail in the *Installing a Standard (Cable) Interface* and *Installing Image-to-Disk Interface* sections starting on page 5-3.

Your reservation system may require hardware or system modifications if you have not previously interfaced. Check with your CRS sales representative to be certain you are set up to interface to TravCom.

- Provide your agents with the formats they will need to enter in each PNR to correctly transfer entries to TravCom.

The standard booking/ticketing/invoicing entries for your reservations system will remain the same. Additional accounting PNR fields have been added to allow greater flexibility. If you will be using Crystal Reports to create your own corporate management reports you might also use optional entries such as Purchase Order numbers and Free Fields. Optional entries are described after the interface commands for each reservation system, later in this chapter.

* Image-to-disk interface or Sabre-Net do not use a communications port. See *Installing Image to Disk Interface* starting on page 5-4.

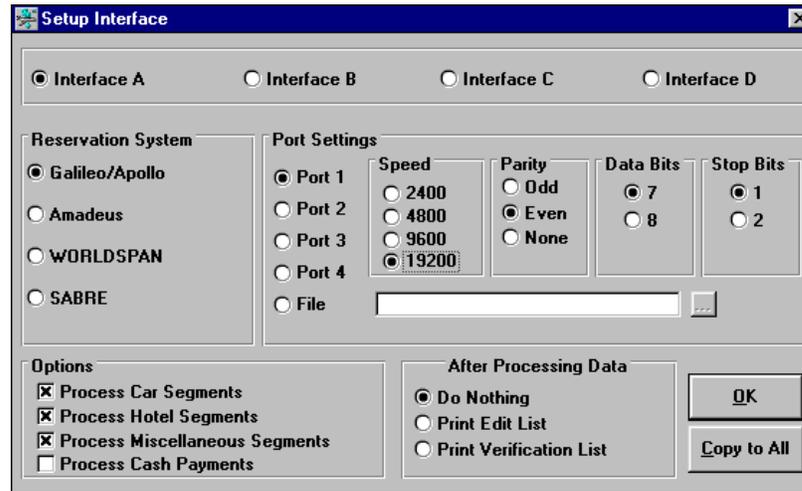
Installing a Standard (Cable) Interface

When you first set up your interface you will need to tell TravCom which reservation system(s) you are using and define communication information to tell TravCom how to receive interface data.

To install the interface or to view or change the settings:

1. On the **Interface** menu select **Install Interface**.

The Setup Interface window appears.



2. Select the interface you are setting up or modifying (for example, Interface A).

In most cases your settings will be identical for each interface (A through D). However, you can have different settings for each interface. For example, you might use interfaces A and B for different reservation systems.

3. Use the radio buttons to select the reservation system that is to be linked to this interface.
4. Select the port or file from which interface records will be received.

This will generally be the serial port on your computer to which the interface cable from the reservation system is attached.

If your reservation system is Worldspan and you will be using the image-to-disk interface option or you are using Sabre-Net, skip to the section titled *Installing Image-to-Disk Interface* starting on page 5-4.

5. When you have selected a port (1-4) define the following settings:

Speed	the baud rate at which the reservation system sends records to TravCom.
Parity	the parity used by the reservation system.
Data Bits	the number of data bits sent by the reservation system.

Stop Bits the number of stop bits sent by the reservation system.

Your reservation system representative, trainer or help desk must provide these settings for your agency.



Remember that each CRS will use its own settings. You must verify these entries with each reservation system your agency has and from which you plan to transfer records to TravCom.

6. In the **Options** box use the check boxes to select whether or not you want TravCom to:
 - process interfaced car and/or hotel segments as vouchers. This is usually enabled for the tracking of commissions and for corporate reporting.
 - process miscellaneous non-A.R.C. segments through the interface, such as tour and cruise segments. This refers to Galileo/Apollo's TUR segments, Worldspan's TVL segments and SABRE's ACSUP lines.
 - process cash payments (cash receipts) as entered by the agents into PNRs. If this is enabled, TravCom reads the amount collected and adds it to your current bank deposit and general ledger bank account. This is usually *disabled* so that the bookkeeper (or TravCom operator) can control when the cash receipts are posted.

7. In the **After Processing Data** box define what you want TravCom to do once data has been received and processed.

You can have TravCom automatically print an **Edit List** or a **Verification List** after processing data. If you select **Do Nothing** TravCom will return to the main menu; you can request the Edit List and/or Verify Data reports from the Interface menu at any time until the records are posted.

It is recommended that you select the option to print an Edit List after processing when you first start using TravCom, as you will need this report to correct interface data. If you feel later that this report is not necessary you can change this setting at any time.

8. You have now finished defining settings for interface A. You can now:
 - select the **Copy to All** button to copy these setting to the other interfaces. Do not use **Copy to All** if you have two or more reservation systems; you must set up each CRS separately as each will require its own settings in Install Interface.
 - repeat all steps for any other interfaces you will use (B-D).
9. Select **OK** to save your changes and exit from this function.

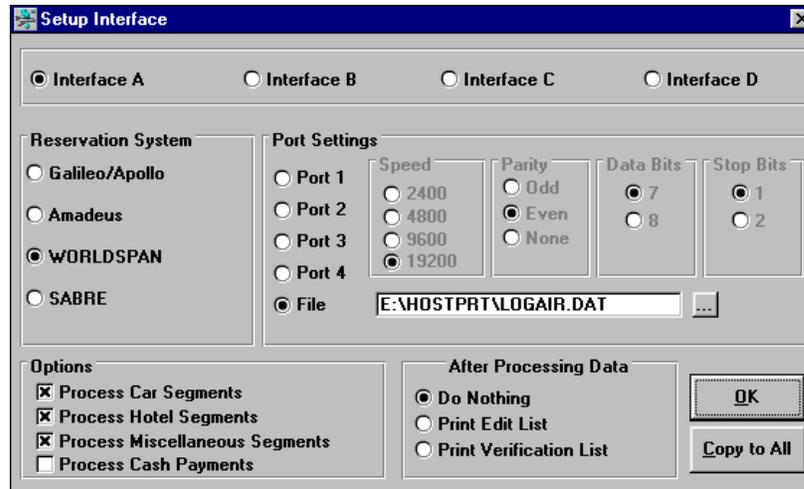
Installing Image-to-Disk Interface

Image-to-Disk interface is available for Worldspan and Sabre Net. In order to use this type of cableless interface, you must have installed TravCom onto the Worldspan or Sabre network and Worldspan or Sabre must configure the interface for Image-to-Disk transfer.

To install the interface or to view or change the settings:

1. On the **Interface** menu select **Install Interface**.

The Setup Interface window appears.



2. Select the interface you are setting up or modifying (for example, Interface A).
In most cases your settings will be identical for each interface (A through D). However, you can have different settings for each interface. For example, you might use interfaces A and B for different reservation systems.
3. Use the radio buttons to select the reservation system that is to be linked to this interface (Worldspan).
4. Instead of selecting a port you will select **File**. Image-to-Disk interface does not require a communications (serial) port.
5. Speed, Parity, Data Bits and Stop Bits do not apply to cableless interface. Instead, you will enter the name of the file Worldspan has designated for the Image-to-Disk transfer. This is usually **E:\HOSTPRT\LOGAIR.DAT** but you should verify the file name for your agency with Worldspan. For Sabre agencies you must check with Sabre for the location and name of the file.
6. In the **Options** box use the check boxes to select whether or not you want TravCom to:
 - process interfaced car and/or hotel segments as vouchers. This is usually enabled for the tracking of commissions and for corporate reporting.
 - process miscellaneous non-A.R.C. segments through the interface, such as tour and cruise segments. This refers to Worldspan's TVL segments and Sabre's ACSUP Lines.
 - process cash payments (cash receipts) as entered by the agents into PNRs. If this is enabled, TravCom reads the amount collected and adds it to your current bank deposit and general ledger bank account. This is usually *disabled* so that the bookkeeper (or TravCom operator) can control when the cash receipts are posted.
7. In the **After Processing Data** box define what you want TravCom to do once data has been received and processed.

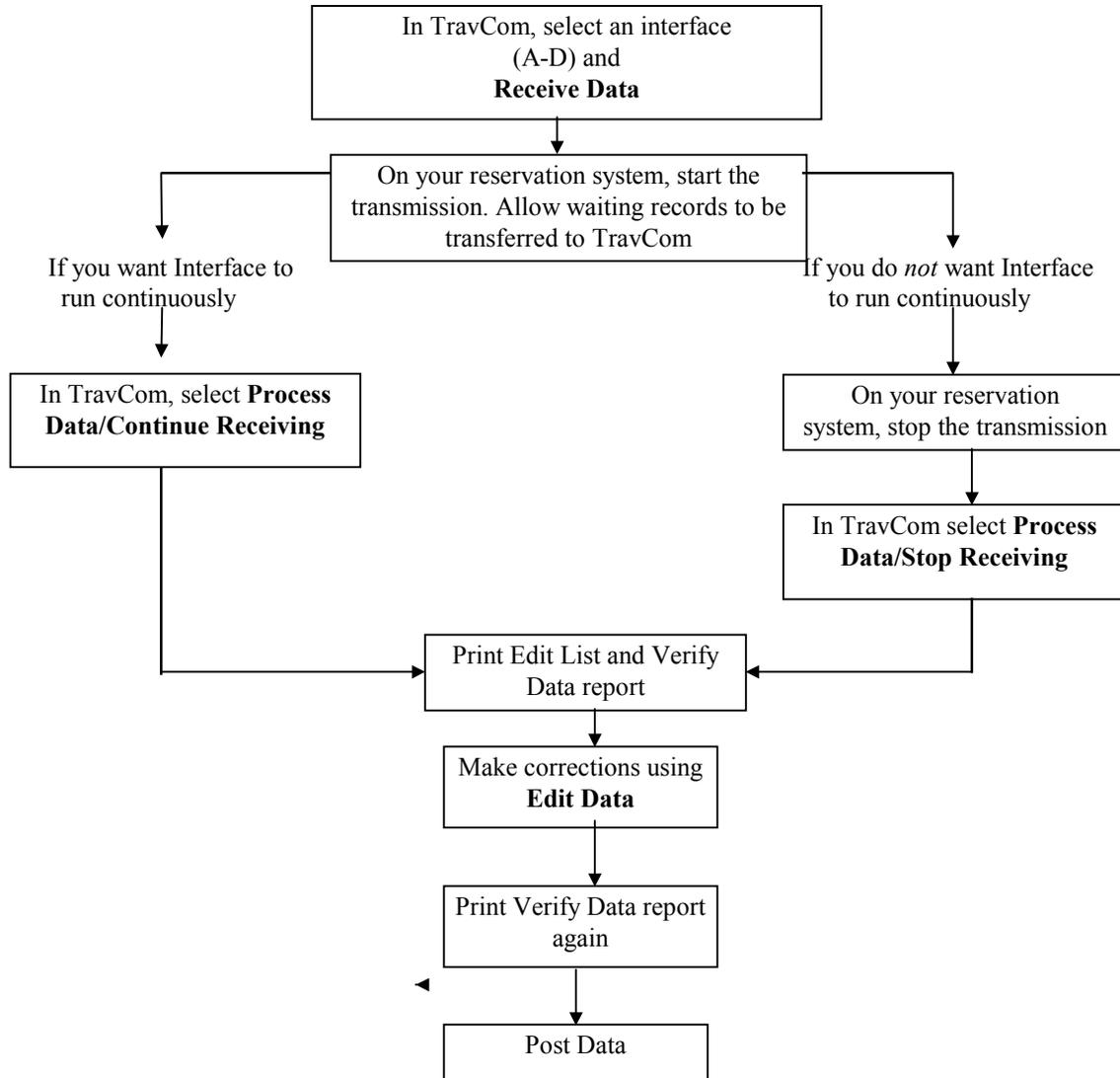
You can have TravCom automatically print an **Edit List** or a **Verification List** after processing data. If you select **Do Nothing** TravCom will return to the main menu; you can request the Edit List and/or Verify Data reports from the Interface menu at any time until the records are posted.

It is recommended that you select the option to print an Edit List after processing when you first start using TravCom, as you will need this report to correct interface data. If you feel later that this report is not necessary you can change this setting at any time.

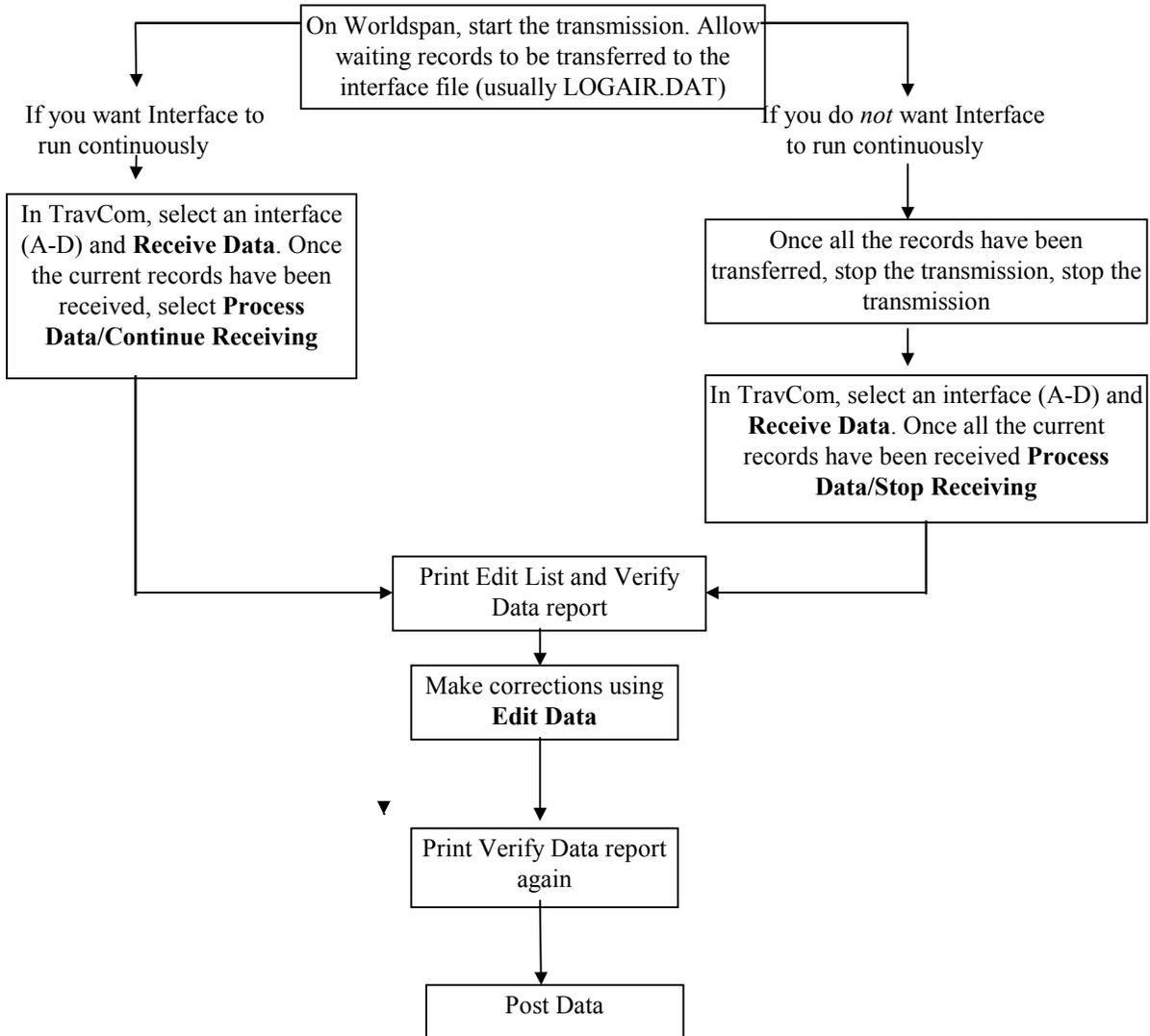
8. You have now finished defining settings for interface A. You can now:
 - select the **Copy to All** button to copy these setting to the other interfaces. Do not use **Copy to All** if you have two or more reservation systems; you must set up each CRS separately as each will require it's own settings in Install Interface.
 - repeat all steps for any other interfaces you will use (B-D).
9. Select **OK** to save your changes and exit from this function.

Using the Interface

Overview of Steps to Follow, Cable Interface



Overview of Steps to Follow, Image-to-Disk Interface



Receiving and Processing Interface Data

Continuous vs. Non-Continuous Receive

Transaction records are stored in a queue in your reservation system until TravCom is ready to receive them. TravCom allows you to receive and process data in two ways:

- **Continuous Receive.** This method lets you continue receiving interface records from your reservation system while you perform other tasks in TravCom such as processing and correcting data, doing manual postings, printing reports, etc....

This method means that you do not need to stop the interface in your reservation system, until you are ready to exit TravCom. However, you will find that using continuous receive may slow down the performance of TravCom on your PC.

- **Non-Continuous Receive.** This method lets you control the receipt of interface records. When you start the interface all queued records are received into TravCom. You can then process those records and stop receiving new ones. You must stop the interface in your reservation system so that all new records will again be queued until the next time you choose to receive data into TravCom.

If You Have Multiple Branches

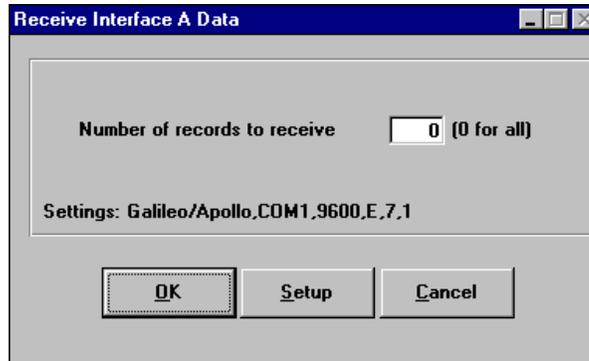
If your agency's version of TravCom allows multi-branching TravCom can receive and process data for multiple branches. The data for all branches can be sent together from your CRS to TravCom. TravCom then processes each record in the data to the correct branch based on the branch IATA number(s). If you have a branch or branch's that are non-arc approved so that your main office is reporting them on their ARC report then you must put your main IATA number in each location (see *Chapter3, Maintaining your Agency Setup, IATA Numbers*).

How to Receive the Data

To receive data from your reservation system:

1. On the **Interface** menu select the interface you want to receive data into (A through D), then select **Receive Data**.

The Receive Interface Data window appears.



Notice that the communication settings for this interface are listed in the window for quick verification. If you need to change these settings click on **Setup** to access the Setup Interface window. For details on how to change your settings see *Installing the Interface* sections starting on page 5-2.

2. Specify the number of records to receive. The default is 0 (to receive all records). Remember that a single record can contain multiple ticket/invoice sales.

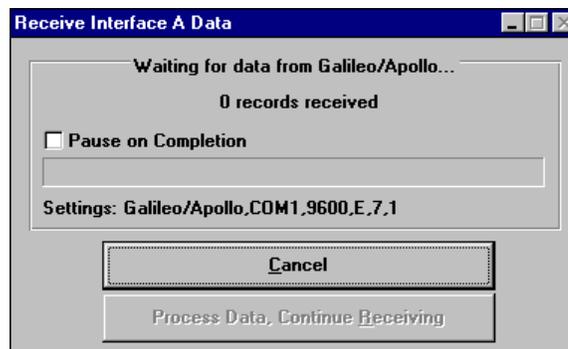
For specific CRS formats for checking the number of records to receive see the section on *CRS Entries Which Affect the Interface* later in this chapter or refer to your reservation system documentation.



If you are using Worldspan Image-to-disk or Sabre-Net interface, you must send all of the interface records *before* you prepare TravCom to receive them.

3. Click on **OK**.

A “Waiting for Data” dialog box appears



Enable the **Pause on Completion** check box if you want the Processing dialog box to stay on the screen after all data is received and processed. This allows you to view the number of records processed, invoices created and any records discarded before you continue to Verify and Edit the Interface Data.

If you have already received and processed data on this Interface, a warning message appears, *Interface data exists!*

Click on...	To...
Cancel	Cancel and exit this function.
Append	Keep the existing data and add new data.
Replace	Delete the existing data and replace it with the new data.

- On a reservation terminal start the transmission so that records are passed from your reservation system into the interface.

For specific CRS formats for turning on the interface, see the section on *CRS Entries Which Affect the Interface* later in this chapter or refer to your reservation system documentation.

The data window shows records being received.

- When at least one record has been received, two buttons become active, **Process Data, Stop Receiving** and **Process Data, Continue Receiving**. Once all records in the interface queue have been received, select one of these two options:

- If you want to stop receiving new data and process the data just received, go to a reservation system terminal and stop the interface. Then in TravCom, click on **Process Data, Stop Receiving**.

For specific CRS formats for turning off the interface see the section on *CRS Entries Which Affect the Interface* later in this chapter or refer to your reservation system documentation.



CAUTION: Make sure that you stop your interface to avoid loss of additional records if you select the option **Process Data, Stop Receiving**

- If you want to process the data received and continue receiving new data into the interface, click on **Process Data, Continue Receiving**. TravCom will continue to receive interface records while you perform other functions.

When you are ready to process the additional records you must stop the transmission, and then click on **Process Data, Stop Receiving** to process the additional records received.

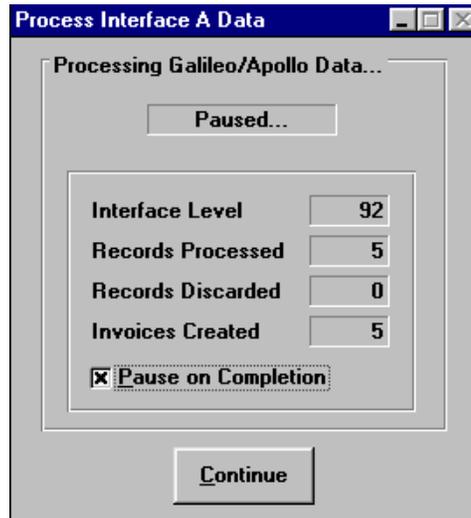


CAUTION: Make sure that you stop your interface and process any new records received to avoid loss of additional records before you exit the TravCom for Windows program or turn your computer off each night.

TravCom automatically processes the records it has received (which means that it changes the raw text of the interface records into a format which is readable on the screen). As records are processed the corresponding invoice numbers appear in the dialog box.

- When processing is complete TravCom will:

- return to the menu or print the Edit List or Verification List (as set up in **Interface - Install Interface**) if you have not marked the **Pause on Completion** check box.
- display the following screen if you have marked the **Pause on Completion** check box.



This screen shows the following information:

- ⇒ **Interface Level** -- established by the reservation system.
- ⇒ **Records Processed** -- the number of interface records received.
- ⇒ **Records Discarded** -- the number of interface records that did not contain information for processing by TravCom (for example, a tour segment without an appropriate product code).
- ⇒ **Invoices Created** -- the number of invoices that will appear on your Edit List for this session. If a modifier for separate invoices per passenger was used, this number could be greater than the number of records received.

Click on **Continue**. TravCom will return to the main menu or print the Edit List or Verification List (as set up in **Interface - Install Interface**).

If you display the Interface menu for the interface you just received into, you will notice that **Receive Data** and **Process Data** each show a check mark indicating that these steps have been completed. If you have automatically printed the Edit List then this option will also now show a check mark.

Processing Interface Data

The **Process Data** function transforms all the records just received from the reservation system into TravCom format.



This function is usually performed automatically when records are received using the **Receive Data** function. You will notice a check mark beside this option after data is received and processed.

You only need to request processing via this menu option when you need to process raw data that has already been received. This is usually only necessary when a problem such as a power fluctuation occurs while you are receiving interface and the computer is shut down. It can also be used, for example, if you received and processed data but did not have the correct interface settings in Install Interface (such as the check box for cars and hotels); you can reprocess the data to recapture these transactions.

If you simply want to append new records or replace existing records do not use this function. Use **Receive Data** instead.



Caution should always be used when selecting this option! Choosing Process Data at an incorrect time may result in a loss or duplication of records. Before selecting this option, it is recommended that you call TravCom support for assistance.

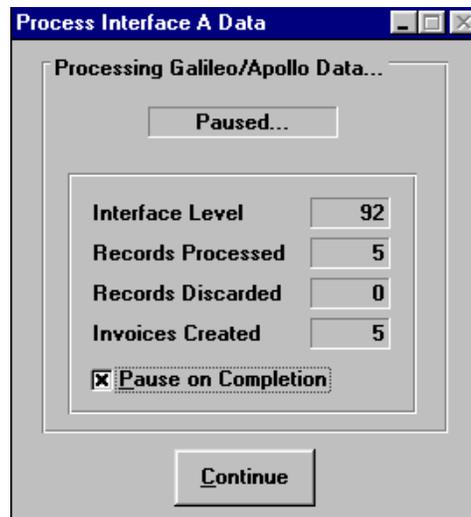
To process interface data:

2. On the **Interface** menu select the interface you are working with (A through D), then select **Process Data**.

If you have already received and processed data on this Interface, a warning message appears, *Interface data exists!*

Click on...	To...
Cancel	Cancel and exit this function.
Append	Keep the existing data and add new data.
Replace	Delete the existing data and replace it with the new data.

3. Enable the **Pause on completion** check box if you want the Processing dialog box to stay on the screen after all data is received and processed. This allows you to view the number of records processed, invoices created and any records discarded before you continue to Verify and Edit the Interface Data.
4. As records are processed the corresponding invoice numbers appear in the dialog box.
5. When processing is complete TravCom will:
 - return to the menu or print the Edit List or Verification List (as set up in **Interface - Install Interface**) if you have not marked the **Pause on Completion** check box.
 - Displays the following screen if you have marked the **Pause on Completion** check box.



This screen shows the following information:

- ⇒ **Interface Level** -- established by the reservation system.
- ⇒ **Records Processed** -- the number of interface records received.
- ⇒ **Records Discarded** -- the number of interface records that did not contain information for processing by TravCom (for example, a tour segment without an appropriate product code).
- ⇒ **Invoices Created** -- the number of invoices that will appear on your Edit List for this session. If a modifier for separate invoices per passenger was used, this number could be greater than the number of records received.

Click on **Continue**. TravCom will return to the main menu or print the Edit List or Verification List (as set up in **Interface - Install Interface**).

Printing an Interface Edit List

The Interface Edit List is a report of all interface records that were processed.

This report lets you see if there are any changes or corrections to be made to the interface data before you post.



In Install Interface you can set up your interface to print the Edit List automatically after processing. You can also request this report from the Interface menu at any time while the records are still in the interface (before you select **Post**).

To print the Edit List:

1. On the **Interface** menu, select the interface you are working with (A-D), and then select **Print Edit List**.

A standard Print Setup dialog box appears.

2. Define the printer or file to which you want the report to print. You can choose from a list of printers that have been installed using your Windows software.

It is not recommended that you print this report to a file due to the nature of the report.

3. If you want to preview the report on your screen first make sure that the **Print Preview** box is enabled and click on **Print**. Then define the **Number of Copies** to be printed.
4. Click on **Print**.

Understanding the Interface Edit List

On the Interface Edit List, each record is numbered and separated from the next by a horizontal line. The data fields for each record show information from the reservation system PNR.

The header of the report indicates the data fields for each record.

Each record is divided into three parts: General Invoice information, Sales/Invoice Detail and Vouchers.

- The General Invoice information includes:
 - ⇒ record number, invoice number, booking date and ticketing/invoice date, client, division (if applicable), branch (if applicable), IATA number, PNR locator number, agents, and outside sales agents (if applicable).
 - ⇒ the complete air itinerary.
- Sales /Invoice Detail includes:
 - ⇒ airline, ticket number, passenger or description, product codes for the sale, vendor, reference fare, low fare, exception code, routing code,
 - ⇒ published fare, selling fare, taxes, commission and penalty.

Interface with Your Reservation System

- ⇒ form of payment, tax code, GSA number, purchase order number, free fields, and outside sale agent commission amount.
- Vouchers information includes:
 - ⇒ confirmation number, product code for voucher, vendor number, chain code, vendor (property) address, dates, rate, total.
 - ⇒ city code, vendor name, vendor phone, room/car type, reference fare, low fare, exception code.
 - ⇒ free field information.

Editing or Correcting Interface Data

The **Edit Data** option lets you void, delete or modify the interface records before posting them into TravCom. You can correct information related to a single interface record or use the Browse function to change or delete multiple records.

There are two main types of corrections you may need to make to an interface record:

- If the information was entered incorrectly in the reservation system (for example, an agent entered the client number "10000" instead of "1000") you can make corrections in **Edit Data**.
- If the TravCom database files need to be updated (for example, you assigned number "10000" to a new client but have not yet entered it into the TravCom client database) you can make these changes in the Files functions.

The windows in Edit Data are:

- Invoice
- Sale
- Payment
- Commission
- Reporting
- Itinerary
- Vouchers
- Amounts

Within these windows, several buttons will be displayed:

<i>This button...</i>	<i>Lets you...</i>
Update	save all your changes to the interface record. You can click on Update from any tab window. You do not need to click on Update for each window individually. You will, however, be prompted to save your changes to the current transaction if you click on Next>> or <<Previous without first updating the record.
Delete Invoice	delete the entire invoice record. This button is only available on the Invoice and Itinerary windows. It will remove the invoice and all of its transactions from the interface; there will be no record of the invoice posted to the system. This is usually used to remove duplications.
Delete Ticket	delete the currently displayed ticket/sale item. All other transactions on this invoice remain valid. This button is only available on the Sale, Payment, Commission and Reporting windows There will be no record of the sale posted to the system. This is usually used to remove duplications.
Delete Voucher	delete the currently displayed voucher. All other transactions on this invoice remain valid. This button is only available on the Voucher and Amount windows. It is usually used to remove duplications.
Cancel	exit from this interface record without saving your changes. This button is

available on all tab windows. TravCom will prompt you for confirmation.

<<Previous and Next>> If there were multiple sales or vouchers on the PNR (for example, 3 tickets) the record will have multiple sales and/or voucher items and the **Next>>** and <<**Previous** buttons may be available on the Sale, Payment, Commission, Reporting, Voucher and Amounts windows. You can use them to view and correct each sale or voucher item that is part of this interface record.

Note that if the record includes one sale and one voucher, the **Next>>** and <<**Previous** will not be available, as the sale will be displayed on the Sale, Payment, Commission and Reporting windows and the voucher will be displayed on the Vouchers and Amounts windows.

If the agent requested separate invoices for each name in the PNR then the report will show a separate record for each sale, since the reservation system created separate invoice records.

Edit Interface: Field Descriptions

Many of the fields available on these windows are transferred via formats that are not provided by your reservation system. Detailed descriptions for these fields and instructions for entering them into PNRs are included in the section *Summary of CRS Entries Which Affect the Interface* starting on page 5-40.

Invoice Fields

This window includes information common to all transactions for the invoice. Changes you make on this window will affect all sales and vouchers in this record.

Invoice No.	The invoice number for this record. This is transferred via the standard CRS invoice field or the INV remark field.
Branch No.	The branch number to which this record belongs. This field appears only if your TravCom software version supports multiple branches and is determined by the IATA number on the PNR.
Client	The client number to which this sale applies. If the client account has been built in TravCom, the Client Name will appear beside the number. If the client account does not already exist in TravCom then the first passenger name on the record will be inserted. This is transferred via the standard CRS client account field or the CN field. If your reservation system is Apollo/Galileo, Worldspan or Amadeus, TravCom can import the client's name, address and telephone number from the PNR into the Files - Clients database. See the section on <i>Importing Client Information into TravCom</i> starting on page 5-29.
Department	If the client type is Corporate or Government (in Files - Clients , on the Marketing tab) and uses departments, the department for this record will appear here.

	This is transferred via the CD field.
Division	For agencies with the Divisional option activated (as defined in Files - Setup - System Customization) the agency division to which this sale should be applied.
	This is transferred via the DIV field.
IATA No.	The IATA number for this record.
	This is normally attached to each PNR by the CRS. If the IATA number is not listed in the PNR, TravCom uses the Pseudo City Code to determine the IATA number (based on the IATA table in Files - Setup - IATA Numbers).
Record Locator	The PNR record locator number assigned by your reservation system.
Invoice Date	The date this item was invoiced.
Booking Date	The date on which the transaction was booked, as determined by the PNR's original creation date.
Ticketing Date	The ticketing date as determined by the Invoice date. This is used to determine the A.R.C. reporting period for this transaction. This may be modified if you require a different ticketing date than the invoice date.
Booking Agent	The agent who booked the transaction.
	This is taken from the CRS sign-in code at the time the PNR was created, or the BA or AG field.
Ticketing Agent	The agent who ticketed the transaction.
	This is taken from the CRS sign-in code at the time the PNR was ticketed, or the TA or AG field.
O/S Agents 1 and 2	Outside sales agent vendor numbers, if applicable to this record.
	This is inserted by TravCom during the Processing stage and is determined in the Client File. These fields can be manually transferred from the CRS in the OS and OS2 fields.
Void Invoice	A check box indicating whether or not this invoice is void.
	Checking this box will cause the entire invoice to be accounted for as a void rather than valid sales and vouchers. The invoice will then show as void on the Sequential Invoice List and any controlled documents (such as A.R.C. tickets) will appear as void on the Sequential Ticket List(s) .
	If you want to void a single transaction from an invoice without voiding the entire invoice you must void the detail of the transaction. See the description for Void Ticket on the Sale window starting on page 5-20 and the description for Voucher Status on the Amounts window starting on page 5-26.
	This field cannot be transferred through the interface.

Sale Fields

This window includes information for a single transaction. Changes you make on this window will affect only the transaction displayed. If there are multiple sales on this record use the **Next>>** and **<<Previous** buttons to move through them and correct each one individually.

Pax/Desc	The passenger name or description for this transaction.
Ticket No.	The airline number and ticket/document number (for tickets). For non-A.R.C. sales, this may be the confirmation or booking number if entered into the TK or DOC field.
Product Code	The product code associated with this transaction. This field controls whether or not this transaction will appear on the A.R.C. report (or any other controlled report).
Tax Rate Code	If you have VAT or GST/PST, the tax rate code will be automatically entered here, as associated to the product code (in Files - Setup - Product Codes).
Currency	If your agency has multiple currencies set up in Files - Setup - Currencies , this field will show the currency for this transaction.
Exchanged For	The original ticket number if this is an exchange ticket.
E-Ticket	An Electronic Ticketing indicator showing that this document was issued as an electronic ticket.
Void Ticket	<p>A check box indicating whether or not this sale is void.</p> <p>Checking this box will cause the transaction to be accounted for as a void rather than a valid sale. The document will appear as void on the Sequential Ticket List.</p> <p>If you want to void the entire invoice, void the record from the Invoice window rather than each transaction detail individually. See the description for Void Invoice on the Invoice window starting on page 5-18.</p> <p>This field cannot be transferred through the interface.</p>
Published Fare	The published base fare for this transaction. This is the fare that is printed on the ticket and reported on the A.R.C. report.
Selling Fare	<p>This field appears only if your agency uses Bulk, Consolidator or Discounted Tickets, as defined in Files - Setup - System Customization.</p> <p>This is the base fare that will affect the client's account. The client charge will be calculated as Selling Fare + Taxes + Penalty.</p> <p>This is transferred via the SF field.</p>
Tax 1	The first tax on the ticket.
Tax 2	The second tax on the ticket.
Tax 3	The third tax on the ticket.
Net Amount	The total of published fare (or selling fare if relevant) + tax 1 + tax 2 + tax 3 is calculated and displayed. This is the net amount of the actual ticket, not including

	penalty. You cannot change this field directly.
Penalty	Penalty amount from your reservation system's penalty format or the PN remark field. This is usually used for ticket exchanges.
Gross Amount	The Net Amount plus Penalty is calculated and displayed. This is the amount that the customer will be charged for this sale. You cannot change this field directly.

Payment Fields

This window includes form of payment information for a single transaction. Changes made to this screen will affect only the transaction displayed; if you need to change the form of payment or other payment information on all transactions within this record, remember to use the <<**Previous** and **Next**>> buttons to correct each one individually.

Form of Payment	Form of payment for this sale: Cash/Check, Credit Card, In House Charge, ATM, or Mixed Payments. (Mixed payments will only appear if this is a non-ARC sale. You can have up to 10 different forms of payments. <i>The rest of the fields on this window vary depending on what form of payment is selected. All possible fields are described below.</i>
Credit Card No.	The client's credit card number. This field appears only if the form of payment is Credit Card or In House Charge.
Payment Currency	The currency in which the payment is made. This field appears only if you have set up multiple currencies in Files - Setup - Currencies and the form of payment is Cash/Check, In House Charge or ATM. It defaults to the currency of the sale but can be changed.
Bank Account	The G/L bank account to which money will be deposited (this must be an account in the payment currency if you have built multiple currencies). The default bank account is 1060 or the first bank listed in Files - General Ledger on the Cash Accounts tab. If the payment is for a different account select the correct account from the drop-down list. This field appears only if the form of payment is Cash/Check, In House Charge or ATM.
Amount	Total amount paid. This field appears only if the form of payment is Cash/Check, In House Charge or ATM.
Bank No.	If TravCom is to print your deposit slip for you and you must show the bank number (ABA number) on the printout, enter it here. If you do not need the ABA number printed on your deposit slip you may use this field for any other reference purpose. This field appears only if the form of payment is Cash/Check.
Check No.	The check number printed on the check. If this field is blank or text is entered, the entry is assumed to be cash and will not print detailed information on the deposit slip. This field appears only if the form of payment is Cash/Check.
Amount Due	The amount due from the client on the sale, according to the form of payment and amount paid entered. This field cannot be modified directly.

Due Date The date payment is due from the client. This defaults to the invoice date. The agent can enter this by using the **DD** entry. This field appears only if the form of payment is Cash/Check, In House Charge or ATM.

Commission Fields

This window includes commission information pertaining to a single transaction. Changes you make on this window will affect only the transaction displayed; if you need to change the commission information on all transactions within this record, remember to use the <<**Previous** and **Next**>> buttons to correct each one individually.

Comm. Pct. Commission percentage for this sale. If the commission is not correct you can change the commission percent, commission amount, or net cost and TravCom will recalculate the other two fields for you.

Comm. Amt. Commission amount for this sale. If the commission is not correct, you can change the commission percent, commission amount, or net cost and TravCom will recalculate the other two fields for you.

Net Cost Calculated as the gross amount (from the Sale tab) less the commission amount. This is the amount of the sale price that will go to the vendor. If the commission is not correct you can change the commission percent, commission amount, or net cost and TravCom will recalculate the other two fields for you.

**Net Fare/
Value Code** These fields appear only if your agency uses Net Fares as defined in **Files - Setup - System Customization**.



Net Fares are *not* used in the United States. Agencies in the U.S. should not enable this function or use these fields.

If a net fare agreement applies to this sale you can enter one of the following formats:

- to enter the additional commission amount due you, type in the additional commission and Value code “K.”
- to enter an additional commission percentage, type in the percentage and Value Code “C.”
- to enter the Net Fare, type in the true net amount and no Value Code.

Vendor The vendor number associated with this sale, as entered by the agent. If the sale is an A.R.C. ticket, entered into the PNR in the standard CRS ticketing format, TravCom will automatically insert the A.R.C. vendor as defined in **Files - Setup - IATA Numbers** tab. To enter or change the vendor number you can enter the number or sort key, or select from the drop down list.

Comm. Client	<p>This field appears only if the Form of Payment for this sale was Credit Card <i>and</i> the sale is for a product code not listed as “controlled” in Files - Setup - Product Codes. As each interface record is processed, TravCom checks the Vendor File for a commission client (on the Accounting tab). If the vendor entered into the PNR has been built in Files - Vendors and has been cross-referenced to a commission client number, that client number will be inserted here.</p> <p>If this field is left blank the commission due on this sale will appear as a negative payable on the vendor account. If you wish to see commissions due on the Accounts Receivable this field must be filled in.</p>
Due Date	<p>The date on which payment is due to the vendor (cash sales) or you expect to receive commission (credit card sales). This defaults to the Invoice date but can be changed by the agent entering a PD entry.</p>
Primary Product Code	<p>Product Code for this sale. This defaults to the product code on the Sale tab but can be changed by the agent entering a PPC entry.</p> <p>NOTE: This is the product code that determines the General Ledger accounting to be performed for this sale. For example, use this for an MCO or Tour Order to show that the sale should be considered Tour Income/Tour Cost of Sales, even though it is an A.R.C. document.</p>
O/S Agents 1 and 2, and Commission	<p>The outside agent number and name appear here from the Invoice window. These fields cannot be changed directly. If you need to change the O/S agent(s) referenced on this sale you must make the change on the Invoice window. The commission percentage and commission amount due each agent is automatically calculated from the percentage entered into the client file. If no percentage has been entered in the client file TravCom will default to the percentage in the O/S agent’s Vendor file.</p> <p>You can change either the commission percentage or amount on this screen; TravCom will automatically calculate the other field for you.</p>
Net Commission	<p>This is calculated as the total agency commission minus commissions to be paid any O/S agents. This field cannot be changed directly.</p>

Reporting Fields

This window includes fields used for various corporate and internal reporting purposes. All fields on this window are optional and are transferred through the interface via TravCom formats (there are no standard CRS formats for these fields). Changes you make on this window will affect only the transaction displayed; if you need to change the reporting information on all transactions within this record, remember to use the <<**Previous** and **Next**>> buttons to correct each one individually.

Transaction Code	<p>A single-character user-defined code that can be used for any sorting or selecting purpose in custom reporting. This is transferred via the TC field.</p>
Routing Code	<p>A two-character user-defined code that can be used for any sorting or selecting purposes in custom reporting. This is transferred via the RC field.</p>

Reference Fare	Depending on the client's reporting needs, this can be the full coach fare (Y) or the highest fare paid on this routing, including taxes, based on the corporate client's travel policies. It is used to calculate the "Savings" amount for corporate reporting. This is transferred via the RF field.
Low Fare	The lowest possible fare for the booked itinerary. This is transferred to TravCom via the LF field.
Exception Code	The exception code for this sale, defining why the passenger did not take the Low Fare. The drop down list next to this field shows all Exception Codes used by this client. This is transferred via the EC field. Exception codes are defined in Files - Setup - Exception Codes and referenced to each appropriate client in Files - Clients - Marketing tab.
Purchase Order	If the customer supplies a purchase order number it can be entered here. This is transferred via the PO field.
GSA Number	Government Service Authorization number for this sale, if applicable. If you have Government clients enter the contract number here. This is transferred to TravCom via the GSA field.
Free Fields	These are free format fields which can appear be used on any custom reports. Fields are shown on the window separated by slashes. To see all fields, or to add or change fields, click on the  button. You can enter up to 100 free fields. These are transferred via the FF field.
No. of Passengers	How many passengers for this transaction. This is transferred via the NP field.

Itinerary Fields

This window only applies to airline sales where there is an itinerary routing. The fields are common to all sales on this record, and changes you make on this window will affect all sales (but not vouchers) on the record.

Departure City	The departure city code.
Arrival City	The arrival city code.
Airline Flown	The 2-letter airline code.
Flight Number	The flight number for this segment.
Class	The class of service flown (for example, Y, J, B, etc...).
Departure Date	The date of departure. Format can be DDMMM (such as 16APR) or MMDDYY (such as 041697). Dashes and slashes are accepted. TravCom converts the date to a MM/DD/YY format.
Departure Time	The time of departure.

	Format can be 24-hour clock, or 12-hour clock with A (for a.m.) and P (for p.m.). For example, 1700 or 0500P. TravCom converts the time to 12-hour clock with A or P indicator.
Arrival Date	The date of arrival for this flight. Format can be DDMMM (such as 16APR) or MMDDYY (such as 041697). Dashes and slashes are accepted. TravCom converts the date to a MM/DD/YY format.
Arrival Time	The time of arrival. Format can be 24-hour clock, or 12-hour clock with A (for a.m.) and P (for p.m.). For example, 1700 or 0500P. TravCom converts the time to 12-hour clock with A or P indicator.
X/O	X for connect, O for stopover.
D/I	D for Domestic travel, I for International travel.
Fare Basis	The fare basis code.
Leg Price	The price of this flight segment (or “leg”), expressed as base fare with no taxes.
Mileage	The mileage for this flight leg (in miles).

Vouchers Fields

This window includes reservation information for a single hotel or car rental booking. Changes you make on this window will affect only the booking displayed.

This window is only available if there are vouchers (hotel and/or car rental bookings) on this interface record. If there are multiple vouchers, use the **Next>>** and **<<Previous** buttons to move through them.

Voucher No.	The number of the displayed voucher. This is usually the same as the reservation system invoice number. If the booking was not attached to an invoice TravCom will assign the next voucher number (as shown in Files - Setup - Miscellaneous).
Conf. No.	The confirmation number provided by the hotel or car rental company.
Guest Name	Name of the passenger.
Vendor No.	The vendor number associated with the chain code used in the PNR. This is determined by the Chain Codes entered into each vendors record in Files - Vendors . See <i>Vendor File Maintenance</i> in <i>Chapter 4</i> , for more information on attaching specified chains to vendor accounts.
Chain Code	The car or hotel chain code from the booking (such as HH for Hilton or ZD for Budget). If a chain code is received which is not attached to a vendor in TravCom, the vendor with chain code ZZ is updated.
Vendor Name.	The vendor (property) name.
Address	The property address for the hotel or car rental agency, from the PNR.
Phone No.	The vendor phone number if stored on the PNR.
Arrival/Depart	The arrival date for this booking and the departure date for this booking. The departure

Date	<p>date should be the hotel departure date or the car drop-off date.</p> <p>The Arrival/Depart dates are used in combination with the Number of Items and Rate to determine the total value for the voucher.</p>
No. of Days/Weeks	Number of days or weeks for which the hotel/car is booked.
Product Code	The product code for this booking. This should be the product code for either Hotels or Cars.
City Code	The city code for this booking.
Number of People	The number of people in the booking.
Number of Items	<p>The number of hotel rooms or cars being rented.</p> <p>If you have a multi-passenger, multi-item PNR (such as 8 passengers and 8 rooms), the CRS normally sends TravCom 1 room per passenger and a separate voucher for each passenger will be recorded.</p>
Car/Room Type	The reservation codes for car or room type (for example, LCAR or ECAR).
Free Fields	<p>Free fields or comments to print on the voucher. You can enter up to 100 free fields, by selecting the small button marked with "..."</p> <p>If TravCom does not have a pre-defined field for an element of data you want to store for your corporate or statistical reports you can use a free field. These fields are transferred via the VFF field.</p>

Amounts Fields

This window includes reservation information for a single hotel or car rental booking. Changes you make on this window will affect only the booking displayed.

This window is only available if there are vouchers (hotel and/or car rental bookings) on this interface record. If there are multiple vouchers, use the **Next>>** and **<<Previous** buttons to move through them.

Vendor	The vendor for this voucher is displayed. This field cannot be changed directly. If you need to change the vendor number you must make the change on the Voucher window.
Currency	If your agency has multiple currencies set up (in Files - Setup - Currencies) the currency in which this booking was quoted. If the booking was made in a currency that you do not normally use (one not set up in the Currency file) TravCom will use your default currency.
Rate	The Daily or Weekly rate for this booking. If you wish to override this rate you can do so by entering the VRT entry*. This is useful when a hotel/car are quoted in a foreign currency.

For example, if this voucher is for 2 hotel nights at a daily rate of \$98.00, enter 98.00 and

	<p>make sure the Daily radio button is selected.</p> <p>* For more information please refer to the pages regarding <i>Interface Entries</i> with your reservation system</p>
Voucher Total	<p>The total expected value of this booking.</p> <p>For Daily rates this is calculated as:</p> <p style="padding-left: 40px;">Rate x Number of Items x Number of days (as determined by the arrival/departure dates on the Voucher window)</p> <p>For Weekly rates this is calculated as:</p> <p style="padding-left: 40px;">Rate x Number of Items.</p> <p>You can modify the amount if required.</p>
Comm. Pct./ Comm. Amt	<p>The commission percent defaults to the percentage entered in the vendor file. If commission is paid as a percentage of the voucher total, enter the percentage here. The commission amount will be automatically calculated and displayed in the next field.</p> <p>If commission is to be paid as a set dollar amount rather than a percentage, leave the Comm. Pct field blank and enter the dollar amount in the Comm. Amt field.</p>
Reference Rate	<p>If you do corporate reporting for this client, you can enter a reference rate, usually the rack rate. The voucher rate appears here by default. This is transferred via the VRF field (for more information please refer to the pages regarding <i>Interface Entries</i> with your reservation system).</p>
Low Rate	<p>If you do corporate reporting for this client, you can record the lowest possible rate available for this booking, based on the corporate client's travel policies. The voucher rate appears here by default. This is transferred via the VLF field (for more information please refer to the pages regarding <i>Interface Entries</i> with your reservation system).</p>
Exception Code	<p>If you do corporate reporting for this client, you can enter an Exception Code to define why the lowest rate was not taken for this booking.</p> <p>Exception Codes are defined in Files - Setup - Exception Codes and referenced to individual clients in their Client File record. This is transferred via the VEC field (for more information please refer to the pages regarding <i>Interface Entries</i> with your reservation system).</p>
Status	<p>The status for the voucher:</p> <p>Open - commission is due to your agency.</p> <p>Cancelled - this voucher has been cancelled. The agent can enter this in the booking file in the free text information area. The entry is the /CANCEL (for more information please refer to the pages regarding <i>Interface Entries</i> with your reservation system).</p> <p>Non-Commissionable - no commission was due for this booking (for example, a non-commissionable corporate or government rate). The agent can enter this in the booking file in the free text information area. The entry is the /NOCOMM (for more information</p>

please refer to the pages regarding *Interface Entries* with your reservation system).

Correcting Individual Interface Records

To correct an interface record:

1. On the **Interface** menu select the interface you are working with (A-D), then select **Edit Data**.
2. Using your Interface Edit List as a reference, select the record you want to modify. You can enter the record number or select from the drop down list.



Remember that the Edit List will show you all of the detail of all records in the interface. The Verification List will show you all of the errors and warnings that TravCom has identified in those records.

3. Press **[Tab]** or click on any other field to display the detail of that record.

Up to 8 tab windows of information are available for each record, depending on whether the record contains sales/tickets and/or vouchers. On each window, you can change any fields except those that are shown in gray. Make any changes required to this record.



All fields for each tab window are described in *Edit Data: Field Descriptions* starting on page 5-18.

Additional descriptions of how these fields are transferred through the interface on each PNR are given in the section *Summary of CRS Entries Which Affect the Interface* starting on page 5-40.

4. Click on **Update** to save your changes. Repeat steps 2 and 3 for each record that requires correction.

Importing Client Information into TravCom

If an interface record contained a client number which does not yet exist in TravCom the record will be flagged with an error on the Interface Verification List. You must build the client file before you can post that record or change the client number on the record to an existing client account.

TravCom allows you to import the client name/address and telephone information from the PNR directly into TravCom, provided the information was stored in the PNR.

To import a client:

1. In **Edit Data** choose the record that contains the new client.
2. Leaving the selected record displayed on the screen, go to **Files - Clients**.
3. Click on **Import**. The name and address information is copied into the client file.
4. Add or update any other information you require in the client file. Note that only the client's name, address and telephone number can be read from the PNR. All other fields must be completed at this time.



For a description of what to enter in each field see the section on *Client File Maintenance* in *Chapter 4*.

5. Click on **Update** to save your changes.

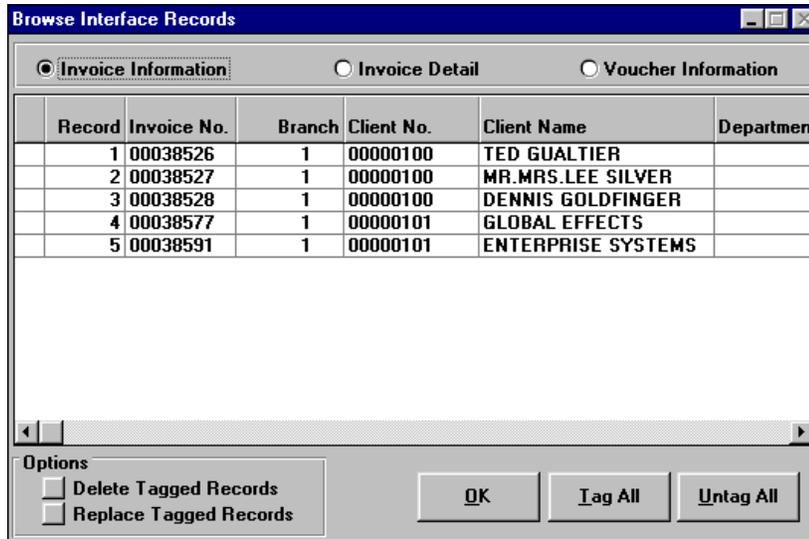
Using Browse to Correct Interface Records

The **Browse** button, which appears on the **Correct Interface Data** window when you do not have a specific interface record displayed, lets you:

- browse through the fields for all interface records (except the itinerary fields).
- edit any field for any record (except itinerary fields).
- make a global change to records you have tagged.
- delete all records you have tagged.

To browse your Interface records:

1. On the **Interface** menu, select the interface you are working with (A through D), and then click on **Edit Data**.
2. The Correct Interface Data window appears. Click on **Browse**.
3. The Browse window shows invoice information for all the interface records that have been received and processed (but not yet posted into TravCom).



There are three radio buttons at the top of the window that will allow you to choose the information to be displayed:

When this radio button is selected... ***For each interface record, you will see...***

Invoice Information Common information about the invoice such as Invoice No., Branch, Client No., Client Name, Department, Division, Dates, Agents, O/S Agent(s), IATA, Record Locator, and Post indicator.

The information in this view is common to the record and comes from the Invoice window in Edit Data.

Invoice Detail Fields that relate to a single ticket or sale, such as the passenger name, ticket number, fares and taxes.

Each sale will be listed individually and fields come from the Sale, Payment, Commission and Reporting windows in Edit Data.

Voucher Information Fields that relate to a single hotel or car rental booking, such as arrival and departure dates, rate, and commission expected.

Each hotel or car rental booking will be listed individually and fields come from the Vouchers and Amounts windows in Edit Data.

4. You can change any field for any record.

Use caution when changing records on the Browse screens; changes you make are automatically saved as you complete a field and move to the next field. If you make a mistake you cannot exit this screen without saving your changes.



If you want to make global changes to multiple interface records, see the next section *Correcting Multiple Records*.

The last field on the Invoice Information view, labeled **Post**, allows you to control which records will be posted when you select **Post** from the Interface menu and which record will continue to be held in Interface. This field can be viewed *only* from the **Invoice Information** screen in **Browse**. To retain a record in interface when you post the rest of the records, change the Post field to **NO**. The default entry in each field is **YES**.

Correcting Multiple Records Using Browse

This is a timesaving feature if you need to make a change that affects multiple interface records. Instead of changing the field for each record individually you can do a global “Replace” for all tagged records in the Browse window.

A common reason for using this function is to increment ticket or invoice numbers that have gone out of sequence due to a printer problem.

To change a field for multiple interface records:

1. On the Interface menu, select the interface you are working with (A through D), and then click on Edit Data.
2. The Correct Interface Data window appears. Click on **Browse**.
3. Select the radio button that includes the fields you want to see for all records (Invoice Information, Invoice Detail, or Voucher Information).
4. Tag the records affected by the change.

To tag records you can:

- click on the empty field to the left of the record number.
An X indicates that the record has been tagged. Clicking again will remove the X, untagging the record.
- use **Tag All** to automatically tag all records displayed.
- use **Untag All** to automatically untag all records displayed if you want to start over.

5. On any record’s line click on the *field* that you want to change for all tagged records.
6. Click on the **Replace Tagged Records** check box.

For most fields, TravCom prompts you for the value you want to enter in that field for the tagged records; *Replace all tagged records in field xxxxxx with ...*

If you are changing the ticket, invoice or voucher number field TravCom prompts you with *Add how many to ticket(invoice or voucher) numbers?*

7. Enter the value to be put in that field for every tagged record. If the field has limited correct entries, such as the Post field (Yes or No), or IATA number (you cannot enter an IATA number that has not

been built in **Files - Setup - IATA Numbers** tab) select from the drop down list. If you are incrementing ticket or invoice numbers, enter the number to be added.

8. Click on **OK**.

The selected field is changed to your specified value for every record you have tagged.

Deleting Multiple Interface Records Using Browse

Normally you will delete individual invoices, tickets and vouchers using the **Delete Invoice**, **Delete Ticket** and **Delete Voucher** buttons in **Edit Interface**. The Browse function provides a quick way to delete multiple interface records if necessary, however.

A common reason for using this function is if you have accidentally sent the same batch of interface records to TravCom twice.

When you delete interface records using Browse, you are deleting the entire transaction or record. No record of that item will be posted into TravCom, so there will be no audit trail of used invoices.

To delete one or multiple interface records in the Browse function:

1. On the Interface menu, select the interface you are working with (A through D), and then click on Edit Data.
2. The Correct Interface Data window appears. Click on **Browse**.
3. Select the radio button that includes the fields you want to see for all records:

To delete an interface record and all transactions (both sales and vouchers) on that record, click on Invoice Information.

To delete individual selected sales without deleting any other sales or vouchers on that record, click on Invoice Detail.

To delete individual selected vouchers without deleting any other sales or vouchers on that record, click on Voucher Information.

4. Tag the records you want to delete.

To tag records you can:

- click on the empty field to the left of the record number.

An **X** indicates that the record has been tagged. Clicking again will remove the **X** and untag the record.

- use **Tag All** to automatically tag all records on the list.
- use **Untag All** to automatically untag all records on the list.



CAUTION: Make sure that you tag the correct records. There is no way to retrieve a record once it has been deleted unless you have a backup.

5. Click on the **Delete Tagged Records** check box.

6. TravCom prompts for confirmation, *Delete all tagged records?*

Click on **Yes** to confirm (or **No** to cancel your request).

Verifying Interface Data

Verify Data identifies warnings and errors associated with interface records. This function checks all records that have been received and processed in the interface, comparing them to your TravCom databases, and reports any discrepancies.

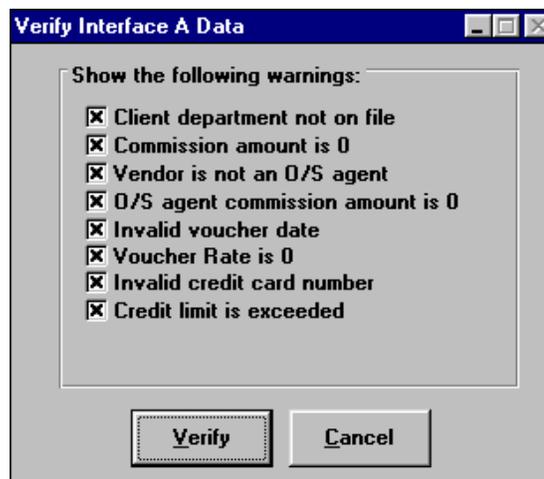
The report lists two types of problems:

- Errors Transactions that have a definite error. These transactions **will not post** until the error has been corrected.
- Warnings Transactions that have a potential error. These transactions can still be posted but you should check the field(s) being reported to confirm the entry is correct. You can turn individual warnings on or off when you request this report.

To request that TravCom verify data and print this report:

1. On the **Interface** menu select the interface you are working with (A-D), then select **Verify Data**.

The Verify Interface Data dialog box is displayed, allowing you to select which warnings you want shown on your report.



2. For each criteria define whether or not you want TravCom to report a warning.

For example, if you want TravCom to include all records that have a zero commission enable the check box for **Commission amount is 0**.



For more information on what each warning means, and possible causes for each warning, see *Most Common Errors and Warnings* starting on page 5-35.

3. Click on **Verify**.

A standard Print Setup dialog box appears. See the section *General Procedures for Requesting a Report* in *Chapter 13* for more information on making selections on this screen.

4. Click on **Print**.

About the Verify Interface Data Report

For each record with an error or warning the Verify Interface Data report lists:

- the record number
- the item number when relevant
- the invoice number
- a description of the error or warning

Most Common Errors

An **Error** is reported if the record contains an entry that will prevent the record from being posted.

If a record contains an error it must be corrected in **Interface - Edit Data** or in the appropriate **Files** database before the transaction can be posted.

- Ticket xxxxxxxxxxxx is already posted

A duplicate ticket number was used, often in the case of a handwritten ticket or if you are resending a record. You can delete the duplicate in **Interface - Edit Data** or void the original posting in **Sales Posting**.

Another common reason for this error is when a conjunction ticket was entered incorrectly, causing the system to think the conjunction includes ticket number(s) it should not, which duplicates another new sale.

- Ticket xxxxxxxxxxxx appears in Record x and y

The same ticket number was used in multiple records. This could be because your reservation ticket number system (TINS) may be out of sequence, or a conjunction ticket was incorrectly entered, or a duplicate invoice/interface record was issued. Verify the ticket numbers and details in both records. You will need to either correct the incorrect ticket number field or delete the duplicate record.

- Invalid Ticket Number: #####

The record includes a product code that has been designated as “controlled” and the document number in the ticket number field does not match the ticket format specified in **Files - Setup - Product Codes**. This could be caused by entering the wrong product code for the transaction or mistyping the document number. If this is a new product code, verify that it should in fact be marked as controlled.

- Vendor is not on file

The interface record contains a vendor number that does not exist in TravCom. You can either add a new vendor in **Files - Vendors** or change the vendor number in **Interface - Edit Data**, on the Commission window or the Voucher window.

- Airline XXX is not on file

The interface record contains a validating airline that does not exist in TravCom. You can either add a new airline in **Files - Airlines** or change the airline in **Interface - Edit Data**, on the Sale window.

- VAT rate code is not on file

If you have VAT or GST/PST, the code used is not valid. In **Interface - Edit Data**, update the tax rate code field on the Sale window so that it contains a valid code from your **Files - Setup - VAT Setup** table.

- Client is not on file

The interface record contains a client number that does not exist in TravCom. You can either add a new client in **Files - Clients** or change the client number in **Interface - Edit Data**, on the Invoice window. Remember that TravCom can import the client name, address and telephone number from the interface record (except Sabre) if you determine this client should have a new account number in the client file.

- Agent xxx is not on file

The interface record contains an agent number that does not exist in TravCom. You can either add a new agent in **Files - Agents** or change the agent number in **Interface - Edit Data**, on the Invoice window.

Most Common Warnings

A **Warning** is issued if the record contains an entry that may be incorrect but which will not prevent the record from being posted.

TravCom flags the record for your confirmation, as it contains information that may or may not be correct (for example, a commission amount of \$0.00, or a client account which does not have sufficient credit available for this sale). If you feel that the record is correct no action is required. If it is not correct make changes to the record in **Interface - Edit Data** or the appropriate **Files** database.

- Client Department not on file

The record contained a Corporate or Government client account number that uses client departments, and a department which is not set up in the client's file was entered in the PNR, or no department was entered in the PNR. You can correct this by adding the new department in **Files - Clients** or entering the correct department into the record in **Interface - Edit Data**.

- Commission amount is 0.00

The record shows a commission amount of zero. This occurs when one or more sale items in a record have a zero commission amount, such as a tour deposit.

- Vendor is not an O/S agent

A vendor number has been entered into the record that is in the vendor file but is not marked as an outside sales agent. The O/S Agent check box in the vendor file must be enabled in order to indicate that this vendor is an outside sales agent.

- O/S agent commission amount is 0

This occurs if the client file or outside sales agent vendor file does not have a commission percentage registered. This happens legitimately for a deposit where no commission is received but should be investigated for other transactions.

Invalid voucher date

For some reservation systems the in/out date must be entered in a remark field. If it is not entered, or entered incorrectly, this message will appear.

Invalid credit card number

The credit card number does not match the pattern used by a credit card company.

Credit limit for client xxxxxx will be exceeded in this posting

The Allow Credit field in the client file is not enabled and this interface includes at least one cash sale for this client, or...

The value of the invoice(s) for this client, when added to the open balance in the client's account, puts the total amount owed over the allowed credit limit for this client, or...

The client file is credit card only and the agent entered a cash ticket.

Voucher is already posted

The hotel or car record appears to already be posted in TravCom. This can occur when an agent resends a booking or has made minor changes to the booking and sent the new information. TravCom has detected another voucher already posted into the system that appears to be for the same reservation.

Posting Interface Data

The final step in running the interface is to **Post** the processed records.

This process updates all sales, accounts receivable, accounts payable and general ledger files affected by the transactions. The records appear in TravCom exactly as if they were manually posted and can be viewed, queried, modified, etc... in exactly the same way.

Records are added to the Sales Posting and Cash Receipts journal, showing all transactions that have been posted. All reports are updated at this time as well.

When you post the interface, the files are cleared and ready to receive a new batch of records. The check marks on the interface menu are removed, indicating this interface no longer contains data.

You can post the complete Interface file, or selected records within an Interface if you are unable to verify or correct all of the records. This is also useful at month end and year-end.

Posting a Complete Interface

When you are ready to post the complete interface data file (or all records for any branch, if you have multiple branches):

1. On the **Interface** menu, select the interface to which you are posting (A-D), and then select **Post**.

A dialog box displays the message *Preparing to Post Interface x Sales* (where x is the interface you selected, A through D).

2. If you need to post sales against next month rather than the current accounting month (as displayed at the bottom of the screen - see *About the TravCom Main Window* in *Chapter 2*), check the **Post sales against next month** box.

You would use this if you have not closed the previous month. For example, if today is February 5 and you have not completed bank reconciliation or closed the accounting month of January and the records you are posting belong in February. If you do not check this box, the records will be posted to January.

3. If your version of TravCom supports multi-branching you can define one or more branches to post at this time. Use this option, for example, if you have corrected records for one branch but not the other yet.
 - Click on **Branches** to display the Select Branches dialog box, then identify the branch(es) you want to post.
 - The buttons **Select All** and **Deselect All** are shortcut buttons that save time if you have a long list of branches. The **Default** button lets you automatically select your default selection of branches, as defined in **Branch - Branch Setup**.
 - Click on **OK**.
4. Click on **Post**.

If any items did not post TravCom will print an Interface Posting Errors list. These records remain in interface for you to correct before attempting to post again.

Posting a Partial Interface

Occasionally you will need to post only part of an interface. This can occur at month end and/or year-end.

When you are ready to post a partial interface data file:

1. On the **Interface** menu, select the interface to which you are posting (A-D), and then select **Edit Data**.
2. Select **Browse**.
3. Mark the records not to be posted with **NO** in the **Post** column (the last column on the **Invoice Information** browse window). You can also use the **Replace Tagged Records** as explained in the section *Correcting Multiple Records Using Browse* starting on page 5-31.
4. Once the records are marked click on **OK**, then **Quit** to return to the main menu. Then, on the **Interface** menu, select the interface to which you are posting (A-D), and select **Post**

A dialog box displays the message *Preparing to Post Interface x Sales* (where x is the interface you selected, A through D).

5. If you need to post sales against next month rather than the current accounting month (as displayed at the bottom of the screen - see *About the TravCom Main Window* in *Chapter 2*), check the **Post sales against next month** box.

You would use this if you have not closed the previous month. For example, if today is February 5 and you have not completed bank reconciliation or closed the accounting month of January and the records you are posting belong in February. If you do not check this box, the records will be posted to January.

6. If your version of TravCom supports multi-branching you can define one or more branches to post at this time. Use this option, for example, if you have corrected records for one branch but not the other yet.
 - Click on **Branches** to display the Select Branches dialog box, then identify the branch(es) you want to post.
 - The buttons **Select All** and **Deselect All** are shortcut buttons that save time if you have a long list of branches. The **Default** button lets you automatically select your default selection of branches, as defined in **Branch - Branch Setup**.
 - Click on **OK**.

7. Click on **Post**.

If any items did not post TravCom will print an Interface Posting Errors list. These records remain in interface for you to correct before attempting to post again.

8. Remember that before you can post the balance of the records you must repeat steps 1 through 3 to tag all records with **YES** or they will not post.

Summary of CRS Entries Which Affect the Interface

This section summarizes CRS entries that affect the TravCom interface, for the four major reservation systems.

Most of the entries the front office will use are standard CRS entries. TravCom can process most of the formats provided by the reservation system without additional entry by your agents. If you have questions about standard CRS formats, call your CRS help desk or account representative for assistance or training.

For Galileo Apollo skip to page 5-41.

For Amadeus skip to page 5-58.

For WORLDSPAN skip to page 5-73.

For SABRE skip to page 5-90.



Front office entries can change as enhancements and changes are made to your reservation system.

The formats in this section were valid at the time this manual was printed. For the most up-to-date entries and formats to use in your CRS, refer to the interface documentation for your reservation system or call the TravCom help desk.

Galileo Apollo Interface

Supported interface level: 92

Displaying Device Status

You can display the status of all the printer and accounting (MIR) devices and see what the APOID (line number) is by entering:

HMLD

CRT	TKT DEV	ST	FM	/ITN DEV	ST	FM	/MIR DEV	ST	FM
F42E0E	F42DB0DV	U	T	F42DB2D	U	I	F42DB7	D	
	PRT DEV	ST	FM /						
	F42DB9D	U	B						

In this example the MIR device's APOID is F42DB7 and the device status is down.

Displaying Messages

To determine how many messages are on queue, enter the following on one of your reservation system workstations:

HQC

The Apollo terminal will respond with the following:

	BATCH		DEMAND	
	PENDING	SENT	PENDING	SENT
TKT	0	0	0	12
BPP	0	0	0	10
ITN	0	0	0	12
ACC	0	0	12	0

The number in the ACC row under the demand pending column, 12 in this example, is the number of messages to be sent to TravCom.

For more information, see **HELP HQC**.

If You Have a Service Bureau

Your agency may have a service bureau terminal at your main office or at a branch location. A main office service bureau setup allows the TravCom operator to control the MIR device or to emulate a Satellite Ticket Printing (STP) location. STP is used when the branch (usually a corporate implant) has a ticket and invoice

printer but doesn't have trained personnel. In this case, the service bureau is at the main office and the agent there emulates the STP site to issue documents.

Transactions are entered on a service bureau terminal in the same manner as transactions entered on a regular Apollo Terminal.

If your agency is not set up as a Service Bureau and you have multiple pseudo city codes (multi-branch agencies or agencies with STP locations) you will need to transmit the records for each pseudo city separately. The main office can count the number of accounting records at a branch using **HQC/xxxx** (where xxxx is the pseudo city code). You must then call the branch and ask them to up the MIR.

If your agency *is* set up as, a Service Bureau and you have multiple pseudo city codes (multi-branch agencies or agencies with STP locations) you will need to transmit the records for each pseudo city separately. To access a pseudo city other than where you are located enter the following:

SEM/___/AG enter the pseudo city code you wish to access in the blank space

You display the number of records to transfer for this pseudo city code (branch) and you can up the MIR.



For more information on Service Bureau procedures, contact your Apollo/Galileo help desk.

Sending Records

Once TravCom is "*Waiting to Receive Data from Galileo*" (see *Receiving and Processing Interface Data* starting on page 5-9) you are ready to transmit the records from Galileo/Apollo. Enter the following command on Galileo/Apollo:

HMOM APOID-U

When the transmission is complete, and if you have not selected **Process Data, Continue Receiving**, you must take the Galileo/Apollo line down by entering the following on Galileo/Apollo:

HMOM APOID-D



If the TravCom Interface is set to continue receiving data you do not need to down the MIR until you are ready to shut down TravCom.

Re-sending Records

To retransmit records that have already been sent to TravCom use the following entries:

HQB/ACC/DS to display the accounting records

Find the sequence numbers you wish to retransmit.

HQB/MU scrolls the screen up

HQB/MD scrolls the screen down

Have both TravCom and Apollo up and enter:

HQB/ACC/1st sequence number

HQT/1st sequence number - last sequence number

For more information on resending records, see **HELP HQB** or **HELP HQT** in Apollo.

Interface Entries

Some of the entries described in this section are standard Galileo/Apollo formats. For further information on these entries, see your Apollo documentation.

Many of the entries provided by TravCom can be applied to a particular segment in the PNR. These entries are marked with an asterisk (*). To specify a segment, enter it after the field description. For example, **T-EC/01** applies the Exception Code "01" to all sales in the PNR, whereas **T-EC/*2/01** applies the Exception Code "01" only to the second sale.

Accounting line for client number:

T-CA-01■004040

or you can enter multiple T- fields in one line, for example client #, agent #., exception code, dept., and low fare.

T-CD-01■004040■52■02■10■200

client number agent number exception code corporate department low fare



Note that TravCom can process client account fields entered on the **T-CA**, **T-CD**, **T-SA** or **T-SD** lines. These formats are standard Galileo/Apollo entry formats.

You can also enter the client account number using a **T-CN/** remarks line. This format overrides the CA, CD, SA or SD line. For example, **T-CN/1000**.

Address lines:

TravCom can capture the name and address as entered in Apollo's **D-** (delivery) or **W-** (address) fields. If both lines exist in the PNR then TravCom will process whichever line is first.

D-ABC COMPANY■123 MAIN STREET, SUITE 300■LOS ANGELES CA■90025

or

W-ABC COMPANY■123 MAIN STREET, SUITE 300■LOS ANGELES CA■90025

Accounting Lines -- General:

***T-VC/** VAT Rate Code. If your agency uses VAT or GST/PST (as defined in **Files - Setup - VAT Setup**) this field overrides the Tax Rate Code attached to the product code specified for the transaction.

- T-BR/** Branch that you want your accounting to affect. If you are a multi-branch office and you may have one branch do the booking and another branch do the ticketing. The ticket will show on the 2nd branch's ARC report but the accounting will affect the branch number you specified in the entry.
- For example, Branch 2 books the ticket but Branch 5 issues the ticket - the correct entry would be **T-BR/2** so that Branch 2 gets the credit for the sale but it will affect the Arc Report for Branch 5.
- T-DIV/** Division Number. For agencies that have the divisional option enabled (in **Files - Setup - System Customization**) the division to which this invoice belongs. Divisions affect only the Income Statement, not the Balance Sheet general ledger accounts.
- For example, to show that this PNR should be processed to division 0002 enter **T-DIV/0002**.
- *T-SF/** Selling Fare. If your agency uses bulk/discounted tickets or tracks the full fares on consolidator tickets (as defined in **Files - Setup - System Customization**) enter the base selling fare (not including taxes) per passenger. For example, to show that this ticket is being sold for \$300.00 (plus taxes), enter **T-SF/300.00**.
- T-DD/** The due date for a client invoice defaults to the invoice date. You can override the due date with a DD/remark line. The due date must be entered as a true date in a valid date format (for example T-DD/03MAR00). Alternatively, the due date can be entered as a number of days past the invoice date (for example, the due date is 15 days after the invoice date then you will enter T-DD/15). This will affect the Aged Schedule of Accounts Receivable.
- T-PD/** The due date for a vendor invoice defaults to the invoice date. You can override the due date with a PD/remark line. The due date must be entered as a true date in a valid date format (for example T-PD/01MAR00).). Alternatively, the due date can be entered as a number of days past the invoice date (for example, the due date is 15 days after the invoice date then you will enter T-PD/15). This will affect the Aged Schedule of Accounts Payable.
- T-PPC/** The primary product code can be overridden by using the /PPC entry. This is useful when you want to identify the true product code for a transaction, such as an MCO, or a Tour Order.
- For example you are issuing an MCO for your ARC report but it really is a tour sale, then you would want to affect your tour income and expense accounts by using the following: T-PPC/TOUR or T-PPC/2
- T-INV/** Invoice Number. This field overrides the standard Galileo/Apollo invoice number in the PNR. It is most commonly used when accounting was not transferred for a previously issued reservation invoice, or for a hotel/car reservation booking where you want to send a specific invoice number to TravCom.



Caution: This field should not be used with any command that would increment the TINS table. If this happens the CRS-generated number will not match the TravCom Invoice number attached to the accounting record.

- T-NA/** Entry to override the product codes and vendors for non-ARC tickets. The entry is useful so non-ARC tickets will not appear on the ARC report. The entry is as follows:
- NA/vc/PCn/PPCn/Vn
- Where vc the airline number or code of the tickets to affect
- /PCn the new product code for the ticket – will also change the primary product code
- /PPCn the new primary product code for the ticket
- /Vn the new vendor other than ARC
- The /PC, /PPC, and /V parameters are optional. You only need to enter the relevant parameters.
- T-PN/** This entry can be used to specify the penalty amount when entering a ticket exchange. TravCom will subtract the amount you enter from the base fare and record it separately in the Penalty field.
- Note that entering the penalty in this manner does not affect the accounting, statistics, or A.R.C. report. This field is for reference and custom reporting purposes *only*. The T-PN/ field can be applied to individual segments within the PNR

Accounting Lines -- Agent Commission/Productivity Tracking:

- T-BA/** Booking Agent. This field overrides the standard Galileo/Apollo agent number. The **BA** field is used to override the booking agent only (not the ticketing agent). You can enter either the agent's number or code as recorded in **Files - Agents** in TravCom. Do not use both the **BA** and **AG** fields in the same PNR.
- T-TA/** Ticketing Agent. This field overrides the standard Galileo/Apollo agent number. The **TA** field is used to override the ticketing agent only (not the booking agent). You can enter either the agent's number or code as recorded in **Files - Agents** in TravCom. Do not use both the **TA** and **AG** fields in the same PNR.
- T-AG/** Agent. This field overrides the standard Galileo/Apollo agent number. The **AG** field is used to override both the booking and ticketing agents. You can enter either the agent's number or code as recorded in **Files - Agents** in TravCom. Do not use the **AG** field in the same record as the **TA** or **BA** fields.
- T-OS/** Outside Sales Agent #1. This field overrides the standard entry for this client account. Normally, TravCom will insert the O/S agent number that has been referenced on the

client's record in **Files - Clients** on the **In House** tab. You can override the automatic entry with the T-OS/ (O/S Agent 1 number) remark field. The commission percentage assigned cannot be overridden in the PNR. It is not necessary to enter the OS field to every PNR for an outside sales agent.

This entry affects both sales and vouchers in the PNR.

T-OS2/ Outside Sales Agent #2. This field overrides the standard entry for this client account. Normally, TravCom will insert the O/S agent number that has been referenced on the client's record in **Files - Clients** on the **In House** tab. You can override the automatic entry with the T-OS2/ (O/S Agent 2 number) remark field. The commission percentage assigned cannot be overridden in the PNR. It is not necessary to enter the OS2 field to every PNR for an outside sales agent.

This entry affects both sales and vouchers in the PNR.

Accounting Lines -- Handwritten Tickets:

Tax fields **MUST** be used when transferring a hand written ticket and the command **HB:DIDAD/FS**

T-TK-8025123123 Handwritten ticket number. (Standard Galileo/Apollo format)

T-TK-8025123123-124 Handwritten Conjunction ticket number. (Standard Galileo/Apollo format)

T-PF- Pre-Paid Fee including taxes (used with **T-TK-** for handwritten MCOs). This is used on the Galileo/Apollo invoice and for TravCom accounting. The entry assumes 2 decimal places. For example, enter T-PF-3988 for \$39.88. (Standard Galileo/Apollo format)

T-PFX- Pre-Paid Fee Taxes. Enter as T-PFX-3.25CA2.70XG. This field *must* immediately follow the T-PF field in the PNR. (Standard Galileo/Apollo format)

Commission amount is always entered as a dollar amount in the **HB:** command. For example, a one-way ticket with a commission cap of \$25.00 would have commission of \$25.00 plus 10% of the PTA charge (currently \$50.00) to a total of \$30.00.

The Galileo/Apollo standard format for MCOs and Tour Orders will be processed through interface only if there is an air segment included. However, the validating airline will always be credited with the productivity for the sale, which may be incorrect for many such documents. You may also enter these sales in TUR segments or MS lines.

Accounting Lines -- Ticket Exchanges:

Tax fields must be used with all ticket exchanges (add collect, even exchange or refund).

T-EX-999.99US3.00XF999.99XT Per person tax field. Can be used for multiple exchanges. However, if taxes differ on tickets then you must do ticket exchange separately and modify the **T-EX** field. (Standard Galileo/Apollo format)

HB:FEX/ZS1107 Command used to complete Exchange format in Apollo. Actual Commission earned must be entered in this transaction for TravCom

to be correctly updated. For an even exchange you can enter the /Z\$0 or omit the commission entry. (Standard Galileo/Apollo format)

***T-PN/** Penalty Paid. Penalties are used with Ticket Exchanges. This amount will be recorded in TravCom in the Penalty field and the Published fare (and Selling fare if relevant) will be decreased by this amount.

Accounting Lines -- Service Fees:

T-SF- Service fees paid by cash including taxes only appear on the invoice, or if paid by credit card enter T-SF-26.75/CC. (Standard Galileo/Apollo format. Note that this accounting line will *not* be picked up when interfacing to TravCom.

Corporate Reporting Fields:

T-CD/ Corporate Department number. If the client number entered into this PNR is a corporate or government account that requires the use of department numbers, enter the department number in this format. TravCom can also process the department number from the client account line (**CA**, **CD**, **SA** or **SD** line, as described on page 5 – 5-43).

***T-PO/** Purchase Order number. If the client requires purchase order numbers on corporate reports, the agent can enter their PO number here.

***T-RF/** Reference Fare. This is usually defined as the full coach fare for purposes of calculating the Savings amount on corporate reporting. TravCom can also process this information from the standard Galileo/Apollo entry, **DS-**. Enter the full price, including taxes, per passenger.

***T-LF/** Low Fare. This is usually defined as the lowest fare possible for the trip based on the client's travel policies. It can be used to calculate the additional amount you could have saved the client under other circumstances. This field is usually used in conjunction with the Exception Code field. Enter the full price, including taxes, per passenger.

***T-EC/** Exception Code. This is normally used for Corporate and Government accounts, to explain why a particular traveler did not purchase the lowest fare, as entered in the **LF** field. The agent should enter the 1- to 2-digit Exception Code, not the full description. For example, if your exception code group shows "01" represents a Saturday night stay was required to get the lowest fare, the agent would enter **T-EC/01**.

Exception Codes are defined in TravCom in **Files - Setup - Exception Codes** and cross-referenced to corporate and government accounts as required in each client's record in **Files - Clients - In House** tab. For more information on setting up, maintaining and printing Exception Codes see *Exception Codes* in *Chapter 3, Maintaining Your Agency Setup* and *Client File Maintenance* in *Chapter 4, Maintaining Agency Data Files*.

***T-FF/fields** Free Field(s). Free fields are used for any information you require on the record that does not have a pre-defined field in TravCom. For example, corporate clients that require employee numbers or other references, or internal tracking you wish to

maintain.

Free fields are entered in a string, separated by slashes and can be used on any custom report for sorting, selecting, or calculating.

For example: **T-FF/12345** TravCom will understand free field 1 as “12345”

T-FF/SMITH V JONES/SITE 3/JASON TravCom will understand free field 1 as “SMITH V JONES” and free field 2 as “SITE 3” and free field 3 as “JASON”

To skip free fields, enter a slash as a placeholder. For example:

T-FF/SMITH V JONES//JASON TravCom will understand free field 1 as “SMITH V JONES” and free field 3 as “JASON” - free field 2 is not being used in this PNR.

Note that as free fields are specific to your custom reports, they can be used for different purposes for different clients. For example, ABC Corporation may require employee number, whereas XYZ Company requires internal billing data. Since the reports for each company will include only their own records, you can use Free Field 1 for both pieces of data.

***T-FFX/fields** Additional Free Fields. Although TravCom allows us to 100 free fields on any record, your CRS may not allow enough characters on a single remark line to allow you to enter all of the data you wish to track. If this is the case, use the **FFX** entry to extend the original free field line. This line should follow the **FF** remark line, and you can use as many **FFX** lines as required to complete the data you want to transfer.

***T-FF14/** Specific Free Field. If you are not using all free fields in order, you can specify the free field TravCom should insert the data into. For example, if you enter T-FF4/SUSAN, TravCom will understand free field 4 as “SUSAN” and will create the Free Field line in TravCom as **///SUSAN** (three empty free fields preceding SUSAN).



Free Field format can be used in any combination. For example, if you want to enter 12345 into free field 1 and SUSAN into free field 4 you can enter either

T-FF/12345///SUSAN or **T-FF/12345**
T-FF4/SUSAN

***T-TC/** Transaction Code. This is single-character field for any sorting or selecting purposes you have in your custom reports. For example, you may want to track all sales generated by certain types of advertising such as newspaper ads, yellow pages, referrals, etc.... Transaction Codes do not need to be defined in TravCom and you can use different TC entries for different clients if required.

***T-RC/** Routing Code. This is 2-character field for any sorting or selecting purposes you have in your custom reports. For example, you may want to track all sales to a specific geographical area such as Canada, the Orient, South Pacific, Europe, etc.... Routing Codes do not need to be defined in TravCom and you can use different RC entries for different clients if required. For agencies located in Canada the Routing Code determines whether or not GST/PST on Commission is calculated. If the first character

of the Routing Code is 0 or 9 the GST/PST on Commission will be calculated at the normal rate. Anything other than 0 or 9 will leave the GST/PST on Commission as zero.

- *T-GSA/** Government Service Authorization number for this sale, if applicable. If you have, Government clients enter the contract number here.
- T-NP/** The number of passengers for a single transaction can be entered in a NP/remark line (for example if you have a tour order for 3 passengers the entry will be T-NP/3).
- T-MS/** A miscellaneous segment line used as an optional method of accounting transfer, replacing the TUR segment. See the section *Optional Method of Accounting Transfer* starting on page 5 – 55.

Auxiliary Accounting Segments (TUR Lines):

TUR Segments are used in Apollo to transfer all non-A.R.C. sales such as Tours, Cruises, Service Fees, etc.... They can also be used to transfer refunds for A.R.C. TUR segments are a standard Galileo/Apollo format and accomplish the same function as the TravCom **MS lines**. *Do not* use both TUR lines and MS lines to transfer sales to TravCom, as TravCom will receive and process two copies of the same sale.



For TUR segments to update TravCom, you must enable the **Process Miscellaneous Segments** flag in the **Interface - Install Interface** function. See *Installing the Interface* starting on page 5-2.

The following list includes all of the possible indicators you can use in a TUR segment to transfer the correct accounting information to TravCom. These indicators are also used in T-MS lines. For more information on T-MS lines, refer to the section *Optional Method of Accounting Transfer* starting on page 5-55.

You can use a maximum of 43 characters between the double lozenges. The indicators can be used in any order, with the exception of the product code that must appear first and within the first segment.

Remember: for refunds, enter negative dollar amounts.

- /PC** Product Code. Enter the number or description of the product being sold. The description must match the description for the product code in **Files - Setup - Product Codes**. For example, **/PCTOUR** or **/PC02**.
- /V** Vendor account. Enter the vendor number or sort key from the vendor record in **Files - Vendors**.

If you are entering the TUR segment for a Tour Order or MCO, this field does not need to reflect A.R.C. as the vendor. If you have entered the Product Code as 0 (A.R.C.) the record will be transferred correctly and show on the A.R.C. report. Enter the correct vendor number for tracking purposes, such as American FlyAAway or Delta Dream Vacations.
- /A** Sale amount (base published fare, without taxes). If the entry is just **/A500.0** then the default currency will be used.

- /AUDS** Sale amount in a foreign currency. Use this format only if you have multiple currencies set up in TravCom in **Files - Setup - Currencies**.
- /SF** Selling Fare. If you handle bulk or discounted tickets enter the base fare (not including taxes) that you are charging the client for this sale.
- /TX** Tax field used in the accounting calculation for the transaction.
This must be entered in the format **/TX0.00US12.45XT3.00XF**.
- /PN** Penalty Paid. Penalties are used with Ticket Exchanges. This amount will be recorded in TravCom in the Penalty field and the Published fare (and Selling fare if relevant) will be decreased by this amount.
- /C** Commission percent or dollar amount. For example **/CP10** is 10 % and **/C13.72** is \$13.72 dollars. For a refund, use a negative sign for dollar amounts but not for percentages.
- /G** Commission VAT override. If you use VAT or GST/PST this field can be used when you do not want the system to calculate the commission GST on the full commission value.
- /Q** Commission QST override. If you use PST (or QST or HST), this field can be used when you do not want the system to calculate the commission PST on the full commission value.
- /TK** Ticket number. If you are processing an A.R.C. refund or change fee MCO. For example, an A.R.C. refund would be entered as **/TK0121414333444** (the first 3 digits are the validating carrier number.) without the check digit.
If this is a non-A.R.C. sale, this field can be used for the booking or confirmation number or any document number (such as a Travel Agency Fee document) you need to track.
- /PX...//** Passenger name. This can be entered as a number or a name. For example, **/PX1//** indicates the first name in the record, or **/PXSMITH/JOHN//** sends TravCom the name SMITH/JOHN. This entry is optional; if you do not enter a passenger into the TUR segment, TravCom will default to the first name in the record.
Note that the PX field *must* end with two slashes (//) so that TravCom can differentiate between the slash after the last name and the end of the field.
- /PALL** This indicator will apply the values in the TUR segment to all passengers. For example, if the segment showed **/A1500.00** and the PNR is for 3 passengers, you would get a \$1500.00 sale for each passenger listed in the PNR. The passenger names will be copied from the PNR name field.
- /F** Form of payment:
/FS Cash / Check.
/FATM Automated Teller Machine.
/FCX In House Credit Card (used with the CCN field described below). Use this

- format if you have a Merchant Credit Card account that you will use to cash this payment.
- /FCC Credit card (used with CCN field described below).
- /CCN Credit card number field used with form of payment FCC or FCX. Entered as /CCNAX37000000000028.
- You can use the /CCN entry to enter the check number for cash payment in an TUR line
- Example: /FS/CCN1234**
- /D Amount Paid. If the form of payment is Cash/Check (S), ATM or In House Charge (CX) and you want TravCom to process the payment, enter the amount here.
- For payments to be processed you must have selected **Process Cash Payments in Interface - Install Interface**. See *Installing the Interface* starting on page 5-2.
- /R Reference Fare. This is usually defined as the full coach fare for purposes of calculating the Savings amount on corporate reporting. Enter the full price, including taxes (per passenger if you are using a /PALL field).
- /L Low Fare. This is usually defined as the lowest fare possible for the trip based on the client's travel policies. It can be used to calculate the additional amount you could have saved the client under other circumstances. This field is usually used in conjunction with the Exception Code field. Enter the full price, including taxes (per passenger if you are using a /PALL field).
- /E Exception Code. This is normally used for Corporate and Government accounts, to explain why a particular traveler did not purchase the lowest fare, as entered in the LF field. The agent should enter the 1- to 2-digit Exception Code, not the full description. For example, if your exception code group shows "01" represents a Saturday night stay was required to get the lowest fare, the agent would enter /E01.
- Exception Codes are defined in TravCom in **Files - Setup - Exception Codes** and cross-referenced to corporate and government accounts as required in each client's record in **Files - Clients - In House** tab. For more information on setting up maintaining and printing Exception Codes see *Exception Codes* in *Chapter 3, Maintaining Your Agency Setup* and *Client File Maintenance* in *Chapter 4, Maintaining Agency Data Files*.
- /VC VAT Rate Code. If you use VAT or GST/PST, this field can be used to enter a different tax rate code than the code attached to your product code table.
- /TC Transaction Code. This is single-character field for any sorting or selecting purposes you have in your custom reports. For example, you may want to track all sales generated by certain types of advertising such as newspaper ads, yellow pages, referrals, etc.... Transaction Codes do not need to be defined in TravCom and you can use different TC entries for different clients if required
- /RC Routing Code. This is 2-character field for any sorting or selecting purposes you have in your custom reports. For example, you may want to track all sales to a specific

geographical area such as Canada, the Orient, South Pacific, Europe, etc.... Routing Codes do not need to be defined in TravCom and you can use different RC entries for different clients if required. For agencies located in Canada the Routing Code determines whether or not GST/PST on Commission is calculated. If the first character of the Routing Code is 0 or 9 the GST/PST on Commission will be calculated at the normal rate. Anything other than 0 or 9 will leave the GST/PST on Commission as zero.

- /PO** Purchase Order number. If the client requires purchase order numbers on corporate reports, the agent can enter their PO number here.
- /FFn** Free Field. Free fields are used for any information you require on the record that does not have a pre-defined field in TravCom. For example, corporate clients that require employee numbers or other references, or internal tracking you wish to maintain. Enter the free field number you wish to transfer to TravCom. For example, **/FF3/4321**.

Here is an example of a Tour sale:

0TURZPHK1YVR18SEP-■■/PC2/V200/A2300.00/FCC/R2600.00■■■

0TURZPHK1YVR18SEP-■■/TX70.00US6.00XF/PX1//CP15.00■■■

0TURZPHK1YVR18SEP-■■/CCNAX37000000000028■■■



When entering multiple TUR segment lines into one PNR you must use different Apollo Vendor Codes for different sales. For example use ZC for a Cruise sale, ZL for a Land package, ZP for a Package tour, ZO for Other sale, or for a generic itinerary labels use Z1, Z2, Z3 up to Z9, etc.

RoomMaster/CarMaster Hotel and Car Segments (Vouchers):

RoomMaster and CarMaster bookings include complete information for updating TravCom. No additional fields are required to track commissions.

When multiple hotel bookings appear in a PNR and the number of hotels (HK) equals the number of passengers, then a separate voucher will be created for each passenger.

Voucher Rate:

Use the following entry when a hotel or car reservation is quoted in a foreign currency, and wish to override this rate with the equivalent amount.

- T-VRT/** The voucher rate entry can be used to override the hotel or car rate quote by the reservation system. This is useful to enter the equivalent amount for rates that are quoted in a foreign currency.

Example: T-VRT/45.00

When using the voucher override, VRT, you can specify the currency using the following entry.

T-VRT/XXXnnn.nn

Where XXX is the currency code and nnn.nn is the amount in that currency.
 Note that the currency code must be on file in your currency setup. If you leave out the currency code then it will default to the base currency.



Normally, when TravCom receives a hotel or car rental booking, the system will assume the commission due will be at the percentage entered into the vendor account of the hotel or car rental chain booked. However, if the booking is at a non-commissionable rate (for example, a corporate rate), the agent may override this commission rate by entering **/NOCOMM** in the free flow comments field of the booking. This entry is applied only to the booking into which it was entered.

If the booking was canceled, the agent may override this commission rate by entering **/CANCEL** in the free flow comments field of the booking. This entry is applied only to the booking into which it was entered.

Non-RoomMaster and Non-CarMaster Bookings (Vouchers):

Use the normal passive Apollo format to record the segment. Here is an example for hotel and an example for car:

0HTLZZHK1LAX12NOV-OUT13NOV-■■NYC IN 12NOV-OUT 13NOV RATE 150.00 ROOM KING■■/W-STANHOPE HOTEL■500 FIFTH AVENUE■ NEW YORK■NY■10010■212 555-1212/CF-3456677

0CARZEHK1ORD12NOV-14NOVICAR/■■ORD IN 12NOV-OUT 14NOV RATE 59.95■■/CF-34567

For non-CarMaster bookings, Apollo needs to have the first set of IN/OUT dates to appear on the pocket itineraries. The characters between the ■■ are how TravCom picks up the necessary information for commission tracking.

Car/Hotel Voucher Fields for Corporate Reporting:

These T- fields can be entered in the PNR to provide additional voucher information for custom reports (created using Crystal Reports).

- ***T-VRF/** Voucher Reference Fare. This is normally used to identify the standard rack rate for the reservation for Corporate and Government clients.
- ***T-VLF/** Voucher Low Fare. This is used to identify the lowest rate you could have booked for this reservation for Corporate and Government clients. This field is usually used in combination with the Exception Code field.
- ***T-VEC/** Voucher Exception Code. This used normally for Corporate and Government account, to explain why a particular traveler did not receive the lowest rate, as entered in the **VLF** field. The agent should enter the 1- to 2-digit Exception Code, not the full description. For example, if your exception code group shows "01" represents a Saturday night stay was required to get the lowest rate, the agent would enter **T-**

VEC/01.

Exception Codes are defined in TravCom in **Files - Setup - Exception Codes** and cross-referenced to corporate and government accounts as required in each client's record in **Files - Clients - In House** tab. For more information on setting up maintaining and printing Exception Codes see *Exception Codes* in *Chapter 3, Maintaining Your Agency Setup* and *Client File Maintenance* in *Chapter 4, Maintaining Agency Data Files*.

***T-VFF/**

Free Field(s). Free fields are used for any information you require on the record that does not have a pre-defined field in TravCom. For example, corporate clients that require employee numbers or other references, or internal tracking you wish to maintain.

Free fields are entered in a string, separated by slashes and can be used on any custom report for sorting, selecting, or calculating.

For example: **T-FF/12345** TravCom will understand free field 1 as "12345"

T-FF/SMITH V JONES/SITE 3/JASON TravCom will understand free field 1 as "SMITH V JONES" and free field 2 as "SITE 3" and free field 3 as "JASON"

To skip free fields, enter a slash as a placeholder. For example:

T-FF/SMITH V JONES//JASON TravCom will understand free field 1 as "SMITH V JONES" and free field 3 as "JASON" - free field 2 is not being used in this booking.

Note that as free fields are specific to your custom reports, they can be used for different purposes for different clients. For example, ABC Corporation may require employee number, whereas XYZ Company requires internal billing data. Since the reports for each company will include only their own records, you can use Free Field 1 for both pieces of data.

***T-VFFX/**

Additional Free Fields. Although TravCom allows us to 100 free fields on any record, your CRS may not allow enough characters on a single remark line to allow you to enter all of the data you wish to track. If this is the case, use the **VFFX** entry to extend the original free field line. This line should follow the **VFF** remark line, and you can use as many **VFFX** lines as required to complete the data you want to transfer.

***T-VFF14/**

Specific Free Field. If you are not using all free fields in order, you can specify the free field TravCom should insert the data into. For example, if you enter **T-VFF4/SUSAN**, TravCom will understand free field 4 as "SUSAN" and will create the Free Field line in TravCom as **///SUSAN** (three empty free fields preceding SUSAN).

Most Common Transmission Commands:

When a PNR has an auxiliary segment, such as a tour and the segment is for multiple passengers (for example, HK2), TravCom receives only *one* sale record in the Interface unless the segment contains a **/PX#**(for a specific passenger) or **/PALL** indicator (for all passengers).

HB:	To send all ticket/invoice and accounting PNR information to TravCom
HBSNONE/FS/DIDAD	PNR with passive air where you only want to send tour segments to TravCom
HB:DIDAD/FS	To transfer handwritten ticket data to TravCom.



It is recommended that the /F always be the actual form of payment for the transaction. The commands above use /FS for cash, as an example only.

Optional Method of Accounting Transfer (T-MS):



Do not use both a TUR segment and a T-MS line for the same transaction or you will duplicate your sales and refunds.

The following entries use the *same* indicators as previously listed for TUR segments. You can enter fields in any order, and none are mandatory except as required to define a sale (for example, you cannot have a sale without a product code and a vendor number).

An MS line is entered in much the same way as a TUR segment.



Note that the MS format is not recognized by the CRS as accounting data so cannot be used to generate an invoice from the front office.

Tour Sale Paid by MCO or Tour Order:

In the following example, the vendor is assumed to be Delta Dream Vacations (Sort Key "DELTA"), vendor number 103. The amount is \$500.00 with \$22.95 tax and 10% commission (or \$50.00), and the client will pay cash or check. The entry could look like this:

T-MS/PCARC/VDELTA/TK0068012345678/A500.00/TX22.95US/CP10/FS

or

T-MS/PC0/V103/TK0068012345678/A500.00/TX22.95US/C50.00/FS



Remember to use negative numbers if you are entering a refund. Amounts (including commission amounts) can be entered as negative values, although percentages are never entered as negative values.

Miscellaneous segments (non-A.R.C.):

For regular non-A.R.C. sales, the agent should again book them as usual through Apollo, and then add the MS line.

The following example shows a Princess Cruises sale for \$2995.00 plus taxes of \$299.50 and \$360.00. Princess Cruises is assumed to show the Sort Key "PRINCESS" and is vendor number 501. The commission is 10% (or \$299.50) and the booking (confirmation) number has been entered in the document number field. The traveler is paying by credit card. The entry could look like this:

T-MS/PCCRUISE/V501/TK12345/PXSMITH/J//A2995.00/TX299.50US360.00XT/CP10/FCC

or

**T-MS/PC5/VPRINCESS/TK12345/PX1//A2995.00/TX299.50US360.00XT/C299.50/FCC
/CCNVI4124333444555666**

Additional indicators:

/CCN You can use this entry to enter the check number for cash payment in an MS line

Example:

T-MS/PC5/VPRINCESS/PX1//A2995.00/TX299.50XT/C299.50/FS/CCN12345

/OSnnn.nn This entry is useful to override the standard commission for outside agents as entered on their vendor accounts. It can also be used to suppress the outside agent commissions for certain types of transactions, such as service fees.

In the MS entries include /OSnnn.nn where nnn.nn refers to the amount of commission to pay to the outside agent.

Example:

T-MS/PC5/VPRINCESS/PX1//A2995.00/TX299.50XT/C299.50/OS12.50



Remember to use negative numbers if you are entering a refund. Amounts (including commission amounts) can be entered as negative values, although percentages are never entered as negative values.



Since there is a line length limitation for Galileo/Apollo remarks you can enter **T-MSX** immediately after the original **T-MS** entry to extend the original entry. You can enter as many **MSX** lines as Apollo will allow, but they *must* immediately follow the initial **T-MS** line in the PNR or the information will be dropped.

Here is an example using multiple T-MSX lines:

**T-MS/PCCRUISE/VPRINCESS/TK12345/PXSMITH/JACK//A2995.00/TX299.50US360.00XT
T-MSX/C299.50/FCC/CCNVI4124333444555666/R3400.00/L2995.00**

Amadeus Interface

Supported interface level: 203

Displaying Messages

To determine how many messages are on queue, enter the following on one of your reservation system workstations:

BC

You can also display records by sequence number or date. To see the records by sequence number enter:

BD or **BD1234567890** where 1234567890 is the sequence number you want to start with

To see records by activity date enter:

BD12SEPT where 12Sept is the date you want to see.

Sending Records

Once TravCom is “*Waiting to Receive Data from Amadeus*” (see *Receiving and Processing Interface Data* starting on page 5 - 9) you are ready to transmit the records from Amadeus. Enter the following command on Amadeus:

BASTART to begin the transmission

When the transmission is complete, and if you have not selected **Process Data, Continue Receiving**, you must take the Amadeus line down by entering the following on Amadeus:

BSSTOP to end the transmission



If the TravCom Interface is set to continue receiving data you do not need to down the AIR until you are ready to shut down TravCom.

If you are sending only the current records and not intending to leave TravCom in the Continue Receiving mode, you can also transmit records by sequence number. To send specific sequence numbers enter:

BR123450-123600 where 123450 is the first sequence number to send and 1234600 is the last sequence number to send.

It is not necessary to stop the interface if you send by sequence number, as Amadeus will automatically stop once the requested sequence numbers have been sent.

Re-sending Records

To retransmit records that have already been sent to TravCom use the following entries:

Find the sequence numbers or determine the dates to retransmit, using the entries given above to display AIR records.

Have TravCom up and enter:

BR12SEPT where 12Sept is the date to retransmit

or

BR123450-123600 where 123450 is the first sequence number to retransmit and 123600 is the last sequence number to retransmit. Note that you can send a single sequence number by entering **BR123450**.

Interface Entries

Some of the entries described in this section are standard Amadeus formats. For further information on these entries, see your Amadeus documentation.

Many of the entries provided by TravCom can be applied to a particular segment in the PNR. These entries are marked with an asterisk (*). To specify a segment, enter it after the field description. For example, **RM*EC/01** applies the Exception Code “01” to all sales in the PNR, whereas **RM*EC/*2/01** applies the Exception Code “01” only to the second sale.

Accounting line for client number:

AIAN1000

or

RM*AN1000



Note that TravCom can process client account fields entered on the **AIAN** or **RM*AN** lines. These formats are standard Amadeus entry formats.

You can also enter the client account number using a **RM*CN/** remarks line. This format overrides the **AIAN** or **RM*AN** line. For example, **RM*CN/1000**.

Accounting Lines -- General:

- RM*VC/** VAT Rate Code. If your agency uses VAT or GST/PST (as defined in **Files - Setup - VAT Setup**) this field overrides the Tax Rate Code attached to the product code specified for the transaction.
- RM*DIV/** Division Number. For agencies that have the divisional option enabled (in **Files - Setup - System Customization**) the division to which this invoice belongs. Divisions affect only the Income Statement, not the Balance Sheet general ledger accounts.
- For example, to show that this PNR should be processed to division 0002 enter **RM* DIV/0002**.
- RM*BR/** Branch that you want your accounting to affect. If you are a multi-branch office and you may have one branch do the booking and another branch do the ticketing. The ticket will show on the 2nd branch's ARC report but the accounting will affect the

branch number you specified in the entry.

For example, Branch 2 books the ticket but Branch 5 issues the ticket - the correct entry would be **RM*BR/2** so that Branch 2 gets the credit for the sale but it will affect the Arc Report for Branch 5.

- RM*Sf/** Selling Fare. If your agency uses bulk/discounted tickets or tracks the full fares on consolidator tickets (as defined in **Files - Setup - System Customization**), enter the base selling fare (not including taxes) per passenger. For example, to show that this ticket is being sold for \$300.00 (plus taxes), enter **RM*Sf/300.00**.
- RM*DD/** The due date for a client invoice defaults to the invoice date. You can override the due date with a DD/remark line. The due date must be entered as a true date in a valid date format (for example RM*DD/03MAR00). Alternatively, the due date can be entered as a number of days past the invoice date (for example, the due date is 15 days after the invoice date then you will enter RM*DD/15). This will affect the Aged Schedule of Accounts Receivable.
- RM*PD/** The due date for a vendor invoice defaults to the invoice date. You can override the due date with a PD/remark line. The due date must be entered as a true date in a valid date format (for example RM*/01MAR00).). Alternatively, the due date can be entered as a number of days past the invoice date (for example, the due date is 15 days after the invoice date then you will enter RM*DD/15). This will affect the Aged Schedule of Accounts Payable.
- RM*PPC/** The primary product code can be overridden by using the /PPC entry. This is useful when you want to identify the true product code for a transaction, such as an MCO, or a Tour Order.
- For example you are issuing an MCO for your ARC report but it really is a tour sale, then you would want to affect your tour income and expense accounts by using the following: RM*PPC/TOUR or RM*PPC/2
- RM*INV/** Invoice Number. This field overrides the standard Amadeus invoice number in the PNR. It is most commonly used when accounting was not transferred for a previously issued reservation invoice, or for a hotel/car reservation booking where you want to send a specific invoice number to TravCom.



Caution: This field should not be used with any command that would increment the invoice number. If this happens, the CRS-generated number will not match the TravCom Invoice number attached to the accounting record.

- RM*NA/** Entry to override the product codes and vendors for non-ARC tickets. The entry is useful so non-ARC tickets will not appear on the ARC report. The entry is as follows:
- NA/vc/PCn/PPCn/Vn

Where	vc	the airline number or code of the tickets to affect
	/PCn	the new product code for the ticket – will also change the primary product code
	/PPCn	the new primary product code for the ticket
	/Vn	the new vendor other than ARC

The /PC, /PPC, and /V parameters are optional. You only need to enter the relevant parameters.

RM*PN/ This entry can be used to specify the penalty amount when entering a ticket exchange. TravCom will subtract the amount you enter from the base fare and record it separately in the Penalty field.

Note that entering the penalty in this manner does not affect the accounting, statistics, or A.R.C. report. This field is for reference and custom reporting purposes *only*. The RM*PN/ field can be applied to individual segments within the PNR

Accounting Lines -- Agent Commission/Productivity Tracking:

RM*BA/ Booking Agent. This field overrides the standard Amadeus agent number. The **BA** field is used to override the booking agent only (not the ticketing agent). You can enter either the agent's number or code as recorded in **Files - Agents** in TravCom. Do not use both the **BA** and **AG** fields in the same PNR.

RM*TA/ Ticketing Agent. This field overrides the standard Amadeus agent number. The **TA** field is used to override the ticketing agent only (not the booking agent). You can enter either the agent's number or code as recorded in **Files - Agents** in TravCom. Do not use both the **TA** and **AG** fields in the same PNR.

RM*AG/ Agent. This field overrides the standard Amadeus agent number. The **AG** field is used to override both the booking and ticketing agents. You can enter either the agent's number or code as recorded in **Files - Agents** in TravCom. Do not use the **AG** field in the same record as the **TA** or **BA** fields.

RM*OS/ Outside Sales Agent #1. This field overrides the standard entry for this client account. Normally, TravCom will insert the O/S agent number that has been referenced on the client's record in **Files - Clients** on the **In House** tab. It is not necessary to enter the OS field to every PNR for an outside sales agent.

RM*OS2/ Outside Sales Agent #2. This field overrides the standard entry for this client account. Normally, TravCom will insert the O/S agent number that has been referenced on the client's record in **Files - Clients** on the **In House** tab. It is not necessary to enter the OS2 field to every PNR for an outside sales agent.

Corporate Reporting Fields:

RM*CD/	Corporate Department number. If the client number entered into this PNR is a corporate or government account that requires the use of department numbers, enter the department number in this format.
RM*PO/	Purchase Order number. If the client requires purchase order numbers on corporate reports, the agent can enter their PO number here.
RM*RF/	Reference Fare. This is usually defined as the full coach fare for purposes of calculating the Savings amount on corporate reporting. Enter the full price, including taxes, per passenger.
RM*LF/	Low Fare. This is usually defined as the lowest fare possible for the trip based on the client's travel policies. It can be used to calculate the additional amount you could have saved the client under other circumstances. This field is usually used in conjunction with the Exception Code field. Enter the full price, including taxes, per passenger.
RM*EC/	<p>Exception Code. This is normally used for Corporate and Government accounts, to explain why a particular traveler did not purchase the lowest fare, as entered in the LF field. The agent should enter the 1- to 2-digit Exception Code, not the full description. For example, if your exception code group shows "01" represents a Saturday night stay was required to get the lowest fare, the agent would enter RM*EC/01.</p> <p>Exception Codes are defined in TravCom in Files - Setup - Exception Codes and cross-referenced to corporate and government accounts as required in each client's record in Files - Clients - In House tab. For more information on setting up maintaining and printing Exception Codes see <i>Exception Codes</i> in <i>Chapter 3, Maintaining Your Agency Setup</i> and <i>Client File Maintenance</i> in <i>Chapter 4, Maintaining Agency Data Files</i>.</p>
RM*FF/ fields	<p>Free Field(s). Free fields are used for any information you require on the record that does not have a pre-defined field in TravCom. For example, corporate clients that require employee numbers or other references, or internal tracking you wish to maintain.</p> <p>Free fields are entered in a string, separated by slashes and can be used on any custom report for sorting, selecting, or calculating.</p> <p>For example: RM*FF/12345 TravCom will understand free field 1 as "12345"</p> <p style="padding-left: 40px;">RM*FF/SMITH V JONES/SITE 3/JASON TravCom will understand free field 1 as "SMITH V JONES" and free field 2 as "SITE 3" and free field 3 as "JASON"</p> <p>To skip free fields, enter a slash as a placeholder. For example:</p> <p style="padding-left: 40px;">RM*FF/SMITH V JONES//JASON TravCom will understand free field 1 as "SMITH V JONES" and free field 3 as "JASON" - free field 2 is not being used in this PNR.</p> <p>Note that as free fields are specific to your custom reports, they can be used for different purposes for different clients. For example, ABC Corporation may require employee number, whereas XYZ Company requires internal billing data. Since the</p>

reports for each company will include only their own records, you can use Free Field 1 for both pieces of data.

RM*FFX/fields Additional Free Fields. Although TravCom allows us to 100 free fields on any record, your CRS may not allow enough characters on a single remark line to allow you to enter all of the data you wish to track. If this is the case, use the **FFX** entry to extend the original free field line. This line should follow the **FF** remark line, and you can use as many **FFX** lines as required to complete the data you want to transfer.

RM*FF14/ Specific Free Field. If you are not using all free fields in order, you can specify the free field where TravCom should insert the data. For example, if you enter **RM*FF4/SUSAN**, TravCom will understand free field 4 as "SUSAN" and will create the Free Field line in TravCom as **///SUSAN** (three empty free fields preceding SUSAN).



Free Field format can be used in any combination. For example, if you want to enter 12345 into free field 1 and SUSAN into free field 4 you can enter either

RM*FF/12345///SUSAN or **RM*FF/12345**
RM*FF4/SUSAN

RM*TC/ Transaction Code. This is single-character field for any sorting or selecting purposes you have in your custom reports. For example, you may want to track all sales generated by certain types of advertising such as newspaper ads, yellow pages, referrals, etc.... Transaction Codes do not need to be defined in TravCom and you can use different TC entries for different clients if required.

RM*RC/ Routing Code. This is 2-character field for any sorting or selecting purposes you have in your custom reports. For example, you may want to track all sales to a specific geographical area such as Canada, the Orient, South Pacific, Europe, etc.... Routing Codes do not need to be defined in TravCom and you can use different RC entries for different clients if required.

RM*GSA/ Government Service Authorization number for this sale, if applicable. If you have, Government clients enter the contract number here.

RM*NP/ The number of passengers for a single transaction can be entered in a NP/remark line (for example if you have a tour order for 3 passengers the entry will be RM*NP/3).

RM*MS/ A miscellaneous segment line used to send non-A.R.C. sales, MCOs and Tour Orders through the interface. See the section *Miscellaneous Segments* starting on page 5-67.

Automated MCO's:

If you would like to process credit card service fee transactions as MCOs to ARC, call Amadeus and make sure to have them turn on these options.

Use the standard Amadeus formats for automated MCO's. The following are additional entries that can be added in the free flow area:

PC-product code (number or description)

V-vendor (number or description)

PO-purchase order (number)

OS-O/S agent amount

OS2-O/S2 agent amount

In the free flow accounting section you must enter **PC-n V-xxx** where *n* is the service fee product code and the *xxx* is your service fee vendor

IMC XD ARC 10FEB/USD15.00/*free flow descriptions/-free flow accounting data**

IMC XD ARC 10FEB/USD15.00/*BOOKING FEE/-PC-7 V-900**

Optionally you can add the entry **OS-*nnn.nn*** (where *nnn.nn* represents the amount), if you wish to give the outside agent a certain amount or zero. The entry will look like this:

IMC XD ARC 10FEB/USD15.00/*BOOKING FEE/-PC-7 V-900 OS-5.00**

IMC XD ARC 10FEB/USD15.00/*BOOKING FEE/-PC-7 V-900 OS-0**

Note that for these automated MCOs the **PC-** entry is for the Primary Product Code *only*. The Secondary Product Code will always be 0 for A.R.C. (see additional information on the Product Codes in *Chapter 6, Posting Sales*).

Exchanges:

When entering exchanges into Amadeus you must enter the original ticket amounts so that TravCom can calculate the amount of the add/collect or refund. Original amounts are entered on an **RM*XX/** line as follows:

RM*XX/base fare/tax1/tax2/tax3/commission amount

Remember to enter only the amounts being refunded. For example, if a client returns one flight coupon of a ticket, valued at \$100 plus \$10 US tax and \$3.00 PFC (assuming 8% commission), you would enter:

RM*XX/100.00/10/00/3.00/0/P8.00

Ticket exchange with a penalty:

If the same returned coupons were subject to a penalty, subtract the penalty amount out of the original base amount and subtract your commission on the penalty out of the commission you must return. For example, if the penalty is \$50.00 and you receive \$5.00 commission, enter:

RM*XX/50.00/10/00/3.00/0/5.00

When entering a ticket exchange, you can also specify the penalty amount with the **RM*PN/** remark. TravCom will subtract the amount you enter from the base fare and record it separately in the Penalty field. Entering the penalty in this manner does not affect the accounting, statistics, or A.R.C. report. This field is for reference and custom reporting purposes only. The **RM*PN/** field can be applied to individual segments within the PNR, as described above.

If you are entering a ticket exchange on an MS line and need to show a penalty amount, you can enter that amount in this field **/PNamount** (see *Miscellaneous Entries* on page 5-68, for more detail).

Hotel and Car Segments (Vouchers):

Bookings made directly in Amadeus will be sent to TravCom when the PNR is sent through the interface. No additional fields are required to track commissions.

Use the normal passive Amadeus format (long-sell) to record a segment when the car or hotel property is an Amadeus participating location.

When multiple hotel bookings appear in a PNR and the number of hotels equals the number of passengers, then a separate voucher will be created.

Voucher Rate:

Use the following entry when a hotel or car reservation is quoted in a foreign currency, and wish to override this rate with the equivalent amount.

RM*VRT/ The voucher rate entry can be used to override the hotel or car rate quote by the reservation system. This is useful to enter the equivalent amount for rates that are quoted in a foreign currency.

Example: RM*VRT/45.00

When using the voucher override, **VRT**, you can specify the currency using the following entry.

RM*VRT/XXXnnn.nn

Where **XXX** is the currency code and **nnn.nn** is the amount in that currency.

Note that the currency code must be on file in your currency setup. If you leave out the currency code then it will default to the base currency.



Normally, when TravCom receives a hotel or car rental booking, the system will assume the commission due will be at the percentage entered into the vendor account of the hotel or car rental chain booked. However, if the booking is at a non-commissionable rate (for example, a corporate rate), the agent may override this commission rate by entering **/NOCOMM** in the free flow comments field of the booking. This entry is

applied only to the booking into which it was entered.

If the booking was canceled, the agent may override this commission rate by entering /CANCEL in the free flow comments field of the booking. This entry is applied only to the booking into which it was entered.

Car/Hotel Voucher Fields for Corporate Reporting:

These RM fields can be entered in the PNR to provide additional voucher information for custom reports (created using Crystal Reports). You need to verify with your reservation system that they have turned on the options to receive car and hotel data that are entered using the RM* entry. If you do not mention this they will not turn on these options and this information will not be sent through the interface.

- RM*VRF/** Voucher Reference Fare. This is normally used to identify the standard rack rate for the reservation for Corporate and Government clients.
- RM*VLF/** Voucher Low Fare. This is used to identify the lowest rate you could have booked for this reservation for Corporate and Government clients. This field is usually used in combination with the Exception Code field.
- RM*VEC/** Voucher Exception Code. This used normally for Corporate and Government account, to explain why a particular traveler did not receive the lowest rate, as entered in the **VLF** field. The agent should enter the 1- to 2-digit Exception Code, not the full description. For example, if your exception code group shows “01” represents a Saturday night stay was required to get the lowest rate, the agent would enter **RM*VEC/01**.

Exception Codes are defined in TravCom in **Files - Setup - Exception Codes** and cross-referenced to corporate and government accounts as required in each client’s record in **Files - Clients - In House** tab. For more information on setting up maintaining and printing Exception Codes see *Exception Codes* in *Chapter 3, Maintaining Your Agency Setup* and *Client File Maintenance* in *Chapter 4, Maintaining Agency Data Files*..

- RM*VFF/** Free Field(s). Free fields are used for any information you require on the record that does not have a pre-defined field in TravCom. For example, corporate clients that require employee numbers or other references, or internal tracking you wish to maintain.

Free fields are entered in a string, separated by slashes and can be used on any custom report for sorting, selecting, or calculating.

For example: **RM*FF/12345** TravCom will understand free field 1 as “12345”

RM*FF/SMITH V JONES/SITE 3/JASON TravCom will understand free field 1 as “SMITH V JONES” and free field 2 as “SITE 3” and free field 3 as “JASON”

To skip free fields, enter a slash as a placeholder. For example:

RM*FF/SMITH V JONES//JASON TravCom will understand free field 1 as “SMITH V JONES” and free field 3 as “JASON” - free field 2 is not being used in this booking.

Note that as free fields are specific to your custom reports, they can be used for different purposes for different clients. For example, ABC Corporation may require employee number, whereas XYZ Company requires internal billing data. Since the reports for each company will include only their own records, you can use Free Field 1 for both pieces of data.

RM*VFFX/ Additional Free Fields. Although TravCom allows us to 100 free fields on any record, your CRS may not allow enough characters on a single remark line to allow you to enter all of the data you wish to track. If this is the case, use the **VFFX** entry to extend the original free field line. This line should follow the **VFF** remark line, and you can use as many **VFFX** lines as required to complete the data you want to transfer.

RM*VFF14/ Specific Free Field. If you are not using all free fields in order, you can specify the free field where TravCom should insert the data. For example, if you enter **RM*RM VFF4/SUSAN**, TravCom will understand free field 4 as “SUSAN” and will create the Free Field line in TravCom as **///SUSAN** (three empty free fields preceding SUSAN).

Most Common Transmission Commands:

TTP/INV	To send all ticket/invoice and accounting PNR information to TravCom, generating a separate invoice for each ticket. (Replaces SystemOne P5 format.)
TTP/INVJ	To send all ticket/invoice and accounting PNR information to TravCom, generating a single invoice for all tickets in the PNR. (Replaces SystemOne P15 format.)
INV	To send invoice/accounting data (no ticket) to TravCom and generate a separate invoice for each passenger. (Replaces SystemOne P7 format.)
INVJ	To send invoice/accounting data (no ticket) to TravCom and generate a single invoice for all passengers. (Replaces SystemOne P17 format.)
TTP/BTK	To send accounting data to TravCom without generating an invoice from Amadeus. (Replaces SystemOne P20 format.)

Miscellaneous Segments (MS Lines):

Miscellaneous Segments are used in Amadeus to transfer all non-A.R.C. sales such as Tours, Cruises, Service Fees, etc. They can also be used to transfer MCOs and Tour Orders for A.R.C.

You need to verify with your reservation system that they have turned on the options to receive miscellaneous remarks that are entered using the **RM*** entry. If you do not mention this they will not turn on these options and this information will not be sent through the interface.

The following list includes all of the possible indicators you can use in an MS line to transfer the correct accounting information to TravCom. You can enter fields in any order, and none are mandatory except as required to define a sale (for example, you cannot have a sale without a product code and a vendor number).



Note that the MS format is not recognized by the CRS as accounting data, so it cannot be used to generate an invoice from the front office.

Remember: for refunds, enter negative dollar amounts.

- /PC** Product Code. Enter the number or description of the product being sold. The description must match the description for the product code in **Files - Setup - Product Codes**. For example, **/PCTOUR** or **/PC02**.
- /V** Vendor account. Enter the vendor number or sort key from the vendor record in **Files - Vendors**.

If you are entering the MS line for a Tour Order or MCO, this field does not need to reflect A.R.C. as the vendor. If you have entered the Product Code as 0 (A.R.C.) the record will be transferred correctly and show on the A.R.C. report. Enter the correct vendor number for tracking purposes, such as American FlyAAway or Delta Dream Vacations.
- /A** Sale amount (base published fare, without taxes). If the entry is just **/A500.0** then the default currency will be used.
- /AUDS** Sale amount in a foreign currency. Use this format only if you have multiple currencies set up in TravCom in **Files - Setup - Currencies**.
- /SF** Selling Fare. If you handle bulk or discounted tickets enter the base fare (not including taxes) that you are charging the client for this sale.
- /TX** Tax field used in the accounting calculation for the transaction.

This must be entered in the format **/TX0.00US12.45XT3.00XF**.
- /PN** Penalty Paid. Penalties are used with Ticket Exchanges. This amount will be recorded in TravCom in the Penalty field and the Published fare (and Selling fare if relevant) will be decreased by this amount.
- /C** Commission percent or dollar amount. For example **/CP10** is 10 % and **/C13.72** is \$13.72 dollars. For a refund, use a negative sign for dollar amounts but not for percentages.
- /G** Commission VAT override. If you use VAT or GST/PST, this field can be used when you do not want the system to calculate the commission GST on the full commission value.
- /Q** Commission QST override. If you use PST (or QST or HST), this field can be used when you do not want the system to calculate the commission PST on the full commission value.

- /TK** Ticket number. If you are processing an A.R.C. refund or change fee MCO. For example, an A.R.C. refund would be entered as **/TK0121414333444** (the first 3 digits are the validating carrier number.) without the check digit.
- If this is a non-A.R.C. sale, this field can be used for the booking or confirmation number or any document number (such as a Travel Agency Fee document) you need to track.
- /PS...//** Passenger name. This can be entered as a number or a name. For example, **/PS1//** indicates the first name in the record, or **/PSSMITH/JOHN//** sends TravCom the name SMIHT/JOHN. This entry is optional; if you do not enter a passenger into the MS line, TravCom will default to the first name in the record.
- Note that the PS field *must* end with two slashes (//) so that TravCom can differentiate between the slash after the last name and the end of the field.
- /PALL** This indicator will apply the values in the MS line to all passengers. For example, if the segment showed /A1500.00 and the PNR is for 3 passengers, you would get a \$1500.00 sale for each passenger listed in the PNR. The passenger names will be copied from the PNR name field.
- /F** Form of payment:
- /FS Cash / Check.
 - /FATM Automated Teller Machine.
 - /FCX In House Credit Card (used with the CCN field described below). Use this format if you have a Merchant Credit Card account that you will use to cash this payment.
 - /FCC Credit card (used with CCN field described below).
- /CCN** Credit card number field used with form of payment FCC or FCX. Entered as **/CCNAX37000000000028**.
- You can use this entry to enter the check number for cash payment in an MS line
- Example:
- RM*MS/PC5/VPRINCESS/PX1//A2995.00/TX299.50XT/C299.50/FS/CCN12345**
- /D** Amount Paid. If the form of payment is Cash/Check (S), ATM or In House Charge (CX) and you want TravCom to process the payment, enter the amount here.
- For payments to be processed you must have selected **Process Cash Payments in Interface - Install Interface**. See *Installing the Interface* starting on page 5-2.
- /R** Reference Fare. This is usually defined as the full coach fare for purposes of calculating the Savings amount on corporate reporting. Enter the full price, including taxes (per passenger if you are using a **/PALL** field).
- /L** Low Fare. This is usually defined as the lowest fare possible for the trip based on the client's travel policies. It can be used to calculate the additional amount you could have saved the client under other circumstances. This field is usually used in conjunction with

the Exception Code field. Enter the full price, including taxes (per passenger if you are using a **/PALL** field).

/E Exception Code. This is normally used for Corporate and Government accounts, to explain why a particular traveler did not purchase the lowest fare, as entered in the **LF** field. The agent should enter the 1- to 2-digit Exception Code, not the full description. For example, if your exception code group shows “01” represents a Saturday night stay was required to get the lowest fare, the agent would enter **/E01**.

Exception Codes are defined in TravCom in **Files - Setup - Exception Codes** and cross-referenced to corporate and government accounts as required in each client’s record in **Files - Clients - In House** tab. For more information on setting up maintaining and printing Exception Codes see *Exception Codes* in *Chapter 3, Maintaining Your Agency Setup* and *Client File Maintenance* in *Chapter 4, Maintaining Agency Data Files*.

/VC VAT Rate Code. If you use VAT or GST/PST, this field can be used to enter a different tax rate code than the code attached to your product code table.

/TC Transaction Code. This is single-character field for any sorting or selecting purposes you have in your custom reports. For example, you may want to track all sales generated by certain types of advertising such as newspaper ads, yellow pages, referrals, etc.... Transaction Codes do not need to be defined in TravCom and you can use different TC entries for different clients if required.

/RC Routing Code. This is 2-character field for any sorting or selecting purposes you have in your custom reports. For example, you may want to track all sales to a specific geographical area such as Canada, the Orient, South Pacific, Europe, etc.... Routing Codes do not need to be defined in TravCom and you can use different RC entries for different clients if required.

/PO Purchase Order number. If the client requires purchase order numbers on corporate reports, the agent can enter their PO number here.

/FFn Free Field. Free fields are used for any information you require on the record that does not have a pre-defined field in TravCom. For example, corporate clients that require employee numbers or other references, or internal tracking you wish to maintain. Enter the free field number you wish to transfer to TravCom. For example, **/FF3/4321**.

/OSnnn.nn This entry is useful to override the standard commission for outside agents as entered on their vendor accounts. It can also be used to suppress the outside agent commissions for certain types of transactions, such as service fees.

In the MS entries include **/OSnnn.nn** where nnn.nn refers to the amount of commission to pay to the outside agent.

Example:

RM*MS/PC5/VPRINCESS/PX1//A2995.00/TX299.50XT/C299.50/OS12.50

Handwritten Tickets and Tour Sale Paid by MCO or Tour Order:

In the following example, the vendor is assumed to be Delta Dream Vacations (Sort Key “DELTA”), vendor number 103. The amount is \$500.00 with \$22.95 tax and 10% commission (or \$50.00), and the client will pay cash or check. The entry could look like this:

RM*MS/PCARC/VDELTA/TK0068012345678/A500.00/TX22.95US/CP10/FS

or

RM*MS/PC0/V103/TK0068012345678/A500.00/TX22.95US/C50.00/FS



Remember to use negative numbers if you are entering a refund. Amounts (including commission amounts) can be entered as negative values, although percentages are never entered as negative values.

Miscellaneous segments (non-A.R.C.):

For regular non-A.R.C. sales, the agent should again book them as usual through Amadeus, and then add the MS line.

The following example shows a Princess Cruises sale for \$2995.00 plus taxes of \$299.50 and \$360.00. Princess Cruises is assumed to show the Sort Key “PRINCESS” and is vendor number 501. The commission is 10% (or \$299.50) and the booking (confirmation) number has been entered in the document number field. The traveler is paying by credit card. The entry could look like this:

**RM*MS/PCCRUISE/V501/TK12345/PSSMITH/J//A2995.00/TX299.50US360.00XT
/CP10/FCC**

or

**RM*MS/PC5/VPRINCESS/TK12345/PS1//A2995.00/TX299.50US360.00XT
/C299.50/FCC/CCNVI4124333444555666**



Remember to use negative numbers if you are entering a refund. Amounts (including commission amounts) can be entered as negative values, although percentages are never entered as negative values.



Since there is a line length limitation for Amadeus remarks you can enter **RM*MSX** immediately after the original **RM*MS** entry to extend the original entry. You can enter as many **MSX** lines as Amadeus will allow, but they *must* immediately follow the initial **RM*MS** line in the PNR or the information will be dropped.

Here is an example using multiple RM*MSX lines:

**RM*MS/PCCRUISE/VPRINCESS/TK12345/PSSMITH/JACK//A2995.00
RM*MSX/TX299.50US360.00XT /C299.50/FCC/CCNVI4124333444555666/R3400.00
RM*MSX/L2995.00/CDSALES**

Worldspan Interface

Supported interface level: 17

Displaying Records

To determine how many messages are on queue enter the following on one of your reservation system workstations:

JZXMSG DQ _____ where the blank spaces represent your agency's line number (LNIATA)

The number of records will be displayed as **HARD COPY 1 (HC1)**.

Sending Records

Worldspan offers two types of interface, cabled and Image-to-disk. If you are using a cabled interface, you will need to bring TravCom up *before* you send records from Worldspan. However, if you are using Image-to-disk interface, you will need to *send your records* (YSTR) before you bring interface up on TravCom.

When you are ready to transmit the records from Worldspan (If you use Cable interface see *Receive Interface Data* starting on page 5-9 for instructions on bringing TravCom interface up), enter the following on the reservation system:

YSTR _____ where the blank spaces represent your agency's LNIATA

When the transmission is complete, you must take the WORLDSPAN line down by entering:

YSTP _____ where the blank spaces represent your agency's LNIATA



If the TravCom Interface is set to continue receiving data you do not need to stop the interface until you are ready to shut down TravCom.

Re-sending Records

To retransmit records that have already been transmitted to TravCom select one of the following formats:

To rebuild the accounting queue by specifying the number of records to rebuild, enter:

JZXMSG RT _____ LAST _____ where the first blank spaces represent your pseudo city code and the last 5 blanks represent the number of items to rebuild.

For example: **JZXMSG RT LAX LAST 00020** to rebuild the last 20 records.

To rebuild the accounting queue by specifying a date, enter:

DDRJ _____ where the blank spaces represent the Julian date you wish to rebuild. (You can check the Julian date in Worldspan by typing **HELP DATE** and selecting **INFO JULIAN**) Next, transmit as usual.

Interface Entries

Some of the entries described in this section are standard Worldspan formats. For further information on these entries, see your Worldspan documentation.

Many of the entries provided by TravCom can be applied to a particular segment in the PNR. These entries are marked with an asterisk (*). To specify a segment, enter it after the field description. For example, **5EC/01** applies the Exception Code "01" to all sales in the PNR, whereas **5EC/*2/01** applies the Exception Code "01" only to the second sale.

Accounting line for client number:

TravCom will read the client account from the standard Worldspan **CA** field. The **CA** field is freeflow, so you can enter either the client account number or the Sort Key.

You can also enter the client account number using a **5CN/** remarks line. This format overrides the **CA** line. For example, **5CN/1000**.

Address lines:

TravCom can capture the name and address as entered in Worldspan's **delivery** or **billing** address fields. If both lines exist in the PNR then TravCom will process whichever line is first.

Accounting Lines -- General:

- *5VC/** VAT Rate Code. If your agency uses VAT or GST/PST (as defined in **Files - Setup - VAT Setup**) this field overrides the Tax Rate Code attached to the product code specified for the transaction.

- 5BR/** Branch that you want your accounting to affect. If you are a multi-branch office and you may have one branch do the booking and another branch do the ticketing. The ticket will show on the 2nd branch's ARC report but the accounting will affect the branch number you specified in the entry.

For example, Branch 2 books the ticket but Branch 5 issues the ticket - the correct entry would be **5BR/2** so that Branch 2 gets the credit for the sale but it will affect the Arc Report for Branch 5.

- 5DIV/** Division Number. For agencies that have the divisional option enabled (in **Files - Setup - System Customization**) the division to which this invoice belongs. Divisions affect only the Income Statement, not the Balance Sheet general ledger accounts.

For example, to show that this PNR should be processed to division 0002 enter **5DIV/0002**.

- 5DD/** The due date for a client invoice defaults to the invoice date. You can override the due date with a DD/remark line. The due date must be entered as a true date in a valid date format (for example **5DD/03MAR00**). Alternatively, the due date can be entered as a number of days past the invoice date (for example, the due date is 15 days after the invoice date then you will enter **5DD/15**). This will affect the Aged Schedule of Accounts Receivable.

- 5PD/** The due date for a vendor invoice defaults to the invoice date. You can override the due date with a PD/remark line. The due date must be entered as a true date in a valid date format (for example 5DD/01MAR00).). Alternatively, the due date can be entered as a number of days past the invoice date (for example, the due date is 15 days after the invoice date then you will enter 5DD/15). This will affect the Aged Schedule of Accounts Payable.
- 5NP/** The number of passengers for a single transaction can be entered in a NP/remark line (for example if you have a tour order for 3 passengers the entry will be 5NP/3).
- *5SF/** Selling Fare. If your agency uses bulk/discounted tickets or tracks the full fares on consolidator tickets (as defined in **Files - Setup - System Customization**), enter the base selling fare (not including taxes) per passenger. For example, to show that this ticket is being sold for \$300.00 (plus taxes), enter **5SF/300.00**.
- 5PPC/** The primary product code can be overridden by using the /PPC entry. This is useful when you want to identify the true product code for a transaction, such as an MCO, or a Tour Order.
- For example you are issuing an MCO for your ARC report but it really is a tour sale, then you would want to affect your tour income and expense accounts by using the following: 5PPC/TOUR or 5PPC/2
- 5INV/** Invoice Number. This field overrides the standard Worldspan invoice number in the PNR. It is most commonly used when accounting was not transferred for a previously issued reservation invoice, or for a hotel/car reservation booking where you want to send a specific invoice number to TravCom.



Caution: This field should not be used with any command that would increment the invoice number. If this happens, the CRS-generated number will not match the TravCom Invoice number attached to the accounting record.

- 5NA/** Entry to override the product codes and vendors for non-ARC tickets. The entry is useful so non-ARC tickets will not appear on the ARC report. The entry is as follows:

NA/vc/PCn/PPCn/Vn

Where vc the airline number or code of the tickets to affect

 /PCn the new product code for the ticket – will also change the primary product code

 /PPCn the new primary product code for the ticket

 /Vn the new vendor other than ARC

The /PC, /PPC, and /V parameters are optional. You only need to enter the relevant parameters.

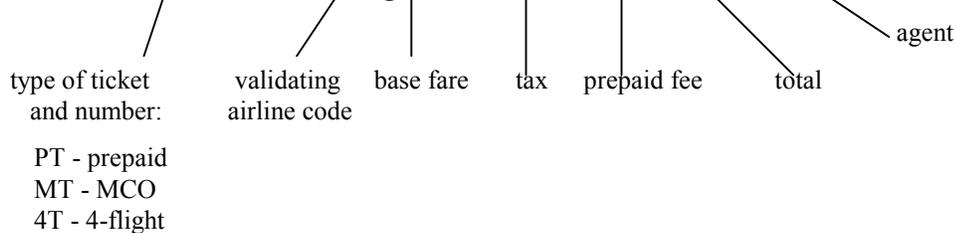
Accounting Lines -- Agent Commission/Productivity Tracking:

- 5BA/** Booking Agent. This field overrides the standard Worldspan agent number. The **BA** field is used to override the booking agent only (not the ticketing agent). You can enter either the agent's number or code as recorded in **Files - Agents** in TravCom. Do not use both the **BA** and **AG** fields in the same PNR.
- 5TA/** Ticketing Agent. This field overrides the standard Worldspan agent number. The **TA** field is used to override the ticketing agent only (not the booking agent). You can enter either the agent's number or code as recorded in **Files - Agents** in TravCom. Do not use both the **TA** and **AG** fields in the same PNR.
- 5AG/** Agent. This field overrides the standard Worldspan agent number. The **AG** field is used to override both the booking and ticketing agents. You can enter either the agent's number or code as recorded in **Files - Agents** in TravCom. Do not use the **AG** field in the same record as the **TA** or **BA** fields.
- 5OS/** Outside Sales Agent #1. This field overrides the standard entry for this client account. Normally, TravCom will insert the O/S agent number that has been referenced on the client's record in **Files - Clients** on the **In House** tab. It is not necessary to enter the OS field to every PNR for an outside sales agent.
- 5OS2/** Outside Sales Agent #2. This field overrides the standard entry for this client account. Normally, TravCom will insert the O/S agent number that has been referenced on the client's record in **Files - Clients** on the **In House** tab. It is not necessary to enter the OS2 field to every PNR for an outside sales agent.

Accounting Lines – Handwritten Ticket, Prepays and MCOs:

Handwritten tickets, including prepaids, are normally transferred via the standard Worldspan entry.

EZLI#PT1327888999000#CUA#@B200.00/X8.00/LP50.00/T258.00#ASUSAN



(Note: the pound sign used above represents the “end item” key.)

The Worldspan standard format for MCOs and Tour Orders will be processed through interface only if there is an air segment included. However, the validating airline will always be credited with the productivity for the sale, which may be incorrect for many such documents. You may also enter these sales in TVL segments or MS lines.

Accounting Lines -- Ticket Exchanges:

- *5PN/** Penalty Paid. Penalties are used with Ticket Exchanges. This amount will be recorded

in TravCom in the Penalty field and the Published fare (and Selling fare if relevant) will be decreased by this amount.

Note that entering the penalty in this manner does not affect the accounting, statistics, or A.R.C. report. This field is for reference and custom reporting purposes *only*. The 5PN/ field can be applied to individual segments within the PNR

Automated MCO's

This can be used for those agencies that would like to report their credit card service fees on their ARC report. If you would like to process these transactions as MCOs to ARC, call Worldspan and make sure to have them turn on these options.

Use the standard Worldspan formats for automated MCO's, and in the accounting remark section you must enter **PC-n V-xxx** where *n* is your service fee product code, *xxx* is your service fee vendor.

EZ#SF15.00/SRPC-7 V-1234

EZMI#SFT15.00/SRPC-7 V-1234 only produces the fee if the ticket is already issued

EZMI#SFT15.00/SRPC-7 V-1234#SF\$CCVI12345678 use this entry if you wish to change the form of payment on the service fee

For automated MCOs which are not related to *service fees*, these are followed with **EZM*I** entry. In addition to the EZM*I you need to attach the MCO template number, entered as **#Mnumber**. For example: **EZMI*I#M1**. This will issue an invoice for the MCO, but in order for TravCom to read it you need to enter **PC-0 PPC-n V-x** in the remark section, where

PC-0 tells TravCom that it is an ARC document so that these items will print on the ARC report.

PPC-n tells us that the primary product code is n (i.e.. for a tour MCO)

V-x tells us that x is the vendor for the MCO, such as the tour vendor

In example: **PC-0 PPC-2 V-006/AMT-USD100.00/TX1-US0.00/TL-USD100.00/FP-CK/CP-10**

Optionally you can also add the entry **OS-*nnn.nn*** (where *nnn.nn* represents the amount) to the free flow accounting area, if you wish to give the outside agent a certain amount or zero. In example:

EZ#SF15.00/SRPC-7 V-1234 OS-5.00

Or for automated MCOs which are not related to *service fees*,

PC-0 PPC-2 V-006 OS-0

Corporate Reporting Fields:

- 5CD/** Corporate Department number. If the client number entered into this PNR is a corporate or government account that requires the use of department numbers, enter the department number in this format.
- *5PO/** Purchase Order number. If the client requires purchase order numbers on corporate reports, the agent can enter their PO number here.
- *5RF/** Reference Fare. This is usually defined as the full coach fare for purposes of calculating the Savings amount on corporate reporting. Enter the full price, including taxes, per passenger.
- *5LF/** Low Fare. This is usually defined as the lowest fare possible for the trip based on the client's travel policies. It can be used to calculate the additional amount you could have saved the client under other circumstances. This field is usually used in conjunction with the Exception Code field. Enter the full price, including taxes, per passenger.
- *5EC/** Exception Code. This is normally used for Corporate and Government accounts, to explain why a particular traveler did not purchase the lowest fare, as entered in the **LF** field. The agent should enter the 1- to 2-digit Exception Code, not the full description. For example, if your exception code group shows "01" represents a Saturday night stay was required to get the lowest fare, the agent would enter **5EC/01**.

Exception Codes are defined in TravCom in **Files - Setup - Exception Codes** and cross-referenced to corporate and government accounts as required in each client's record in **Files - Clients - In House** tab. For more information on setting up, maintaining and printing Exception Codes see *Exception Codes* in *Chapter 3, Maintaining Your Agency Setup* and *Client File Maintenance* in *Chapter 4, Maintaining Agency Data Files*.

- *5FF/fields** Free Field(s). Free fields are used for any information you require on the record that does not have a pre-defined field in TravCom. For example, corporate clients that require employee numbers or other references, or internal tracking you wish to maintain.

Free fields are entered in a string, separated by slashes and can be used on any custom report for sorting, selecting, or calculating.

For example: **5FF/12345** TravCom will understand free field 1 as "12345"

5FF/SMITH V JONES/SITE 3/JASON TravCom will understand free field 1 as "SMITH V JONES" and free field 2 as "SITE 3" and free field 3 as "JASON"

To skip free fields, enter a slash as a placeholder. For example:

5FF/SMITH V JONES//JASON TravCom will understand free field 1 as "SMITH V JONES" and free field 3 as "JASON" - free field 2 is not being used in this PNR.

Note that as free fields are specific to your custom reports, they can be used for different purposes for different clients. For example, ABC Corporation may require employee number, whereas XYZ Company requires internal billing data. Since the

reports for each company will include only their own records, you can use Free Field 1 for both pieces of data.

- *5FFX/fields** Additional Free Fields. Although TravCom allows us to 100 free fields on any record, your CRS may not allow enough characters on a single remark line to allow you to enter all of the data you wish to track. If this is the case, use the **FFX** entry to extend the original free field line. This line should follow the **FF** remark line, and you can use as many **FFX** lines as required to complete the data you want to transfer.
- *5FF14/** Specific Free Field. If you are not using all free fields in order, you can specify the free field where TravCom should insert the data. For example, if you enter 5FF4/SUSAN, TravCom will understand free field 4 as "SUSAN" and will create the Free Field line in TravCom as **///SUSAN** (three empty free fields preceding SUSAN).



Free Field format can be used in any combination. For example, if you want to enter 12345 into free field 1 and SUSAN into free field 4 you can enter either

5FF/12345///SUSAN or **5FF/12345**
5FF4/SUSAN

- *5TC/** Transaction Code. This is single-character field for any sorting or selecting purposes you have in your custom reports. For example, you may want to track all sales generated by certain types of advertising such as newspaper ads, yellow pages, referrals, etc.... Transaction Codes do not need to be defined in TravCom and you can use different TC entries for different clients if required.
- *5RC/** Routing Code. This is 2-character field for any sorting or selecting purposes you have in your custom reports. For example, you may want to track all sales to a specific geographical area such as Canada, the Orient, South Pacific, Europe, etc.... Routing Codes do not need to be defined in TravCom and you can use different RC entries for different clients if required.
- *5GSA/** Government Service Authorization number for this sale, if applicable. If you have, Government clients enter the contract number here.
- 5NP/** The number of passengers for a single transaction can be entered in an NP/remark line (for example if you have a tour order for 3 passengers the entry will be 5NP/3).
- 5MS/** A miscellaneous segment line used as an optional method of accounting transfer, replacing the TVL segment. See the section *Optional Method of Accounting Transfer* starting on page 5 - 84.

Auxiliary Accounting Segments (TVL Lines):

TVL Segments are used in Worldspan to transfer all non-A.R.C. sales such as Tours, Cruises, Service Fees, etc. TVL segments are a standard Worldspan format and accomplish the same function as the TravCom **MS lines**. *Do not* use both TVL lines and MS lines to transfer sales to TravCom, as TravCom will receive and process two copies of the same sale.



For TVL segments to update TravCom, you must enable the **Process Miscellaneous Segments** flag in the **Interface - Install Interface** function. See *Installing the Interface* starting on page 5-2.

The following list includes the indicators you can use in a TVL segment to transfer the correct accounting information to TravCom. Fields marked with an asterisk (*) are optional.

/VC-	Vendor number or sort field
/CRD- and /DUE-	Amount credit and amount due fields, used to calculate invoice totals as CRD+DUE. For example: /DUE-USD B[fare]X[tax]T[total]
/CP-	Commission percentage
/CM-	Commission amount
/PPC-	*Primary Product Code. Use this remark in addition to the /PC- mandatory entry, if you wish to distribute the accounting to the General Ledger accounts associated with another product code. For example, use this for an MCO or Tour Order to show that the sale should be considered Tour Income/Tours Cost of Sales, even though it is an A.R.C. document.
/OS-	* Outside Sales Agent #1. This field overrides the standard entry for this client account. Normally, TravCom will default to the O/S agent number and commission percentage that has been referenced on the client's record in Files - Clients on the In House tab. You can use the entry to override the amount that otherwise would be calculated on the sale, according to default commission percentage. It is not necessary to enter the OS field to every PNR for an outside sales agent.
/OS2-	* Outside Sales Agent #2. This field overrides the standard entry for this client account. Normally, TravCom will default to the O/S agent number and commission percentage that has been referenced on the client's record in Files - Clients on the In House tab. You can use the entry to override the amount that otherwise would be calculated on the sale, according to default commission percentage. It is not necessary to enter the OS2 field to every PNR for an outside sales agent.
/DOC- or /CF-	*Ticket number field
/NM-	*Psg name. Defaults to first psgr on PNR
/FOP-	*Form of payment, CA, CCnnnn

The following fields, when relevant, must go in the **AC1-** field. Note that the **product code (PC)** is a mandatory field.

PC-	Product code number or description. This field <i>must</i> be present for TravCom to process the TVL segment. The Product Code determines the General Ledger accounts to be affected by the transaction that will be posted. This will set <i>both</i> the Primary and Secondary product codes, unless the /PPC- entry is also used.
SF-	*Selling fare. If you handle bulk or discount tickets enter the base fare (not including

taxes) that you are charging the client for this sale.

- GC-** *Commission GST override. If you use VAT or GST/PST, this field can be used when you do not want the system to calculate commission GST on the full commission value.
- QC-** *Commission PST (or QST or HST) override. If you use PST (or QST or HST), this field can be used when you do not want the system to calculate commission GST on the full commission value.
- RF-** Reference Fare. This is usually defined as the full coach fare for purposes of calculating the Savings amount on corporate reporting. Enter the full price, including taxes.
- LF-** Low Fare. This is usually defined as the lowest fare possible for the trip based on the client's travel policies. It can be used to calculate the additional amount you could have saved the client under other circumstances. This field is usually used in conjunction with the Exception Code field. Enter the full price, including taxes.
- EC-** Exception Code. This is used normally for Corporate and Government accounts, to explain why a particular traveler did not purchase the lowest fare, as entered in the **LF** field. The agent should enter the 1- to 2-digit Exception Code, not the full description. For example, if your exception code "01" represents a Saturday night stay was required to get the lowest fare, the agent would enter **EC-01**.

Exception Codes are defined in TravCom in **Files - Setup - Exception Codes** and cross-referenced to corporate and government accounts as required in each client's record in **Files - Clients - In House** tab. For more information on setting up, maintaining and printing Exception Codes see *Exception Codes* in *Chapter 3, Maintaining Your Agency Setup* and *Client File Maintenance* in *Chapter 4, Maintaining Agency Data Files*.

For example:

TNZZMK1CRU28SEP04OCT/AN-PRINCESS CRUISES/VC-PRINCESS/DUE-USD
B1400X140T1540/CRD-USD B200/FF1-ALL INCLUSIVE PACKAGE/CP-10/AC1-PC-CRUISE SF-
1500 RF-1650 LF-1200 EC-02/CF-123456

Hotels and Cars:

Bookings made directly in Worldspan will be sent to TravCom when the PNR is sent through the interface. No additional fields are required to track commissions.

Use the normal passive Worldspan format (long-sell) to record a segment when the car or hotel property is booked over the telephone.

When multiple hotel bookings appear in a PNR and the number of hotels equals the number of passengers, then a separate voucher will be created for each passenger.

Voucher Rate:

Use the following entry when a hotel or car reservation is quoted in a foreign currency, and wish to override this rate with the equivalent amount.

5VRT/ The voucher rate entry can be used to override the hotel or car rate quote by the reservation system. This is useful to enter the equivalent amount for rates that are quoted in a foreign currency.

Example: 5VRT/45.00

When using the voucher override, VRT, you can specify the currency using the following entry.

5VRT/XXXnnn.nn

Where XXX is the currency code and nnn.nn is the amount in that currency.

Note that the currency code must be on file in your currency setup. If you leave out the currency code then it will default to the base currency.



Normally, when TravCom receives a hotel or car rental booking, the system will assume the commission due will be at the percentage entered into the vendor account of the hotel or car rental chain booked. However, if the booking is at a non-commissionable rate (for example, a corporate rate), the agent may override this commission rate by entering **/NOCOMM** in the free flow comments field of the booking. This entry is applied only to the booking into which it was entered.

If the booking was canceled, the agent may override this commission rate by entering **/CANCEL** in the free flow comments field of the booking. This entry is applied only to the booking into which it was entered.

Non-Worldspan booked hotels:

HN■MK(pseudo city code)(in/out date)(number in party)/H-(hotel name)/R-(room type)/C-(chain code)/RG-(rate)/SI-■(street address)\$(city prov zip)\$(phone number)■/CF-(confirmation number)

For example:

HN■MKSFO19SEP25SEP2/H-FISHERMAN'S WARF/R-KING/C-SI/RG-125.00/SI-■2500MASON STREET\$SAN FRANCISCO CA 91433\$414 362 5500■ /CF-23445654

Manual cars:

Option 1: - car is showing available in the computer

Sell from availability as normal, i.e. **CR01**

Adjust any optional information such as rate or drop charge using the format **CR||3/RT-USD3700DY/DC-2500**

Change segment status to **HK_.3HK**

Add confirmation number to the segment, for example. **CR||3/CF-122232US2**

Change segment status back to **HK__3HK**

Option 2: - car is not showing available in the computer

Sell the car using the "long sell" format:

CRN(dates)(airport code)/C(company code)/V(car type code)/ARR-(flight info)/PD(rate type)/RT-USD(rate)DY/PUP-AIRPORT

Change the segment status to **HK__3HK**

Car/Hotel Voucher Fields for Corporate Reporting:

These 5 fields can be entered in the PNR to provide additional voucher information for custom reports (created using Crystal Reports).

- *5VRF/** Voucher Reference Fare. This is normally used to identify the standard rack rate for the reservation for Corporate and Government clients.
- *5VLF/** Voucher Low Fare. This is used to identify the lowest rate you could have booked for this reservation for Corporate and Government clients. This field is usually used in combination with the Exception Code field.
- *5VEC/** Voucher Exception Code. This used normally for Corporate and Government account, to explain why a particular traveler did not receive the lowest rate, as entered in the **VLF** field. The agent should enter the 1- to 2-digit Exception Code, not the full description. For example, if your exception code group shows "01" represents a Saturday night stay was required to get the lowest rate, the agent would enter **5VEC/01**.

Exception Codes are defined in TravCom in **Files - Setup - Exception Codes** and cross-referenced to corporate and government accounts as required in each client's record in **Files - Clients - In House** tab. For more information on setting up maintaining and printing Exception Codes see *Exception Codes* in *Chapter 3, Maintaining Your Agency Setup* and *Client File Maintenance* in *Chapter 4, Maintaining Agency Data Files*.

- *5VFF/** Free Field(s). Free fields are used for any information you require on the record that does not have a pre-defined field in TravCom. For example, corporate clients that require employee numbers or other references, or internal tracking you wish to maintain.

Free fields are entered in a string, separated by slashes and can be used on any custom report for sorting, selecting, or calculating.

For example: **5FF/12345** TravCom will understand free field 1 as "12345"

5FF/SMITH V JONES/SITE 3/JASON TravCom will understand free field 1 as "SMITH V JONES" and free field 2 as "SITE 3" and free field 3 as "JASON"

To skip free fields, enter a slash as a placeholder. For example:

5FF/SMITH V JONES//JASON TravCom will understand free field 1 as

“SMITH V JONES” and free field 3 as “JASON” - free field 2 is not being used in this booking.

Note that as free fields are specific to your custom reports, they can be used for different purposes for different clients. For example, ABC Corporation may require employee number, whereas XYZ Company requires internal billing data. Since the reports for each company will include only their own records, you can use Free Field 1 for both pieces of data.

- *5VFFX/ Additional Free Fields. Although TravCom allows us to 100 free fields on any record, your CRS may not allow enough characters on a single remark line to allow you to enter all of the data you wish to track. If this is the case, use the **VFFX** entry to extend the original free field line. This line should follow the **VFF** remark line, and you can use as many **VFFX** lines as required to complete the data you want to transfer.
- *5VFF14/ Specific Free Field. If you are not using all free fields in order, you can specify the free field TravCom should insert the data into. For example, if you enter 5VFF4/SUSAN, TravCom will understand free field 4 as “SUSAN” and will create the Free Field line in TravCom as ///SUSAN (three empty free fields preceding SUSAN).

Most Common Transmission Commands:

- EZ** To send all ticket/invoice and accounting information to TravCom.
- EZI** To send all accounting information to TravCom without generating an invoice or itinerary from Worldspan.
- EZLI** To send all invoice and accounting information to TravCom and generate an invoice from Worldspan.
- EZNI** To send all invoice and accounting information to TravCom and generate an itinerary (not an invoice) from Worldspan.
- EZN** To print an itinerary without sending accounting data to TravCom.
- EZL** To print an invoice without sending accounting data to TravCom.

Additional information on Worldspan accounting formats is available on Worldspan by typing:

HELP or **INFO** followed by the line you would like information about. For example, **HELP EZNI**

Optional Method of Accounting Transfer (5MS):

An MS line can be used to transfer sales in place of a TVL segment. You can enter the following fields in any order, and none are mandatory except as required to define a sale (for example, you cannot have a sale without a product code and a vendor number).

	<p><i>Do not use both a TVL segment and a 5MS line for the same transaction or you will duplicate your sales and refunds.</i></p> <p>Note that the MS format is not recognized by the CRS as accounting data so it</p>
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cannot be used to generate an invoice from the front office.

Remember: for refunds, enter negative dollar amounts.

- /PC** Product Code. Enter the number or description of the product being sold. The description must match the description for the product code in **Files - Setup - Product Codes**. For example, **/PCTOUR** or **/PC02**.
- /V** Vendor account. Enter the vendor number or sort key from the vendor record in **Files - Vendors**.

If you are entering the MS line for a Tour Order or MCO, this field does not need to reflect A.R.C. as the vendor. If you have entered the Product Code as 0 (A.R.C.) the record will be transferred correctly and show on the A.R.C. report. Enter the correct vendor number for tracking purposes, such as American FlyAAway or Delta Dream Vacations.
- /A** Sale amount (base published fare, without taxes). If the entry is just **/A500.0** then the default currency will be used.
- /AUDS** Sale amount in a foreign currency. Use this format only if you have multiple currencies set up in TravCom in **Files - Setup - Currencies**.
- /SF** Selling Fare. If you handle bulk or discounted tickets enter the base fare (not including taxes) that you are charging the client for this sale.
- /TX** Tax field used in the accounting calculation for the transaction.

This must be entered in the format **/TX0.00US12.45XT3.00XF**.
- /PN** Penalty Paid. Penalties are used with Ticket Exchanges. This amount will be recorded in TravCom in the Penalty field and the Published fare (and Selling fare if relevant) will be decreased by this amount.
- /C** Commission percent or dollar amount. For example **/CP10** is 10 % and **/C13.72** is \$13.72 dollars. For a refund, use a negative sign for dollar amounts but not for percentages.
- /G** Commission VAT override. If you use VAT or GST/PST, this field can be used when you do not want the system to calculate the commission GST on the full commission value.
- /Q** Commission QST override. If you use PST (or QST or HST), this field can be used when you do not want the system to calculate the commission PST on the full commission value.
- /TK** Ticket number. If you are processing an A.R.C. refund or change fee MCO. For example, an A.R.C. refund would be entered as **/TK0121414333444** (the first 3 digits are the validating carrier number.) without the check digit.

If this is a non-A.R.C. sale, this field can be used for the booking or confirmation number or any document number (such as a Travel Agency Fee document) you need to

track.

/PX...// Passenger name. This can be entered as a number or a name. For example, **/PX1//** indicates the first name in the record, or **/PXSMITH/JOHN//** sends TravCom the name SMIHT/JOHN. This entry is optional; if you do not enter a passenger into the TUR segment, TravCom will default to the first name in the record.

Note that the PX field *must* end with two slashes (//) so that TravCom can differentiate between the slash after the last name and the end of the field.

/PALL This indicator will apply the values in the TVL segment to all passengers. For example, if the segment showed /A1500.00 and the PNR is for 3 passengers, you would get a \$1500.00 sale for each passenger listed in the PNR. The passenger names will be copied from the PNR name field.

/F Form of payment:

/FS Cash / Check.

/FATM Automated Teller Machine.

/FCX In House Credit Card (used with the CCN field described below). Use this format if you have a Merchant Credit Card account that you will use to cash this payment.

/FCC Credit card (used with CCN field described below).

/CCN Credit card number field used with form of payment FCC or FCX. Entered as **/CCNAX37000000000028**.

You can use this entry to enter the check number for cash payment in an MS line

Example:

5MS/PC5/VPRINCESS/PX1//A2995.00/TX299.50XT/C299.50/FS/CCN12345

/D Amount Paid. If the form of payment is Cash/Check (S), ATM or In House Charge (CX) and you want TravCom to process the payment, enter the amount here.

For payments to be processed you must have selected **Process Cash Payments in Interface - Install Interface**. See *Installing the Interface* starting on page 5-2.

/R Reference Fare. This is usually defined as the full coach fare for purposes of calculating the Savings amount on corporate reporting. Enter the full price, including taxes (per passenger if you are using a **/PALL** field).

/L Low Fare. This is usually defined as the lowest fare possible for the trip based on the client's travel policies. It can be used to calculate the additional amount you could have saved the client under other circumstances. This field is usually used in conjunction with the Exception Code field. Enter the full price, including taxes (per passenger if you are using a **/PALL** field).

/E Exception Code. This is normally used for Corporate and Government account, to explain why a particular traveler did not purchase the lowest fare, as entered in the **LF** field. The agent should enter the 1- to 2-digit Exception Code, not the full description.

For example, if your exception code group shows “01” represents a Saturday night stay was required to get the lowest fare, the agent would enter **/E01**.

Exception Codes are defined in TravCom in **Files - Setup - Exception Codes** and cross-referenced to corporate and government accounts as required in each client’s record in **Files - Clients - In House** tab. For more information on setting up maintaining and printing Exception Codes see *Exception Codes* in *Chapter 3, Maintaining Your Agency Setup* and *Client File Maintenance* in *Chapter 4, Maintaining Agency Data Files*.

- /VC** VAT Rate Code. If you use VAT or GST/PST, this field can be used to enter a different tax rate code than the code attached to your product code table.
- /TC** Transaction Code. This is single-character field for any sorting or selecting purposes you have in your custom reports. For example, you may want to track all sales generated by certain types of advertising such as newspaper ads, yellow pages, referrals, etc.... Transaction Codes do not need to be defined in TravCom and you can use different TC entries for different clients if required
- /RC** Routing Code. This is 2-character field for any sorting or selecting purposes you have in your custom reports. For example, you may want to track all sales to a specific geographical area such as Canada, the Orient, South Pacific, Europe, etc.... Routing Codes do not need to be defined in TravCom and you can use different RC entries for different clients if required.
- /PO** Purchase Order number. If the client requires purchase order numbers on corporate reports, the agent can enter their PO number here.
- /FFn** Free Field. Free fields are used for any information you require on the record that does not have a pre-defined field in TravCom. For example, corporate clients that require employee numbers or other references, or internal tracking you wish to maintain. Enter the free field number you wish to transfer to TravCom. For example, **/FF3/4321**.
- /OSnnn.nn** This entry is useful to override the standard commission for outside agents as entered on their vendor accounts. It can also be used to suppress the outside agent commissions for certain types of transactions, such as service fees.

In the MS entries include **/OSnnn.nn** where **nnn.nn** refers to the amount of commission to pay to the outside agent.

Example:

5MS/PC5/VPRINCESS/PX1//A2995.00/TX299.50XT/C299.50/OS12.50

Tour Sale Paid by MCO or Tour Order:

In the following example, the vendor is assumed to be Delta Dream Vacations (Sort Key “DELTA”), vendor number 103. The amount is \$500.00 with \$22.95 tax and 10% commission (or \$50.00), and the client will pay cash or check. The entry could look like this:

5MS/PCARC/VDELTA/TK0068012345678/A500.00/TX22.95US/CP10/FS

or

5MS/PC0/V103/TK0068012345678/A500.00/TX22.95US/C50.00/FS



Remember to use negative numbers if you are entering a refund. Amounts (including commission amounts) can be entered as negative values, although percentages are never entered as negative values.

Miscellaneous segments (non-A.R.C.):

For regular non-A.R.C. sales, the agent should again book them as usual through Worldspan, then add the MS line.

The following example shows a Princess Cruises sale for \$2995.00 plus taxes of \$299.50 and \$360.00. Princess Cruises is assumed to show the Sort Key "PRINCESS" and is vendor number 501. The commission is 10% (or \$299.50) and the booking (confirmation) number has been entered in the document number field. The traveler is paying by credit card. The entry could look like this:

5MS/PCCRUISE/V501/TK12345/PXSMITH/J//A2995.00/TX299.50US360.00XT/CP10/FCC

or

**5MS/PC5/VPRINCESS/TK12345/PX1//A2995.00/TX299.50US360.00XT/C299.50/FCC
/CCNVI4124333444555666**



Remember to use negative numbers if you are entering a refund. Amounts (including commission amounts) can be entered as negative values, although percentages are never entered as negative values.



Since there is a line length limitation for Worldspan remarks you can enter **5MSX** immediately after the original **5MS** entry to extend the original entry. You can enter as many **MSX** lines as Worldspan will allow, but they *must* immediately follow the initial **5MS** line in the PNR or the information will be dropped.

Here is an example using multiple 5MSX lines:

**5MS/PCCRUISE/VPRINCESS/TK12345/PXSMITH/JACK//A2995.00/TX299.50US360.00XT
5MSX/C299.50/FCC/CCNVI4124333444555666/R3400.00/L2995.00**

SABRE Interface

Supported interface level: Option 6/level 17

Displaying Records

To determine how many messages are on queue enter the following on one of your reservation system workstations:

DX STATUS

SABRE will respond with the following table:

EXP POS QUEUE - ABC1 -		40 MESSAGES
Q 0	ON HOLD	0 MESSAGES
Q 1	ON HOLD	0 MESSAGES
Q 2	ON HOLD	40 MESSAGES

The number in the Q2 row, 40 in this example, is the number of messages to be sent to TravCom.

Sending Records

Sabre offers two types of interface, cabled and Image-to-disk (Sabre Net). If you are using a cabled interface, you will need to bring TravCom up *before* you send records from Sabre. Once TravCom is “*Waiting to receive data from SABRE*” (see *Receiving and Processing Interface Data* starting on page 5-9 for instructions on bringing the TravCom interface up) you are ready to transmit the records from SABRE. However, if you are using Image-to-disk interface, you will need to *send your records* (DX TRANSMIT) before you bring interface up on TravCom.

Enter the following command on SABRE:

DX TRANSMIT

If you do not plan to run a continuous interface, immediately enter the command to stop the transmission when all records have been sent:

DX END



If the TravCom Interface is set to continue receiving data you do not need to stop the transmission until you are ready to shut down TravCom.

If you need to pause the transmission at any time, enter the following command on any SABRE terminal:

DX HOLD

This command does not end the transmission, as **DX END** does.

Re-sending Records

To retransmit records that have already been sent over to TravCom you will need to rebuild the POS Queue from the DW List. As this file is cleared daily, you can only rebuild records ticketed during the current day.

Rebuilding the Queue requires a supervisory sine-in (SI9). If you do not have SI9 capability, contact SABRE for assistance.

The POS Queue does not need to be rebuilt in the original order. You can rebuild the entire Queue or individual invoices. Note that itineraries cannot be re-sent from the DW List; to rebuild itinerary items (PNRs that were sent with a DIT instead of a DIN command) you must retrieve the PNR and send it to the interface again.

To check the DW List enter the following on one of your reservation system workstations:

DWLIST

For multi-branch agencies, to review the DW List for a different branch, enter:

DWLIST/___ where the blank line represents the branch pseudo city code you want to see.

SABRE will respond with a list of all invoices and itineraries printed during the day.

To move all invoices back to the POS Queue, enter

DW ALL

To send one record only, find the record to send and enter:

DW__ where the blank line represents the line number of the record you wish to resend.

SABRE repeats the line you have requested. Make sure that you have selected the correct record, then enter

DWYES to confirm this is the correct record, or...

DWNO to start over if this is not the record you want.

Repeat this procedure for each record line you wish to resend. Once the Queue has been rebuilt, transmit as usual.

Interface Entries

Some of the entries described in this section are standard SABRE formats. For further information on these entries, see your SABRE documentation.

Many of the entries provided by TravCom can be applied to a particular segment in the PNR. These entries are marked with an asterisk (*). To specify a segment, enter it after the field description. For example, **5.EC/01** applies the Exception Code "01" to all sales in the PNR, whereas **5.EC/*2/01** applies the Exception Code "01" only to the second sale.

SABRE offers three types of remarks lines that you can use to transfer data fields to TravCom. In the following pages, the **5.** remark line is shown. This format prints the data field on the client's invoice. If you do not want the data to print on the invoice, you can substitute the **5#** or **5X/-** remark formats (where the # represents the Cross-Lorraine).

Accounting line for client number:

DK001000

You can also enter the client account number using a **5.CN/** remarks line. This format overrides the **DK** line. For example, **5.CN/1000**.

Accounting Lines -- General:

- *5.VC/** VAT Rate Code. If your agency uses VAT or GST/PST (as defined in **Files - Setup - VAT Setup**) this field overrides the Tax Rate Code attached to the product code specified for the transaction.

- 5.DIV/** Division Number. For agencies that have the divisional option enabled (in **Files - Setup - System Customization**) the division to which this invoice belongs. Divisions affect only the Income Statement, not the Balance Sheet general ledger accounts.

For example, to show that this PNR should be processed to division 0002 enter **5.DIV/0002**.

- 5.BR/** Branch that you want your accounting to affect. If you are a multi-branch office and you may have one branch do the booking and another branch do the ticketing. The ticket will show on the 2nd branch's ARC report but the accounting will affect the branch number you specified in the entry.

For example, Branch 2 books the ticket but Branch 5 issues the ticket - the correct entry would be **5.BR/2** so that Branch 2 gets the credit for the sale but it will affect the Arc Report for Branch 5.

- *5.SF/** Selling Fare. If your agency uses bulk/discounted tickets or tracks the full fares on consolidator tickets (as defined in **Files - Setup - System Customization**), enter the base selling fare (not including taxes) per passenger. For example, to show that this ticket is being sold for \$300.00 (plus taxes), enter **5.SF/300.00**.

- 5.DD/** The due date for a client invoice defaults to the invoice date. You can override the due date with a DD/remark line. The due date must be entered as a true date in a valid date format (for example 5.DD/03MAR00). Alternatively, the due date can be entered as a number of days past the invoice date (for example, the due date is 15 days after the invoice date then you will enter 5.DD/15). This will affect the Aged Schedule of Accounts Receivable.

- 5.PD/** The due date for a vendor invoice defaults to the invoice date. You can override the due date with a PD/remark line. The due date must be entered as a true date in a valid date format (for example 5.DD/01MAR00).). Alternatively, the due date can be entered as a number of days past the invoice date (for example, the due date is 15 days after the invoice date then you will enter 5.DD/15). This will affect the Aged Schedule of

Accounts Payable.

- 5.PPC/** The primary product code can be overridden by using the /PPC entry. This is useful when you want to identify the true product code for a transaction, such as an MCO, or a Tour Order.

For example you are issuing an MCO for your ARC report but it really is a tour sale, then you would want to affect your tour income and expense accounts by using the following: 5.PPC/TOUR or 5.PPC/2

- 5.INV/** Invoice Number. This field overrides the standard SABRE invoice number in the PNR. It is most commonly used when accounting was not transferred for a previously issued reservation invoice, or for a hotel/car reservation booking where you want to send a specific invoice number to TravCom.



Caution: This field should not be used with any command that would increment the TINS table. If this happens the CRS-generated number will not match the TravCom Invoice number attached to the accounting record.

- 5.NA/** Entry to override the product codes and vendors for non-ARC tickets. The entry is useful so non-ARC tickets will not appear on the ARC report. The entry is as follows:

NA/vc/PCn/PPCn/Vn

Where vc the airline number or code of the tickets to affect
 /PCn the new product code for the ticket – will also change the primary product code
 /PPCn the new primary product code for the ticket
 /Vn the new vendor other than ARC

The /PC, /PPC, and /V parameters are optional. You only need to enter the relevant parameters.

Accounting Lines -- Agent Commission/Productivity Tracking:

- 5.BA/** Booking Agent. This field overrides the standard SABRE agent number. The **BA** field is used to override the booking agent only (not the ticketing agent). You can enter either the agent's number or code as recorded in **Files - Agents** in TravCom. Do not use both the **BA** and **AG** fields in the same PNR.

- 5.TA/** Ticketing Agent. This field overrides the standard SABRE agent number. The **TA** field is used to override the ticketing agent only (not the booking agent). You can enter either the agent's number or code as recorded in **Files - Agents** in TravCom. Do not use both the **TA** and **AG** fields in the same PNR.

- 5.AG/** Agent. This field overrides the standard SABRE agent number. The **AG** field is used to

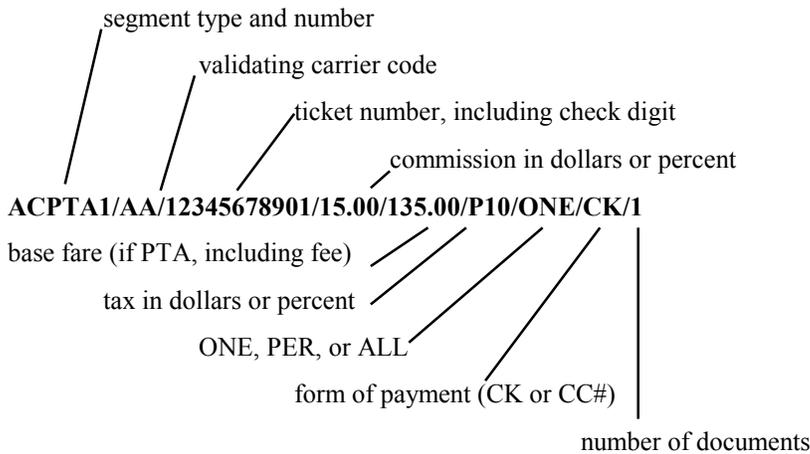
override both the booking and ticketing agents. You can enter either the agent's number or code as recorded in **Files - Agents** in TravCom. Do not use the **AG** field in the same record as the **TA** or **BA** fields.

- 5.OS/** Outside Sales Agent #1. This field overrides the standard entry for this client account. Normally, TravCom will insert the O/S agent number that has been referenced on the client's record in **Files - Clients** on the **In House** tab. It is not necessary to enter the OS field to every PNR for an outside sales agent.
- 5.OS2/** Outside Sales Agent #2. This field overrides the standard entry for this client account. Normally, TravCom will insert the O/S agent number that has been referenced on the client's record in **Files - Clients** on the **In House** tab. It is not necessary to enter the OS2 field to every PNR for an outside sales agent.

Accounting Lines -- Handwritten tickets, prepaids, or MCOs:

Handwritten documents that include air travel (such as 4-Flight and Prepaid Ticket Advice documents) should be entered via SABRE's ACAIR format.

Handwritten documents that do not include air travel (such as Tour Order documents) should be entered via SABRE's ACDOC format.



The SABRE standard format for MCOs and Tour Orders (above) can be processed through interface. However, the validating airline will always be credited with the productivity for the sale, which may be incorrect with many such documents. You may either override this vendor manually in the interface or use the **MS line** in place of the **ACDOC** format. See the section *Optional Method of Accounting Transfer* starting on page 5-100.

For more information on AC lines, type **AC*HELP** in SABRE or **AC*** and the name of the line. For example, **AC*DOC**.

If you wish to override some of the fields of the ACSUP Line, like the Primary Product code or the Form of Payment, you can use the following indicators. These entries will transfer the proper accounting data to TravCom, as long as they are entered within the ACSUP line itself, *not* as **5.** remark.

/V[vendor] /PC[product code] /PPC[primary product code] /FCX /CCN[credit card]/D[amount paid] /OS[os1 commission] /OS2[os2 commission]

For example, if you wish to overwrite the from of payment with **In House**, the entry would look like:

008001/FEE/10.00/10.00/ALL/CCDC123456789012345/1-/FCX/PC7

Automated MCO's:

Use the standard Sabre formats for automated MCO's. Listed here below are additional entries that can be added in the free flow area:

PC-product code (number or description)

V-vendor (number or description)

PO-purchase order (number)

OS-O/S agent amount

OS2-O/S2 agent amount

The following entry will allow you to change the primary product code, vendor and OS agent commission override for MCO's. This is useful for proper Income/Expense distribution, vendor productivity and overriding the standard commission amount for an OS agent. For example, a service fee that is reported to ARC can be entered as an MCO. To change the primary product code to your service fee product code and the vendor, enter the following in the free text area of the Sabre entry:

/PPCn /Vxxx/OSnnn.nn where *n* represents your service fee product code, *xxx* represents the vendor for the productivity and *nnn.nn* represents the commission to pay the OS agent. The MCO will still appear on the ARC report

Note that for these automated MCOs the **PC-** entry is for the Primary Product Code *only*. The Secondary Product Code will always be 0 for A.R.C. (see additional information on the Product Codes in *Chapter 6, Posting Sales*).

Corporate Reporting Fields:

- 5.CD/** Corporate Department number. If the client number entered into this PNR is a corporate or government account that requires the use of department numbers, enter the department number in this format.
- *5.PO/** Purchase Order number. If the client requires purchase order numbers on corporate reports, the agent can enter their PO number here.
- *5.RF/** Reference Fare. This is usually defined as the full coach fare for purposes of calculating the Savings amount on corporate reporting. Enter the full price, including taxes, per

passenger.

***5.LF/** Low Fare. This is usually defined as the lowest fare possible for the trip based on the client's travel policies. It can be used to calculate the additional amount you could have saved the client under other circumstances. This field is usually used in conjunction with the Exception Code field. Enter the full price, including taxes, per passenger.

***5.EC/** Exception Code. This is normally used for Corporate and Government accounts, to explain why a particular traveler did not purchase the lowest fare, as entered in the **LF** field. The agent should enter the 1- to 2-digit Exception Code, not the full description. For example, if your exception code group shows "01" represents a Saturday night stay was required to get the lowest fare, the agent would enter **5.EC/01**.

Exception Codes are defined in TravCom in **Files - Setup - Exception Codes** and cross-referenced to corporate and government accounts as required in each client's record in **Files - Clients - In House** tab. For more information on setting up, maintaining and printing Exception Codes see *Exception Codes* in *Chapter 3, Maintaining Your Agency Setup* and *Client File Maintenance* in *Chapter 4, Maintaining Agency Data Files*.

***5.FF/fields** Free Field(s). Free fields are used for any information you require on the record that does not have a pre-defined field in TravCom. For example, corporate clients that require employee numbers or other references, or internal tracking you wish to maintain.

Free fields are entered in a string, separated by slashes and can be used on any custom report for sorting, selecting, or calculating.

For example: **5.FF/12345** TravCom will understand free field 1 as "12345"

5.FF/SMITH V JONES/SITE 3/JASON TravCom will understand free field 1 as "SMITH V JONES" and free field 2 as "SITE 3" and free field 3 as "JASON"

To skip free fields, enter a slash as a placeholder. For example:

5.FF/SMITH V JONES//JASON TravCom will understand free field 1 as "SMITH V JONES" and free field 3 as "JASON" - free field 2 is not being used in this PNR.

Note that as free fields are specific to your custom reports, they can be used for different purposes for different clients. For example, ABC Corporation may require employee number, whereas XYZ Company requires internal billing data. Since the reports for each company will include only their own records, you can use Free Field 1 for both pieces of data.

***5.FFX/fields** Additional Free Fields. Although TravCom allows us to 100 free fields on any record, your CRS may not allow enough characters on a single remark line to allow you to enter all of the data you wish to track. If this is the case, use the **FFX** entry to extend the original free field line. This line should follow the **FF** remark line, and you can use as many **FFX** lines as required to complete the data you want to transfer.

***5.FF14/** Specific Free Field. If you are not using all free fields in order, you can specify the free field where TravCom should insert the data. For example, if you enter 5.FF4/SUSAN, TravCom will understand free field 4 as "SUSAN" and will create the Free Field line in TravCom as ///SUSAN (three empty free fields preceding SUSAN).



Free Field format can be used in any combination. For example, if you want to enter 12345 into free field 1 and SUSAN into free field 4 you can enter either

5.FF/12345///SUSAN or **5.FF/12345**
5.FF4/SUSAN

***5.TC/** Transaction Code. This is single-character field for any sorting or selecting purposes you have in your custom reports. For example, you may want to track all sales generated by certain types of advertising such as newspaper ads, yellow pages, referrals, etc.... Transaction Codes do not need to be defined in TravCom and you can use different TC entries for different clients if required.

***5.RC/** Routing Code. This is 2-character field for any sorting or selecting purposes you have in your custom reports. For example, you may want to track all sales to a specific geographical area such as Canada, the Orient, South Pacific, Europe, etc.... Routing Codes do not need to be defined in TravCom and you can use different RC entries for different clients if required.

***5.GSA/** Government Service Authorization number for this sale, if applicable. If you have, Government clients enter the contract number here.

5.NP/ The number of passengers for a single transaction can be entered in a NP/remark line (for example if you have a tour order for 3 passengers the entry will be 5.NP/3).

5.MS/ A miscellaneous segment line used as an optional method of accounting transfer, replacing the ACSUP lines. See the section *Optional Method of Accounting Transfer* starting on page 5-100.

Auxiliary Accounting Segments (ACSUP Lines):

ACSUP lines are used in SABRE to transfer all non-A.R.C. sales such as Tours, Cruises, Service Fees, etc. ACSUP are a standard SABRE format and accomplish the same function as the TravCom **MS lines**. *Do not* use both ACSUP lines and MS lines to transfer sales to TravCom, as TravCom will receive and process two copies of the same sale.

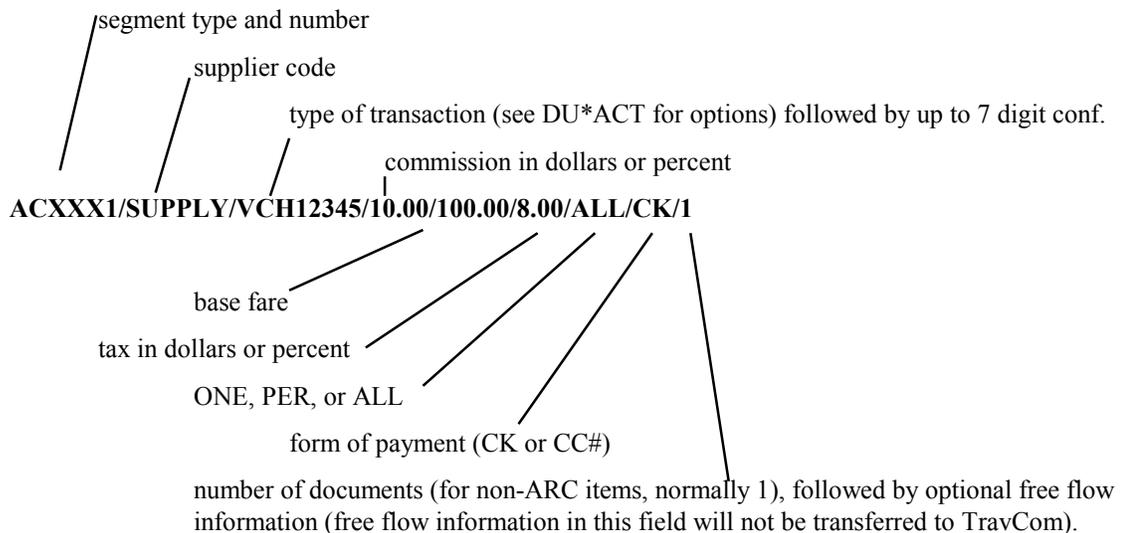
For more information on AC lines, type **AC*HELP** in SABRE or **AC*** and the name of the line. For example, **AC*DOC**.



For ACSUP lines to update TravCom, you must enable the **Process Miscellaneous Segments** flag in the **Interface - Install Interface** function. See *Installing the Interface* starting on page 5-2.

TravCom will determine the product code based on the vendor entered in the ACSUP entry. The product code for each vendor can be entered in **Files > Vendor** and this is the product code which will be used for ACSUP entries

To enter an ACSUP line you must have a segment to refer the accounting line to. This can be any TOR, SEA, OTH or other segment. As SABRE only allows TOR, SEA or OTH, TravCom knows which product code to affect automatically by looking at the vendor number and seeing what the default product code is (see *Files/Vendor Files*).



Do not enter MS/ lines if you are using ACSUP lines, or the transaction will be duplicated.

Hotels and Cars:

Voucher Rate

Use the following entry when a hotel or car reservation is quoted in a foreign currency, and wish to override this rate with the equivalent amount.

5.VRT/ The voucher rate entry can be used to override the hotel or car rate quote by the reservation system. This is useful to enter the equivalent amount for rates that are quoted in a foreign currency.

Example: 5.VRT/45.00

When using the voucher override, VRT, you can specify the currency using the following entry.

5.VRT/XXXnnn.nn

Where XXX is the currency code and nnn.nn is the amount in that currency.

Note that the currency code must be on file in your currency setup. If you leave out the currency code then it will default to the base currency.



Normally, when TravCom receives a hotel or car rental booking, the system will assume the commission due will be at the percentage entered into the vendor account of the hotel or car rental chain booked. However, if the booking is at a non-commissionable rate (for example, a corporate rate), the agent may override this commission rate by entering **/NOCOMM** in the free flow comments field of the booking. This entry is applied only to the booking into which it was entered.

If the booking was canceled, the agent may override this commission rate by entering **/CANCEL** in the free flow comments field of the booking. This entry is applied only to the booking into which it was entered.

Non-SABRE booked cars and hotels:

HHT AA GK1 LAX IN 12 NOV- OUT 13 NOV/(hotel name)/(room type)/(rate)/G/SI-@(street address)#(city state zip)#FONE (phone)@(free flow)/CF(confirmation number)

Note: The @ represents the change key.

Car/Hotel Voucher Fields for Corporate Reporting:

These 5. fields can be entered in the PNR to provide additional voucher information for custom reports (created using Crystal Reports).

***5.VRF/** Voucher Reference Fare. This is normally used to identify the standard rack rate for the reservation for Corporate and Government clients.

***5.VLF/** Voucher Low Fare. This is used to identify the lowest rate you could have booked for this reservation for Corporate and Government clients. This field is usually used in combination with the Exception Code field.

***5.VEC/** Voucher Exception Code. This used normally for Corporate and Government account, to explain why a particular traveler did not receive the lowest rate, as entered in the **VLF** field. The agent should enter the 1- to 2-digit Exception Code, not the full description. For example, if your exception code group shows "01" represents a Saturday night stay was required to get the lowest rate, the agent would enter **5.VEC/01**.

Exception Codes are defined in TravCom in **Files - Setup - Exception Codes** and cross-referenced to corporate and government accounts as required in each client's record in **Files - Clients - In House** tab. For more information on setting up maintaining and printing Exception Codes see *Exception Codes* in *Chapter 3, Maintaining Your Agency Setup* and *Client File Maintenance* in *Chapter 4, Maintaining Agency Data Files*..

***5.VFF/** Free Field(s). Free fields are used for any information you require on the record that does not have a pre-defined field in TravCom. For example, corporate clients that require employee numbers or other references, or internal tracking you wish to

maintain.

Free fields are entered in a string, separated by slashes and can be used on any custom report for sorting, selecting, or calculating.

For example: **5.FF/12345** TravCom will understand free field 1 as “12345”

5.FF/SMITH V JONES/SITE 3/JASON TravCom will understand free field 1 as “SMITH V JONES” and free field 2 as “SITE 3” and free field 3 as “JASON”

To skip free fields, enter a slash as a placeholder. For example:

5.FF/SMITH V JONES//JASON TravCom will understand free field 1 as “SMITH V JONES” and free field 3 as “JASON” - free field 2 is not being used in this booking.

Note that as free fields are specific to your custom reports, they can be used for different purposes for different clients. For example, ABC Corporation may require employee number, whereas XYZ Company requires internal billing data. Since the reports for each company will include only their own records, you can use Free Field 1 for both pieces of data.

***5.VFFX/** Additional Free Fields. Although TravCom allows us to 100 free fields on any record, your CRS may not allow enough characters on a single remark line to allow you to enter all of the data you wish to track. If this is the case, use the **VFFX** entry to extend the original free field line. This line should follow the **VFF** remark line, and you can use as many **VFFX** lines as required to complete the data you want to transfer.

***5.VFF14/** Specific Free Field. If you are not using all free fields in order, you can specify the free field TravCom should insert the data into. For example, if you enter **5.VFF4/SUSAN**, TravCom will understand free field 4 as “SUSAN” and will create the Free Field line in TravCom as **///SUSAN** (three empty free fields preceding SUSAN).

Optional Method of Accounting Transfer (5.MS):



Do not use both an ACSUP line and a 5.MS line for the same transaction or you will duplicate your sales and refunds.

You can enter fields in any order, and none are mandatory except as required to define a sale (for example, you cannot have a sale without a product code and a vendor number).

Remember to follow the MS line with a **DIT#DPI** entry to produce an itinerary and send the record to TravCom (or **DIT** if no itinerary is required).



Note that the MS format is not recognized by the CRS as accounting data so it cannot be used to generate an invoice from the front office.

Remember: for refunds, enter negative dollar amounts.

- /PC** Product Code. Enter the number or description of the product being sold. The description must match the description for the product code in **Files - Setup - Product Codes**. For example, **/PCTOUR** or **/PC02**.
- /V** Vendor account. Enter the vendor number or sort key from the vendor record in **Files - Vendors**.
- /A** Sale amount (base published fare, without taxes). If the entry is just **/A500.0** then the default currency will be used.
- /AUDS** Sale amount in a foreign currency. Use this format only if you have multiple currencies set up in TravCom in **Files - Setup - Currencies**.
- /SF** Selling Fare. If you handle bulk or discounted tickets enter the base fare (not including taxes) that you are charging the client for this sale.
- /TX** Tax field used in the accounting calculation for the transaction.
This must be entered in the format **/TX0.00US12.45XT3.00XF**.
- /PN** Penalty Paid. Penalties are used with Ticket Exchanges. This amount will be recorded in TravCom in the Penalty field and the Published fare (and Selling fare if relevant) will be decreased by this amount.
- /C** Commission percent or dollar amount. For example **/CP10** is 10 % and **/C13.72** is \$13.72 dollars. For a refund, use a negative sign for dollar amounts but not for percentages.
- /G** Commission VAT override. If you use VAT or GST/PST, this field can be used when you do not want the system to calculate the commission GST on the full commission value.
- /Q** Commission QST override. If you use PST (or QST or HST), this field can be used when you do not want the system to calculate the commission PST on the full commission value.
- /TK** Ticket number. If you are processing an A.R.C. refund or change fee MCO. For example, an A.R.C. refund would be entered as **/TK0121414333444** (the first 3 digits are the validating carrier number.) without the check digit.

If this is a non-A.R.C. sale, this field can be used for the booking or confirmation number or any document number (such as a Travel Agency Fee document) you need to track.
- /PX...//** Passenger name. This can be entered as a number or a name. For example, **/PX1//** indicates the first name in the record, or **/PXSMITH/JOHN//** sends TravCom the name SMITH/JOHN. This entry is optional; if you do not enter a passenger into the MS line, TravCom will default to the first name in the record.

Note that the PX field *must* end with two slashes (//) so that TravCom can differentiate between the slash after the last name and the end of the field.

- /PALL** This indicator will apply the values in the MS line to all passengers. For example, if the segment showed /A1500.00 and the PNR is for 3 passengers, you would get a \$1500.00 sale for each passenger listed in the PNR. The passenger names will be copied from the PNR name field.
- /F** Form of payment:
- /FS Cash / Check.
 - /FATM Automated Teller Machine.
 - /FCX In House Credit Card (used with the CCN field described below). Use this format if you have a Merchant Credit Card account that you will use to cash this payment.
 - /FCC Credit card (used with CCN field described below).
- /CCN** Credit card number field used with form of payment FCC or FCX. Entered as **/CCNAX37000000000028**.
- You can use this entry to enter the check number for cash payment in an MS line
- Example:
- 5.MS/PC5/VPRINCESS/PX1//A2995.00/TX299.50XT/C299.50/FS/CCN12345**
- /D** Amount Paid. If the form of payment is Cash/Check (S), ATM or In House Charge (CX) and you want TravCom to process the payment, enter the amount here.
- For payments to be processed you must have selected **Process Cash Payments** in **Interface - Install Interface**. See *Installing the Interface* starting on page 5 - 2.
- /R** Reference Fare. This is usually defined as the full coach fare for purposes of calculating the Savings amount on corporate reporting. Enter the full price, including taxes (per passenger if you are using a **/PALL** field).
- /L** Low Fare. This is usually defined as the lowest fare possible for the trip based on the client's travel policies. It can be used to calculate the additional amount you could have saved the client under other circumstances. This field is usually used in conjunction with the Exception Code field. Enter the full price, including taxes (per passenger if you are using a **/PALL** field).
- /E** Exception Code. This is normally used for Corporate and Government accounts, to explain why a particular traveler did not purchase the lowest fare, as entered in the **LF** field. The agent should enter the 1- to 2-digit Exception Code, not the full description. For example, if your exception code group shows "01" represents a Saturday night stay was required to get the lowest fare, the agent would enter **/E01**.
- Exception Codes are defined in TravCom in **Files - Setup - Exception Codes** and cross-referenced to corporate and government accounts as required in each client's record in **Files - Clients - In House** tab. For more information on setting up maintaining and printing Exception Codes see *Exception Codes* in *Chapter 3, Maintaining Your Agency Setup* and *Client File Maintenance* in *Chapter 4, Maintaining Agency Data*

Files.

- /VC** VAT Rate Code. If you use VAT or GST/PST, this field can be used to enter a different tax rate code than the code attached to your product code table.
- /TC** Transaction Code. This is single-character field for any sorting or selecting purposes you have in your custom reports. For example, you may want to track all sales generated by certain types of advertising such as newspaper ads, yellow pages, referrals, etc.... Transaction Codes do not need to be defined in TravCom and you can use different TC entries for different clients if required
- /RC** Routing Code. This is 2-character field for any sorting or selecting purposes you have in your custom reports. For example, you may want to track all sales to a specific geographical area such as Canada, the Orient, South Pacific, Europe, etc.... Routing Codes do not need to be defined in TravCom and you can use different RC entries for different clients if required.
- /PO** Purchase Order number. If the client requires purchase order numbers on corporate reports, the agent can enter their PO number here.
- /FFn** Free Field. Free fields are used for any information you require on the record that does not have a pre-defined field in TravCom. For example, corporate clients that require employee numbers or other references, or internal tracking you wish to maintain. Enter the free field number you wish to transfer to TravCom. For example, **/FF3/4321**.
- /OSnnn.nn** This entry is useful to override the standard commission for outside agents as entered on their vendor accounts. It can also be used to suppress the outside agent commissions for certain types of transactions, such as service fees.

In the MS entries include **/OSnnn.nn** where *nnn.nn* refers to the amount of commission to pay to the outside agent.

Example:

5.MS/PC5/VPRINCESS/PX1//A2995.00/TX299.50XT/C299.50/OS12.50

Miscellaneous segments (non-A.R.C.):

For regular non-A.R.C. sales, the agent should again book them as usual through SABRE, and then add the MS line.

The following example shows a Princess Cruises sale for \$2995.00 plus taxes of \$299.50 and \$360.00. Princess Cruises is assumed to show the Sort Key "PRINCESS" and is vendor number 501. The commission is 10% (or \$299.50) and the booking (confirmation) number has been entered in the document number field. The traveler is paying by credit card. The entry could look like this:

5.MS/PCCRUISE/V501TK12345/PXSMITH/J//A2995.00/TX299.50US360.00XT/CP10/FCC

or

**5.MS/PC5/VPRINCESS/TK12345/PX1//A2995.00/TX299.50US360.00XT/C299.50/FCC
/CCNVI4124333444555666**



Remember to use negative numbers if you are entering a refund. Amounts (including commission amounts) can be entered as negative values, although percentages are never entered as negative values.



Since there is a line length limitation for SABRE remarks you can enter **5.MSX** immediately after the original **5.MS** entry to extend the original entry. You can enter as many **MSX** lines as SABRE will allow, but they *must* immediately follow the initial **5.MS** line in the PNR or the information will be dropped.

Here is an example using multiple 5.MSX lines:

**5.MS/PCCRUISE/VPRINCESS/TK12345/PXSMITH/JACK//A2995.00/TX299.50US360.00XT
5.MSX/C299**

Chapter 6

Accounts Receivable Posting

Understanding A/R Posting Functions

Accounts Receivable Posting functions are used to record sales, miscellaneous charges to clients, and payments (cash/checks received).

Here is a summary of the functions available on the **Posting - Accounts Receivable** menu. Each transaction and all related fields are described in more detail in the rest of this chapter.

This option...

Lets you...

Sales

- manually post a **new sale**. While posting the sale you have the option to post a cash receipt and/or cash disbursement.
- repeat (duplicate) a posted sale.
- refund a posted sale.
- adjust (correct) a posted sale.
- void a posted ticket/invoice.
- record a spoiled ticket/invoice.
- resubmit a posted sale returned by A.R.C..



Sales transactions usually transfer from your reservation system via Interface, so Sales Posting is most often used for corrections or unusual postings.

A/R
Invoices

- record a charge or credit to a client account (not representing a sale, cash receipt or check).
- adjust an invoice on a client account.
- write off an invoice on a client account.

Cash
Receipts

- record payments from clients, vendors and miscellaneous sources.
- print and drop a deposit slip.

Commission
Receipts

- record commission payments from hotel and car vendors. Reconciliation with Pegasus & PortNPC.
- print and drop a deposit slip.

Late Fees

- record a late fee charge posted to clients for past due invoices.

Vouchers

- record a hotel or car reservation for commission tracking or reporting purposes (no accounting is performed).
- adjust a posted hotel or car reservation.



Vouchers usually transfer from your reservation system via Interface, so Vouchers Posting is most often used for corrections or unusual postings.

If you have built multiple currencies in **Files - Setup - Currencies**, you can post transactions in any currency you have defined.

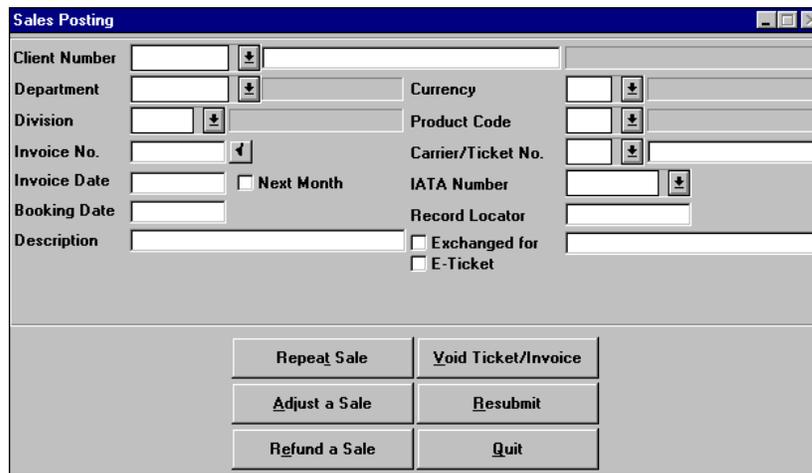
Posting Sales

Use Sales Posting any time you need to manually enter sales that did not come through Interface, or to change previously posted sales.

Sales can be for any product code, such as A.R.C. tickets, tours, cruises, service fees, etc....

To access Sales Posting, select **Posting - Accounts Receivable - Sales** or click on the Sales Posting button  on the toolbar.

This window appears:



The buttons at the bottom of the window show the functions you can choose in Sales posting, aside from entering a new sale.

<i>This button...</i>	<i>Lets you...</i>
Repeat Sale	duplicate a previously posted sale.
Adjust a Sale	correct a previously posted sale.
Refund a Sale	record a full or partial refund for a previously posted sale.
Void Ticket/ Invoice	void (reverse) a previously posted sale or record a ticket/invoice that has not been posted, but has been voided (a “spoiled” document).
Resubmit	resubmit a previously posted sale.



If you just want to display a posted sale, use **Files - Queries - Sales** to find and display the sale you want, as described in *Chapter 9, Querying Posted Transactions*.

The windows in Sales Posting are:

- General Information

- Fare(s) and Taxes
- Payment Information
- Commission Information
- Agent Information
- Accounts Payable
- Sales Reporting
- Itinerary
- General Ledger



You will not need to enter information on *all* of the windows. Fields on Sales Reporting and Itinerary are optional. The fields on General Ledger will be completed automatically for you, so you only need to proceed to this window if you need to override the default entries (see *General Ledger*, later described on this section, for more detail).

Within these windows, several buttons will be displayed:

This button... Lets you...

- | | |
|---------------|--|
| Cancel | cancel the sale you are working on. |
| << Back | go back to the previous screen of information for this sale. This is only available once you have completed the first screen and moved forward to the second screen. |
| Next >> | go to the next screen of information for this sale. This is only available once you have completed all of the mandatory fields on the current screen. |
| Post | post this sale. This is only available once you have completed <i>all</i> of the mandatory fields for this sale. |
| Print Invoice | print an invoice for this sale. |
| Print Receipt | print a cash receipt for this sale. |

Sales Posting: Field Descriptions

General Information Fields

- | | |
|---------------|---|
| Client Number | The client number to which this sale applies. Enter the client number or sort key, or select from the drop-down list. For multi-branch agencies, only clients associated with the current branch will be displayed (as defined in the Client File on the Branches tab). |
| Department | If the client type is Corporate or Government (as defined in the Client File on the Marketing tab) you can specify a department in this field. |
| Division | For agencies with the Divisional option activated (as defined in Files - Setup - System Customization) specify the agency division to which this sale applies. |

Accounts Receivable Posting

Invoice No.	<p>The next available invoice number appears automatically, but can be changed. Accept the invoice number TravCom has suggested or enter the invoice number you wish to use (for example, the invoice number assigned by your reservation system).</p> <p>You can add transactions to an invoice number that has already been used for this client. When you print an invoice, however, all transactions that use this invoice number will appear on a single printed invoice.</p>
Invoice Date	<p>The date on which the invoice is being prepared for the client. The default is today's date but can be changed. This is the date TravCom will use when printing your reports, including client sales reports, management reports and the A.R.C. report. The date used for the A.R.C. report may be changed in Files - Queries - Sales. This date <i>does not</i> affect the accounting period this sale will be posted to (see "Next Month" below).</p>
Next Month	<p>If you want to move the sales and cost of sales (or commission income) entries into the next fiscal month select this check box. For example, if you are posting an invoice for February 6 and you have not closed January you would select this box.</p> <p>If this sales transaction belongs in the accounting month listed at the bottom of your screen (see <i>About the TravCom Main Window</i> in <i>Chapter 2</i>) leave this check box blank. Please note that if your system date is in February and your accounting month is in January and you are posting a February invoice this box will automatically be marked.</p>
Booking Date	<p>The date on which the booking was made (the date the PNR was created).</p>
Description	<p>A description of the sale transaction. It is recommended that you enter the passenger name in this field, in the same format you would use in your reservation system (e.g. SMITH/TOM).</p>
Balance	<p>The balance from the client's account (display only).</p>
Currency	<p>If your agency has multiple currencies set up (in Files - Setup - Currencies), enter the currency for this transaction.</p>
Product Code	<p>The product code which describes the product or service for this sale (for example, A.R.C., Tour, Cruise, etc...). This field controls whether a document should appear on a periodic sales report (such as A.R.C. or TAF reports). It also allows or disallows access to post a check in the accounts payable window.</p>
Tax Rate Code	<p>If you have VAT or GST/PST, enter the rate code to be used for tax calculations. This defaults to the rate code associated with the product code in Files - Setup - Product Codes, but can be changed.</p>
Carrier/ Ticket No.	<p>The validating airline number and ticket number.</p> <p>For sales involving any product code which is a "controlled document" (such as A.R.C.), the ticket number is mandatory and must be in the correct format. For product codes not set as controlled documents (such as Tours), the Ticket No. field is free format and can be used for any purpose (such as confirmation or booking number). For other product codes that are set as controlled documents you must enter the control</p>

number (ticket/document) exactly as specified in the product code table.

For A.R.C. sales enter the airline code or number, or select the correct airline from the drop-down list. Then enter the 10-digit ticket number - *do not* enter the check digit.

If you are entering an A.R.C. sale with conjunctive tickets, enter the first 10-digit ticket number followed by the last two digits of the last conjunct ticket number. For example 364512312324. This will show as ticket # 24 conjuncted with 23 on the A.R.C. report.



Note: If the Product Code indicates that this is a controlled document (such as A.R.C.) and the ticket number has already been posted, TravCom displays the message *Ticket already posted* when you click on **Next>>**. You cannot continue posting until you change the Ticket No. field.

If you are attempting to refund, resubmit or adjust a ticket that has already been posted, do not enter the sale as a new sale. Instead, select the appropriate option from the main Sales Posting screen.

IATA Number	The IATA number associated with this sale. This field defaults to the first (main) IATA number for the current branch. To change this select from the drop down list.
Record Locator	The PNR record locator from your reservation system. This is optional, but helps you cross-reference the sale to the appropriate CRS transaction.
Exchange	The original ticket number that this is being exchanged for.
E-Ticket	Mark this if this ticket is an electronic ticket.

Fare and Tax Fields



If you need to record a refund then enter all fare and tax values as negatives. When selecting the *Refund A Sale* option from the main Sales Posting screen, all the amounts will already show as negatives. If you are refunding only a partial amount of the sale, you need to change the negative amounts accordingly.

Published Fare	This is the published fare for this sale, which will be reported on the A.R.C. report. Enter the base fare (not including taxes) as shown on the ticket or other documents.
Selling Fare	This field appears only if you have enabled the Consolidated/Discounted Tickets option in Files - Setup - System Customization . The Selling Fare defaults to the amount entered as the Published Fare. If the price you are charging the client is different from the published price, enter the base fare (not including taxes) that the client is being charged.
Tax 1	Dollar amount for the first tax field. Note that the type of tax (US, XF, XT, etc...) is not referenced in the field.
Tax 2	Dollar amount for the second tax field. Note that the type of tax (US, XF, XT, etc...) is not referenced in the field.

Accounts Receivable Posting

	not referenced in the field.
Tax 3	Dollar amount for the third tax field. Note that the type of tax (US, XF, XT, etc...) is not referenced in the field. If you have VAT or GST/PST taxes, enter the VAT or GST here.
Net Amount	The total of Published Fare (or Selling Fare if different from the Published Fare) + Tax 1 + Tax 2 + Tax 3 is calculated and displayed.
Penalty	If any penalty amount applies enter the dollar amount here.
Gross Amount	The Net Amount + Penalty is calculated and displayed. This is the amount that the customer will be charged for this sale.

Payment Information Fields

Form of Payment	Select a form of payment for this sale: Cash/Check, Credit Card, In House Charge, ATM or Mixed Payments (for NON ARC Sales only). The rest of the fields on this screen vary depending on what form of payment you select. All possible fields are described below.
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CAUTION: If the Form Payment is Cash/Check, In House Charge or ATM, complete the rest of the fields on this window only if you want to automatically post a **cash receipt entry** at this time.

If you do **not** want to post a cash receipt or bank deposit entry at this time, leave all other fields blank and click on **Next>>** to move to the next window.

C/C Number	The client's credit card number. This field appears only if the form of payment is Credit Card or In House Charge.
Payment Currency	The currency in which the payment is made. This field appears only if you have set up multiple currencies in Files - Setup - Currencies and the form of payment is Cash/Check, In House Charge or ATM. It defaults to the currency of the sale but can be changed.
Bank Account	The G/L bank account being used to receive cash for this sale. This field appears only if the form of payment is Cash/Check, In House Charge or ATM. A check mark button (✓) appears next to the G/L bank account name. This lets you save the current bank account as the default for this posting function. If you click on this TravCom displays <i>The default sales posting cash account has been set to xxxxxx</i> (where xxxxxx is the account number and name). Click on OK to acknowledge the change.
Amount Paid	Total amount paid. This field appears only if the form of payment is Cash/Check, In House Charge or ATM. If the client is not paying in full and does not have sufficient credit available for

	this sale (as entered in the Client File), you will be prompted for the Credit Password before you can continue posting the sale. See <i>Passwords</i> in <i>Chapter 3, Maintaining Your Agency Setup</i> for more information on the Credit Password.
Bank Number	If TravCom is to print your deposit slip for you and you must show the bank number (ABA number) on the printout, enter it here. If you do not need the ABA number printed on the deposit slip you may use this field for any other reference purpose. This field appears only if form of payment is Cash/Check.
Check Number	The check number printed on the check. This field appears only if form of payment is Cash/Check. If this field is blank or text is entered, the entry is assumed to be cash and will not print detailed information on the deposit slip.
Mixed Payments	For NON-ARC Transactions you have the option to use up to 10 different forms of payments for a single invoice. Once you click on this option it brings up a box for you to add the first FOP - click on the Add button and tell TravCom if this is a cash/check, credit card, in house charge or ATM. Enter the information and the amounts. If the amounts differ from the invoice amount then this will automatically be left as Accounts Receivable.
Invoice Description	A brief description to be printed on reports. This field appears for all forms of payment and defaults to the Description as entered on the General Information screen. For A.R.C. sales (product code 0) this field shows the ticket numbers and the passenger's name.
Due Date	The date the payment is due from the client. If the invoice already exists, this defaults to the established due date. Otherwise it defaults to the Invoice Date. The Due Date is used to age the invoice on the Aged Schedule of Accounts Receivable. If the Sale Posting produced an open receivable, the invoice will print on the Aged Schedule of Accounts Receivable, according to the due date that was entered.

Commission Information Fields

Commission Percentage	If commission is calculated as a percentage of the sale, enter the percentage here. Do not enter a negative percentage. TravCom calculates the amount and displays it in the next field.
Commission Amount	If commission is a set dollar amount, enter the amount in this field. TravCom will calculate the percentage of the fare that this represents. If you entered a percentage in the previous field, the amount is automatically calculated and displayed. (For a refund enter a negative commission amount.)
VAT/PST on Commission	If you have VAT or GST/PST, this is automatically calculated based on the VAT formula in Files - Setup for the product code used but can be changed.

Accounts Receivable Posting

Net Cost	Calculated as the Gross amount – Commission amount (– VAT and/or PST on Commission if relevant).
Net Fare and Value Code	These fields appear only if your agency uses Net Fares, as defined in Files - Setup - System Customization .



Net Fares are *not* used in the United States. Agencies in the U.S. should not enable this function or use these fields.

If a net fare agreement applies to this sale, enter one of the following formats: (These codes are for agencies in the UK Only)

- to enter the additional commission amount due you, type in the additional commission and Value Code “K.”
- to enter an additional commission percent, type in the percentage and Value Code “C.”
- to enter the Net Net Fare, type in the true net amount and no Value Code.

Commission Earned	The actual commission earned on this sale is calculated and displayed and cannot be changed. If your agency uses consolidated/discounted fares (as defined in Files - Setup - System Customization) this is calculated from the Selling Fare, not the Published Fare.
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Agent Information Fields

Booking Agent	The agent who booked this sale. This defaults to the agent associated with this client in the Client File, but can be changed.
Ticketing Agent	The agent who ticketed this sale. This defaults to the booking agent, but can be changed.
O/S Agent 1 and O/S Agent 2	If one or more outside sales agents were involved in this sale, identify them here. This defaults to the outside agent(s) associated with this client in the Client File, but can be changed.
Commission	If you specified an outside sales agent, the commission percentage and amount to be paid to the agent are displayed. This is based on the percentage stored in the client file (or in the vendor file if no value is stored in the client file) times the commission earned. If the agent is to be paid a different percentage or dollar amount for this transaction, type in the correct percentage or amount.
Gross/Net Commission	These fields are automatically calculated. Net Commission is calculated as Gross Commission – O/S Commissions.

Accounts Payable Fields

Vendor Number	The vendor number associated with this sale. You can enter the number or sort key, or select from the drop down list.
Primary Product Code	<p>Product Code for this sale. This defaults to the product code that you previously defined for this sale.</p> <p>NOTE: This is the product code that determines the General Ledger accounting to be performed for this sale. For example, use this for an MCO or Tour Order to show that the sale should be considered Tour Income/Tours Cost of Sales, even though it is an A.R.C. document.</p>
Comm. Client Number	<p>If you want commissions due on credit card/mixed payment sales to appear on your Accounts Payable (negative balances on the vendor accounts), leave this field blank.</p> <p>If you want these commissions to appear on your Accounts Receivable, TravCom will enter the Commission Client number that you have specified in the Vendor File for the vendor entered above. This will cause TravCom to transfer the commission from the Vendor account on the Accounts Payable to the Vendor's Accounts Receivable account number. For more information on the Commission Client field, review <i>Vendor File Maintenance - Accounting tab in Chapter 4</i>.</p> <p>Note that this field will not be available when the product code is set as <i>Controlled</i> (see Files- Setup – Product Codes).</p>
A/P Amount	The Form of Payment chosen within Sales Posting, along with the commission entered in the sale, will determine the amount showing on the A/P Amount field. The A/P amount will appear as a positive number when your agency owes the vendor. The A/P Amount appears as negative number, when you are expecting commission from the vendor or the commission client.
Due Date	The invoice date appears by default but can be changed to the date on which you need to pay the vendor or expect to receive the commission. This date is used to age the invoice on the Aged Schedule of Accounts Payable or Accounts Receivable. If the Sale Posting produced an open payable or receivable, the invoice will print on the Aged Schedule of Accounts Payable or Receivable, according to the due date that was entered.
Post Check Now?	<p>A check box that lets you define whether or not you want to post the payment to the vendor immediately.</p> <p>This check box appears if the Product Code (not <i>Primary Product Code</i>) is not listed as controlled.</p>

	<p>CAUTION: If you check this box you will be posting cash disbursement. This means that you must hand-write the check (or have already) or enable the Print Check button. If you do not want to create a cash disbursement at this time, leave</p>
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the “Post Check Now?” box blank.

The following fields are only available if “Post Check Now?” has been marked.

- Print Check?** If you want to print a check for the vendor, select this check box. When you post, a Print Checks window will display an actual image of the check and check stub, and will allow you to make changes to the check before printing it.
- If you use handwritten checks, leave this box blank.
- Check Currency** The currency code for the check being posted. It will default to the currency in which the sale is being posted but can be changed. This field appears only if you have set up multiple currencies in **Files - Setup - Currencies**.
- Bank Account** The first bank account listed as a Cash Account (from **Files - General Ledger - Cash Accounts** tab) is entered by default. If you have multiple currencies, the first bank account in the specified currency will be displayed.
- A check mark button (✓) appears next to the G/L bank account name. This lets you save the current bank account as the default for this posting function. If you click on this, TravCom displays *The default sales posting checking account has been set to xxxxxx* (where xxxxxx is the account number and name). Click on OK to acknowledge the change.
- Check Number** The number printed on the check. This defaults to the next available check number defined for this cash account. For handwritten checks you must enter the number to be posted.
- Check Amount** The amount printed on the check. This defaults to the A/P Amount previously defined on this window, but can be changed. If you enter a lesser amount, the remaining balance stays on the payable account for future disbursement.

Sales Reporting Fields

- Transaction Code** A single-character field for any reporting purpose. Transaction codes need not be defined anywhere within TravCom.
- Routing Code** A two-character field for any reporting purpose. Routing codes need not be defined anywhere within TravCom.
- Reference Fare** Depending on the client’s reporting needs, this can be the full coach (Y) fare or the highest fare paid on this routing, including taxes, based on the corporate client’s travel policies. The fare entered here is used to calculate the “Savings” amount for corporate reporting.
- Low Fare** The lowest possible fare for the booked itinerary.
- Exception Code** The exception code for this sale, defining why the passenger did not take the Low Fare. The drop down list shows the code, which is part of this client’s Exception Codes Group. (See *Chapter 4, Client File Maintenance, In House Tab*).

Purchase Order	If the customer supplies a purchase order number you can enter it here.
GSA Number	The government Service Authorization, a contract number required by government accounts.
Free Fields	Free format fields (maximum 100 fields) which can appear on custom reports. Each field is shown in the window separated by a slash. To see all fields or to add or change fields, click on the “...” button.
No. of Passengers	The number of passengers for a single transaction.

Itinerary Fields

Departure City	The departure city code.
Arrival City	The arrival city code.
Airline Flown	The 2-letter airline code.
Flight Number	The flight number for this segment.
Class	The class of service flown (for example, Y, J, etc...).
Departure Date	The date of departure. Format can be DDMMM (such as 01MAR) or MMDDYY (such as 030100). Dashes and slashes are accepted. TravCom converts the date to a MM/DD/YY format.
Departure Time	Time of departure. Format can be 24-hour clock, or 12-hour clock with A (for a.m.) and P (for p.m.). For example, 1700 or 0500P. TravCom converts the time to 12 hour clock with A or P indicator.
Arrival Date	The date of arrival for this flight. Format can be DDMMM (such as 01MAR) or MMDDYY (such as 030100). Dashes and slashes are accepted. TravCom converts the date to a MM/DD/YY format.
Arrival Time	Time of arrival. Format can be 24-hour clock, or 12-hour clock with A (for a.m.) and P (for p.m.). For example, 1700 or 0500P. TravCom converts the time to 12 - hour clock with A or P indicator.
X/O	X for connection, O for stopover.
D/I	D for Domestic travel, I for International travel.
Fare Basis	The fare basis code.
Leg Price	The price of this flight segment (or “leg”), expressed as base fare with no taxes.
Mileage	The mileage for this flight leg (in miles).

General Ledger



It is recommended that you *do not* change these accounts and amounts as it will put statistics out of balance with financial information.

If you do want to change the G/L sale and cost of sale accounts, it is advisable that you go <<**Back** to the Accounts Payable window and change the **Primary Product Code**.

If you need to change an account you may type in the G/L account number or sort key, or select one from the drop down list and enter the amount to be allocated to that account.



The bottom of each Income/Expense Distribution window displays values for Total Income (or Expense) and Total Applied. The Total Income or Expense must equal the Total Applied value in order to post the sale.

Overview of Procedures

Posting a New Sale

To post a new sale:

1. On the **Posting - Accounts Receivable** menu, select **Sales** or click on the Sales Posting button  on the toolbar.

The Sales Posting window appears.

2. Enter a client number or sort key, or select a client from the drop-down list. Press **[Tab]** or click on any other field on the screen.

The window shows the general information fields you must complete for this sales posting.

Sales Posting		
Client Number	00000005	JOHN SMITH
Department		
Division	0000	MAIN DIVISION
Invoice No.	00001000	
Invoice Date	3/26/2000	<input type="checkbox"/> Next Month
Booking Date	3/26/2000	
Description	JOHN SMITH	
Currency	USD	DOLLARS
Product Code	0	A.R.C.
Carrier/Ticket No.	001	7100009876
IATA Number	11111111	
Record Locator	YJ8U03	
<input type="checkbox"/> Exchanged for <input type="checkbox"/> E-Ticket		
Balance: 0.00 USD		
[Cancel] [<< Back] [Next >>] [Print Invoice] [Print Receipt] [Post]		

3. Fill in the fields on the **General** window.

For a description of what to enter in each field see *Sales Posting: Field Descriptions* starting on page

6-4.

4. After you complete the fields on the screen, use the **Next >>** button to move through the subsequent windows of information required for the sale.
5. The top part of the window summarizes general information you have entered so far. The rest of the window lets you enter **Fare** and **Tax** information for this sale.

The screenshot shows a window titled "Sales Posting" with the following fields and values:

00000005	JOHN SMITH	JOHN SMITH
00001000	3/26/2000	January, 2000
USD	DOLLARS	001710009876
		0 A.R.C.

Fares/Taxes

Published Fare	1000.00
Tax 1	55.00
Tax 2	0.00
Tax 3	0.00
Net Amount	1055.00
Penalty	0.00
Gross Amount	1055.00

Buttons at the bottom: Cancel, << Back, Next >>, Print Invoice, Print Receipt, Post.

Fill in the fare and tax information.

For a description of what to enter in each field see *Sales Posting: Field Descriptions - Fares and Tax fields* starting on page 6-6



If the VAT function has been turned on (in **Files - Setup**) the VAT/PST tax amounts are automatically calculated based on the Tax Rate Code specified in the first screen (General Window) and the corresponding formula in VAT Setup.

6. Select the **Next>>** button.

The window now shows fields for **Payment Information**.

This window is used to define the form of payment. You may also post related cash receipt at this time.

For a description of what to enter in each field see *Sales Posting: Field Descriptions – Payment Information fields* starting on page 6-7.

7. Specify a **Form of Payment**. The default is **Cash/Check**.

- If your form of payment is **Credit Card** or **In House Charge** you can enter a credit card number. (If a default credit card number was stored for this client in the client file, it appears here, but can be overwritten).
- If your form of payment is **Cash/Check**, **In House Charge** or **ATM**, and you are prepared to post a *cash receipt* (bank deposit) entry at this time, fill in the rest of the fields on the Payment Information window.
- If your form of payment is **Mixed**, and you are prepared to post a *cash receipt* (bank deposit) entry at this time, fill in the rest of the fields on the payment information window. You can enter up to 10 different forms of payment here.



CAUTION: If your form of payment is Cash/Check, In House Charge, ATM, or Mixed Payments and you complete the other fields on this window (such as Payment Amount), you are posting a cash receipt or bank deposit entry. These fields are usually left blank so that the entire deposit may be entered together in **Posting - Accounts Receivable - Cash Receipts**.

If you enter a **Payment Amount** that is less than the total of the sale, and the client has no credit limit or exceeds the limit, you will be prompted for a **Credit Password** before you can continue posting this sale (see *Chapter 3, Passwords* for more details).

8. Select the **Next>>** button.

The window now shows fields for **Commission Information**.

Sales Posting					
00000005	JOHN SMITH		JOHN SMITH		
00001000	3/26/2000	January, 2000	001/7100009876		
USD	DOLLARS		0	A.R.C.	
Commission Information					
Commission Percentage	<input type="text" value="6.00"/>				
Commission Amount	<input type="text" value="60.00"/>				
Net Cost	<input type="text" value="995.00"/>				
Commission Earned	<input type="text" value="60.00"/>				
<input type="button" value="Cancel"/> <input type="button" value=" << Back"/> <input type="button" value=" Next >>"/> <input type="button" value=" Print Invoice"/> <input type="button" value=" Print Receipt"/> <input type="button" value=" Post"/>					

For a description of what to enter in each field see *Sales Posting: Field Descriptions – Commission Information fields* starting on page 6-8.

- Fill in the commission percentage or amount, or the Net Cost. You may enter any one of these three fields and TravCom will automatically calculate the other two fields.

For example, the Net Cost is calculated as the Fare (including taxes), less the Commission Amount (less the VAT/PST on Comm. if this function has been turned on). This is the actual cost of the transaction to the agency. TravCom displays the Commission Earned based on the Selling Fare.

- Select the **Next>>** button.

The window shows fields for **Agent Information**.

Sales Posting					
00000005	JOHN SMITH		JOHN SMITH		
00001000	3/26/2000	January, 2000	001/7100009876		
USD	DOLLARS		0	A.R.C.	
Agent Information					
Booking Agent	<input type="text" value="000"/>	<input type="button" value="↓"/>	<input type="text" value="HOUSE ACCOUNT"/>		
Ticketing Agent	<input type="text" value="000"/>	<input type="button" value="↓"/>	<input type="text" value="HOUSE ACCOUNT"/>		
O/S Agent 1	<input type="text"/>	<input type="button" value="↓"/>	<input type="text"/>		
Commission	<input type="text" value="0.00"/>	%	<input type="text" value="0.00"/>		
O/S Agent 2	<input type="text"/>	<input type="button" value="↓"/>	<input type="text"/>		Gross Commission <input type="text" value="60.00"/>
Commission	<input type="text" value="0.00"/>	%	<input type="text" value="0.00"/>	Net Commission <input type="text" value="60.00"/>	
<input type="button" value="Cancel"/> <input type="button" value=" << Back"/> <input type="button" value=" Next >>"/> <input type="button" value=" Print Invoice"/> <input type="button" value=" Print Receipt"/> <input type="button" value=" Post"/>					

For a description of what to enter in each field see *Sales Posting: Field Descriptions – Agent Information fields* starting on page 6-9.

- Define the booking and ticketing agent(s) for this sale.

Accounts Receivable Posting

If one or more outside sales agents were involved with this sale, enter the O/S agent's vendor number(s). The commission percentage and amount due to each one is displayed, based on the percentage stored in the client file (or in the O/S agent's vendor file if no value is specified in the client file) but can be modified.

TravCom calculates and displays the Gross and Net Commission based on the Selling Fare. The Gross Commission is the amount earned on the ticket and the Net Commission is the amount earned by the agency after all O/S agents have been paid.

12. Select the **Next>>** button.

The window shows fields for **Accounts Payable** information. These fields vary depending on whether this is an A.R.C. or non-A.R.C. sale.

The screenshot shows a window titled "Sales Posting" with a blue title bar. The window contains several input fields and buttons. At the top, there are fields for "00000005 JOHN SMITH" and "JOHN SMITH". Below that, "00001000 3/26/2000 January, 2000" and "001/710009876". Further down, "USD DOLLARS" and "0 A.R.C.". The "Accounts Payable" section includes "Vendor Number" (000030), "Primary Product Code" (0), "A/P Amount" (995.00), and "Due Date" (3/26/2000). At the bottom, there are buttons for "Cancel", "<< Back", "Next >>", "Print Invoice", "Print Receipt", and "Post".

For a description of what to enter in each field see *Sales Posting: Field Descriptions – Accounts Payable fields* starting on page 6-10.

13. For an A.R.C. sale the A.R.C. vendor is automatically displayed.

If the A.R.C. document you are posting is not for air transportation, you may change the vendor at this time so that the true supplier reflects the productivity of this sale rather than the validating carrier. For example, if you are posting a Tour Order validated on United Airlines for a United Vacations tour booking, you may change the vendor number from A.R.C. to the vendor number you use for United Vacations. This will prevent both an overstatement of United Airlines sales and an understatement of United Vacations sales on your vendor reports.

For any other type of sale you must identify the vendor to whom this sale applies.

14. The Primary Product Code defaults to the product code originally entered for this sale (on the General screen). Change this only if you want to redirect the Sales and Cost of Sales (or commission income) to general ledger accounts other than for air income and expense. For example if you are posting a Tour Order for a land tour deposit, the product code is 0 to place the document on the A.R.C. Report. The

Primary Produce Code can then be changed so that the Tour Income and Tour Cost of Sales general ledger accounts are updated by this posting.



Generally, if you change the primary product code you will also change the vendor number to update the statistics for the actual vendor rather than the plating (validating) carrier.

15. The remaining fields on this screen will vary according to the product code and form of payment previously entered:
- If the product code is controlled (for example, A.R.C. or TAF service fees) the AP amount and due date will appear.
 - If the product code is not controlled (for example, tours or cruises) and the form of payment is credit card, the commission client number, commission due and due date will appear. The A/P Amount appears as negative number, whether you are expecting commission from the vendor or the commission client.
 - If the product code is not controlled and the form of payment is Cash/Check, In House Charge, or ATM, the AP amount and due date will appear followed by fields to post the check to the vendor and to print the check at this time. Use the **Post Check Now** field to indicate whether or not you want to post the Check now.



CAUTION: If you do **not** want to create a cash disbursement at this time leave the **Post Check Now** box blank. The amount will be posted to Accounts Payable.

If you want to post the check now, check this box. You will automatically post a cash disbursement (check) and will have the opportunity to print the check from TravCom at this time.

Complete the fields that relate to the type of sale you are posting at this time.

16. At this point, you have the option of printing an invoice, printing a cash receipt, posting the sale, or continuing through the windows for Sales Reporting, Itinerary and General Ledger distribution.
- If you want to print an invoice, click on **Print Invoice**. You can do this from most screens at any point during the posting. For details on how to print an invoice see the section *Printing Invoices in Sales Posting* later in this chapter.
 - If you want to print a cash receipt for the client, click on **Print Receipt**. You can do this from most screens at any time during the posting. For details on how to print an invoice see the section *Printing Cash Receipts in Sales Posting* later in this chapter.
 - If you want to post the sale now click on the **Post** button.
 - If you want to continue with the other windows select the **Next>>** button.



You have now completed all of the *required* fields to post this sale. All remaining fields are optional.

17. If you selected **Next>>**, the window shows fields for **Sales Reporting** information. These fields are used to provide information for your corporate sales reports and custom reports.

Sales Posting

00000005 JOHN SMITH JOHN SMITH
 00001000 3/26/2000 January, 2000 00177100009876
 USD DOLLARS 0 A.R.C.

Sales Reporting

Transaction Code
 Routing Code 91
 Reference Fare 1000.00
 Low Fare 800.00
 Exception Code 0
 Purchase Order PD12345
 GSA Number
 Free Fields ...
 No. Of Passengers 1

Fill in your Sales Reporting fields as required. For a description of what to enter in each field see *Sales Posting: Field Descriptions – Sales Reporting fields* starting on page 6 - 11.

18. If you do not care to enter itinerary information, you may post the sale at this time by clicking the **Post** button.

Select the **Next>>** button to enter itinerary detail for reporting purposes. Fill in the client's itinerary information if you will require it on any reports. For a description of what to enter in each field see *Sales Posting: Field Descriptions – Itinerary fields* starting on page 6 - 12.

Sales Posting

00000005 JOHN SMITH JOHN SMITH
 00001000 3/26/2000 January, 2000 00177100009876
 USD DOLLARS 0 A.R.C.

Itinerary

	Departure City	Arrival City	Airline Flown	Flight Number	Class	Departure Date	Departure Time	Arrival Date	Arrival Time
	LAX	SFO	AA	142	Y	3/26/2000	09:00	3/26/2000	11:00
	SFO	LAX	AA	149	Y	3/30/2000	18:00	3/30/2000	20:00

19. The remaining window contains information about the general ledger. It was completed automatically when you completed the window containing the Primary Product Code field (*Accounts Payable*).

If you do not care to review or modify the general ledger information regarding this sale, click the **Post** button at this time.

Select the **Next>>** button to continue to the General Ledger Distribution tabs.

20. The **General Ledger** window appears, displaying Income Distribution. A tab lets you display Expense Distribution.

Account	Division	Description	Amount
00004010	0000	AIR INCOME EARNED	1055.00

Total Income: 1055.00 Total Applied: 1055.00



It is recommended that you ***do not*** change these accounts and amounts as it may put statistics out of balance with financial information.

If you do want to change the G/L sale and cost of sale accounts go <<**Back** to the Accounts Payable window and change the **Primary Product Code**.

21. Select the **Post** button.

22. If you selected **Print Check**, the screen displays an image of the check stub and check on your screen. This is exactly the same window that appears when you are printing a check using **Posting - Accounts Payable - Checks**.

Before you print the check you can:

- define whether to print details on the check stub or print details on a separate sheet.
- make changes if necessary to the **Check Date**, **Check No.** and **Payee** name and address.
- choose a printer on which to print the check.
- print a sample check for verification of printer/form setup.
- display your Printer Forms Setup (allowing you to change margins, etc...).

When you are ready to print the check, make sure that your printer is turned on and has the correct forms loaded and click on **Print Check**.

Invoice No.	Invoice Date	Description	Amount
00001000	8/3/97	7100009876 JOHN SMITH	995.00

Print Invoice Detail on Check Stub
 Print Invoice Detail on Separate Report

Check Date: 8/3/97 Check No.: 0000000001

Pay only: *****995 US DOLLARS and 00/100

Pay to the order of: AIRLINE REPORTING CORPORATION Check Amount: \$995.00

Authorized Signature

HP LaserJet 5P [Printer Icon] Print Check Print Sample Select Form Cancel

After the check has printed TravCom will prompt *Did check(s) print satisfactorily?*

- Select **Yes** if the check printed properly. TravCom will return to the main Sales Posting screen to allow you to post another sale.
- Select **No** if the check jammed in the printer or otherwise printed incorrectly. TravCom re-displays the check and increments the check number for the next printing attempt.

The last check number is stored, leaving the next numerical number for this bank account available for the next posting.

If you cancel the check posting the screen returns to the Accounts Payable Screen so you can untag the **Print Check** and **Post Check Now** fields and post this check later in **Posting - Accounts Payable - Check Posting**.

Printing Invoices in Sales Posting

On any window during a Sales Posting you can select the **Print Invoice** button. This option tells TravCom to print an invoice when you exit from Sales Posting and allows you to modify client name/address information and specify invoice remarks.

Each printed invoice will show all transactions posted with that invoice number. For example, if a client had multiple sales and you posted them all with Invoice number 44, all sales would print on one invoice. If you prefer to have each sale appear on a separate invoice, you must use separate invoice numbers when you post the sale.

If the Invoice amount is for a negative value the invoice will be labeled Credit Memo.

To print an invoice:

1. Click on **Print Invoice**.

The following dialog box appears:

2. Change the client name/address lines as necessary and enter any invoice remarks you want printed on the invoice.



You must fill in the itinerary details within the Sale Posting, if you want them to appear on the invoice. If the itinerary information was omitted when posting the sale, you can edit it in **Queries – Sales – Itinerary Tab** (see *Chapter 9, Fields you can change in Sales Inquiry* for more details). You also have the option of entering itinerary detail in the remark lines, just before printing the invoice.

You may print or reprint a posted Sale Invoice from **Invoice Inquiry** (see *Chapter 9, Looking up Invoices* for more details).

3. Click on **OK**.

You will be returned to your Sales Posting window. The invoice print request will be stored until you exit from Sales Posting and all Invoices requested during this posting session will be printed at one time.

4. Continue posting sales.
5. When you are finished posting sales, click on **Quit** to leave the Sales Posting function.

A Print Invoices dialog box appears with a warning: *Preparing to print invoices. Be sure invoice printer is ready for printing.*

Before you print invoices you can:

- select a different invoice printer.

Select any printer that has been installed through Windows, from the drop down box next to **Invoice Printer**.

- change your invoice format selection.

Click on **Select Form** for the **Printers/Forms - Invoices** tab from **Files - Setup** to allow you to change your default invoice selection. For more information on this window, see *Chapter 3: Maintaining Your Agency Setup, Printers/Forms*.

- print a sample invoice.

Click on **Print Sample** for TravCom to print a sample invoice, marking where information will print on the page. This lets you check that your printer and forms setup are correct.

6. When you are ready to print the invoices click on **Print Invoices**.

All invoices requested during this Sales Posting session will be printed.

When printing is complete TravCom displays the prompt: *Did Invoice(s) print satisfactorily?*

You have the option to reprint if you are not satisfied with the invoice or if your printer jammed.

Printing a Receipt in Sales Posting

On any window during a Sales Posting you can select the **Print Receipt** button. This option tells TravCom to print a receipt when you exit from Sales Posting. It defaults to the next receipt number as shown in **Files-Set Up- Miscellaneous**. You can modify the default receipt number, the client name/address information, and also specify any receipts remarks.

Each printed receipt will show all payments posted with that receipt number. For example, if in Sales Posting you selected the **Mixed Payments** option, all of the form of payments and amounts entered for each one would be listed on one receipt. If you prefer to have each payment appear on a separate receipt, you must use separate invoice numbers when you post the sale, or post the payments from **Posting – Accounts Receivable – Cash Receipts** (see *Posting Cash Receipts* later in this chapter).

1. Click on **Print Receipt**

The following dialog box appears:

The screenshot shows a dialog box titled "Print Receipt" with a close button in the top right corner. At the top, there are two input fields for "Receipt Number": the first contains "DEFAULT" and the second contains "00000004". Below this, the dialog is divided into two main sections. The left section is labeled "Client Name/Address" and contains three text boxes with the following text: "John Smith", "123 West Lincoln Avenue", and "Los Angeles, CA 90048". The right section is labeled "Receipt Remarks" and contains one empty text box. Below these sections is a "Receipt Footer" label and one empty text box. At the bottom of the dialog are two buttons: "OK" and "Cancel".

2. Change the client name/ address lines as necessary and enter any remarks you want printed on the receipt.
3. Click on **OK**.

You will be returned to you Sales Posting Window. The receipt print request will be stored until you exit from Sales Posting and all receipts requested during this posting session will be printed at one time.
4. Continue to post sales
5. When you are finished posting sales, click on **Quit** to leave the Sales posting function.

A Print Receipt dialog box appears with a warning: *Preparing to print receipts. Be sure receipts printer is ready for printing.*

Before you print receipts, you can:

 - select a different receipt printer
Select any printer that has been installed through Windows, from the drop down box next to **Printer**.
 - change your receipt format selection
Click on **Select Form** for the **Printers/Forms – Receipts** tab from **Files – Setup** to allow you to change your default receipt selection. For more information on this window, see *Chapter3, Maintaining Your Agency Setup, Printers/ Forms.*
 - print a sample
Click on **Print Sample** for TravCom to print a sample receipt, marking where information will print on the page. This lets you check that your printer and forms set up are correct.
6. When you are ready to print the receipts, click on **Print Receipts**.

All receipts requested during this Sales Posting session will be printed.

When printing is complete TravCom displays the prompt: *Did Receipt(s) print satisfactorily?*

You have the option to reprint if you are not satisfied with the receipt or if your printer jammed.

Repeating a Sale

To post multiple similar sales to the same client account TravCom offers a shortcut called **Repeat Sale**. You can copy all fields from an existing sale and make changes to the new sale before posting.

Repeating a sale is useful if you are posting multiple handwritten tickets, such as for a group, which you may choose not to transfer from your reservation system via Interface.

You cannot repeat an adjustment, a refund or a void transaction.



If you created a *cash receipt* (bank deposit) entry at the time of the original sales posting, repeating the sale will not repeat that entry.

If you have received a single payment from a client for several transactions on an invoice, post the correct total amount of the check on one of the sales postings. If the check is to pay for multiple invoices you may wish to post it through **Cash Receipts** instead of **Sales Posting**.

Similarly, if you created a *check* at the time of sales posting, the amount will not be changed. Either enter the correct total figure for the check when posting one of the sales or post the check through **Checks** instead of **Sales Posting**.

To repeat a sale:

1. On the **Posting - Accounts Receivable** menu, select **Sales** or click on the Sales Posting button  on the toolbar.

The Sales Posting window appears.

2. Select the **Repeat Sale** button at the bottom of the window.

A dialog box allows you to search for the sale you want to repeat.

3. In the **Search By** box, select your search criteria. You can search for a sale by Invoice Number, Ticket Number or Passenger Name.
4. In the **Search For** field enter the appropriate invoice number, ticket number or passenger name for this sale, then click on **Search**.



If you are searching by passenger name and are not sure of the correct spelling you may enter the first letter(s). TravCom will display a list of all of the sales transactions that start with the letters you have typed in.

TravCom displays a list of sales that match your criteria, sorted by the criteria you selected (numerically by invoice number or ticket number; alphabetically by passenger name).



On the list of sales, the same invoice number, ticket number or passenger may be listed more than once. This may indicate that a sale has been reversed or modified. For example, the first entry is a positive value, the second entry is a negative (for net effect of zero) and the 3rd entry is the final correction.

To determine which entry to select, scroll to the right to see the **Sale Type** column. This will indicate if the entry is a sale, void, adjustment, etc....

5. Double-click on the sale you want to repeat, or highlight it and click on **Select**.

TravCom displays the Sales Posting windows, with all the information copied from the selected sale.



You cannot select an Adjustment, Refund or Void entry. You can only select a Sale or a Resubmit.

6. Change any field on this screen that should show new information, such as the Description (passenger name) and Ticket number. Note that TravCom automatically increments the document number for any controlled product code.

If necessary, use the **Next>>** and **<< Back** buttons to move through the other windows for this sale to make changes to fares, form of payment, accounts payable, etc....

Note that when repeating a sale, the same client and invoice numbers are maintained. If you use the same invoice number, the client account will be updated to show the new total for this invoice number. You may change this if you prefer (for example, change 60014 to 60014A).

All fields are described in *Sales Posting: Field Descriptions* starting on page 6-4.

7. If you want to print an invoice, select **Print Invoice**.

See *Printing Invoices in Sales Posting* starting on page 6-21 for more details.

8. When you have finished the new sale, select **Post**.

TravCom records complete accounting and statistics for the new transaction.

Adjusting a Sale

When a sale contains an error or requires a change, this option allows you to retrieve it and make modifications. TravCom will reverse the original sale and post the corrected one.

This function is most often used to correct interfaced sales, when the error was missed prior to posting the Interface, or if a client makes a change after that time (e.g. changes their form of payment). Most corrections should be performed using the Edit Interface function.

You can only adjust a transaction with a **Sale Type** of Sale, Refund or Resubmit. You cannot adjust a Void or Adjustment entry.



If you created a **cash receipt** (bank deposit) entry at the time of sales posting, adjusting the sale will not adjust that entry. You must to post a negative cash receipt in **Posting - Accounts Receivable - Cash Receipts** to reverse the entry. The negative cash receipt will not appear on the Bank Deposit (see *Posting Cash receipts* later on in this chapter, for more details).

Similarly, if you created a **cash disbursement** (check) at the time of sales posting, it will not be reversed. You will need to reverse the entry in **Posting - Accounts Payable - Checks** if appropriate.

To adjust a sale:

1. On the **Posting - Accounts Receivable** menu, select **Sales** or click on the Sales Posting button  on the toolbar.

The Sales Posting window appears.

2. Select the **Adjust a Sale** button at the bottom of the window.

A dialog box allows you to search for the sale you want to adjust.

3. In the **Search By** box, select your search criteria. You can search for a sale by Invoice Number, Ticket Number or Passenger Name.
4. In the **Search For** field enter the appropriate invoice number, ticket number or passenger name, then click on **Search**.



If you are searching by passenger name and are not sure of the correct spelling, you may enter the first letter(s). TravCom will display a list of all of the sales transactions that start with the letters you have typed in.

TravCom displays a list of sales that match your criteria, sorted by the criteria you selected (numerically by invoice number or ticket number, or alphabetically by passenger name).



On the list of sales, the same invoice number, ticket number or passenger may be listed more than once. This may indicate that a sale has been reversed or modified. For example, the first entry is a positive value, the second entry is a negative (for net effect of zero) and the 3rd entry is the final correction.

To determine which entry to select, scroll to the right to see the **Sale Type** column. This will indicate if the entry is a sale, void, adjustment, etc....

5. Double-click on the sale you want to adjust, or highlight it and click on **Select**.



You can only select entries with a **Sale Type** of Sale, Refund or Resubmit. You cannot select an Adjustment or Void entry.

TravCom now displays the selected sale in the Sales Posting windows.

6. Change any field on this screen that should show new information. If necessary, use the **Next>>** and **<< Back** buttons to move through the windows for this sale, and make any adjustments to the information originally posted. For example, you might need to adjust the fare, taxes, or form of payment.

All fields are described in *Sales Posting: Field Descriptions* starting on page 6-4.

7. If you want to print an invoice select **Print Invoice**.

See *Printing Invoices in Sales Posting* starting on page 6-21 for more details.

8. When you are ready to post the adjustment select **Post**.

TravCom reverses the original sale (and all related statistics) and posts the corrected sale. This means that you will see 3 entries the next time you search for this sales transaction: the new sale, the original sale and the reversal of the error.

9. If this ticket was included in a prior A.R.C. it is necessary to adjust the authorized amounts for the original A.R.C. period and the current A.R.C. period.

For example, if you are adjusting a credit card ticket on which the commission was posted as \$65.00, but should have been \$50.00, you will show a \$15.00 discrepancy on the A.R.C. vendor for the original A.R.C. period. The difference appears as a negative balance (A.R.C. took *more* than you expected) on the invoice created when you dropped the original A.R.C. Report. You must combine this balance with the Net Remit for the current week in order to correct the A/P invoices on the A.R.C. vendor account.

This adjustment is made in **Posting - Accounts Payable - A/P Invoices**. See *Chapter 7, Accounts Payable Posting* for details on posting A/P Invoices.

Refund a Sale

When a sale needs to be partially or fully refunded, this options allows you to retrieve the original transaction and refund any or all of it.

You can refund any new or resubmitted sale that has a **Sale Type** of Sale or Resubmit. You cannot refund an Adjustment, Void or Refund entry.



If you created a **cash receipt** (bank deposit) entry at the time of sales posting, refunding the sale will not reverse that entry. If necessary, you would post a negative cash receipt in **Cash Receipts** to reverse the entry. The negative cash receipt will not appear on the Bank Deposit (see *Posting Cash receipts* later on in this chapter, for more details). Normally, you would want TravCom to post a credit to the client's account (on the Accounts Receivable) to be applied to a future purchase or a refund check posting.

Similarly, if you created a **cash disbursement** (check) at the time of sales posting, it will not be reversed. You will need to void the check in **Accounts Payable - Checks**.

A refund is shown in TravCom as a sale with negative values. Refunds will appear on the A.R.C./Periodic Sales Report and on client sales reports for the appropriate dates. If you do not want the refund to appear on the current week's A.R.C. report or on other sales reports, because you have voided the ticket, use **Void Ticket/Invoice** instead of **Refund a Sale**.

If you attempt to refund a ticket that was posted during the current A.R.C. period TravCom will display the message *You are attempting to refund a ticket within the current reporting period. Normally this ticket should be voided. Do you wish to continue?*

Click on... If you intend...

- | | |
|-----|---|
| Yes | to post a partial refund for a ticket also sold during the current A.R.C. period. |
| No | to exit and select instead Void Ticket/Invoice to void the transaction. |

To refund a sale:

1. On the **Posting - Accounts Receivable** menu, select **Sales** or click on the Sales Posting button  on the toolbar.

The Sales Posting window appears.

2. Select the **Refund a Sale** button at the bottom of the window.

A dialog box allows you to search for the sale you want to reverse.

3. Select your search criteria. You can search for a sale by Invoice Number, Ticket Number or Passenger Name.
4. In the **Search For** field enter the appropriate number or name for this sale, then click on **Search**.



If you are searching by passenger name and are not sure of the correct spelling, you may enter the first letter(s). TravCom will display a list of all of the sales transactions that start with the letters you have entered.

TravCom displays a list of sales that match your criteria, sorted by the criteria you selected (numerically by invoice number or ticket number, or alphabetically by passenger name).



On the list of sales, the same invoice number, ticket number or passenger may be listed more than once. This may indicate that a sale has been reversed or modified. For example, the first entry is a positive value, the second entry is a negative (for net effect of zero) and the 3rd entry is the final correction.

To determine which entry to select, scroll to the right to see the **Sale Type** column. This will indicate if the entry is a sale, void, adjustment, etc....

5. Double-click on the sale you want to reverse, or highlight it and click on **Select**.



You cannot select an Adjustment, Void or Refund entry. You can only select a Sale or a Resubmit entry.

6. TravCom now displays the Sales Posting windows with all the information copied from the selected sale.

Notice that all fare and commission values will now have a negative (minus) sign in front of them.



*You **must** change the invoice date for this transaction in order to have it appear on the current week's A.R.C. sales report.*

Although TravCom allows you to change the fields in each window, you should not change anything except the invoice date if you are posting a full refund. To post a partial refund, modify any amounts to show the amount being refunded at this time.

Don't forget to enter the penalty whenever appropriate, and adjust the Commission Amount accordingly.

7. When you are ready to post the refund of this sale select **Post**.

TravCom posts a refund transaction to reverse this sale, and reverses all affected statistics. Unless you modify them, the accounting entries are reversed using the posting accounts defined on the original sale.

Voiding a Ticket/Invoice

This function allows you to void a ticket or invoice for which accounting has been previously recorded. It also allows you to enter a ticket number or invoice number that has never been posted in TravCom, for the purpose of recording it as a voided (spoiled) document. For the current week's A.R.C. report, this changes a valid ticket to void, reverses all accounting and statistics, and shows a void on the **Sequential Ticket List**.

You cannot void an Adjustment or Refund, or a record that has already been voided. You can only void a Sale or Resubmit entry.

If you attempt to void a ticket that was posted during a previous A.R.C. period TravCom will display the message *You are attempting to void a ticket outside the current reporting period. Normally this ticket should be refunded. Do you wish to continue?* This message appears only if you change the date from the one of the original posting to the current system date in the **Date** field.

Click on... If you intend...

- | | |
|-----|---|
| Yes | to correct the posting and will record the ticket as void in a previous period. <i>You must manually change the Net Remit for this sales period if the A.R.C. Report has already been dropped, and correct the Current Report invoice as well (see Chapter 13, Dropping the ARC reports for more details).</i> |
| No | to exit and select Refund a Sale instead to show the transaction as a refund in the current A.R.C. period. |

To void a posted ticket or invoice:

1. On the **Posting - Accounts Receivable** menu, select **Sales** or click on the Sales Posting button  on the toolbar.

The Sales Posting window appears.

2. Select the **Void Ticket/Invoice** button.

A dialog box allows you to search for the sale you want to void.

3. In the **Search By** box, select your search criteria. You can search for a sale by Invoice Number, Ticket Number or Passenger Name.



If you select Ticket Number you will also see fields for product code and IATA number. If you have multiple product codes marked "controlled" or IATA numbers for this office (e.g. STP locations), select the appropriate product code and IATA Number. If you select Invoice Number the product code and IATA number fields do not appear.

4. In the **Search For** field enter the appropriate invoice number, ticket number or passenger name for this sale, then click on **Search**.



If you are searching by passenger name and are not sure of the correct spelling, you may enter the first letter(s). TravCom will display a list of all of the sales transactions that start with the letters you have typed in.

TravCom displays a list of sales which match your criteria, sorted by the criteria you selected (numerically by invoice number or ticket number, alphabetically by passenger name).



On the list of sales, the same invoice number/ticket number or passenger may be listed more than once. This may indicate that a sale has been reversed or modified. For example, the first entry is a positive value, the second entry is a negative (for net effect of zero) and the 3rd entry is the final correction.

To determine which entry to select, scroll to the right to see the **Sale Type** column. This will indicate if the entry is a sale, void, adjustment, etc....

5. Highlight the sale you want to void, and click on **Void**.



You cannot select an Adjustment, Refund or Void entry. You can only select a Sale or a Resubmit.

TravCom reverses all statistics and accounting based on the primary product code attached to the record.

To void a spoiled ticket or invoice:

1. On the **Posting - Accounts Receivable** menu, select **Sales** or click on the Sales Posting button  on the toolbar.

The Sales Posting window appears.

2. Select the **Void Ticket/Invoice** button at the bottom of the window.

A dialog box allows you to search for the sale you want to void (spoil).

3. In the **Search By** box, select your search criteria. Since you will be recording either a ticket or invoice that has not been previously entered, select either **Invoice Number** or **Ticket Number**.



If you select Ticket Number you will also see fields for product code and IATA number. If you have multiple product codes marked “controlled” or IATA numbers for this office (e.g. STP locations), select the appropriate product code and IATA Number.

If you select Invoice Number the product code and IATA number fields do not appear.

4. In the **Search For** field enter the invoice or ticket number that you want to void, then click on **Search**.

TravCom alerts you that *Ticket xxxxx has not been posted. Do you wish to mark it as void?* (or *Invoice xxxxx has not been posted. Do you wish to mark it as void?*)

5. Click on **Yes**.

TravCom alerts you: *Ticket xxxxx Voided!* (or *Invoice xxxxx Voided!*)

6. Click on **OK** to acknowledge the message.

If you click on **Search** again, you will see the newly created void ticket in the list of matches. The Sale Type will be Void.

Since the void has now been processed, you can exit the screen by clicking on **Cancel**.

Resubmitting a Sale

This function lets you resubmit an A.R.C. ticket that was returned by A.R.C. because of an error (for example if the credit card number was incorrectly entered). When you resubmit a sale, you can change any field except the client number.

You can resubmit any sale that has a **Sale Type** of Sale. You cannot resubmit a sale that is marked Adjustment, Resubmit, Void or Refund.

To resubmit a sale:

1. On the **Posting - Accounts Receivable** menu, select **Sales** or click on the Sales Posting button  on the toolbar.
The Sales Posting window appears.
2. Select the **Resubmit a Sale** button, at the bottom of the window.
A dialog box lets you search for the sale you want to resubmit.
3. In the **Search By** box, select your search criteria. You can search for a sale by Invoice Number, Ticket Number or Passenger Name.
4. In the **Search For** field enter the appropriate invoice number, ticket number or passenger name for this sale, then click on **Search**.



If you are searching by passenger name and are not sure of the correct spelling, you may enter the first letter(s). TravCom will display a list of all of the sales transactions that start with the letters you have typed in.

TravCom displays a list of sales that match your criteria, sorted by the criteria you selected (numerically by invoice number or ticket number, or alphabetically by passenger name).



On the list of sales, the same invoice number, ticket number or passenger may be listed more than once. This may indicate that a sale has been reversed or modified. For example, the first entry is a positive value, the second entry is a negative (for net effect of zero) and the 3rd entry is the final correction.

To determine which entry to select, scroll to the right to see the **Sale Type** column. This will indicate if the entry is a sale, void, adjustment, etc....

5. Double-click on the sale you want to resubmit, or highlight it and click on **Select**.



You cannot select an Adjustment, Refund, Resubmit or Void entry. You can only select the invoices marked as **Sale Type** of Sale.

TravCom displays the selected sale in the Sales Posting windows.

6. Change any field on this screen that should show new information, such as the IATA number or ticket number.



*You **must** change the invoice date for this transaction in order to have it appear on the current week's A.R.C. sales report.*

If necessary use the **Next>>** and **<< Back** buttons to move through the other windows for this sale to make any changes to fares, form of payment, accounts payable, etc....

All fields are described in *Sales Posting: Field Descriptions* starting on page 6-4.

7. When you are ready to resubmit this sale, select **Post**.

TravCom reverses the original posting and post the corrected transaction. The net effect of the two postings is zero if the fare, tax, and commission values were not changed. All statistics will be updated according to the new invoice date (this could apply to a prior or current period).



When you resubmit a ticket, TravCom will create a separate invoice for the recall of the original commission. The invoice number will begin with **'R'** plus the resubmitted ticket number. When it is time to post the A.R.C. payment, you must reconcile this invoice with the one created when you dropped the original A.R.C. report. The current report invoice will be accurate.

Printing Associated Reports and Documents

Here are some of the reports that may be affected by Sales Posting. Not every report will be updated by every transaction.



For more details on each report and how to print it see *Chapter 13, TravCom Reports*.
For instructions on printing journals see *Chapter 12, Periodic Functions and Journals*.

Journals

- Sales Journal
This journal will be updated by every sales transaction posted through Sales Posting or Interface.
- Cash Receipts Journal
This journal will only be updated if you post cash from clients while posting sales transactions.
- Cash Disbursements Journal
This journal will only be updated if you post checks to vendors while posting sales transactions.

Accounting Reports

- General Ledger Posting Detail
Shows every transaction posted to each G/L account for one or more months. This report will be updated by every transaction posted in Sales Posting.
- General Ledger Transaction Report
Shows all G/L accounts affected by each posting and the amount posted to each account. This report will be updated by every transaction posted in Sales Posting.

- **Aged Schedule of Accounts Receivable**
Shows charges against the client accounts and ages transactions by A/R Due date. This report is not affected by transactions that are paid by credit card or for which cash is posted during the Sales Posting.
- **Aged Schedule of Accounts Payable**
Shows payables to the vendor accounts and ages transactions by A/P due date. Non-A.R.C. transactions that are paid by credit card will update either the Vendor account (this report) or Commission Client account (the Aged Schedule of Accounts Receivable) with the amount of commission due. Non-A.R.C. transactions against which a check (cash disbursement) is posted during the Sales Posting do not affect this report.
- **Cash Receipts Report**
Shows cash receipts that were posted at the time of the sale. This report is only affected if you post cash from clients while posting sales transactions.
- **Cash Disbursements Report and Check Number Register**
Shows checks that were posted at the time of the sale. These reports are only affected if you post checks to vendors while posting sales transactions.

Statistical Reports

- **A.R.C./Periodic Sales Report**
This report is only affected when “controlled document” product codes are used.
- **Missing Ticket Scan/Sequential List**
This report is only affected when “controlled document” product codes are used.
- **Agent Productivity Report**
This report is affected by all sales transactions.
- **Airline Volume Report**
This report is only affected by A.R.C. sales transactions.
- **Client Sales Activity Report**
This report is affected by all sales transactions.
- **Best Client Sales Report**
This report is affected by all sales transactions.
- **Internal Sales Analysis Report**
This report is affected by all sales transactions.
- **Agency Status (Daily, Weekly, Monthly)**
This report is affected by all sales transactions.

Corporate Reports

- **City Pair Analysis**
This report is affected by all sales transactions that include appropriate itinerary detail.
- **Corporate Sales Analysis**
This report is affected by all sales transactions posted to clients marked Account Type “Corporate” or “Government.”
- **Corporate Travel Analysis**
This report is affected by all sales transactions posted to clients marked Account Type “Corporate” or “Government.”

Accounts Receivable Posting

- Corporate Travel Destinations
This report is affected by all sales transactions posted to clients marked Account Type “Corporate” or “Government” and include appropriate itinerary detail.

Posting A/R Invoices

Use A/R Invoice posting when you need to create an invoice to charge a customer for a service (such as courier or telephone charges, cancellation policy, etc....), write off client balances that you do not expect to collect, and enter beginning client balances when you first start using TravCom.

This function does not record a Sale or Cost of Sale. The invoices posted affect only the client's account balance, the accounts receivable general ledger account and the offsetting general ledger accounts specified during the posting. No statistics are updated when you post an A/R Invoice, and transactions posted here will not be included on any Sales Reports.

To access A/R Invoices, select **Posting - Accounts Receivable - A/R Invoices**.

The following screen appears:

The windows in A/R Invoices are:

- General Invoice Information
- General Ledger Distribution

Within these windows, several buttons will be displayed:

This button... ***Lets you...***

Cancel	cancel the invoice you are working on.
<< Back	go back to the previous screen for this invoice (General Invoice Information). This is only available on the General Ledger Distribution screen.

- Next >> go to the next screen (General Ledger Distribution). This is only available once you have completed the client number and invoice number on the first screen.
- Post post this invoice. This is only available when the invoice and G/L distribution amounts are equal.
- Print Invoice print this invoice.

A/R Invoices: Field Descriptions

General Invoice Information Fields

- Client No. The client account number you wish to charge or credit. Enter the client number or sort key, or select from the drop-down list.
- Currency If your agency has multiple currencies set up (in **Files - Setup - Currencies**), enter the currency for this invoice.
- Invoice No. The next available invoice number appears by default, but can be changed.
If you are posting a new invoice, you can accept the default invoice number or enter any alphanumeric invoice number you wish to use.
If you enter an invoice number that has already been posted for this client or select an existing invoice from the drop-down list, the existing invoice and balance are displayed beside the Invoice No. field.
- Invoice Date The invoice date that should appear on Accounts Receivable reports. This date may be changed here.
If this is a new invoice today's date appears by default.
If this is an existing invoice, the date already shown on the invoice will be displayed.
- Due Date The date on which you expect to receive payment from the client. This date may be changed here.
If this is a new invoice today's date appears by default.
If this is an existing invoice, the due date already shown on the invoice will be displayed.
- Description A free format description of the charge.
If this is an existing invoice, the passenger name and ticket number (if an A.R.C. sale) will be displayed.
- Product Code The Product Code which defines the product or service for which you are charging the client. The most common choices are Miscellaneous or Service Fee.
TravCom uses the Product Code table to determine what G/L account to use for

Accounts Receivable.

Agent No.	The agent number associated with this transaction. Please, note that this is for reference only, as the agents' productivity (and related reports) will not be affected by it.
O/S Agent No.	If this transaction is associated with an outside sales agent, enter the O/S agent vendor number here. Please, note that this is for reference only, as the O/S agents' productivity (and related reports) will not be affected by it.
Net Amount	The amount being charged to the client (excluding VAT/PST/HST if applicable). Enter a positive amount to charge a client, a negative amount to credit a client.
Tax Rate Code	If you have VAT or GST/PST, enter the rate code to be used for tax calculations. This defaults to the rate code associated with the product code in Files - Setup - Product Codes , but can be changed.
VAT/HST and PST Amounts	If you have VAT or GST/PST, this is automatically calculated based on the formula defined in Files - Setup .
Amount Paid	Here you can see the amount paid against this invoice. If you are posting a Balance Forward entry, after you have marked the Balance Forward box, you can then enter the amount already applied to the invoice.
Next Month	Check this box if you want the accounting to be posted to the next fiscal month.
Balance Forward	This field is used to record outstanding invoices and credits on a client account during your agency's initial conversion to TravCom. This tells TravCom to create the invoice to the client account without affecting the general ledger in any way. If you have marked this box you cannot post this entry as Next Month.



When you post Balance Forward entries, your Accounts Receivable detail will be out of balance with the A/R general ledger account until you load General Ledger beginning balances as described in *Chapter 7, Accounts Payable Posting & Chapter 8, General Ledger Posting*.

G/L Distribution Fields

Branch	If your version of TravCom supports multi-branch capability and you have created the proper cross-branch clearing account (in Files - General Ledger - Posting Accounts tab), you may enter a branch to post this income or expense to.
Account	The G/L account number to which all or part of this invoice amount is being applied. Enter the G/L number or sort key or choose from the drop-down list.
Division	For agencies with the Divisional option activated (as defined in Files - Setup - System Customization) specify the agency division to which this invoice applies.
Description	The description (name) of the general ledger account is displayed so that you can verify you have selected the correct account.

Amount The invoice amount is automatically entered for you. You may accept this amount or enter a different amount and proceed to the next line to enter other G/L account numbers (if you wish to distribute this invoice to several accounts).

Overview of Procedures

Posting a New A/R Invoice

To post a new A/R Invoice:

1. Select **Postings - Accounts Receivable - A/R Invoices**.

The Accounts Receivable Invoice Posting window appears.

2. Enter a client number or sort key, or select a client from the drop-down list. Press **[Tab]** or click on any other field on the screen.

3. Fill in the rest of the fields on the General Invoice Information screen.

If you are crediting the client's account (writing off an underpayment or bad debt) remember to type a negative sign before the amount.

For a description of what to enter in each field, see *A/R Posting: Field Descriptions* starting on page 6-37.



For an A/R invoice, do **not** select the **Balance Forward** check box. This is used only for posting beginning balance entries during your agency's initial conversion to TravCom. This is described later in this section, in *Posting Client Balance Forward Entries*.

4. Select the **Next>>** button. This button is not available until you have specified an Invoice Number.

The window prompts you for **G/L Distribution**. This is where you distribute the balance you entered in the Amount field to one or more general ledger accounts.



TravCom automatically adjusts the client file and Accounts Receivable G/L account attached to the product code you selected. Do **not** select the Accounts Receivable G/L account! You only need to identify the other accounts and entries. For example, you might specify 10.00 to Postage and 5.00 to Other Income.

Select a G/L account and enter the amount to be applied to that account, and then press **[Tab]**. For the first account you select, the total amount is entered automatically for you.

If you are posting this invoice to one account only, press **[Tab]** until the cursor moves to the next line and the **Post** button is available.

If you would like to distribute this invoice to multiple G/L accounts type in the amount to be posted to this account and press **[Tab]** to move the cursor to the next line. You may now select the next G/L account. Repeat these entries until the full invoice amount has been distributed. Each time you select an account TravCom calculates and displays the remaining amount.

For a description of what to enter in each field, see *A/R Posting: Field Descriptions* starting on page 6-35.

The **Post** button does not become available until the invoice amount and distribution amounts are equal.

5. If you want to print a copy of this invoice click on **Print Invoice**. This procedure is described in more detail in *Printing an A/R Invoice* later in this section.
6. Select **Post**.

TravCom now posts the invoice to the client account, the Accounts Receivable G/L account and the offsetting G/L account(s) you have identified.

Posting Client Balance Forward Entries

This procedure is used during your initial conversion to TravCom to record outstanding invoices and credits on clients' accounts. It allows you to post invoices into TravCom from your manual records or previous accounting system without increasing your sales figures on statistical reports or the Income Statement



This records an invoice *without affecting the General Ledger*. The Accounts Receivable detail will be out of balance with the Accounts Receivable G/L account until you load G/L beginning balances, as described in *Chapter 7, Accounts Payable Posting & Chapter 8, General Ledger Posting*.

To post client balance forward entries:

1. Select **Postings - Accounts Receivable - A/R Invoices**.

The Accounts Receivable Invoice Posting window appears.

2. Enter a client number or sort key, or select a client from the drop-down list. Press **[Tab]** or click on any other field on the screen.
3. Fill in the rest of the fields as described in *A/R Posting: Field Descriptions* starting on page 6-37.



Make sure you check the **Balance Forward** check box. After this box is marked, you can simply enter the balance due in the **Net Amount** field, which will be reflected on the Accounts Receivable reports.

You have also the option of entering the original amount in the **Net Amount** field and the amount already applied to the invoice in the **Amount Paid** field. TravCom will post a Balance Forward invoice for the remaining balance (Net Amount less the Amount Paid), which will be reflected on the Accounts Receivable reports. The Amount Paid can only be viewed in **Files – Queries – Invoices**.

The **Next>>** button is disabled, as you will not distribute this amount to other G/L accounts.

4. Select **Post**.

TravCom posts a balance forward entry to the client account.

Changing or Reversing an A/R Invoice

A/R Invoices is also used to adjust invoices on clients accounts. This may be to write off a balance such as a bad debt, reverse a previously posted A/R Invoice, or to charge or credit a client for any reason that is not a sale.

To change or reverse an A/R Invoice:

1. Select **Postings - Accounts Receivable - A/R Invoices**.

The Accounts Receivable Invoice Posting window appears.

2. Enter a client number or sort key, or select a client from the drop-down list. Press **[Tab]** or click on any other field on the screen.
3. Enter the invoice number you wish to adjust or select it from the drop-down list.

The invoice balance is displayed to the right of the Invoice No. field.

4. Click on the Net Amount field or press **[Tab]** until the cursor is in that field, and then enter the amount of the adjustment to the invoice.

To increase the balance of the invoice (charge the client), enter a positive amount. Do not enter the new balance of the invoice: enter only the amount you wish to *increase* the existing invoice balance. For

example, if the invoice shows a balance of \$500.00 and you want to charge the client an additional \$15.00, enter **15.00** in the Net Amount.

To decrease the balance of the invoice (credit the client), enter a negative amount. Do not enter the new balance of the invoice: enter only the amount you wish to *decrease* the existing invoice balance. For example, if the invoice shows a balance of \$100.00 and you want to credit the client with \$20.00, enter **-20.00**. If you want to write off the entire balance, enter **-100.00**.



Make sure you check the **Balance Forward** check box, if you are trying to change or reverse a Balance Forward invoice entered incorrectly. The **Next>>** button is disabled, as you will not distribute this amount to other G/L accounts. Click on **Post** to post this transaction.

5. Click on **Next>>** to enter the general ledger distribution for this amount.

Enter the G/L account number or sort key, or select a G/L account from the drop-down list. Enter the amount to be applied to that account. Remember that if you are posting a negative invoice, you must enter a negative amount to the G/L.

If you are posting this invoice to one account only, press **[Tab]** until the cursor moves to the next line and the **Post** button is available.

If you would like to distribute this invoice to multiple G/L accounts, select the next account number and enter the amount for that account. Repeat these entries until the full invoice adjustment amount has been distributed. The **Post** button does not become available until the invoice amount you entered and the distribution amount are equal.

6. Click on **Post**.

Printing an A/R Invoice

At any time during A/R Invoice posting, you can select the Print Invoice button. This option tells TravCom to print an invoice when you exit from A/R Invoices and allows you to modify client name/address information and specify invoice remarks. If the Invoice amount is for a negative value the invoice will be labeled Credit Memo.

To print an invoice:

1. Click on **Print Invoice**.

A dialog box appears, showing the name/address information from the client file and three blank lines for invoice remarks.

2. Change the client name/address fields if necessary, and enter any invoice remarks you want printed on the invoice.



If you want itinerary detail to appear on the invoice, you must enter it in the remark lines.

You may also print or reprint a posted A/R Invoice from **Invoice Inquiry** (see *Chapter 9, Looking up Invoices* for more details).

3. Click on **OK**.

The dialog box closes and you return to the A/R Invoices window. The invoice will not be printed until you exit from this function.

4. Continue your posting.

5. When you are finished posting, click on **Quit** to leave the A/R Invoice Posting function.

A Print Invoices dialog box appears with a warning: *Preparing to print invoices. Be sure invoice printer is ready for printing.*

Before you print the invoices you can:

- select a different invoice printer.

Select any printer which has been installed through Windows, from the drop-down box next to **Invoice Printer**.

- change your printer forms selection.

Click on **Select Form**, the **Printer Forms - Invoices** window from **Files - Setup** appears. For more information on this window see *Chapter 3, Maintaining Your Agency Setup*.

- print a sample invoice.

Click on **Print Sample** for TravCom to print a sample invoice, marking where information will print on the page. This lets you check that your printer and forms setup are correct.

6. When you are ready to print the invoices, click on **Print Invoice**.

All invoices requested since the last time you quit the A/R Invoice Posting function will be printed.

When printing is complete, TravCom displays the prompt: *Did Invoice print satisfactorily?*

You have the option to reprint if you are not satisfied with the invoice or if your printer jammed.

- 3.



If you want itinerary detail to appear on the invoice, you must enter it in the remark lines.

Printing Associated Reports and Documents

Here are some of the reports that are affected by A/R Invoice postings:



For more details on each report and how to print it see *Chapter 13, TravCom Reports*.
For instructions on printing journals see *Chapter 12, Periodic Functions and Journals*.

Journals

- A/R Invoice Journal
This journal will be updated by every A/R Invoice that is *not* marked “Balance Forward.”
- A/R Balance Forward Journal
This journal will be updated every time you post an A/R Invoice and click on the “Balance Forward” box.

Accounting Reports

The following reports will be affected by all A/R Invoices you post.

- Client Ledger Cards
Shows all invoices posted for each client during the date range specific.
- Client Statements
Shows all open invoices for a client account.
- Client Accounting Activity Report
Shows all invoices that have been posted into or out of Accounts Receivable during the specified date range.
- A/R Open Invoice Report
Shows all open invoices on all client accounts, by invoice number.
- Aged Schedule of Accounts Receivable
Shows all open invoices and current balance for each client account, as well as age of each invoice.
- General Ledger Posting Detail Report
Shows every transaction posted to each G/L account for one or more months. This report will be updated by every A/R Invoice that is not marked “Balance Forward.”
- General Ledger Transaction Report
Shows all G/L accounts affected by each posting and the amount to each account. This report will be updated by every A/R Invoice that is not marked “Balance Forward.”

Statistical Reports

- Agency Status (Daily, Weekly, Monthly)
This report is affected by all A/R Invoices.

Posting Cash Receipts

Use Cash Receipts posting to record payments from clients, vendors and other miscellaneous sources and to prepare bank deposit slips. Cash receipts can also be used to reconcile previously posted invoices and credits on a client's account.

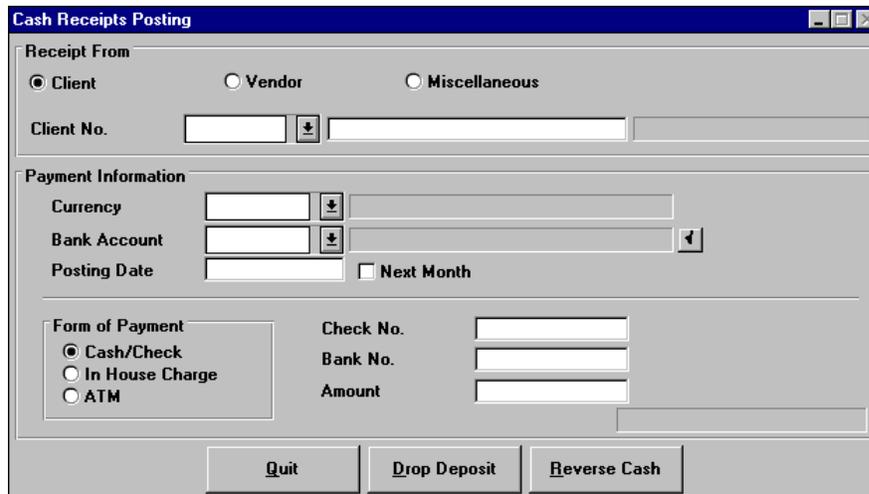
A cash receipt can be matched against a previously posted A/R or A/P invoice, an A/R or A/P invoice that you create in this function, or directly against a general ledger account.

A cash receipt can also be reversed here if posted incorrectly.

If your client requires a receipt for their cash you can print one here. The receipts are automatically numbered and can be set up in **Files – Setup - Miscellaneous**. When posting cash receipts, just print on the Print Receipt Button and fill out any of the necessary information. When you exit cash receipts posting any selected receipts will then print.

To access Cash Receipts, select **Posting - Accounts Receivable - Cash Receipts** or click on the Cash Receipts button  on the toolbar.

The following screen appears:



Cash Receipts are categorized into three types:

- **Receipts which affect Accounts Receivable**

This is usually a receipt from a client, but may be a commission from a vendor for a credit card sale.

A Client Receipt is money received from a client for services rendered. The payment is either to be credited to the client's account, to be applied to one or more outstanding invoices, or may be posted to general ledger accounts.

If a vendor file is linked to a client account (a Commission Client), you would select Client in Cash Receipts to post commission received against a credit card sale. For more details, see the section on the Vendor File in *Chapter 4, Maintaining Agency Data Files*.

If the client has already been invoiced, you can reconcile the payment against one or more invoices. If the client has not been invoiced, you must create an invoice at the time of the cash receipts posting. TravCom will match the sale to the payment, if you use the same invoice number. If you have posted different invoice numbers for the same client, and you wish to apply a credit invoice to another invoice, you can post a cash receipt for a zero amount and tag the credit invoice against the sale posting to reconcile the account.

- **Receipts which affect Accounts Payable**

A Vendor Receipt is money received from a vendor as a result of a change or cancellation of a previously booked and paid transaction. The payment can be applied to one or more outstanding invoices or may be posted to general ledger accounts.

This type of receipt is also used for vendor credit card commission payment if the vendor is not linked to a client account (a Commission Client).

If the invoice has already been entered, either through Sales Posting or A/P Invoices, you can reconcile the payment against one or more invoices. If the vendor has not been invoiced, you must create an invoice during the cash receipts posting. TravCom will match the invoice to the payment, if you use the same invoice number. If you have posted different invoice numbers for the same vendor, and you wish to apply a credit invoice to another invoice, you can post a cash receipt for a zero amount and tag the credit invoice against the other payable to reconcile the account.

- **Miscellaneous Receipts which affect the General Ledger**

A Miscellaneous Receipt is money received which does not affect an A/R or A/P account. Examples may include supplier override payments and refunds from expense vendors. Miscellaneous receipts must be credited to one or more general ledger accounts.



Do not use the Cash Receipts function to record commission payments received from hotel or car rental vendors against hotel/car rental vouchers. These are recorded in the Commission Receipts function, described later in this chapter.

The windows in Cash Receipts are:

- Payment Information
- Invoice Distribution
- General Ledger Distribution

Within these windows, several buttons will be displayed:

This button... Lets you...

Drop Deposit tells TravCom that you have completed a deposit slip. You may also verify or select which posted cash receipts should be included on a deposit slip. This is only available when no cash receipt is being posted (before a client or vendor number has been entered).

Reverse Cash	allows you to access the Cash Receipts Query screen where you can search for a cash receipt previously posted and reverse it.
Cancel	cancel the cash receipt you are working on.
<< Back	go back to the previous screen for this receipt. This is only available on the Invoice and General Ledger Distribution screens.
Next >>	go to the next screen. This is only available once you have completed the client or vendor number on the first screen.
Print Receipt	print a cash receipt for this transaction.
Post	post this cash receipt. This is only available when the total invoice and G/L distribution amounts are equal to the cash receipt amount.
Tag	displays all of the open invoices on a client or vendor account and allows you to tag as many as you wish to post at this time. This button appears on the Invoice Distribution screen only.
Oldest	automatically applies the cash received against outstanding invoices, starting with the oldest. This button appears on the Invoice Distribution screen only.

Cash Receipts Posting: Field Descriptions

Receipt From Fields

Receipt From	Select the type of cash receipt: Client, Vendor or Miscellaneous. (See the introduction to Cash Receipts for more explanation.)
Client No./Vendor No./Name	<p>This field varies depending on the type of cash receipt you are posting (Client, Vendor or Miscellaneous).</p> <p>Use it to identify the exact source of the cash receipt. For a client or vendor, enter the account number or sort key, or select from the drop-down list. For miscellaneous, enter a free format name or reference.</p> <p>Prints on the Cash Receipts Summary Report.</p>
Balance	If this is a client or vendor cash receipt, TravCom displays client or vendor balance after you press [Tab] .

Payment Information Fields

Currency	If your agency has multiple currencies set up (in Files - Setup - Currencies), enter the currency for this transaction.
Bank Account	The bank account into which you are depositing this cash. This defaults to the first

bank account for this currency, but you can select another account using the drop-down list.	
A check mark button (✓) appears next to this field. This lets you save the current bank account as the default for this posting function. If you click on this, TravCom displays <i>The default cash receipts account has been set to xxxxx</i> (where xxxxx is the account number and name). Click on OK to acknowledge the change.	
Posting Date	The date on which this deposit is being posted. This will affect the current accounting period shown at the bottom of your TravCom screen, unless the <i>Next Month</i> option is checked. TravCom checks the <i>Next Month</i> box automatically for you, if it sees that the date entered belongs to the next accounting period. For example, if your current month is March, and you enter 04/01/2000 as the posting date, the <i>Next Month</i> box will be marked.
Form of Payment	Select the form of payment for this sale: Cash/Check, In House Charge, or ATM. This defaults to the FOP used in the last cash receipt you posted. The rest of the fields on this screen vary depending on what form of payment you selected. All possible fields are described below.
Check No.	The check number printed on the check. This field appears only if form of payment is Cash/Check. If this field is blank, or text is entered, the entry is assumed to be cash and will not print detailed information on the deposit slip.
Bank No.	If TravCom is to print your deposit slip for you and you must show the bank number (ABA number) on the printout, enter it here. If you do not need the ABA number printed on the deposit slip you may use this field for any other reference purpose. This field appears only if form of payment is Cash/Check.
Card No.	This field appears only if Form of Payment is In House Charge. Enter the credit card number.
Amount	Total amount received. You may enter a negative amount if you wish to make a correction to a posted entry. If you are posting a reversal, you should use the <i>Reverse Cash</i> option instead.
Next Month	If you want to post all accounting to the next fiscal month instead of the current month, check this box. If this transaction belongs in the accounting month listed at the bottom of your screen (see <i>About the TravCom Main Window</i> in <i>Chapter 2</i>) leave this check box blank. Please note that if your system date is in February, your accounting month is in January and you are posting cash receipt with February dates, this box will automatically be marked.

	Note that if you check this box, all subsequent Cash Receipts postings will have this box checked by default. The default is only reset to blank if you change it or exit from Cash Receipts posting.
---	---

Proof	This field displays the Amount of the cash receipt that has not yet been applied to
-------	---

A/R, A/P or G/L. This is display only, and cannot be changed.

Invoice Distribution Fields

Invoice Distribution fields are only displayed if you are posting a cash receipt from a client or vendor.

Invoice	The invoice number to which all or part of the cash receipt is being applied. You can enter a previously posted invoice number, a new invoice number, or select from the drop-down list or Tag list.
Date	The invoice date for the selected invoice is displayed.
Description	The description for the selected invoice is displayed.
Amount	The full amount of the invoice is displayed. You can change this amount if the client overpaid or partially paid this invoice.

G/L Distribution Fields

Branch	The Branch affected by this Cash Receipt. This field appears only if your version of TravCom supports multi-branch capability and cross-branch posting has been set up (in Files - General Ledger - Posting Accounts).
Account	The General Ledger account(s) to which the cash receipt is being applied. You may enter as many account numbers as required to properly distribute this receipt.
Division	For agencies with the Divisional option activated (as defined in Files - Setup - System Customization) specify the agency division to which this cash receipt applies.
Description	The description for the selected G/L account. This is displayed to allow you to confirm that you have selected the correct account, and cannot be changed on this screen.
Amount	The amount being distributed to each G/L account. This can be a positive or negative value.

New Invoice Fields

This dialog box lets you create an A/R or A/P invoice at the time you are posting your cash receipt. It appears only if you are posting a vendor or client cash receipt for which, once in Invoice Distribution, you have specified a new invoice number.

Use this to apply a credit to a client or vendor account when the original sale has not yet been posted into TravCom. For example, a deposit on account or a sale that has not been interfaced yet.

Invoice No.	The invoice number that you previously entered on the Invoice Distribution window appears and is protected. If this is not the invoice number you wish to create, select Cancel and try again.
-------------	---

Invoice Date	Today's date appears by default, but can be changed.
Due Date	Today's date appears by default, but can be changed.
Description	A free-format description for the invoice. This will print on Open A/R reports, such as the client's Billing Statement and the Aged Schedule of Accounts Receivable.
Product Code	The Product Code for the invoice. TravCom will use this to determine which G/L account to use for Accounts Receivable. If you use several A/R accounts it is important that you select the correct product code.
Agent No.	An agent associated with this transaction, if applicable. Please, note that this is for reference only, as the agents' productivity (and related reports) will not be affected by it.
O/S Agent	An outside agent associated with this transaction, if applicable. Please, note that this is for reference only, as the O/S agents' productivity (and related reports) will not be affected by it.
Tax Rate Code	If you have VAT or GST/PST, enter the rate code to be used for tax calculations. This defaults to the rate code associated with the product code in Files - Setup - Product Codes , but can be changed.
VAT/HST and PST Amounts	If you have VAT or GST/PST, this is automatically calculated based on the formula defined in Files - Setup .
Amount	The amount you wish to create this invoice for. This is the amount of the cash receipt that you are applying to this invoice at this time.

Overview of Cash Receipt Procedures

This section describes how to post:

- a client or vendor cash receipt.
- a miscellaneous cash receipt.

Posting a Client or Vendor Cash Receipt



Before you post a client cash receipt, make sure that it has not already been posted in Sales Posting. To find out use the Cash Receipts and Invoices query functions to see if the check has been posted and/or the invoice is open. For more details see *Chapter 9, Querying Posted Transactions*.

To post a client or vendor cash receipt:

1. Select **Postings - Accounts Receivable - Cash Receipts** or click on the Cash Receipts button  on the toolbar.

The Cash Receipts window appears:

2. Identify the type of cash receipt, Client or Vendor. Miscellaneous cash receipts are described later in this chapter.



NOTE: If you are posting vendor credit card commissions, and the vendor is linked to a commission client account, don't forget to select **Client**.

3. Identify the exact source of the receipt. Enter the client or vendor number or sort key, or select from the drop-down list.

Press **Tab** or click on any other field to display the **Payment Information** fields. TravCom displays the name and balance for the selected client or vendor account.

4. Fill in the **Payment Information** fields.

The fields on this screen will vary depending on whether the form of payment you select is Cash/Check, In House Charge or ATM.

For a description of what to enter in each field, see *Cash Receipts Posting: Field Descriptions* starting on page 6-48.

TravCom displays a **Proof** in the lower left corner. This shows the amount of the cash receipt that has not yet been applied to invoices and/or the general ledger.

5. Select the **Next >>** button to move on to the Invoice Distribution screen.

Cash Receipts Posting

Receipt From
 Client Vendor Miscellaneous

Client No. 00000005 JOHN SMITH Balance: 1000.00

Invoice	Date	Description	Amount

Tag Oldest Proof: 300.00

Cancel << Back Next >> Print Receipt Post

For a description of each field, see *Cash Receipts Posting: Field Descriptions* starting on page 6-49.



If you do *not* want to reconcile this cash receipt against an invoice, and want to credit it directly to the General Ledger, skip Step 6 and go directly to Step 9.

6. Select the invoice(s) against which this cash receipt is being reconciled.

To select previously posted invoices you can:

- enter the applicable invoice number if you know it, or...
- click on the drop-down button in the Invoice field and select a single invoice from the drop down list, or...
- click on **Tag** to display and select from a list of outstanding invoices for this client or vendor, or...
- click on **Oldest** to automatically apply the cash receipt to the oldest invoice(s).



If you cannot find the invoice you need on the drop-down or Tag lists it may never have been posted in TravCom. You can create an invoice at this time by entering any unused invoice number in the Invoice field.

If the amount you are applying to this invoice is different from the open balance, press **[Tab]** to move to the Amount field and enter the amount to apply at this time.

To *de-select* invoices click on the box to the left of the Invoice column. The line will be highlighted and marked with a ►: press the **[Delete]** key to remove the selected invoice. This will return the invoice to the client or vendor account for future posting.

To *create* a new invoice enter the invoice number you wish to create. You can use any new invoice number (alphanumeric). TravCom will respond: *Invoice does not exist! Do you wish to create it?* Click on **Yes**. The New Invoice dialog box appears to allow you to create the A/R or A/P Invoice. When you click on **OK** you will return to the Invoice Distribution window.



Note that creating a new Invoice does not record a sale. The new invoice will create a credit (negative balance) on the client account or a payable on the vendor account.

Create a new invoice if:

- the sale has not yet been posted into TravCom, but will be at a later time.
- you are taking an advance payment, for which a sale will be posted at a later time.
- the payment is for a cancelled or refunded sale and you wish to record a new item on the account to reflect this receipt.

Do *not* create a new invoice if the amount in question should not be listed as an open invoice on the client or vendor account, or should be reflected as an overpayment on an existing invoice. Go to Step 8 to adjust the amount on a selected invoice, or Step 9 to post the balance to a general ledger account.

For a description of what to enter in each field, see *Cash Receipts Posting, New Invoice Fields* starting on page 6-49.

If the same invoice number is entered multiple times the remaining balance (the difference between the original invoice amount and the amount already selected) will be displayed.

If you use multiple branches and you have set up cross branch posting (in **Files - General Ledger - Posting Accounts**), all invoices for this client/vendor will be displayed and can be selected.

The Proof is automatically updated as you distribute the cash receipt.

7. If the Proof is zero, go to Step 10 to post.

If the Proof is not zero, you can:

- return to Step 6 to select or create additional invoices as required.
 - continue to Step 8 to adjust the amount being applied to any selected invoice(s).
 - continue to Step 9 to apply the balance (the amount of the Proof) to the general ledger.
8. Click on the Amount field. If you have selected more than one invoice, be sure to click on the amount you need to change.

Type the amount to be applied to this invoice. This may be less than the amount displayed (a partial payment) or more than the amount displayed (an overpayment).



Changing the amount here tells TravCom to leave this invoice open on the client/vendor account.

The remaining charge or credit will continue to appear on the client/vendor account until you post additional cash receipts, cash disbursements, or other invoice transactions to reconcile this invoice.

If you do *not* want the balance to remain on the client/vendor account, do not adjust the invoice amount. Go to Step 9 to select a general ledger account to move the balance to.

If a client owes you \$500.00 on an invoice and has paid you \$100.00 at this time, select the appropriate invoice and change the Amount to **100.00**. The \$400.00 balance remains open on the client account for future cash receipts postings.

If a client paid you for a sale that was subsequently cancelled, enter the appropriate invoice number and amount. The credit will be reflected on the client account, on that invoice number, to be reconciled in the future against another Sales Posting or Cash Disbursement (refund check posting).

9. Click on **Next>>** to move to the G/L Distribution screen.

Use this screen to write off discrepancies between the invoice(s) and cash receipt, or if the cash receipt is not to be applied against any invoice.

For example, if a client was invoiced \$101.00, but paid only \$100.00, you might want to write off the \$1.00 discrepancy rather than leave it outstanding on the client account. To do this you would select the G/L account to which you want to write off the \$1.00 shortage, such as Bad Debts.

If necessary, select the G/L account(s) to which this difference is being applied, and enter the amount being applied to each account. Press **[Tab]** to accept the entry.

For a description of each field, see *Cash Receipts Posting, G/L Distribution Fields* starting on page 6-49.

10. Click on **Post**.

TravCom now posts the cash receipt to the bank, the client or vendor account, the A/R or A/P general ledger account, and any other general ledger account(s) you have identified. The transaction is also added to the cash receipts on the current deposit slip.

This button is only available if the transaction is in balance (i.e., once the Proof field shows zero.)

Posting a Miscellaneous Cash Receipt

To post a Miscellaneous cash receipt:

1. Select **Postings - Accounts Receivable - Cash Receipts** or click on the Cash Receipts button  on the toolbar.

The Cash Receipts window appears.

2. Identify the cash receipt type as **Miscellaneous**.
3. In the Name field, enter a description for this receipt (normally the name person or company who is paying you). This is a free format field.
Press **[Tab]** or click on any other field to display the **Payment Information** fields.
4. Fill in the Payment Information fields.
The fields on this screen will vary depending on whether the form of payment you select is Cash/Check, In House Charge or ATM.
For a description of what to enter in each field, see *Cash Receipts Posting: Field Descriptions* starting on page 6-47.
TravCom displays a **Proof** field in the lower left corner. This shows the amount of the cash receipt that has not yet been applied to general ledger accounts.
5. Click on **Next>>** to move to the G/L Distribution screen.
Select the G/L account(s) to which this payment should be credited. The Amount defaults to the remaining cash receipt amount, but can be overwritten to the amount to be credited to this account.
Press **[Tab]** to complete each entry.
The Proof is automatically updated as you distribute the cash receipt.
6. Click on **Post**.
TravCom now posts the cash receipt to the bank and the general ledger account(s) you have identified. The transaction is also added to the cash receipts on the current deposit slip.
This button is only available if the transaction is in balance (i.e., once the Proof field shows zero).

Printing a Receipt in Cash Receipts Posting

On any window during the posting of a cash receipt you can select the **Print Receipt** button. This option tells TravCom to print a receipt when you exit from Cash Receipts Posting. It defaults to the next receipt number as shown in **Files- Set Up- Miscellaneous**. You can modify the default receipt number, the client name/address information, and also specify any receipts remarks.

Each printed receipt will show the form of payment and amount entered in the posting.

1. Click on **Print Receipt**

The following dialog box appears:

2. Change the client name/ address lines as necessary and enter any remarks you want printed on the receipt.
3. Click on **OK**.
You will be returned to you Cash Receipts Posting Window. The receipt print request will be stored until you exit from this posting function and all receipts requested during this posting session will be printed at one time.
4. Continue to post cash receipts.
5. When you are finished posting cash receipts, click on **Quit** to leave the Cash Receipts posting function.

A Print Receipt dialog box appears with a warning: *Preparing to print receipts. Be sure receipts printer is ready for printing.*

Before you print receipts, you can:

- select a different receipt printer
Select any printer that has been installed through Windows, from the drop down box next to **Printer**.
- change your receipt format selection

Click on **Select Form** for the **Printers/Forms – Receipts** tab from **Files – Setup** to allow you to change your default receipt selection. For more information on this window, see *Chapter3, Maintaining Your Agency Setup, Printers/ Forms*.

- print a sample
- Click on **Print Sample** for TravCom to print a sample receipt, marking where information will print on the page. This lets you check that your printer and forms set up are correct.
6. When you are ready to print the receipts, click on **Print Receipts**. All receipts requested during this Sales Posting session will be printed.

When printing is complete TravCom displays the prompt: *Did Receipt(s) print satisfactorily?*

You have the option to reprint if you are not satisfied with the receipt or if your printer jammed.

Reversing a Cash Receipt

To reverse a cash receipt:

1. Select **Postings - Accounts Receivable - Cash Receipts** or click on the Cash Receipts button  on the toolbar.
The Cash Receipts Posting dialog box appears.
2. Select the **Reverse Cash** button at the bottom of the window.
A dialog box allows you to search for the cash receipt you want to reverse.
3. In the **Receipt From** box, choose the type of cash receipt you want to query: Client, Vendor, or Miscellaneous.
4. In the **Receipt Type** box, specify the form of payment that was used for the receipt (Cash/Check, In House Charge, or ATM).
5. Identify the cash receipt(s) you are trying to find, using the Client No./Vendor No. and Check No./Credit Card fields, the date range fields, and the **Search** button.

You can query by Client (leave blank for all clients), Vendor (leave blank for all vendors), Check number, or Credit Card number, depending on what you have entered in the Receipt From and Receipt Type boxes.

6. In the Search From fields, specify the date range. The date can be entered as DDMMM (22JUN) or 06/22/97 (MM/DD/YY).
7. If you have multiple branches, you can also use the **This Branch Only** box to narrow the search to the current branch only.

If TravCom finds only one matching record, the cash receipt information appears on the window.

If TravCom finds multiple records, they are displayed in a new window. Highlight the one you want and click on **Select**.

For the selected cash receipt, the window displays Receipt From, Check No., Posting Date, Amount and Bank Account. These fields are display only - they *cannot be changed*.

The bottom of the window shows:

- the Invoice(s) to which this cash receipt was applied
- the G/L account(s) to which the cash receipt was applied, if any portion of the Invoice or Receipt was expensed to the General Ledger.

When you are finished querying this cash receipt, click on **Reverse** and the cash receipt will be reversed to the original invoice and/or general ledger.

The negative cash receipt will not appear in the Drop Deposit function, and will not be included in bank deposit slips. It will appear on the list of deposits in the Bank Reconciliation as a negative amount, so that it can be marked for reconciliation.

Printing Associated Reports and Documents

Here are some of the reports affected by cash receipts posting and which can provide a valuable reference. Besides the reports listed below, you should print and drop the deposit slip regularly, as described later in this section, starting on page 6-72.



For more details on each report and how to print it, see *Chapter 13, TravCom Reports*.
For instructions for printing journals, see *Chapter 12, Periodic Functions and Journals*.

Journals

- Cash Receipts Journal
This journal will be updated by every cash receipt transaction posted through Cash Receipts, Sales Posting or Interface.

Accounting Reports

- Cash Receipts Report
Shows all Cash Receipts posted within the date range requested, what client or vendor account was used (when appropriate) and how much of the receipt was posted against A/R invoices, A/P invoices or G/L accounts.
- General Ledger Posting Detail Report
Shows every transaction posted to each G/L account for one or more months. This report will be updated by every transaction posted in Cash Receipts Posting.
- General Ledger Transaction Report
Shows all G/L accounts affected by each posting and the amount posted to each account. This report will be updated by every transaction posted in Cash Receipts Posting.

Statistical Reports

- Agency Status (Daily, Weekly, Monthly)
Shows summary of the cash receipts posted to client accounts, vendor accounts and general ledger.

You can also query posted cash receipts in **Files - Queries - Cash Receipts**. See *Chapter 9* for more details on query functions.

Posting Commission Receipts

The Commission Receipts function lets you record payments from vendors for hotel/car reservations. You can also reverse commission receipts here.

You can post a commission receipt for:

- payment for one or more vouchers previously entered in TravCom.
The vouchers may be posted to a single vendor account (such as Holiday Inns or Ramada Inns) or may be posted to several vendor accounts.
- payment for one or more vouchers *not* previously entered in TravCom.
You can create a new voucher in Voucher Posting, tag it for payment in Commission Receipts, or can post the commission without creating a voucher.

This function also lets you perform Pegasus and PortNPC reconciliation if you have requested a file copy of your payment detail.

If your version of TravCom supports multiple branches you can display and tag any voucher stored in TravCom, regardless of branch.

To access Commission Receipts, select **Posting - Accounts Receivable - Commission Receipts** or click on the Commission Receipts Posting button  on the tool bar.

The windows in Commission Posting are:

- Payment Information
- Voucher Distribution

Within these windows, several buttons will be displayed:

This button... Lets you...

Drop Deposit	tells TravCom that you have completed a deposit slip. You may also verify or select which posted cash receipts should be included on a deposit slip. This is only available when no cash receipt is being posted (before a vendor number has been entered).
Reconcile	allows you to reconcile an electronic copy of your Pegasus or PortNPC payment with vouchers posted in TravCom. This is only available after a vendor number has been entered.
Cancel	cancel the commission receipt you are working on.
<< Back	go back to the previous screen for this receipt. This is only available on the Voucher Distribution screen.
Next >>	
Post	post this commission receipt. This is only available when the total amount distributed to vouchers is equal to the commission receipt amount.

Find Vouchers	displays all open vouchers for this vendor or all vendors and allows you to select the vouchers to be paid by this receipt.
New Voucher	clears the voucher screen so that you can post commission without creating a voucher. This is only available after vouchers have been selected for this commission receipt.
Remove Voucher	removes an incorrectly selected voucher from the current receipt posting. The voucher remains in the database as open and available for future reconciliation. This is only available after vouchers have been selected for this commission receipt.
Tag All	allows you to select all open vouchers displayed on the Find Vouchers search screen.
Untag All	allows you to de-select all vouchers on the Find Vouchers search screen.

There are also arrow keys at the bottom of the Voucher Distribution screen for moving back and forth between selected vouchers.

Commission Receipts: Field Descriptions

Payment Information Fields

Currency	If your agency has multiple currencies set up (in Files - Setup - Currencies), enter the currency for this commission check.
Bank Account	<p>The bank account into which you are depositing this receipt. This defaults to the first bank account for this currency, but you can select another account from the drop-down list.</p> <p>The check mark button (✓) appears next to this field. This lets you set the current bank account as the default cash account for this posting function. This default does not need to be the same as Cash Receipts Posting. If you click on this, TravCom displays <i>The default commission receipts account has been set to xxxxx</i> (where xxxxx is the account number and name). Click on OK to acknowledge the change.</p>
Posting Date	<p>The date on which this deposit is being posted. This will affect the current accounting period shown at the bottom of your TravCom screen, unless the <i>Next Month</i> option is checked.</p> <p>TravCom checks the <i>Next Month</i> box automatically for you, if it sees that the date entered belongs to the next accounting period. For example, if your current month is March, and you enter 04/01/2000 as the posting date, the <i>Next Month</i> box will be marked.</p>
Check No.	The number printed on the vendor's check. This field will print on the deposit slip.

Bank No.	If TravCom is to print your deposit slip for you and you must show the bank number (ABA number) on the printout, enter it here. If you do not need the ABA number printed on the deposit slip you may use this field for any other reference purpose. This will print on the bank deposit slip.
Amount	The total amount of the commission payment. This will be displayed in the Proof field.
Next Month	If you want to post all accounting to the next fiscal month instead of the current month, check this box. If this transaction belongs in the accounting month listed at the bottom of your screen (see <i>About the TravCom Main Window</i> in <i>Chapter 2</i>) leave this check box blank. Please note that if your system date is in February, your accounting month is in January and you are posting a receipt with February dates, this box will automatically be marked.



Note that if you check this box, all subsequent Commission Receipts postings will have this box checked by default. The default is only reset to blank if you change it or exit from Commission Receipts posting.

Voucher Distribution Fields

Voucher No.	The voucher number of the current voucher for tracking and reporting purposes.
Branch No.	If your version of TravCom supports multiple branching, this field will show the branch to which the current voucher was posted. If there is no voucher on the screen, the current branch will be displayed.
Conf. No.	Free format field (alphanumeric) for the confirmation number. This will be automatically stored with each voucher booking transferred from your reservation system.
Client Name	Free format field for the name of the person who made this hotel or car booking. If the client account name is different from the traveler's name, this should be the traveler's name (last name/first name).
Division	For agencies with the Divisional option activated (as defined in Files - Setup - System Customization) this is the agency division to which this voucher was posted.
Product Code	The product code which describes the product or service for this voucher (hotel or car rental). If this is a new entry, the default will be the product code for Hotels. When posting the commission, the amounts will affect the income accounts associated with the product code selected.
Rate Code	If you have VAT or GST/PST, this will be the tax rate code for tax calculations. This defaults to the rate code associated with the product code in Files - Setup - Product Codes , but can be changed. For example, if this is a hotel commission check in USD, then the commission is VAT/PST or HST exempt, and you could override the rate code so that the commission taxes are not calculated.

Accounts Receivable Posting

Status	<p>The two status check boxes allow you to indicate if the reservation was cancelled or non-commissionable.</p> <p>If a voucher is marked non-commissionable or cancelled it will be removed from the voucher list when the receipt is posted.</p>
Comm. Pct	The commission percentage for this voucher.
Comm. Amt	The commission amount for this voucher. This is calculated as the Voucher total X the Comm. percent.
VAT/PST or HST on Comm.	If you have VAT or GST/PST, this will be the taxes due on the commission amount. These figures are calculated on the rate code associated to the product code Files - Setup - Product Codes , but can be changed.
Voucher Total	The original total of the voucher will be re-calculated, based on the Comm. Amt and Comm. Pct. fields. If the Voucher Total field is left at 0.00, the <i>Agency Status</i> reports will not be updated correctly (for more details, see <i>Chapter 13, Agency Status Reports</i>).
Agent No.	<p>The agent number for this booking.</p> <p>You <i>must</i> enter the agent number if you want productivity and statistics stored for reporting purposes.</p>
O/S Agent No.	<p>If an outside agent was involved, use this field to identify the agent's vendor number.</p> <p>You <i>must</i> enter this if you want TravCom to track the commissions due the outside agent and if you want to update productivity and statistics for reporting purposes.</p>
O/S Commission	This field is only active if a number is entered in O/S Agent No. field. The commission percentage stored in the outside agent vendor file is displayed by default but can be changed.
O/S Invoice No.	<p>This field is only active if a number is entered in O/S Agent No. field. The invoice number defaults to the number assigned to the voucher but can be changed.</p> <p>This invoice will update the vendor payable account for the outside sales agent.</p>

Overview of Procedures

Posting a Hotel/Car Commission Receipt

To post a hotel/car commission receipt:

1. Select **Postings - Accounts Receivable - Commission Receipts** or click on the Commission Posting button  on the tool bar.

The Commission Receipts Posting window appears.

- Identify the exact source of the receipt. Enter a vendor number or sort key, or select from the drop-down list.

Press **Tab** or click on any other field to display the **Payment Information** fields.

- Fill in the **Payment Information** fields

For a description of what to enter in each field, see *Commission Receipts Posting: Field Descriptions* starting on page 6-61.

TravCom displays a Proof field at the top of the screen. This shows the amount of the commission receipt that has not yet been applied to vouchers.



The Reconcile button is only used if you are posting a Pegasus or PortNPC payment and received a reconciliation file. See *Performing Pegasus/PortNPC Reconciliation* later on this chapter for more details.

- Click on **Next>>** to move to the Voucher Distribution screen. This window lets you select the voucher(s) to which this payment applies.

If you are not using TravCom to track and reconcile hotel and car rental commissions, you may post the commission receipt without selecting any vouchers. Go to the section *For New Vouchers* starting on page 6-66.

- To search the vouchers already posted in TravCom click on **Find Vouchers**.

This window appears:

Vendor No. 000321 MARRIOTT Proof: 0.00

Search by
 Voucher Number Conf. Number Client Name Include All Vouchers

Search for 0000001 Search

Voucher No.	Branch	Confirmation No.	Client Name	Vendor No.
0000001	1	12345	JOHN SMITH	MARRIOTT

OK Tag All Untag All

All open vouchers for this vendor will automatically be displayed.

6. You now have several options available to search for and select the vouchers you wish to post commission against at this time. You can:
 - select a Search By criteria (Voucher Number, Conf. Number or Client Name) and enter the appropriate information in the **Search for** field. All matching records will be displayed, allowing you to click on the one you are searching for.
 - scroll through the records displayed in the window and click on as many vouchers as required.
 - click on **Include All Vouchers** to see all open vouchers, regardless of the vendor account they are posted to. Use this option, for example, for vendors who pay you for reservations from a variety of hotel/car rental chains. You may then scroll through the records displayed to select the required vouchers.
 - double-click on any field to re-sort the displayed vouchers. For example, to see the vouchers in alphabetical order by traveler, double-click anywhere in the Client Name column. To see the vouchers in arrival-date order, scroll to the right and double-click anywhere in the Arrival Date column.
7. If you find one or more vouchers to which this payment applies, go to the section *For Existing Vouchers* starting on page 6-65.

If you cannot find an applicable voucher, even after marking the field “Include All Vouchers”, you can add it to TravCom at this time. Go to the section *For New Vouchers* starting on page 6-66.

For Existing Vouchers

1. Once you have selected all of the vouchers to which this receipt applies, click on **OK**.



Don't forget to select vouchers you want to mark Cancelled or Non-commissionable at this time.

TravCom returns to the Voucher Distribution screen with all fields filled in for the last voucher you selected.

2. If you selected multiple vouchers use the arrow buttons in the lower right corner to move back and forth between them. TravCom displays the number (for example, Voucher 1 of 3) between the buttons.

Make any changes necessary to correct the information displayed. Make sure the correct Comm. Amt. is displayed for each voucher. You can also correct the Comm. Pct. if necessary. This automatically corrects the Voucher Total for statistical reports.

If you selected any open vouchers which should be shown as cancelled or non-commissionable, mark each voucher as appropriate in the Cancelled and Non-Commissionable boxes in the lower left corner. Note that TravCom adjusts the commission amount and percentage to zero.

For a description of each field, see *Commission Receipts: Field Descriptions* starting on page 6-62.

3. When the commission amount for each voucher has been corrected, the proof will show any remaining amount to be distributed.

If the Proof is zero, click on **Post** to complete this commission receipt.

4. If the Proof is not zero, you must either select additional vouchers or create new vouchers to distribute the balance of the commission receipt to. You can:

- Click on **Find Vouchers** to search for additional vouchers posted in TravCom, or...
- Click on **New Voucher** or **Posting - Accounts Receivable - Vouchers** to create new entries. Go to the *section For New Vouchers* starting on page 6-66 for detailed instructions.



If the **Proof** amount is negative, you have either over-applied commission against one or more vouchers, or the amount may represent a processing fee (for example, Pegasus).

Use the arrow buttons in the lower right to check the commission amount of each voucher.

Go to *For New Vouchers* starting on page 6-66 if this amount is a processing fee.

Vouchers will be marked as paid (or cancelled/non-commissionable, as marked) and will no longer appear in the list of outstanding vouchers. Statistical reports will be updated to include the Paid and Non-Commissionable vouchers (but not vouchers marked Cancelled).

For New Vouchers

If the voucher(s) for these commission receipts do not already exist in TravCom, you can add them at the time of the commission receipts posting. Information may be entered in two ways:

- Click on **New Voucher** to enter a minimum of information and post this commission receipt without creating a complete new voucher for reporting purposes. Statistical reports such as the Agency Status Reports, Agent Productivity and Agent Commission Statements will be updated, but no voucher will be created for such detailed reports as the Hotel/Car Rental Usage Report, Hotel/Car Rental Voucher Report (when printed for paid vouchers) or custom reports created in Crystal Reports.

This option can be used to enter information regarding processing fees (for example, Pegasus). Note that in this case the Comm. Amt. will be negative.

For instructions for using the **New Voucher** option see below.

- Open the voucher posting function, from **Posting - Accounts Receivable - Vouchers**, to create a detailed voucher and update all TravCom reports. The new voucher will be available from the **Find Vouchers** search option.

For instructions on creating a new voucher in **Posting - Accounts Receivable - Vouchers** see *Posting Hotel & Car Vouchers*, starting on page 6-75.

To enter the minimum information required to post the commission receipt:

1. If you have already selected vouchers from **Find Vouchers** click on **New Voucher** to move to a new blank copy of the **Voucher Distribution** screen.
2. Assign a voucher number, and then complete all of the fields shown on the screen.



Be sure to enter the appropriate agent and outside sales agent, so that they will get statistical credit for the commission received and so that the O/S agent vendor account will reflect the proper payable invoice.

If you need to affect statistics for more than one agent or O/S agent, create separate vouchers for each.

For a description of what to enter in each field, see *Voucher Distribution: Field Descriptions* starting on page 6-62.



If you are creating a new voucher in order to show a processing fee (such as Pegasus), remember to enter a *negative* commission amount. You may also wish to assign this transaction to the “House Account” agent.

If this receipt is for a *single voucher*, go to Step 3.

If this receipt is for *multiple vouchers*, click on **New Voucher**. The fields on the screen become blank, ready for you to add another voucher.

Repeat this procedure until the commission receipt amount has been distributed (and the Proof field shows zero).

You can use the arrow push buttons to move back and forth between all vouchers selected. TravCom displays the number (for example, Voucher 1 of 3) between the buttons.

3. When the receipt amount has been distributed to the voucher(s) and the Proof field becomes zero, click on **Post**.

Vouchers will be marked as paid (or cancelled/non-commissionable, as marked) and will no longer appear in the list of outstanding vouchers. Statistical reports will be updated to include the Paid and Non-Commissionable vouchers (but not vouchers marked Cancelled).

Performing Pegasus/PortNPC Reconciliation

The **Reconcile** button lets you import a file provided by Pegasus (formerly Hotel Clearing Corporation) or PortNPC, run a program to compare it against vouchers in TravCom, and print lists of matched items and unmatched items. You may then choose to post the commission receipt as reconciled by the Commission Reconciliation program, or you may exit Commission Receipts in order to enter or correct the bookings that appeared on the Unmatched Items list.

To run the Reconciliation:

1. On the **Commission Receipts Posting** window, enter the vendor number for reconciliation. This may be a vendor record specifically built for Pegasus or the Misc. Hotels vendor. Alternately, you may leave the vendor number blank and enter HCC in the **Name** and press **[Tab]** or click on any other field.
2. Make sure that the correct Bank Account is selected and enter the Check No., Bank No. and Amount.
3. Click on the **Reconciliation** button and choose either Hotel Clearing Corporations or PortNPC. The following window appears:

4. Insert your diskette from Pegasus or File that you have downloaded for PortNPC and click on **Import/Reconcile Data**.
5. You will be prompted for the **File Name**. Otherwise, enter the path and filename for the reconciliation file provided, or use the “...” button to browse and select it.
6. Click on **OK**.

TravCom imports the file and reconciles it against stored hotel and car rental vouchers that are still open. All hotel bookings shown paid, cancelled (or no-show) or non-commissionable in the file will be selected and marked accordingly.

The screen then shows Total Commission Paid, less Service Fee, less Diskette Fee, which equals the Total Check Amount. This should match the check amount you entered on the Payment Information screen.

8. In the Service Fee G/L Account field enter the account to which you wish to post the processing fee, or use the drop-down list to select an account.

9. Click on **OK**.

TravCom then re-displays the number of Records Imported, Matched Records and Unmatched Records.

10. You can now print either or both reconciliation reports.

- **Print Matched Items** for a list of all bookings that match vouchers in TravCom. This report shows two warning messages: A=Service dates don't match and B=Commission amounts don't match.
- **Print Unmatched Items** for a list of all bookings that do not match vouchers in TravCom. This report shows two error messages: A=Voucher not found and B=IATA No. not found.

11. If you have unmatched items, you can manually review and correct the problem, or you can post the commission receipt as is.

Unmatched items can result from:

- payment for a voucher that was never recorded in TravCom.
- changes to the booking that make it appear to be a separate reservation (such as a different lead name and/or arrival date, and/or a different confirmation number).
- duplicate bookings reported to the hotel (showing as no-show or cancelled on the file).

You can now:

- a. correct the vouchers posted (or missing) in TravCom by clicking on **Cancel** and going to **Posting - Accounts Receivable - Vouchers** to modify or create any required vouchers.

When you have completed any changes, return to Commission Receipts and re-run the Commission Reconciliation function.

- b. click on **OK** to return to the Payment Information screen if you do not wish to create new vouchers.

All selected vouchers can be reviewed in the normal manner by clicking on the **Next>>** button to display the Voucher Distribution screen. Any commission paid that did not match the commission expected will already be modified to show the correct receipt amount.

Any bookings which did not match vouchers in TravCom will be displayed as New Vouchers, with the voucher number NO MATCH. You may modify any information on these transactions (such as adding the agent number if known) as well as matched vouchers, before posting the commission.

12. When you are satisfied that the reconciliation is correct click on **Post** to post this commission receipt and clear all selected vouchers.

Reversing a Commission Receipt

Reversing a Cash Receipt

To reverse a cash receipt:

1. Select **Postings - Accounts Receivable - Commission Receipts** or click on the Commission Posting button  on the tool bar.

The Commission Receipts Posting window appears.

2. Select the **Reverse Cash** button at the bottom of the window.

A dialog box allows you to search for the cash receipt you want to reverse.

3. In the **Receipt From** box, choose Commissions as the type of receipt you want to query.
4. In the **Receipt Type** box, specify the form of payment that was used for the receipt (Cash/Check, In House Charge, or ATM).
5. Identify the commission receipt(s) you are trying to find, using the Client No./Vendor No. and Check No./Credit Card fields, the date range fields, and the **Search** button.

You can query by Client (leave blank for all clients), Vendor (leave blank for all vendors), Check number, or Credit Card number, depending on what you have entered in the Receipt From and Receipt Type boxes.

6. In the Search From fields, specify the date range. The date can be entered as DDMMM (22JUN) or 06/22/97 (MM/DD/YY).
7. If you have multiple branches, you can also use the **This Branch Only** box to narrow the search to the current branch only.

If TravCom finds only one matching record, the commission receipt information appears on the window.

If TravCom finds multiple records, they are displayed in a new window. Highlight the one you want and click on **Select**.

For the selected commission receipt, the window displays Receipt From, Check No., Posting Date, Amount and Bank Account. These fields are display only - they *cannot be changed*.

The bottom of the window shows:

- the Invoice(s) to which this commission receipt was applied
- the G/L account(s) to which the commission receipt was applied, if any portion of the Invoice or Receipt was expensed to the General Ledger.

When you are finished querying this commission receipt, click on **Reverse** and the commission receipt will be reversed to the original invoice and/or general ledger.

The negative commission receipt will not appear in the Drop Deposit function, and will not be included in bank deposit slips. It will appear on the list of deposits in the Bank Reconciliation as a negative amount, so that it can be marked for reconciliation.

Printing Associated Reports and Documents

Here are some of the reports affected by commission receipts posting:



For more details on each report and how to print it, see *Chapter 13, TravCom Reports*.
For instructions for printing journals, see *Chapter 12, Periodic Functions and Journals*.

Journals

- **Commission Receipts Journal**
This journal will be updated by every commission receipt transaction. It lists each check and the all vouchers the payment was posted against.

Accounts Receivable Reports

- **Cash Receipts Report**
Shows all Cash Receipts, including commissions, posted within the date range requested. Commissions posted through Commission Receipts will be included in the Comm. Column.
- **Hotel/Car Rental Voucher Report**
By default, shows all open vouchers posted in TravCom. It may be run for any voucher status, and can be selected for a variety of other fields, such as vendor number, client number, agent number, and/or arrival date.
- **Commission Follow-up Letters**
Letters printed to vendors, listing out all outstanding hotel and car rental bookings.
- **General Ledger Posting Detail Report**
Shows every transaction posted to each G/L account for one or more months. This report will be updated by every transaction posted in Commission Receipts.
- **General Ledger Transaction Report**
Shows all G/L accounts affected by each posting and the amount posted to each account. This report will be updated by every transaction posted in Commission Receipts.

Statistical Reports

- **Agent Productivity Report**
Shows all hotels and car rentals booked by each agent after commission is received.
- **Agency Status (Daily, Weekly, Monthly)**
Shows a summary of commissions posted during the period specified, separated by product code (hotel or car).
- **Agent Commission Statement**
Shows all hotel and car rentals booked by each agent who received an incentive, and for each outside sales agent.

Printing and Dropping a Bank Deposit

A deposit slip may be printed from either Cash Receipts or Commission Receipts. Dropping the deposit slip allows you to show the correct daily deposit totals in the Bank Reconciliation.

Once you have posted your cash receipts and commission receipts, you can prepare a bank deposit slip by branch for each active bank account. This slip can include any or all cash receipts that have not been included on a deposit slip yet. It lists all the information required by the bank and saves you having to write a manual bank deposit slip.

Dropping a deposit does not affect any G/L balances. You can reconcile your deposits in TravCom's Bank Reconciliation function, as described in *Chapter 11, Bank and Credit Card Reconciliation Features*.

To access the deposit slip, select **Posting - Accounts Receivable** and either **Cash Receipts** or **Commission Receipts** (or click on either button on the tool bar,  or ). Then, click on the **Drop Deposit** button.

The following screen appears:



On this screen several buttons will be displayed:

This button... Lets you...

Edit Deposit select the cash receipts to be included on this deposit slip. This allows you to de-select specific postings if you have begun posting a new deposit slip without first dropping the previous deposit.

Print Cash Receipts Summary Report print a report that includes more detail than the standard deposit slip. Unlike the Cash Receipts Report (printed from **Reports - Accounts Receivable - Cash Receipts**) which prints a sub-total for each date, the Cash Receipts Summary Report will include all receipts on a single deposit slip, regardless of whether there were multiple deposits made on a given day.

Print Deposit Slip print a bank deposit slip. This will list all the items you selected when in **Edit Deposit**. All the transactions that do not reflect a check number, will be grouped together under *CASH* on the deposit slip. This would happen if when entering the original deposit (s),

- the Form of Payment selected was *Cash/Check* and the Check No. field was left blank, or a non- numeric description (such as CASH) was typed in.
- Drop Deposit instruct TravCom that the information displayed on the screen (bank account, description, date and amount) are correct and you want to show this as a complete deposit.
- Cancel cancel this operation and return to **Cash Receipts** or **Commission Receipts**.

Drop Deposit: Field Descriptions

- Bank Account The general ledger account number for the bank account. This defaults to your first bank account but can be changed by selecting from the drop-down list.
- Description A description for the Bank Reconciliation function. This defaults to “Deposit MM/DD/YY” where the date shows in the current system date (displayed on the right side of the status bar).
- Deposit Date The date of the deposit as it is to be shown in the Bank Reconciliation function. This defaults to the current system date (displayed on the right side of the status bar).
- Deposit Amount The amount of the deposit. This defaults to the total amount posted to this bank account that has not yet been dropped on any deposit slip.
- You can de-select any receipts by clicking on the **Edit Deposit** button.

Overview of Procedures

To print or drop a bank deposit:

1. Select **Posting - Accounts Receivable**, then **Cash Receipts** or **Commission Receipts** (or click on either button on the tool bar,  or ). Then click on the **Drop Deposit** button at the bottom of the window. The Drop Deposit screen appears.
2. If the information displayed on the screen is correct, go on to step 3 to print and drop the deposit. If the deposit needs to be modified, you must make your changes before you proceed further.

Make any corrections to the account number by selecting the correct account from the drop-down list. Then correct the Description and Deposit Date by typing the information that you would like to appear in these fields.

To correct the Deposit Amount you must specify which receipts were included in this deposit slip and which were not. This can be done from the **Edit Deposit** screen.

The bank deposit will not show any negative postings. For example, a reversal of a cash/check or a commission receipt made to correct a previous entry or to post a returned check. These will only appear in the Bank Reconciliation. If you have reversed a receipt *before* dropping the deposit, the positive receipt will be removed automatically from the **Edit Deposit** list.



Negative postings (returned checks or corrections) will not remove the original posting. You must tag these entries and drop them separately.

Note that when using **Reverse Cash** to reverse a payment made using Form of Payment **In House** or **ATM**, the negative amounts will *not* appear in either the **Edit Deposit** screen or Bank Reconciliation. You must use the **Add Deposits** feature to reconcile these with original posting (see *Chapter 11, Bank Reconciliation Procedures* for more details). If you decided to reverse an **In House** or **ATM** receipt by doing a negative receipt, as opposed to clicking on the **Reverse Cash** option, these will appear in the **Edit Deposit** list.

If you want to deposit only certain cash receipts (instead of all receipts on the list):

- a) Select the receipts you want to include in this deposit by clicking on them. You can also use the **Select All** and **De - Select All** buttons to speed up the process.
 - b) Click on **OK** to return to the Drop Deposit window. The Deposit Amount field will reflect the total of the receipts you selected and cannot be changed without returning again to the **Edit Deposit** screen.
3. If you require a bank deposit slip, ensure that your printer is ready and click on **Print Deposit Slip**.

This prints two copies of the bank deposit slip side by side on 8 1/2" X 11" paper. If you need multiple copies of this deposit slip, be sure to specify the number of copies or reprint the report at this time. Once the deposit has been dropped you will not be able to print another copy of this slip.

If you require a Cash Receipts Summary Report, ensure that your printer is ready and click on **Print Cash Receipts Summary Report**. If you need multiple copies of this deposit report, be sure to specify the number of copies or reprint the report at this time. Once the deposit has been dropped you will not be able to print another copy of this report.

Notice that different forms of payment deposited to the same bank account will be grouped together.

4. When you are satisfied with the bank deposit information and have printed all required deposit slips and summary reports, click on **Drop Deposit** to remove completed entries.
5. This records a deposit in the Bank Reconciliation for the date and amount shown. The dropped amount is removed from the Cash not yet Deposited total in the Bank Reconciliation.



Once a deposit is being dropped, it cannot be recovered. If you need to do corrections to the deposit amount dropped, which do not require further adjustments to the GL entries, you will need to use the **Add Deposits** feature (see *Chapter 11, Bank Reconciliation Procedures* for more details). Otherwise, refer to the sections *Reversing a Cash Receipt* and *Reversing a Commission Receipt* discussed earlier in this chapter.

Posting Late Fees

Use the Late Fees Posting function when you wish to post late fees charges to selected clients with overdue invoices. Only clients with the **Apply Late Fees** check box selected in **Files- Clients- Accounting Tab** will have late fees posted.

Late fees are posted based on a user-defined percentage of the total amount of past due invoices. An edit list is available to allow you to review the invoices that will be posted to the client(s). Also, hard copies of the invoices can be printed, if you wish to send them to the client.

To access Late Fees, select **Posting – Accounts Receivable – Late Fee**.

The following screen appear

Within this window, several buttons will be displayed:

<i>This button...</i>	<i>Lets you...</i>
Edit List	print a list of all late fees that will be posted. This can be used to determine if any of the selections above should be modified to exclude any of the late fees that will post. For example, you might decide to change the percentage used. There might be also clients to whom you do not wish to post a late fee. For these clients you should uncheck the Allow Late Fees field in Files- Clients- Accounting Tab to suppress the posting of the late fee.
Post	post the late fees. After the late fees are posted the invoices will be printed if desired.
Branches	select which branches should be included when calculating overdue

invoices. This button is available only for the multi-branch systems.

Quit exit the Late Fees posting function.

Late Fees: Field Descriptions

Calculate late fees of	The percentage of the total amount of past due invoices to post as the late fee. For example, you might want to apply a 5% late fee on all overdue invoices.
On balances xxx days or older	The number of days an invoice must be past due before considering whether or not to apply late fee to it.
Ignore charges less than	Allows you to keep from posting late fees less than the entered amount. For example, if the late fee is only \$1.00, you might not want to post a late fee of \$1.00 or less, so enter 1.00 in this field.
Late fees product code	The product code to apply the late fees against. The default will be your service fee product code. The product code determines which A/R and Income G/L accounts will be affected by posting the late fees.
Invoice Date	The invoice date that should appear on the Accounts Receivable reports. Today's date appears by default, but it may be changed here.
Next Month	Check this box if you want the accounting to be posted to the next fiscal month. For example, if you are posting an invoice for February 6 and you have not closed January, you would select this box. If this invoice transaction belongs in the accounting month listed at the bottom of your screen (see <i>About the TravCom Main Window</i> in <i>Chapter 2</i>) leave this check box blank. Please note that if your system date is in February and your accounting month is in January and you are posting a February invoice this box will automatically be marked.
Using Invoice Numer	The invoice number to use to post the late fee against. This will default to <i>LFmmyy</i> where <i>mm</i> is the current fiscal month and <i>yy</i> is the year. This invoice number may be changed here. Each client with a late fee will have the late fee posted to this invoice number.
Print Invoices	Check this box if you would like to print an invoice to the clients for each late fee posted.

Overview of Procedures

Posting a Late Fee

To post a late fee:

1. Select **Posting – Accounts Receivable – Late Fee Posting**.
2. Enter the percentage you would like to apply to all overdue invoices, and fill in the rest of the fields.
For a description on what to enter in each field, see *Late Fees: field descriptions* starting on page 6-76.

Late Fee Posting

Calculate late fees of %

on balances days or older

Ignore charges less than

Late fees product code SVC FEE

Invoice Date Next Month

Using invoice number

Print Invoices

3. If you would like to print the invoices for each of the late fees, check the **Print Invoices** box. This procedure is described in more detail in *Printing Late Fee Invoices* later in this section.
4. If you want to review a list of the late fees that will be posted, click on **Print Edit List**. From this list you can determine whether or not you would like to change any of the fields, before you actually post the invoices.



Click on the **Branches** button if you wish to include invoices from branches other than the current branch.

5. Post the late fees. After the late fees have been posted, you can print the invoices if you selected to do earlier.

Any late fees posted will be recorded on the **A/R Invoice Journal** (see *Printing Associated Reports and Documents* later in this section).



TravCom automatically adjusts the client file, the Accounts Receivable and the Income G/L account attached to the product code you selected, and updates the related Accounts Receivable reports.



If you wish to reverse or change any of the Late Fee invoices posted, you must do it from **Posting – Accounts Receivable – A/R Invoice Posting** (see *Changing or Reversing and A/R Invoice*, starting on page 6-42).

Note that fields such as the Invoice Date, Due Date and Description can be modified from **Files – Queries – Invoice Query** (see *Chapter 9, Querying Posted Transactions* for more details).

Printing a Late Fee Invoice

At any time during a Late Fee Invoice posting, you can select the Print Invoice option. This tells TravCom to print an invoice when you exit from the Late Fee Posting function.

To print an invoice:

1. Select **Print Invoices** while in the Late Fee Posting screen.
2. Continue your posting.
3. When you are finished posting, click on **Quit** to leave the Late Fee Posting function.

A Print Invoices dialog box appears with a warning: *Preparing to print invoices. Be sure invoice printer is ready for printing.*

Before you print the invoices you can:

- select a different invoice printer.

Select any printer that has been installed through Windows, from the drop-down box next to **Invoice Printer**.

- change your printer forms selection.

Click on **Select Form**, the **Printer Forms - Invoices** window from **Files - Setup** appears. For more information on this window see *Chapter 3, Maintaining Your Agency Setup*.

- print a sample invoice.

Click on **Print Sample** for TravCom to print a sample invoice, marking where information will print on the page. This lets you check that your printer and forms setup are correct.

4. When you are ready to print the invoices, click on **Print Invoices**.



The client information printed on the invoice will default to the name and address, as stored in the **Files- Client - General Tab** (see *Chapter 4, Maintaining Agency Data files* for more details).

Note that no remarks can be entered on this type of invoices.

All invoices requested since the last time you quit the Late Fee Posting function will be printed.

When printing is complete, TravCom displays the prompt: *Did Invoice print satisfactorily?*

You have the option to reprint if you are not satisfied with the invoice or if your printer jammed.

Printing Associated Reports and Documents

Here are some of the reports that are affected by Late Fee postings:



For more details on each report and how to print it see *Chapter 13, TravCom Reports*.

For instructions on printing journals see *Chapter 12, Periodic Functions and Journals*.

Journals

- A/R Invoice Journal
This journal will be updated by every Late Fee Invoice posted within TravCom.

Accounting Reports

The following reports will be affected by all Late Fee Invoices you post.

- Client Ledger Cards
Shows all invoices posted for each client during the date range specific.
- Client Statements
Shows all open invoices for a client account.
- Client Accounting Activity Report
Shows all invoices that have been posted into or out of Accounts Receivable during the specified date range.
- A/R Open Invoice Report
Shows all open invoices on all client accounts, by invoice number.
- Aged Schedule of Accounts Receivable
Shows all open invoices and current balance for each client account, as well as age of each invoice.
- General Ledger Posting Detail Report
Shows every transaction posted to each G/L account for one or more months.
- General Ledger Transaction Report
Shows all G/L accounts affected by each posting and the amount to each account.

Statistical Reports

- Agency Status (Daily, Weekly, Monthly)
This report is affected by all Late Fee and A/R Invoices.

Posting Hotel & Car Vouchers

Use the Voucher posting function to manually add hotel or car rental bookings which were not transferred from your CRS via Interface, and to display, delete or edit vouchers which have previously been posted in TravCom.

Car and hotel vouchers are used for statistical and reporting purposes only, to record commissions due from a car or hotel reservation and to assist you in collecting the commission. When you post a voucher in TravCom, it has no effect on accounting.



Accounting and agent statistics are affected only when you record the commission receipt from the vendor in **Posting - Accounts Receivable - Commission Receipts**.

To access Vouchers, select **Posting - Accounts Receivable - Vouchers**. The following screen appears:

Within this window, several buttons will be displayed:

This button... Lets you...

- Quit exit the Vouchers function and returns you to the main menu.
- Select display all detail for the highlighted voucher.
- New Voucher display a blank General Information tab, allowing you to enter a new hotel or car rental booking.
- Delete delete all highlighted vouchers in the display.

The windows in Vouchers are:

- Search
- General Information
- Voucher Information
- Voucher Amounts/Status

The Search screen, shown above, allows you to search for vouchers previously posted in TravCom by selecting from the following radio buttons:

- Voucher Number (this may be the CRS invoice number)
- Vendor Number (or vendor Sort Key).
- Confirmation Number
- Passenger (client) Name.

Once you have selected the option you wish search by, you may also define the following search criteria:

Search for	The criteria you want TravCom to display based on the selection shown in the Search by field.
Open Vouchers Only	Display only vouchers for which commission is outstanding.
From/To Invoice Date	The range of dates for when the voucher was posted when searching for existing vouchers.
From/To Departure Date	The range of dates for when the hotel/car booking was completed when searching for existing vouchers.

Once you have specified the search criteria, click on the **Search** button.

You may also select the **New Voucher** button to enter a hotel or car rental booking not yet recorded in TravCom.

Voucher Posting: Field Descriptions

General Information

Voucher No.	The number of the voucher you are adding, changing, deleting, or reviewing. When transferring hotel and car rental bookings from the reservation system, TravCom will automatically assign the invoice number as the Voucher Number. Note that the Voucher No. is not necessarily unique to each voucher. TravCom allows you to have multiple vouchers with the same number. For example, for a traveler who has booked both a car and a hotel on the same itinerary.
Confirmation No.	The confirmation number provided by the hotel or car rental company.
Vendor No.	The vendor number representing the chain to which this property belongs.
Chain Code	The car or hotel chain code (such as HH for Hilton or ZD for Budget).

Address	The property address. If the voucher is transferred via Interface and the vendor address is stored in the PNR then that address will appear here. If no address is stored in the PNR then the address entered in the Vendor File will be inserted here.
Phone No.	The property telephone number.
Client No.	The client account used for the passenger booking the hotel/car.



When you enter a client number, the client file name appears automatically. To make effective use of the name search be sure to change this to the passenger name.

Department	If the Client No. entered above is a corporate or government client who has separate departments set up in the client file, the passenger's department is entered here.
Product Code	The product code for this booking. This should be the product code for either Hotels or Cars. This code will be used to determine the General Ledger accounts for when commission is received against this voucher.

Voucher Information

Invoice No.	When attached to an interfaced accounting record, this will be the invoice number to which this booking was attached. If this is a manual entry enter the voucher number or an invoice number in this field.
Invoice Date	The actual date of booking or invoicing used for corporate reporting purposes.
Division No.	For agencies with the Divisional option activated (as defined Files - Setup - System Customization), the agency division for this voucher.
Agent No.	The agent who booked this transaction. This information is used for statistical tracking and reporting, and to update productivity when commission is received.
O/S Agent	If an outside sales agent was responsible for this transaction, enter the outside sales agent number here. This information is used for statistical tracking and reporting, to update productivity and the outside agent vendor payable when commission is received.
Arrival/Departure Date	The arrival and departure dates used for this booking. The departure date should be the hotel departure date or the car drop-off date. TravCom will use the Arrival/Departure dates in combination with the Number of Items and Daily Rate to determine the total value for the voucher.
City Code	The city code for this booking (for example, SFO for San Francisco).
No. of Days/Weeks	The number of days or weeks the hotel or car will be used. This is calculated from the arrival and departure dates but can be overwritten.

Accounts Receivable Posting

No. of Items	The number of hotel rooms or cars being booked.
No. of People	The number of people in the booking.
Car/Room Type	<p>A 5-character free format field used it to identify the car or room type for this booking. This field will print on the voucher and corporate reports, so use your standard hotel/car type codes or plain language for the client.</p> <p>The reservation codes are transferred automatically when the booking is received via Interface.</p>
Free Fields	<p>Free fields or comments to print on the voucher.</p> <p>If TravCom does not have a pre - defined field for an element of data you want to store for your corporate or statistical reports you can use a free field. This field can then be entered into your reservation system PNR or manually updated (here or in Interface - Edit Data).</p> <p>You can enter up to 100 free fields, separating each free field with a slash. For example, to enter 12345 as free field #1 and SPECIAL RATE as free field #2, enter 12345/SPECIAL RATE. Instructions for entering free field information into the PNR are given in <i>Chapter 5, Interface with your Reservation System</i>.</p>

Voucher Amounts/Status

Currency	If your agency has multiple currencies set up (in Files - Setup - Currencies) the currency in which this booking was quoted. If the booking was made in a currency that you do not normally use (one not set up in the Currency file) TravCom will use your default currency.
Rate	<p>The Daily or Weekly rate for this booking.</p> <p>For example, if this voucher is for 2 hotel nights at a daily rate of \$98.00, enter 98.00 and make sure the Daily radio button is selected.</p>
Voucher Total	<p>The total expected value of this booking.</p> <p>For Daily rates this is calculated as:</p> <p style="padding-left: 40px;">Rate x Number of Items x Number of days (as determined by the arrival/departure dates on the Voucher Information window)</p> <p>For Weekly rates this is calculated as:</p> <p style="padding-left: 40px;">Rate x Number of Items.</p> <p>You can modify the amount if required.</p>
Comm. Pct./ Comm. Amt.	The commission percent defaults to the percentage entered in the vendor file. If commission is paid as a percentage of the voucher total, enter the percentage here. The commission amount will be automatically calculated and displayed in the next field.

	<p>If commission is to be paid as a set dollar amount rather than a percentage leave the Comm. Pct field blank and enter the dollar amount in the Comm. Amt. field.</p>
Reference Rate	<p>If you do corporate reporting for this client, you can enter a reference rate, usually the standard rack rate.</p> <p>The voucher rate appears here by default.</p>
Low Rate	<p>If you do corporate reporting for this client, you can record the lowest possible rate available for this booking, based on the corporate client's travel policies.</p> <p>The voucher rate appears here by default.</p>
Exception Code	<p>If you do corporate reporting for this client, you can enter an exception code to define why the lowest rate was not taken for this booking.</p> <p>Exception codes are defined in Files - Setup - Exception Codes and referenced to individual clients in their Client File record.</p>
Status	<p>The status of the voucher, used mainly to review or update previously stored records:</p> <ul style="list-style-type: none"> • Open - commission is due to your agency for this booking. • Paid - commission has been paid to your agency for this booking and posted in Commission Receipts. • Cancelled - this booking has been cancelled by the client. • Non - Commissionable - no commission was due for this booking (for example, a government booking). <p>Hotel and Car reservation records transferred via Interface and which include /NOCOMM in the free flow remarks will be automatically marked as non- - commissionable.</p>
Payment Information	<p>If the Status of this voucher is Paid, the following fields become active. These fields are updated from the Commission Receipts function and can be used as an audit reference, or you can update them manually to mark and clear previously paid vouchers:</p> <ul style="list-style-type: none"> • Date Paid - the date on which the commission was paid (cash received) to the agency. • Check No. - the Check number for the commission payment received. • Amount - the amount of commission received for this voucher.



Changing the status and amount received (commission paid) in **Posting - Accounts Receivable - Vouchers** *does not* update your statistical reports. These fields can be used to stop vouchers from appearing on Open Voucher reports and the Commission Follow-up Letters. However, to update the Agent Productivity Report, Agent Commission Statements and Outside Agent Commissions Payable you *must* post the commission receipt to this voucher through **Posting - Accounts**

Receivable - Commission Receipts.

Overview of Procedures

Posting a New Voucher

To manually post a new hotel or car voucher:

1. Select **Posting - Accounts Receivable - Vouchers**.

The Vouchers window appears, allowing you to search for an existing voucher or create a new one.

2. Select the **New Voucher** button at the bottom of the window.

The General Information window appears.

The screenshot shows a software window titled "Voucher Posting" with three tabs: "General Information", "Voucher Information", and "Voucher Amounts/Status". The "General Information" tab is active. It contains several input fields: "Voucher No." with the value "00000007" and a dropdown arrow; "Confirmation No." with an empty text box; "Vendor No." with an empty text box and a dropdown arrow; "Address" with three empty text boxes; "Phone No." with an empty text box; "Client No." with an empty text box and a dropdown arrow; "Department" with an empty text box and a dropdown arrow; and "Product Code" with the value "3" and a dropdown arrow showing "HOTEL". A "Chain Code" field is also present with an empty text box. At the bottom of the window are three buttons: "Post", "Cancel", and "Delete".

The next available voucher number is automatically assigned by TravCom (see **Files- Setup – Miscellaneous Tab**). You can change this if you prefer to use another voucher number (such as the invoice number if this booking was in conjunction with a ticket sale).

3. Fill in the rest of the General Information fields.

For a description of what to enter in each field see *Vouchers Posting: Field Descriptions* starting on page 6-81.

4. Click on the Voucher Information tab to display the next screen.

Voucher Posting

General Information **Voucher Information** Voucher Amounts/Status

Invoice No. 00000007 Invoice Date 3/3/2000

Division No. 0000 MAIN DIVISION

Agent No.

O/S Agent 1

Arrival Date No. of Items 1

Departure Date No. of People 1

No. of Days/Weeks 1 Car/Room Type

City Code Free Fields

Post Cancel Delete

Most of the fields on this tab are optional. If you will require statistical reports for yourself or this client, or if you are going to print a voucher for this booking, this tab allows you to enter the details of the hotel/car rental arrangements.

For a description of what to enter in each field see *Vouchers Posting: Field Descriptions, Vouchers Information* starting on page 6-84.

- Click on the Voucher Amounts/Status tab to display the next screen.

Voucher Posting

General Information Voucher Information **Voucher Amounts/Status**

Currency USD DOLLARS

Rate 0.00 Daily

Voucher Total 0.00 Weekly

Comm. Pct. 0.00

Comm. Amt. 0.00

Reference Rate 0.00

Low Rate 0.00

Exception Code 0

Status

Open

Paid

Cancelled

Non-Commissionable

Payment Information

Date Paid

Check No.

Amount 0.00

Post Cancel Delete

The information on this tab will be used for commission follow-up letters and can be used for reporting and reference.

Complete the rate, voucher total, and commission information. If this is a corporate client who will require savings reports on hotels and car rentals, enter the appropriate reference and low fares and an exception code.

Normally, you will leave the Status marked as **Open**.

For a description of what to enter in each field, see *Vouchers Posting: Field Descriptions, Amounts/Status* starting on page 6-6-83.

6. When you are finished select **Post** to save the new voucher.

Changing, Canceling or Deleting an Existing Voucher

For an existing voucher, you can:

- change general information, voucher information and voucher amounts.
- change the status of the voucher (for example to show a booking as cancelled or non-commissionable).
- delete the voucher completely (for example, a duplicate record or old booking).

To change, cancel or delete an existing voucher:

1. Select **Posting - Accounts Receivable - Vouchers**.
2. Select the voucher you want to work with. You can scroll through the displayed vouchers to find the booking you want or you can narrow your search by sorting the displayed records or entering a search criteria.

Display only vouchers that have not been marked Paid, Cancelled, or Non-Commissionable by clicking the **Open Vouchers Only** check box.



Only vouchers posted in the currently active branch will be displayed. If your version of TravCom supports multi-branch capability, you can only work with vouchers posted in this branch.

You can sort all vouchers, or all open vouchers, by voucher number, confirmation number or client name by selecting the appropriate radio button without entering anything in the **Search For** field. For example, to sort the displayed vouchers in alphabetical order by client name click on the **Client Name** radio button, then click on **Search**.

You can also use the **Search by** radio buttons to have TravCom search for a specified record. You can search by four fields:

- Voucher Number (this may be the CRS invoice number).
- Vendor Number (or vendor Sort Key).
- Confirmation Number.
- Passenger (client) Name.

Type your search criteria in the **Search For** field, then click on the **Search** button. TravCom will display only the matching entries.

3. When you see the voucher you want, you can select it by double-clicking on it or by highlighting it and clicking on the **Select** button.

The General Information for that voucher is displayed.

4. You can now change or review any information on this voucher.

For a description of what each field shows, see *Vouchers Posting: Field Descriptions* starting on page 6-81.

To delete the voucher click on the **Delete** button at the bottom of the window. When TravCom prompts for confirmation, select **Yes**.

If you wish to delete a series of vouchers at the same time:

- Select a range of vouchers to be deleted and highlight the first voucher in the range that you wish to delete, then scroll down to the last voucher you wish to delete. While holding down the **[Shift]** key, highlight the last voucher. This will highlight all vouchers in between the range.
- Click on the **Delete** button.
- TravCom will prompt you for confirmation that you wish to delete the vouchers. Select **Yes** if you are sure that you want to permanently delete the selected vouchers.



Use caution when deleting vouchers. Once a voucher has been deleted from TravCom, it cannot be used to prepare statistical or corporate reports. If the voucher has been posted Paid in Commission Receipts, the agent's productivity for that period will be affected by this deletion.

To remove the voucher from reports (such as the Commission Follow-up Letters) without deleting it from the system, change the **Status** field to **Cancelled**.

If commission was received for this booking, but not correctly posted against the voucher in Commission Receipts, you can change the voucher status to **Paid** and enter the Payment Information (date paid, vendor check number and amount of commission received) on the Voucher Amounts/Status tab.



Changing the status and amount received (commission paid) in **Posting - Accounts Receivable - Vouchers** does not update your statistical reports. These fields can be used to stop vouchers from appearing on Open Voucher reports and the Commission Follow-up Letters. However, to update the Agent Productivity Report, Agent Commission Statements and Outside Agent Commissions Payable you *must* post the commission receipt to this voucher through **Posting - Accounts Receivable - Commission Receipts**.

5. If you have made changes to this voucher select **Update** to save your changes.

Printing Associated Reports and Documents

Here are some of the reports affected by Voucher Posting.



For more details on each report and how to print it see *Chapter 13, TravCom Reports*.

Accounting Reports

- Hotel/Car Rental Voucher Report

Accounts Receivable Posting

This report defaults to show all open vouchers but can be selected to show any status or combination of statuses. It can also be selected by a variety of criteria such as client number, arrival date, or vendor number.

- **Commission Follow-up Letters**
This function prints letters to vendors, listing bookings for which they owe your agency commission.

Corporate Reports

- **Hotel/Car Rental Usage Report**
This report shows all hotel and car rental bookings for corporate clients within the date range specified.

Chapter 7

Accounts Payable Posting

Understanding A/P Posting Functions

Accounts Payable Posting functions are used to record invoices from vendors, payments (checks written to vendors, clients and others), and adjustments to the general ledger.

Here is a summary of the functions available on the **Posting - Accounts Payable** menu. Each transaction and all related fields are described in more detail in the rest of this chapter.

<i>This option...</i>	<i>Lets you...</i>
A/P Invoices	<ul style="list-style-type: none">• record a bill or credit to a vendor account (not representing a sale, check or cash receipt).• adjust an invoice on a vendor account.• write off an invoice on a vendor account.
	Payments due vendors for sales transactions will be automatically created when the sale is posted. They should not be created here.
Checks	<ul style="list-style-type: none">• record and print an automated check.• record a manual (handwritten) check.• void a posted check.• record a spoiled check.• access pay selection. (This function is not available in the current release.)• access automatic check writing. (This function is not available in the current release.)
Recurrent Payments	<ul style="list-style-type: none">• set up automated invoicing of regular periodic disbursements (such as monthly rent or loan payments).• set up automated posting of regular periodic journal adjustments.• Post previously created recurrent payments (invoices and journal adjustments).
Debit/Credit Memos	<ul style="list-style-type: none">• record airline debit memos, credit memos, recall commission and Agent Automated Deductions for A.R.C. transactions which should not affect a client account.

If you have built multiple currencies in **Files - Setup - Currencies**, you can post transactions in any currency you have defined.

Posting A/P Invoices

Use the A/P Invoices posting function when you need to create an A/P invoice to set up a payment for an expense (such as delivery, telephone or rent, etc...), change or reverse previously entered A/P invoices, and enter beginning balances when you first start using TravCom.

This function does not record a Sale or Cost of Sale. The invoices posted affect only the vendor's account balance, the accounts payable and the offsetting general ledger accounts specified during the posting. A/P Invoices do not affect client accounts.

It is suggested that you record each expense invoice as it is received. This allows you to use the Aged Schedule of Accounts Payable to see at a glance the expenses that require payment.

It is recommended that you set up a miscellaneous expense vendor, to be used for vendors you do not pay often (such as the Hotel and Travel Index).

To access A/P Invoices, select **Posting - Accounts Payable - A/P Invoices**.

The following screen appears:

The screenshot shows a window titled "Accounts Payable Invoice Posting". It contains the following fields and controls:

- Vendor No. (text box with dropdown arrow)
- Currency (text box with dropdown arrow)
- Invoice No. (text box with dropdown arrow)
- Invoice Date (text box)
- Due Date (text box)
- Description (text box)
- Agent No. (text box with dropdown arrow)
- O/S Agent No. (text box with dropdown arrow)
- Product Code (text box with dropdown arrow)
- Net Amount (text box)
- Next Month (checkbox)
- Balance Forward (checkbox)
- Quit (button)

The windows in A/P Invoices are:

- General Invoice Information
- General Ledger Distribution

When a vendor is selected, within these windows, several buttons will be displayed:

<i>This button...</i>	<i>Lets you...</i>
Cancel	cancel the invoice you are working on.
<< Back	go back to the previous screen for this invoice (General Invoice Information). This is only available on the General Ledger Distribution screen.
Next >>	go to the next screen (General Ledger Distribution). This is only available once you have completed the vendor number and invoice number on the first screen.
Post	post this invoice. This is only available when the invoice and G/L distribution amounts are equal.

A/P Invoices: Field Descriptions

General Invoice Information Fields

Vendor No.	The vendor account number you wish to charge or credit. Enter the vendor number or sort key, or select from the drop-down list.
Currency	If your agency has multiple currencies set up (in Files - Setup - Currencies), enter the currency for this invoice.
Invoice No.	Enter the invoice number you want to post. Every transaction must have an invoice number. If the bill you are posting is not already assigned an invoice number you can use any alphanumeric invoice number you choose. If you enter an invoice number that has already been posted for this vendor or select an existing invoice from the drop-down list, the existing invoice and balance are displayed beside the Invoice No. field.
Invoice Date	The invoice date that should appear on Accounts Payable reports. This date may be changed here. If this is a new invoice today's date appears by default. If this is an existing invoice, the date already shown on the invoice will be displayed.
Due Date	The date on which payment is due the vendor. This date may be changed here. If this is a new invoice today's date appears by default. If this is an existing invoice, the due date already shown on the invoice will be displayed.
Description	A free format description of the charge. If this is an existing invoice, the description already entered will be displayed.
Agent No.	The agent number associated with this transaction, if appropriate. This field is for

	reference and does not give the agent productivity credit for this invoice.
O/S Agent No.	If this transaction is associated with an outside sales agent, enter the O/S agent vendor number here. Referencing an O/S agent here will not set up a payable when the invoice is posted.
Product Code	The Product Code which defines the product or service for which you are being charged. From the standard Product Code table, the most common choice is Miscellaneous. TravCom uses the Product Code table to determine what G/L account to use for Accounts Payable.
Tax Rate Code	If you have VAT or GST/PST this will be the tax rate code for tax calculations. This defaults to the rate code associated with the above Product Code, as entered in Files - Setup - Product Codes , but can be changed.
Net Amount	The amount due the vendor. Enter a positive amount to show you owe the vendor, a negative amount if the vendor owes you.
VAT/GST and PST Amounts	If you have VAT or GST/PST this is automatically calculated and displayed based on the tax rate code entered above.
Apply Against...	If you have VAT or GST/PST this is the actual general ledger account for the commission VAT collected or the tax credit. Select Tax In if this is a VAT Tax Credit. This is the default selection. Select Tax Out if this is VAT Tax Collected.
Next Month	Check this box if you want the accounting to be posted to the next fiscal month. For example, if you are posting next month's rent bill this allows you to create the invoice before the current month is closed, but still have the expense reflected on <i>Next month's</i> Profit and Loss Statement. If this transaction belongs in the accounting month listed at the bottom of your screen (see <i>About the TravCom Main Menu</i> in <i>Chapter 2</i>) leave this check box blank. Please note that if your system date is in February, your accounting month is in January and you are posting cash receipt with February dates, this box will automatically be marked.
Balance Forward	This field is used to record outstanding invoices and credits on a vendor account during your agency's initial conversion to TravCom. This tells TravCom to create the invoice to the vendor account without affecting the general ledger in any way. If you have marked this box you cannot post this entry as Next Month.



When you post Balance Forward entries, your Accounts Payable detail will be out of balance with the A/P general ledger account until you load General Ledger beginning balances as described later in this chapter.

G/L Distribution Fields

Branch	If your version of TravCom supports multi-branch capability and you have created the proper cross-branch clearing account (in Files - General Ledger - Posting Accounts tab), you may enter a branch to post this income or expense to.
Account	<p>The G/L account number to which all or part of this invoice amount is being applied.</p> <p>If a general ledger expense account has been specified in the vendor record (in Files – Vendors – Accounting Tab) TravCom will automatically enter it at this time.</p> <p>If no general ledger account has been specified in the vendor record TravCom will automatically enter the expense account associated with the Product Code you selected (as shown in Files - Setup - Product Codes).</p> <p>You can accept this account or enter another G/L number or sort key, or choose from the drop-down list.</p>
Division	For agencies with the Divisional option activated (as defined in Files - Setup - System Customization) specify the agency division to which this invoice applies. This field is only active if the G/L account entered is an Income or Expense account.
Description	The description (name) of the general ledger account is displayed so that you can verify you have selected the correct account.
Amount	The invoice amount is automatically entered for you. You may accept this amount or enter a different amount and proceed to the next line to enter other G/L account numbers (if you wish to distribute this invoice to several accounts).

Overview of Procedures

Posting a New A/P Invoice

To post an Accounts Payable Invoice:

1. Select **Postings - Accounts Payable - A/P Invoice**.

The Accounts Payable Invoice Posting window appears.

2. Enter a vendor number or sort key, or select a vendor from the drop-down list. Press **Tab** or click on any other field on the screen.

Accounts Payable Invoice Posting	
Vendor No.	000001 THE TELEPHONE COMPANY
Currency	USD DOLLARS
Invoice No.	00970905 New Invoice
Invoice Date	3/3/2000
Due Date	3/3/2000
Description	TELEPHONE BILL FOR JANUARY
Agent No.	
O/S Agent No.	
Product Code	8 MISC
Net Amount	356.05
<input type="checkbox"/> Next Month <input type="checkbox"/> Balance Forward	
<input type="button" value="Cancel"/> <input type="button" value=" << Back"/> <input type="button" value=" Next >>"/> <input type="button" value=" Post"/>	

Once you have selected a vendor, you cannot change it. If you selected the wrong vendor, click on **Cancel** and start again.

- Fill in the rest of the fields on the General Invoice Information screen.



When posting a *new* invoice, the **Invoice No.** must be a number *not* previously used for this vendor. TravCom will adjust the original invoice information rather than create a new entry.

If you are entering a credit (the vendor owes you) remember to type a negative sign before the amount.

If you are invoicing an outside agent for services or supplies enter the value as a negative amount to reduce the commissions due.

If you have VAT or GST/PST enter the **Net Amount** without taxes. TravCom calculates and displays VAT/GST/PST based on your VAT Table and the product code you have selected.

For a description of what to enter in each field see *A/P Invoice Posting: Field Descriptions* starting on page 7-3.



For an A/P Invoice, do *not* select the **Balance Forward** check box. This is used only for posting beginning balance entries during your agency's initial conversion to TravCom. This is described later in this section, in *Posting Vendor Balance Forward Entries*.

- Select the **Next>>** button. This button is not available until you have specified an invoice number.

The window prompts you for a **G/L Distribution**. This is where you distribute the balance you entered in the Net Amount field to one or more general ledger accounts.



TravCom will automatically adjust the vendor file and the Accounts Payable G/L account attached to the Product Code you selected. Do **not** select the Accounts Payable general ledger account! You only need to identify the other accounts and entries. For example, you might specify Telephone & Telex Expense or Rent Expense.

If the expense vendor file is built correctly and an expense G/L account is stored, that account is displayed. If the expense vendor file does not reference any general ledger expense account, TravCom will insert the expense G/L for the product code selected. You can accept this default, change the G/L account, or reduce the amount charged so that you can distribute the total amount among multiple expense accounts.

Select the G/L account(s) to which you want to allocate all or part of the invoice amount, and enter the amount to be allocated.

If you are posting this invoice to one account only, press **[Tab]** until the cursor moves to the next line and the **Post** button is available.

If you would like to distribute this invoice to multiple G/L accounts type in the amount to be posted to this account and press **[Tab]** to move the cursor to the next line. You may now select the next G/L account. Repeat these entries until the full invoice amount has been distributed. Each time you select an account TravCom calculates and displays the remaining amount.

If your version of TravCom supports multiple branches, you can also define the branch to which this expense should be applied.

For agencies with the Divisional option activated (in **Files - Setup**), remember to enter the correct division(s) to which this expense should be applied.

For a description of what to enter in each field see *A/P Invoices: Field Descriptions* starting on page 7-5.

The **Post** button does not become available until the invoice amount and distribution amounts are equal.

5. Select **Post**.

TravCom now posts the invoice to the Accounts Payable G/L account and the offsetting expense G/L account(s) you have identified.

Posting A/P Balance Forward Entries

This procedure is used during your initial conversion to TravCom to record outstanding invoices and credits on vendor accounts. It allows you to post invoices into TravCom from your manual records or previous accounting system without increasing your sales or expense figures on statistical reports or the Income Statement.



This posts an invoice *without affecting the General Ledger*. The Accounts Payable detail will be out of balance with the Accounts Payable G/L account until you load G/L beginning balances, as described later in this chapter.

To post vendor balance forward entries:

1. Select **Postings - Accounts Payable - A/P Invoices**.

The Accounts Payable Invoice Posting window appears.

2. Enter a vendor number or sort key, or select a vendor from the drop-down list. Press **[Tab]** or click on any other field on the screen.
3. Fill in the rest of the fields, as described in *A/P Posting: Field Descriptions* starting on page 7-3.



Make sure you check the **Balance Forward** check box.

The **Next>>** button is disabled, as you will not distribute this amount to other G/L accounts.

4. Select **Post**.

TravCom posts a balance forward entry to the vendor account.

Changing or Reversing an A/P Invoice

A/P Invoices is also used to adjust invoices on vendor accounts. This may be to write off a balance such as an A.R.C. discrepancy or reverse a previously posted A/P Invoice.

To change or reverse an A/P Invoice:

1. Select **Postings - Accounts Payable - A/P Invoice**.

The Accounts Payable Invoice Posting window appears.

2. Enter a vendor number or sort key, or select a vendor from the drop-down list. Press **[Tab]** or click on any other field on the screen.
3. Enter the invoice number you wish to adjust or select it from the drop-down list.

The invoice balance is displayed to the right of the Invoice No. field.

4. Click on the Net Amount field or press **[Tab]** until the cursor is in that field, then enter the amount of the adjustment to the invoice.

To increase the balance of the invoice, enter a positive amount. Do not enter the new balance of the invoice: enter only the amount you wish to *increase* the existing invoice balance. For example, if the invoice shows a balance of \$500.00 and you owe the vendor an additional \$15.00, enter **15.00** in the Net Amount.

To decrease the balance of the invoice, enter a negative amount. Do not enter the new balance of the invoice; enter only the amount you wish to *decrease* the existing invoice balance. For example, if the invoice shows a balance of \$100.00 and you owe the vendor only \$80.00, enter **-20.00**. If you want to write off the entire balance, enter **-100.00**.

5. Click on **Next>>**.

If the expense vendor file is built correctly and an expense G/L account is stored, that account is displayed. If the expense vendor file does not reference any general ledger expense account, TravCom will insert the expense G/L for the product code selected. You can accept this default, change the G/L account, or reduce the amount charged so that you can distribute the total amount among multiple expense accounts.

Select the G/L account(s) to which you want to allocate all or part of the adjustment amount, and enter the amount to be allocated.

If you are posting this adjustment to one account only, press **Tab** until the cursor moves to the next line and the **Post** button is available.

If you would like to distribute this adjustment to multiple G/L accounts type in the amount to be posted to this account and press **Tab** to move the cursor to the next line. You may now select the next G/L account. Repeat these entries until the full adjustment amount has been distributed. Each time you select an account TravCom calculates and displays the remaining amount.

If your version of TravCom supports multiple branches, you can also define the branch to which this expense should be applied.

For agencies with the Divisional option activated (in **Files - Setup**), remember to enter the correct division(s) to which this expense should be applied.

For a description of what to enter in each field see *A/P Invoices: Field Descriptions* starting on page 7-5.

The **Post** button does not become available until the invoice amount and distribution amounts are equal.

6. Select **Post**.

TravCom now posts the invoice to the Accounts Payable G/L account and the offsetting expense G/L account(s) you have identified

Printing Associated Reports and Documents

The following reports and journals are affected by A/P Invoice postings:



For details on each report and how to run it see *Chapter 13, TravCom Reports*.
For instructions on printing journals see *Chapter 12, Periodic Functions and Journals*.

Journals

- A/P Invoice Journal
This journal will be updated by every A/P Invoice that is *not* marked “Balance Forward.”
- A/P Balance Forward Journal
This journal will be updated every time you post an A/P Invoice and click on the “Balance Forward” box.

Accounting Reports

- **Aged Schedule of Accounts Payable**
Shows all open invoices and current balance for each vendor account, as well as age of each invoice.
- **Cash Requirements Report**
Shows the cash amount necessary to pay all A/P Invoices due by a selected date.
- **General Ledger Posting Detail Report**
Shows every transaction posted to each G/L account for one or more months. This report will be updated by every A/P Invoice that is not marked "Balance Forward."
- **General Ledger Transaction Report**
Shows all G/L accounts affected by each posting and the amount to each account. This report will be updated by every A/P Invoice that is not marked "Balance Forward."

Statistical Reports

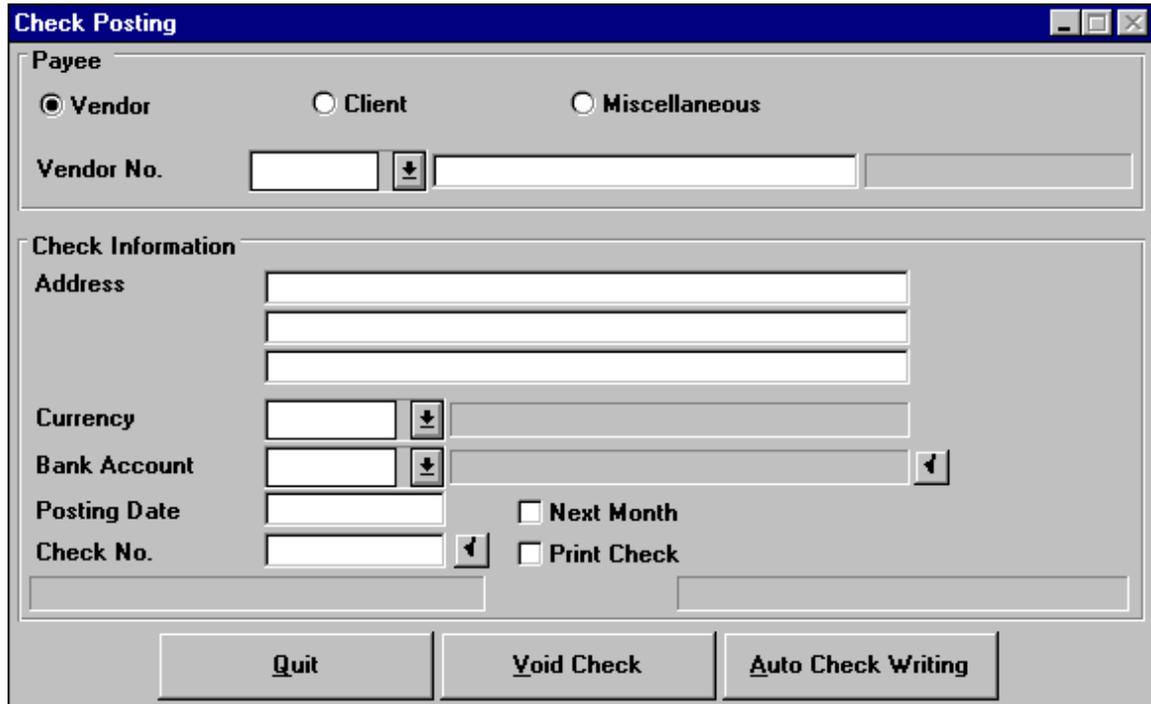
- **Vendor Usage Report (Detail and Summary)**
Shows you the amounts invoiced and paid to each vendor.

Posting Checks

Use the Check posting function to disburse cash from the system. It lets you post a check (either handwritten or automatic) to a vendor, a client or a miscellaneous payee, or void or reverse a check.

To access Check posting, select **Posting - Accounts Payable - Checks** or click on the Checks button  on the toolbar.

The following screen appears:



The buttons at the bottom of the window show the functions you can choose in Checks, aside from entering a new check.

<i>This button...</i>	<i>Lets you...</i>
Void Check	void (reverse) a previously posted check or record a check that had not been posted, but has been voided (a “spoiled” document).
Automatic Check Writing	post and/or print checks for all vendors and invoices marked for payment.

The windows within Check Posting are:

- Check information
- Invoice Distribution

- G/L Distribution

Within these windows, several buttons will be displayed:

<i>This button...</i>	<i>Lets you...</i>
Cancel	Cancel the check you are working on.
<< Back	Go back to the previous screen for this check. This is only available on the Invoice Distribution and General Ledger Distribution screens.
Next >>	Go to the next screen. This is only available once you have entered a vendor number on the first screen.
Post	Post this check. This is only available when any invoices you have created have been assigned to Accounts Payable or distributed to general ledger accounts.

Check Posting: Field Descriptions

Check Information Fields

Payee	Select the type of payee for this check Vendor, Client or Miscellaneous.
Vendor No./ Client No./Name	This field varies depending on the Payee type you selected. Use it to identify the exact payee for the check. For a client or vendor, enter the account number or sort key, or select from the drop-down list. For Miscellaneous checks, enter a free format name. This will appear on the check in the "Pay to the order of" area.
Balance	The current balance of the client or vendor account. This field does not appear for Miscellaneous checks.
Address	The address of the payee. For a vendor or client, the address information stored in the vendor or client file appears automatically. These fields are blank for a Miscellaneous check. Change or enter the address as required.
Currency	If your agency has multiple currencies set up (in Files - Setup - Currencies), enter the currency for this check. When you select a foreign currency from the drop-down list the system will change the bank account number to the first account listed for that currency in the Files - General Ledger - Cash Account table.
Bank Account	The G/L bank account against which this check is written. A check mark button (✓) next to this field This lets you save the current bank account as the default for this posting function. If you click on this TravCom displays <i>The default check posting account has been set to xxxxx</i> (where xxxxx is the account number and name). Click on OK to acknowledge the change.

Accounts Payable Posting

Posting Date	<p>The date on which this check is written. This will affect the current accounting period shown at the bottom of your TravCom screen, unless the <i>Next Month</i> option is checked.</p> <p>TravCom checks the <i>Next Month</i> box automatically for you, if it sees that the date entered belongs to the next accounting period. For example, if your current month is March, and you enter 04/01/2000 as the posting date, the <i>Next Month</i> box will be marked.</p>
Check No.	<p>The next available number stored in the Files - General Ledger - Cash Accounts is displayed. For handwritten checks, you must increment this manually. For check printing, the numbers will automatically increment. You cannot proceed until a check number has been entered.</p>
Print Check	<p>Indicate whether or not you want TravCom to print a check for you. If this is a handwritten check leave this box blank. If you want TravCom to print this check mark this check box.</p>
Next Month	<p>Check this box if you want the accounting to be posted to the next fiscal month.</p> <p>For example, if you are posting next month's rent bill this allows you to create the invoice before the current month is closed, but still have the expense reflected on <i>Next month's</i> Profit and Loss Statement.</p> <p>If this transaction belongs in the accounting month listed at the bottom of your screen (see <i>About the TravCom Main Menu</i> in <i>Chapter 2</i>) leave this check box blank. Please note that if your system date is in February, your accounting month is in January and you are posting cash receipt with February dates, this box will automatically be marked.</p>
Check Amount	<p>This field will be blank until you complete the Invoice Distribution screen. The net amount of invoice(s) to be paid will generate the check amount.</p>

Invoice Distribution Fields

Invoice	<p>The invoice number(s) you are paying with this check.</p>
Date	<p>The due date.</p>
Description	<p>The invoice description is displayed.</p>
Amount	<p>The amount you are paying on this invoice.</p>
A/R or A/P	<p>This field indicates whether or not the invoice came from or is being applied to Accounts Payable or Receivable. An X indicates the invoice will affect A/P or A/R.</p> <p>This field does not appear if you are posting a "Miscellaneous" check.</p>
Check Amount	<p>The amount of the check to be posted. This is the total of all the invoices you have selected or created. It cannot be changed without modifying one or more invoices.</p>
Unapplied Invoices	<p>This will show the amount of invoices that have yet to be distributed to A/P or general ledger accounts.</p> <p>This amount must be disbursed to G/L accounts (or the invoice(s) marked to A/R or</p>

A/P) before TravCom will allow you to post. The value of this field will normally be zero unless you create a new invoice.

G/L Distribution Fields

Branch	The branch affected by this check. This field appears only if your version of TravCom supports multi-branch capability and cross-branch posting has been set up (in Files - General Ledger - Posting Accounts tab).
Account	The general ledger account(s) to which the check is being applied. You may enter as many account numbers as required to properly distribute this payment. If this check is to a vendor, the general ledger number entered as a default for this vendor (in Files - Vendors - Accounting tab) will be displayed but can be changed.
Division	For agencies with the Divisional option activated (as defined in Files - Setup - System Customization) specify the agency division to which this disbursement applies.
Description	The description for the selected general ledger account. This is displayed to allow you to confirm that you have selected the correct account, and cannot be changed on this screen.
Amount	The amount to be distributed to each general ledger account. This can be a positive or negative value.

New Invoice Fields

This dialog box lets you create an A/R or A/P invoice at the time you are posting your cash disbursement. It appears only if you are posting a vendor or client check for which you have specified a new invoice number.

Use this to apply a check to a client or vendor account when the original sale has not yet been posted into TravCom. For example, a sale that has not been interfaced yet.

Invoice No.	The invoice number that you previously entered on the Invoice Distribution window appears and is protected. If this is not the invoice number you wish to create, select Cancel and try again.
Invoice Date	Today's date appears by default, but can be changed.
Due Date	Today's date appears by default, but can be changed.
Description	A free-format description for the invoice. This will print on Open A/R reports, such as the Aged Schedule of Accounts Payable.
Product Code	The Product Code for the invoice. TravCom will use this to determine which G/L account to use for Accounts Payable. If you use several A/P accounts it is important that you select the correct product code.
Agent No.	An agent associated with this transaction, if applicable. This is for reference only and does not increase their productivity statistics.
O/S Agent	An outside agent associated with this transaction, if applicable. This is for reference

only and does not increase their productivity statistics or commission payable.

Amount The amount you wish to create this invoice for. This is the amount of the cash disbursement that you are applying to this invoice at this time.

Overview of Procedures

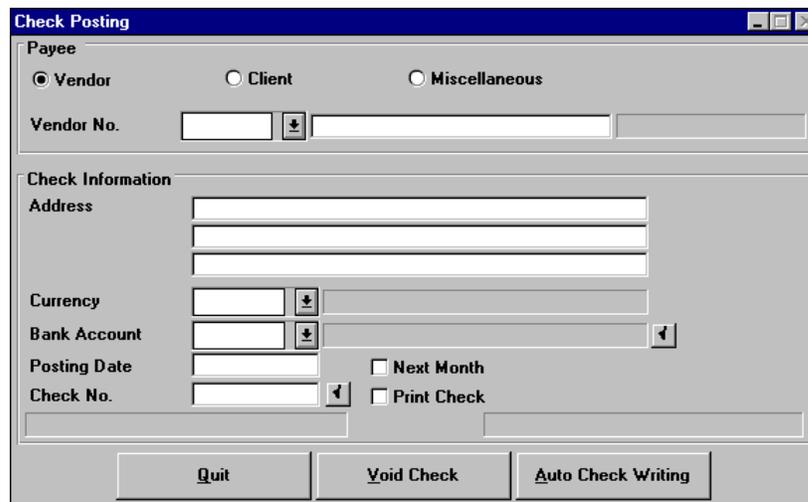
Posting a Check



Before you post a cash disbursement, make sure that it has not already been posted in Sales Posting. To find out use the Cash Disbursements and Invoices query functions to see if the check has been posted and/or the invoice is open. For more details see *Chapter 9, Querying Posted Transactions*.

To post a check:

1. Select **Postings - Accounts Payable - Checks** or click on the Check Posting button  on the tool bar.
The Check Posting window appears.



2. Identify the type of check, Vendor, Client or Miscellaneous.
3. Identify the exact name of the payee to appear on the check. If you have selected Vendor or Client, enter the vendor or client number or sort key, or select from the drop-down list. If you have selected Miscellaneous, type in the payee name.

Press **[Tab]** or click on any field to continue to the Check Information fields.

If you identified a vendor or client, the name and address from the vendor or client file appears by default but can be overwritten. If you identified a Miscellaneous payee, you must provide address information if you want it to print on the check.

4. Fill in the **Check Information** fields.

When posting multiple checks, the Bank Account (and currency, if applicable) displays the account from which the preceding check was posted. For handwritten checks you must manually increment the Check No. When you exit the check posting function the defaults return to the first bank account listed in **Files - General Ledger - Cash Accounts**.

For a description of what to enter in each field, see *Check Posting: Field Descriptions* starting on page 7-12.

5. Select the **Next>>** button to move to the Invoice Distribution screen.

The screenshot shows a 'Check Posting' window with the following details:

- Payee:** Vendor (selected), Client, Miscellaneous.
- Vendor No.:** 000100 (with a drop-down arrow)
- Vendor Name:** Joe Landlord
- Balance:** 0.00
- Invoice Distribution Table:**

Invoice	Date	Description	Amount	A/P
▶	↓			
- Check Amount:** 0.00
- Tag** button
- Unapplied Invoices:** 0.00
- Buttons:** Cancel, << Back, Next >> (highlighted), Post

If this check is to a vendor or client you can either select existing invoices or create new invoices. If the check is a Miscellaneous check you must create the invoice(s) for this check.



Remember that you must have invoices to generate a check amount. You can create any alphanumeric invoice number in order to enter the required invoice information.

To select an existing invoice proceed to Step 6.

To create a new invoice skip to Step 7.

6. Select the invoices against which this check should be applied.

To select previously posted invoices you can:

- enter the applicable invoice number if you know it, or...
- click on the drop-down button in the invoice field and select a single invoice from the drop-down list, or...
- click on **Tag** to display and select from a list of invoices for this vendor or client.



If you cannot find the invoice you need on the drop-down or Tag lists it may never have been posted in TravCom. You can create an invoice at this time by entering any unused invoice number in the Invoice field. Creating a new invoice is described in Step 7 below.

If the amount you are applying from this invoice is different from the open amount, press **[Tab]** to move to the Amount field and enter the amount to apply at this time.

To de-select invoices click on the box to the left of the Invoice column. The line will be highlighted and marked with a **>**: press the **[Delete]** key to remove the selected invoice. This will return the invoice to the vendor or client account for future posting.

For a description of what to enter in each field, see *Check Posting: Field Descriptions* starting on page 7-13.

7. If the invoice(s) were not previously posted you can create new invoices as required at this time. Create a new invoice if:
 - the sale has not yet been posted into TravCom but will be at a later time.
 - you are posting an expense to the agency had have not entered the invoice through the A/P Invoices function.

To create a new invoice enter the invoice number you wish to create and press **[Tab]**. You can use any new invoice number (alpha-numeric).

If this is a vendor or client check TravCom will respond: *Invoice does not exist! Do you wish to create it?* Click on **Yes**. The New Invoice dialog box appears to allow you to create the invoice. If this is a Miscellaneous check, TravCom will take you directly to the New Invoice dialog box.

For a description of what to enter in each field, see *Check Posting: Field Descriptions* starting on page 7-14.

When you click on **OK** you will return to the Invoice Distribution window.

If this is a vendor or client check you now have the option to post the new invoice to the client account (on Accounts Receivable) or the vendor account (on Accounts Payable), or post it to a general ledger account.

Mark the A/P field blank (A/R field if this is a client check) if this invoice should be sent to the vendor or client account. Use the **[Space]** or click on the field to tag the invoice. For example, if this invoice is for a sale or refund that has not been posted yet you would post it to A/P. When the sale is later posted through interface or Sales posting the sale and check will automatically be matched and cleared off the vendor or client account, provided you have used the same invoice number for both transactions.

Leave the A/P field (or A/R field if this is a client check) if this invoice is an expense to the agency. For example, if this invoice is for an operating expense such as rent, telephone or gift to a client, you are not expecting to post a sale to match this transaction.

8. If you have selected only existing invoices, or have marked any new invoices to be posted to A/P or A/R, skip to Step 10 to post the check. If the Unapplied Amount does not show zero, you must post the unapplied balance to one or more general ledger accounts.

9. Click on **Next>>** to continue to the G/L Distribution screen.

Use this screen to write off expenses to the agency.

Select the G/L account(s) to which this expense is being applied, and enter the amount being applied to each account. Press **[Tab]** to accept the entry.

For a description of each field, see *Check Posting: Field Descriptions* starting on page 7-14.

10. When all invoices on the Invoice Distribution screen have been applied to either Accounts Payable/Accounts Receivable or general ledger accounts, the **Post** button will become available.

If this is a handwritten check (you did not enable the **Print Check** box) you are finished with this check.

If you enabled the **Print Check** box you have the opportunity to modify the check stub before it is printed.

Click on **Post**.

Printing the Checks.

11. If you enabled the **Print Check** box the screen displays an image of the check and stub on your screen.

Use the radio buttons to define whether to **Print Invoice Detail on Check Stub** or **Print Invoice Detail on Separate Report**. The check stub changes accordingly.

You can also type additional description for any invoice. If you add description, be sure to **[Tab]** to the next line.

The default printer is displayed in the lower left corner, but can be changed.

The following buttons are available on this screen:

- **Print Check** – to print this check. TravCom displays a verification message, allowing you to confirm that the check printed successfully. If you select No, the check number is marked as void, the check number is incremented, and the check is reprinted with the next number.
- **Print Sample** – to print a sample check to verify the printer and form setup. This marks the current check number void and increments to the next check number.
- **Select Form** – to display the **Printer/Forms** tab (from **Files - Setup**). This allows you to select the proper printer form, change margins, etc....
- **Cancel** – to cancel your print request and return to check posting. You can then make changes to the check, unmark the print check option or cancel this check posting.

Voiding a Check

Accounts Payable Posting

This function allows you to void a check for which accounting has been previously recorded. It also allows you to enter a check number that has never been posted in TravCom, for the purpose of recording it as a voided (spoiled) document.

Void checks will appear on the Bank Reconciliation's Unmarked Checks as 0.00. Reversed checks will appear twice (as the positive and negative amounts).

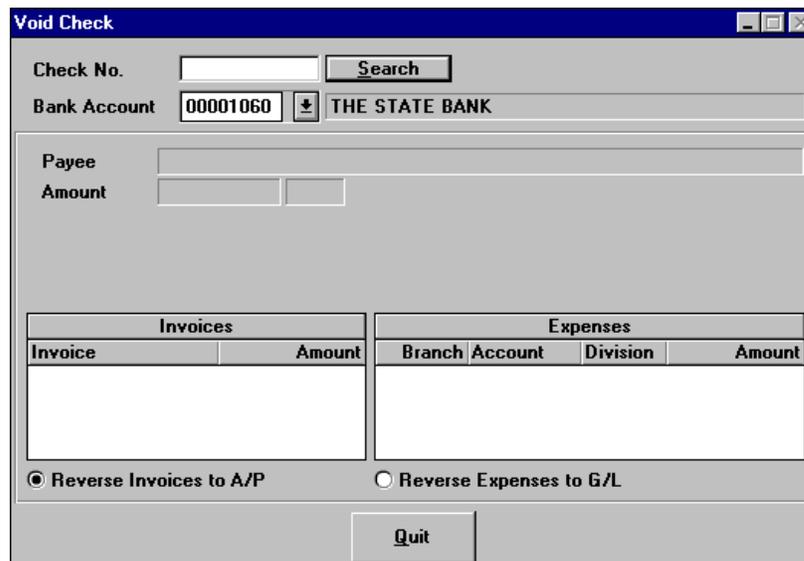


You cannot void a check that has already been reconciled in the Bank Reconciliation.

Reversing a previously posted check will reverse the accounting exactly as posted unless you select the option, "To reverse Expenses to G/L". For example, to record a stale dated check.

To void or reverse a check:

1. Select **Postings - Accounts Payable - Check** or click on the Checks button  on the toolbar.
The Check Posting window appears.
2. Click on the **Void Check** button at the bottom of the window.
The Void Check window appears.



Invoices		Expenses			
Invoice	Amount	Branch	Account	Division	Amount

3. Enter the check number to be voided.
4. Make sure the correct bank account is displayed.
5. Click on **Search**.

If this check has not been posted TravCom will display the message *Check xxxxxx is not on file. Would you like to void it?* Click on **Yes** to void (spoil) the check, or **No** to cancel this entry.

If the check has previously been posted TravCom displays the detail of the posting. If the check number has been used multiple times TravCom will display a list to choose from.

At the bottom of the screen you will have two radio buttons to select from. These control where the invoice(s) will be returned to when the check is voided. The default is to return the invoices to their source; that is, if the invoices were taken from Accounts Payable, TravCom will default to *Reverse Invoices to A/P* (A/R if this is a client check). If the invoices were created and expensed in G/L Distribution, TravCom will default to *Reverse Expenses to G/L*.

Click on **Void** to reverse the accounting that was posted when the check was originally entered. Click on **Cancel** if this is not the correct check.

Printing Associated Reports and Documents

Here are some of the reports affected by check postings.



For more details on each report and how to print it see *Chapter 13, TravCom Reports*.
For instructions for printing journals see *Chapter 12, Periodic Functions and Journals*.

Journals

- Cash Disbursements Journal
This journal will be updated by every check (cash disbursement) posted through Checks or Sales posting.

Accounting Reports

- Cash Disbursements Report
Shows all cash disbursements (checks) posted within the date range requested, grouped by bank account. This report provides more information than a Check Number Register, as it lets you see whether the checks were applied to A/P or A/R invoices, or to general ledger accounts.
- Check Number Register
Shows cash disbursements (checks) posted within the date range requested, grouped by bank account.
- General Ledger Posting Detail Report
Shows every transaction posted to each general ledger account for one or more months. This report will be updated by every transaction posted in Checks.
- General Ledger Transaction Report
Shows all general ledger accounts affected by each posting and the amount posted to each account. This report will be updated by every transaction posted in Checks.

Statistical Reports

- Agency Status (Daily, Weekly, Monthly)
Shows summary of the cash disbursements posted to the vendor accounts, client accounts and general ledger.

You can also query posted cash disbursements in **Files - Queries - Cash Disbursements**. See *Chapter 9* for more details on query functions.

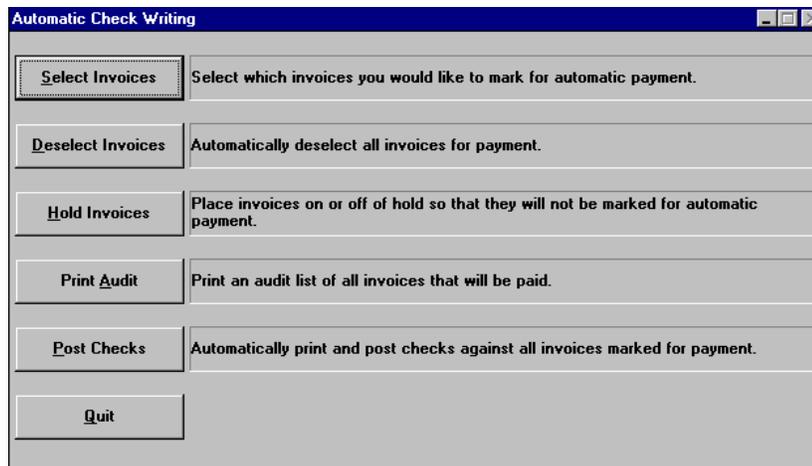
Automatic Check Writing

Automatic Check Writing is a function that will allow you to batch several invoices to be paid automatically. TravCom determines whether or not an invoice should be paid based on the **Mark Payables** option on the vendors account (**Files- Vendors- Accounting Tab**). The invoices will be marked for payment based on the following options:

- **Never** - The invoice will never be marked for payment automatically
- **When invoices are partially paid** - The invoice will be marked for payment if the client has partially paid the accounts receivable portion of the invoice
- **When invoices are fully paid** - The invoice will be marked for payment if the client has completely paid for the accounts receivable portion of the invoice
- **Always** - The invoice will always be marked for payment, regardless of the status of the accounts receivable portion of the invoice.

When posting the payments you can have TravCom print the checks as well.

Select the **Automatic Check Writing** button from **Posting – Accounts Payable –Checks**.

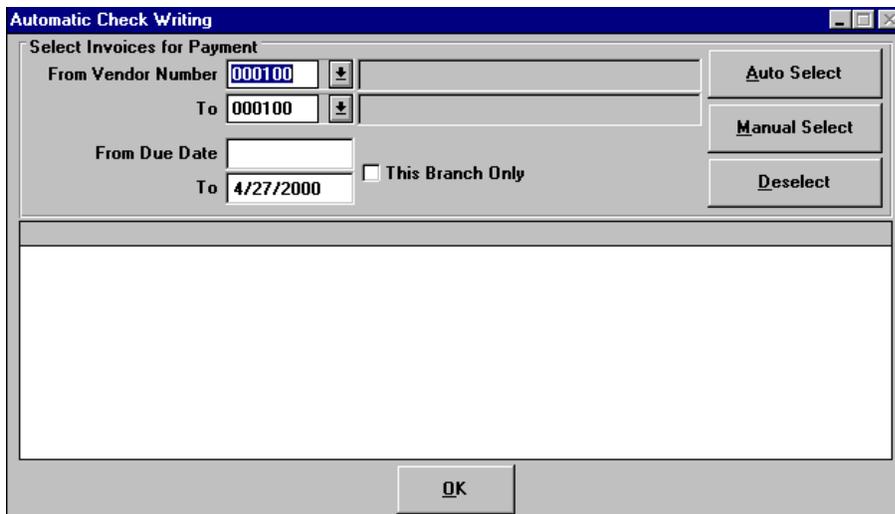


There are 5 options for selecting and paying invoices:

<i>This button...</i>	<i>Lets you...</i>
Select Invoices	select invoices to be paid. The invoices can be selected manually or automatically by the system. You can narrow the selection down by entering a range of vendors and dates of invoices to be paid. When the list of open invoices is displayed you can the manually tag each invoice you would like to pay. If you would like to automatically select invoices then TravCom will select the invoices based on the Mark Payables setting in the Vendor file.
Deselect Invoices	automatically clear all invoices that have been marked for payment.

- Hold Invoices place invoices on hold so that you will not be able to automatically pay them. This is used when an invoice is being disputed and you do not want the system to mark it for payment.
- Print Audit print an audit report of all invoices that have been marked for payment. The report is broken down by vendor, with a total for each vendor.
- Post Checks Post cash disbursements for each invoice that has been marked. Optionally, you can have TravCom print checks for each vendor.

Select Invoices/ Hold Invoices Box: field description



- From Vendor - To Vendor Allows you to select a single or range of vendors to be used when displaying the list of open invoices. Only open invoices for vendors within this range will be displayed.
- From Due Date To Allows you to enter a range of dates (due dates) to be used when displaying the list of open invoices. Only invoices with due dates within this range will be displayed.
- This branch only This option is only available for multi-branches systems. Check this box if wish it to display only the list of open invoices within the branch you are currently logged in.

Buttons on the Select Invoices/Hold Invoices screen are:

- Auto Select Automatically selects invoices based on the vendor and due date ranges, as well as the Mark Payables setting on each vendor's account.
- Manual Select Displays a list of all open invoices based on the vendor and due date ranges. Invoices can then be selected for payment by placing an X

beside each invoice.

Deselect Removes the X beside the invoices, deselecting them from being paid.

Overview of Procedures

From **Posting - Accounts Payable - Checks**, select the **Automatic Check Writing** function

Selecting/Deselecting Invoices to Pay

1. Select the **Select Invoices** button from the main screen. The Select Invoices for Payment window appears. This screen will allow you to enter the criteria to use to display open invoices.

Vendor	Invoice	Due	Description	Balance	To Pay
X 000100	0000001	4/20/2000		100.00 USD	100.00

2. Enter a range of vendors, by number or sort key, or select them from the drop down list. Press the **Tab** or click on any other field on the screen.
3. Enter a range of due dates for open invoices. If you have multi-branch system, click on **This Branch Only**, if appropriate.
4. If you would like TravCom to determine whether or not an invoice should be paid, click the **Auto Select** button.

All open invoices will be displayed. Those that have been selected for payment will be selected with a check mark in the left column. The full outstanding balance of the invoice will be marked for payment. If you wish to change the payment amount you can do so by editing it in the **To Pay** column.

5. If you do not wish for TravCom to automatically mark invoices for payment, but you prefer to do it manually instead, select the **Manual Select** button. All outstanding invoices for the vendors in the vendor and date range will be displayed. There will not be a check mark in the left column, unless the invoice was previously selected for payment. You can manually select or deselect invoices for payment by clicking in the left-hand column, and placing or removing the **X** beside each one. You can edit the amount to pay as well by editing it in the **To Pay** column.

6. If you wish to deselect a group of invoices that have previously marked, enter the vendor/date selection criteria and click the **Deselect** button. All invoices marked for payment will be unmarked. Another way of deselecting all invoices for all vendors is to select the **Deselect Invoices** button from the main screen.
7. Click on **OK** when you have completed your selection.

Placing Invoices On/Off Hold

Select **Hold Invoices** from the main screen if you wish to place an invoice on hold. For example, you might have an invoice that you are disputing with a vendor, and placing the invoice on hold will prevent it from being marked for payment. You can place an invoice on hold by using the same methods as selecting an invoice for payment: simply mark (X) the invoice. If you want to go ahead and select an invoice for payment you must first take the invoice off of hold, by removing the check mark next to it.

Printing an Audit Report

Once you have selected all invoices for payment, you can print an audit report of checks to be written. You can print a summary or detail. Use this report as a verification list before posting the checks.

After selecting the **Print Audit** button from the main screen, the following window appears:

The screenshot shows a dialog box titled "Automatic Check Writing" with a sub-section "Print Audit Report". It contains two rows of input fields: "From Vendor Number" with the value "000100" and "To" with the value "000100". Below these are three checkboxes: "Print Summary", "Include Unselected Invoices", and "New Page After Each Vendor", all of which are currently unchecked. At the bottom of the dialog are two buttons: "Print" and "Cancel".

- | | |
|-----------------------------|--|
| From Vendor To Vendor | Automatically selects the vendors for which checks will be written. |
| Print Summary | Check this box if you do not want to print a detailed list of all the invoices that will be paid. The summary will only list the vendor and the total amount of the check. |
| Include Unselected Invoices | Check this box if you wish to include the invoices that were not previously selected to be marked for payment. |
| New Page After Each Vendor | Check this box if you print a separate list for each of the vendors. |

You then have the options of either print the list or cancel.

Posting and Printing Checks

Once you have verified that audit report is correct, you can proceed to post the checks against the open invoices marked for payment. Optionally, you can automatically print the checks.

After you have selected to **Post Checks** from the main screen, the following window appears:

The screenshot shows the 'Automatic Check Writing' dialog box with the following details:

- Print Checks:**
- From Vendor Number:** 000100
- To:** 000100
- Vendor Types:** Vendors, O/S Agents, Both
- Currency:** USD (DOLLARS)
- Cash Account:** 00001060 (MAIN CASH ACCOUNT - USD)
- Next Check No.:** 000000004
- Check Date:** 4/20/2000 (Next Month:)
- Print Invoice Detail:** Print Invoice Detail on Check Stub, Print Invoice Detail on Separate Report
- Check Printer:** HP LaserJet 6P (\\Print s) (*SEE ATTACHED INVOICE LIST)
- Buttons:** Print/Post, Select Form, Print Sample, Cancel

From Vendor - To Vendor Allows you to select a range of vendors to pay.

Vendor Types Allows you to post/print checks only for vendors, outside sales agents, or both.

Currency If your agency has multiple currencies set up (in **Files - Setup - Currencies**), enter the currency for this check.

When you select a foreign currency from the drop-down list the system will change the bank account number to the first account listed for that currency in the **Files - General Ledger - Cash Account** table.

Cash Accounts The G/L cash account to write the checks out of.

A check mark button (✓) next to this field lets you save the current bank account as the default for this posting function. If you click on this button, TravCom displays *The default check posting account has been set to xxxxx* (where xxxxx is the account number and name). Click on OK to acknowledge the change.

Next Check No. The number of the next check in the printer. This will be the first check to be written. This field will automatically be incremented as each check is posted.

Check Date The date on which this check is written and that will print on the checks. This will affect the current accounting period shown at the bottom of your TravCom screen,

unless the *Next Month* option is checked.

TravCom checks the *Next Month* box automatically for you, if it sees that the date entered belongs to the next accounting period. For example, if your current month is March, and you enter 04/01/2000 as the posting date, the *Next Month* box will be marked.

Print Checks Check this box if you would like TravCom to print the checks.

Use the radio buttons to define whether to **Print Invoice Detail on Check Stub** or **Print Invoice Detail on Separate Report**. The check stub changes accordingly.

For more information on printing the check, please review *Printing Checks* starting on page 7-18.

Printing Associated Reports and Documents

Here are some of the reports affected by automatic check writing postings.



For more details on each report and how to print it see *Chapter 13, TravCom Reports*.
For instructions for printing journals see *Chapter 12, Periodic Functions and Journals*.

Journals

- **Cash Disbursements Journal**
This journal will be updated by every check (cash disbursement) posted through Checks or Sales posting.

Accounting Reports

- **Cash Disbursements Report**
Shows all cash disbursements (checks) posted within the date range requested, grouped by bank account. This report provides more information than a Check Number Register, as it lets you see whether the checks were applied to A/P or A/R invoices, or to general ledger accounts.
- **Check Number Register**
Shows cash disbursements (checks) posted within the date range requested, grouped by bank account.
- **General Ledger Posting Detail Report**
Shows every transaction posted to each general ledger account for one or more months. This report will be updated by every transaction posted in Checks.
- **General Ledger Transaction Report**
Shows all general ledger accounts affected by each posting and the amount posted to each account. This report will be updated by every transaction posted in Checks.

Statistical Reports

- Agency Status (Daily, Weekly, Monthly)
Shows summary of the cash disbursements posted to the vendor accounts, client accounts and general ledger.

You can also query posted cash disbursements in **Files - Queries - Cash Disbursements**. See *Chapter 9* for more details on query functions.

Setting Up and Posting Recurrent Payments

A recurrent payment is any disbursement that you make on a regular periodic basis, such as rent, loan payments, payroll, etc.... The Recurrent Payments function lets you automate the creation of accounts payable invoices for these regular disbursements.

The Recurrent Payment function can also be used for general ledger adjustments you post on a regular periodic basis.

When you post recurrent payments TravCom creates a payable invoice for the transaction, and updates the general ledger accordingly.

There are two steps to handling recurrent payments, setting up the recurrent payment and posting recurrent payments.



Before you begin, make sure you have built the appropriate expense vendor accounts in **Files - Vendors** and the appropriate general ledger accounts in **Files - General Ledger**.

To access Recurrent Payments, select **Postings - Accounts Payable - Recurrent Payments**.

The windows in Recurrent Payments are:

- Payment Information
- Payment Schedule
- Expenses

Within these windows, several buttons will be displayed:

<i>This button...</i>	<i>Lets you...</i>
Post	post a group or all groups of recurrent payments. This is only available when no recurrent payment is displayed on the screen (before a payment code has been entered).
Update	save the recurrent payment you are working on, or save the modifications you have made.
Delete	remove the displayed recurrent payment from your TravCom system.
Cancel	cancel the recurrent payment or modifications you are working on.

Recurrent Payments: Field Descriptions

Payment Information Fields

Payment Code	A unique transaction identifier for this recurrent payment. For example RENT or LOAN1.
Payment Group	A code used for posting groups of recurrent payments. You can define these groups any way you want, such as M for monthly, Q for quarterly, or 1 for payments due on the first

Group	<p>of every month, etc.</p> <p>By assigning each recurrent payment to a group, you can control which payables to create each time you post recurrent payments.</p> <p>You can select an existing group, or create a new one in this field.</p>
Vendor Number	The vendor to whom the recurrent payment is being made. TravCom will create a payable invoice for this vendor account when the recurrent payment is posted.
Invoice Number	<p>The associated invoice number. You can enter a number or text, up to 15 characters. This is mandatory in order to be able to Update this record.</p> <p>If you want TravCom to automatically include the appropriate month and year as part of the invoice number, use the characters #####. For example, if you enter ##### RENT and the current month is Sept. 1997, TravCom will create invoice number SEP97 RENT when you post.</p>
Description	<p>A description for the recurrent payment, up to 30 characters.</p> <p>You can use the ##### entry as part of your description, as described above.</p>
Product Code	The associated product code. This code will be used to determine the G/L payable accounts.

Payment Schedule Fields

Months to Post	The months during which the recurrent payment should be posted. For example, if this payment is due quarterly you might mark March, June, September and December. If the payment is due every month you would mark all of the check boxes.
Day of Month Due	Enter the day (1-31) of the month on which payment is due. This becomes the due date of the invoice when posted.
Currency	If your agency has multiple currencies set up (in Files - Setup - Currencies), this is the currency in which payment is to be made.
Rate Code	If you have VAT or GST/PST, this is the tax rate code for this payment (as defined in Files - Setup - VAT Setup). If you are using Recurrent Payments for employee salaries, use a rate code that indicates tax-exempt.
Total Amount to Pay	<p>The total amount owed. This is used to define the total amount owed on a bank loan or equipment purchase. For example, if this is not a loan or term commitment, leave this field blank.</p> <p>When the amount Paid equals the Total Amount to Pay TravCom will stop creating payable invoices based on this recurrent payment.</p>
Amount Paid	The amount that has already been paid.
Recurrent Payment Net Amount	The amount to be invoiced each time you post this recurrent payment.

Accounts Payable Posting

Total Number of Payments	<p>If this payment is for a loan, this is the total number of payments to be made.</p> <p>This is a control feature that prevents you from making more payments than required. When the number of payments made reaches the Total Number of Payments, TravCom will stop creating payable invoices based on this recurrent payment.</p>
Number of Payments Made	<p>If this payment is for a loan, this is the number of payments already made. TravCom will automatically update this field each time you post the recurrent payment. When this number reaches the Total Number of Payments to be made, no more payable invoices will be created based on this recurrent payment.</p>
Mark for Payment	<p>Used only with Automatic Check Writing. This indicates whether or not the invoice should be paid the next time Automatic Check Writing is run.</p>

Expenses Fields

Branch	<p>The branch to be affected by this recurrent payment. This field appears only if your version of TravCom supports multi-branch capability and cross-branch posting has been set up (in Files - General Ledger - Posting Accounts tab).</p> <p>The invoice will be created in the branch where the recurrent payment has been built but the related expense(s) can be distributed to any branch.</p>
Account	<p>The G/L account number to which all or part of this recurrent payment amount is being applied. You can enter a number or sort key, or choose from the drop-down list. If a G/L number has been stored in the vendor file it will be displayed as the default but can be changed.</p>
Division	<p>For agencies with the divisional option activated (as defined in Files - Setup - System Customization) this is the division to which this expense applies.</p>
Description	<p>The description for the selected general ledger account. This is displayed to allow you to confirm that you have selected the correct account, and cannot be changed on this screen.</p>
Amount	<p>The amount to be distributed to each account each time the recurrent payment is posted. This can be a positive or negative value. The total of the Amount column must equal the previously entered Recurrent Payment Net Amount before you can update this payment.</p>

Overview of Procedures

Setting Up Recurrent Payments

To set up a recurrent payment:

1. Select **Posting - Accounts Payable - Recurrent Payments**.

The Recurrent Payments window appears:

The screenshot shows a window titled "Recurrent Payments" with three tabs: "Payment Info", "Payment Schedule", and "Expenses". The "Payment Info" tab is active. It contains the following fields:

- Payment Code: RENT
- Payment Group: M
- Vendor Number: 000100 (with a dropdown arrow) and Joe Landlord
- Invoice Number: RENT
- Description: RENT
- Product Code: 10 (with a dropdown arrow) and RENT

At the bottom of the window are three buttons: "Update", "Delete", and "Cancel".

2. For a new recurrent payment, assign a unique Payment Code to identify this transaction. TravCom will ask you to confirm the new code.

Fill in the rest of the fields on the Payment Info screen.

For a description of what to enter in each field see *Recurrent Payments: Field Descriptions* starting on page 7-29.

3. Click on the Payment Schedule tab.

This window lets you define frequency and amounts for the payment.

4. Fill in the following fields to define *frequency* of payment:
 - the months in which to post the payment.
 - the day of the month on which payment is due (this becomes the Due Date on the invoice).
5. Fill in the fields to define the *amounts* for the recurrent payment.



If this is a standard payment other than a loan (such as for rent or salary) you only need to fill in the recurrent payment Net Amount.

If this is a *loan payment* or regular payment on a balance due, you can also record (in addition to the recurrent payment Net Amount) Total Amount to Pay, Amount Paid, Total Number of Payments, and Number of Payments Made

These fields will act as controls to prevent you from overpaying the total amount, or from making more payments than the number due.

For a description of what to enter in each field see *Recurrent Payments: Field Descriptions* starting on page 7-30.

6. Click on the Expenses tab.

Payment Info		Payment Schedule	Expenses	
Account	Division	Description	Amount	
▶ 00005400	↓ 0000	RENT	1000.00	
*				

This window lets you select general ledger account(s) to which the payment will be posted. If applicable you can also specify the branch and division for the amount(s).

For each G/L account you must define the Amount and press **[Tab]** to move the cursor to the next line on the grid.

The total in the Amount column without taxes must equal the Recurrent Payment Amount on the Payment Schedule screen before the **Update** button becomes available.

For a description of what to enter in each field see *Recurrent Payments: Fields Descriptions, Expenses Fields* starting on page 7-31.

- When you have allocated the full value of this recurrent payment click on **Update** to save the entry.

Changing and Deleting Recurrent Payments

To retrieve a recurrent payment:

- Select **Posting - Accounts Payable - Recurrent Payments**.

The Recurrent Payments window appears.

- Enter the Payment Code of the transaction you want to modify, or select it from the drop-down list. You can now change or delete the payment as required.
 - You can change any field except the Payment Code. Click on **Update** to save your changes.
 - To delete the recurrent payment click on **Delete**. TravCom will prompt you for confirmation before deleting.

Posting Recurrent Payments

When you post recurrent payments TravCom creates a payable invoice and updates the associated general ledger accounts. Recurrent payments can be posted to any vendor account built in your **Files - Vendors** database.

You can choose to post a single selected payment group or all groups at one time. For example, if you set up all payments which are due on the 15th of the month as Group A, then posting group A will automatically create all of those invoices.

To post recurrent payments:

1. Select **Posting - Accounts Payable - Recurrent Payments**.

The screenshot shows a window titled "Recurrent Payments" with three tabs: "Payment Info", "Payment Schedule", and "Expenses". The "Payment Info" tab is active. It contains the following fields and controls:

- Payment Code**: A text input field with a dropdown arrow on the right.
- Payment Group**: A dropdown menu.
- Vendor Number**: A text input field with a dropdown arrow on the right.
- Invoice Number**: A text input field.
- Description**: A large text input field.
- Product Code**: A dropdown menu.

At the bottom of the window are two buttons: "Quit" and "Post".

2. Click on the **Post** button.

The following screen is displayed.

The screenshot shows a smaller dialog box titled "Recurrent Payments". It contains the following options:

- Payment Group**: A dropdown menu with the text "Leave BLANK for all Groups" to its right.
- Post Against Next Month**: A checkbox.

At the bottom of the dialog box are two buttons: "Cancel" and "Post".

You will be prompted for a **Payment Group**. Enter the group of recurrent payments you want to post, as created on the Payment Info tab of each recurrent payment. If you want to post two or more groups (but not *all* groups) you will need to repeat this procedure for each group.

If you want to post all accounting into the next fiscal month, click on the **Post Against Next Month** check box. If these transactions belong in the accounting month listed at the bottom of your screen (see *About the TravCom Main Menu* in *Chapter 2*) leave this check box blank.

3. Click on **Post**.

TravCom will display the message *Posting Recurrent Payments*, then a confirmation message *Recurrent Payments have been posted*.

TravCom creates invoices for all of the transactions in the specified Payment Group and updates the general ledger accounts as defined in each recurrent payment item.

4. If you do not want to post any additional recurrent payments click on **Quit** to exit this function. Otherwise, repeat this procedure from Step 2.

Printing Associated Reports and Documents

The following reports and journals are affected by posting Recurrent Payments. Note that creating recurrent payments does not affect any journals or reports.



For details on each report and how to run it see *Chapter 13, TravCom Reports*.
For instructions on printing journals see *Chapter 12, Functions and Journals*.

Journals

- A/P Invoice Journal
This journal will be updated by every recurrent payment posted, including recurrent adjustments to the general ledger (recurrent payments created with a zero (0.00) payment amount).

Accounting Reports

- Aged Schedule of Accounts Payable
Shows all open invoices and current balance for each vendor account, as well as age of each invoice. Recurrent adjustments to the general ledger will not affect this report.
- Cash Requirements Report
Shows the cash amount necessary to pay all A/P invoices due by a selected date. Recurrent adjustments to the general ledger will not affect this report.
- General Ledger Posting Detail Report
Shows every transaction posted to each G/L account for one or more months. This report will be updated by every recurrent payment that is posted.
- General Ledger Transaction Report
Shows all G/L accounts affected by each posting and the amount to each account. This report will be updated by every recurrent payment that is posted.

Statistical Reports

- Vendor Usage Report (Detail and Summary)
Shows you the amounts invoiced and paid to each vendor.

Posting Debit/Credit Memos

Use this function to record debit or credit memos, recall commissions and Agent Automated Deductions (A.A.D.s) that are to be paid on your current week's A.R.C. report.

These transactions do not affect any client files. They affect Accounts Payable and Cost of Sales accounts only.

Debit/Credit Memo Posting: Field Descriptions

Original Ticket	<p>For a new posting, enter the original ticket number to which this debit or credit memo applies.</p> <p>To retrieve a previously posted memo, you can enter either the original ticket number or the document number you want to retrieve.</p> <p>Enter the ten (10) digit ticket number, not including the airline code or check digit. If the ticket was part of a conjunct, enter only the first ticket number.</p> <p>This is a mandatory field. Even if the original ticket was <i>not</i> recorded in TravCom, you can type that in here or type any other description, and press [Tab] or click on any other field to move to the Posting Date field.</p>
	<p> If the debit/credit memo or commission recall has been issued for multiple tickets you must select <i>one</i> ticket number to reference on this posting. You cannot post the same document multiple times, nor enter multiple original ticket numbers for a single posting.</p>
Posting Date	The A.R.C. report period date that you want to apply this Debit/Credit memo to. The default is today's date but can be changed. This entry, however, will affect the current accounting period shown at the bottom of your TravCom screen.
Issuing Carrier	<p>The validating carrier number for this ticket.</p> <p>If the original ticket was posted in TravCom this will be completed for you.</p> <p>If the original ticket was not posted in TravCom enter the appropriate carrier code or select from the drop-down list.</p>
Document No.	<p>Enter the document number you are reporting. This is the number of the memo or A.A.D. Enter only the ten (10) digit document number, not including the airline code or check digit.</p> <p>This is a mandatory field.</p>
Original Invoice	<p>The invoice number for the original ticket. If you do not know the original invoice number you can enter any invoice number you wish to use. If the original ticket was posted in TravCom this will be completed for you.</p> <p>This field is mandatory.</p>
Product Code	Product code 0 appears by default. This field determines the Accounts Payable account that will be affected by this posting as well as the Periodic Sales Report on which this

Accounts Payable Posting

	that will be affected by this posting as well as the Periodic Sales Report on which this posting will appear. You may enter any product code defined as “controlled” (in Files - Setup - Product Codes tab).
Tax Rate Code	If you have VAT or GST/PST this will be the tax rate code for tax calculations. This defaults to the rate code associated with the above Product Code, as entered in Files - Setup - Product Codes .
Amount	Enter the amount of the memo.
	<div style="border: 1px solid black; padding: 5px;"><p>Post Debit Memos and Recall Commissions as <i>positive</i> amounts (you want to <i>add to</i> your Net Remit).</p><p>Post Credit Memos and Agent Automated Deductions (A.A.D.s) as <i>negative</i> amounts (you want to <i>subtract from</i> your Net Remit).</p></div>
VAT/GST and PST Amounts	If you have VAT or GST/PST, this is automatically calculated and displayed based on the tax rate code entered above.
Next Month	<p>Check this box if you want the accounting to be posted to the next fiscal month. If this memo belongs in the accounting month listed at the bottom of your screen (see <i>About the TravCom Main Menu</i> in <i>Chapter 2</i>) leave this check box blank.</p> <p>For example, if it is Feb. 5 but you haven’t completed your January month-end you would check this box to post this memo to February.</p>
IATA No.	<p>The IATA number for this memo. If you have STP locations this field controls which A.R.C. Report this document will be printed on.</p> <p>If the original ticket was posted in TravCom this will be completed for you.</p>
Division No.	For agencies with the Divisional option activated (as defined in Files - Setup - System Customization) specify the agency division to which this memo applies.
Vendor No.	<p>The vendor number associated with this memo.</p> <p>If the original ticket was posted in TravCom this will be completed for you.</p> <p>If the original ticket was not posted in TravCom the A.R.C. vendor number is displayed by default but can be overwritten. For example, if you receive a debit memo for a Tour Order, you can enter the tour vendor’s number to adjust the correct vendor year to date sales.</p> <p>This is a mandatory field.</p>
Sales Agent	<p>The sales agent associated with the ticket sale.</p> <p>If the original ticket was posted in TravCom this will be completed for you.</p>
O/S Agent/ O/S Comm.	The outside sales agent(s) associated with this ticket sale, along with their commission percentage and amount.

If the original ticket was posted in TravCom this will be completed for you. Otherwise enter the outside agent number(s) that should be affected by this memo.

These fields will update the Outside Agent Vendor payable account(s).

Overview of Procedures

Posting a New Debit/Credit Memo

To post a new debit memo or credit memo:

1. Select **Postings - Accounts Payable - Debit/Credit Memos**.

The Debit/Credit Memos window appears.

2. Enter the **Original Ticket** number.

If the original ticket was recorded in TravCom, click on **Search**. TravCom will retrieve any copies of this document number previously posted. Select the appropriate transaction.

If the original ticket was *not* recorded in TravCom, you can type that in here or type any other description. Press **[Tab]** or click on any other field to move to the Posting Date field.

3. The information related to the original ticket is displayed if it was posted in TravCom.

4. Fill in the Debit/Credit memo fields as necessary. If the original ticket was posted in TravCom, you will only need to fill in the memo document number and amount. If the original ticket was not posted in TravCom (that is, if it was issued before you started using TravCom or if the memo is for an unreported sale) you will need to complete all of the fields.



Post Debit Memos and Recall Commissions as *positive* amounts (you want to *add to* your Net Remit).

Post Credit Memos and Agent Automated Deductions (A.A.D.s) as *negative* amounts

(you want to *subtract from* your Net Remit).

For a description of what to enter in each field see Debit/Credit Memo Posting: Field Descriptions starting on page 7 - 7-38.

5. Select **Post**.

TravCom posts the debit/credit memo, recall or A.A.D. to the A.R.C. report and performs the associated accounting. Agents statistics will also be updated with the commission adjustment.



If one of the mandatory fields of information is missing, TravCom will beep and position the cursor in the mandatory field requiring data entry.

Changing or Reversing an Existing Debit/Credit Memos

TravCom will not allow changes to an existing Debit/Credit memo. You must reverse the posting and re-enter it correctly.

To reverse an existing debit/credit memo:

1. Select **Postings - Accounts Payable - Debit/Credit Memos**.

The Debit/Credit Memos window appears.

2. In the Original Ticket field you can enter the original ticket number or the debit/credit memo document number, then click on **Search**.

3. Select the memo from the list that appears.

TravCom displays information related to the original ticket and the debit/credit memo, except the Document (memo) Number and Amount.

4. Enter the document number and press **[Tab]** or click on any other field.

TravCom displays the message *This Debit/Credit Memo has already been posted. Do you wish to reverse it?*

5. Click on **Yes** to reverse the memo or **No** to cancel this posting (reversal).

Printing Associated Reports and Documents

The following reports and journals are affected by Debit/Credit memo postings.



For more details on each report and how to print it see *Chapter 13, TravCom Reports*.
For instructions for printing journals see *Chapter 12, Periodic Functions and Journals*.

Journals

- Debit/Credit Memo Journal
This journal will be updated by every document posted in Debit/Credit Memo posting.

Accounting Reports

- **General Ledger Posting Detail Report**
Shows every transaction posted to each G/L account for one or more months. This report will be updated by every document posted in Debit/Credit Memo posting.
- **General Ledger Transactions Report**
Shows all G/L accounts affected by each posting and the amount to each account. This report will be updated by every document posted in Debit/Credit Memo posting.
- **Aged Schedule of Accounts Payable**
Shows all open invoices by vendor. Debit/Credit Memo postings do not appear individually on the A.R.C. vendor, but will be included as part of the Net Remit for the appropriate week. Adjustments to Outside Sales Agents will be listed in each agent's vendor account detail.

Statistical Reports

- **Missing Ticket Scan/Sequential List**
These reports will be updated by every document posted in Debit/Credit Memo posting.
- **A.R.C./Periodic Sales Report**
This report will be updated by every document posted in Debit/Credit Memo posting.

Chapter 8

General Ledger Posting

Understanding G/L Posting Functions

General Ledger Posting functions are used to record adjustments to the general ledger.

Here is a summary of the functions available on the **Posting – General Ledger** menu. Each transaction and all related fields are described in more detail in the rest of this chapter.

<i>This option...</i>	<i>Lets you...</i>
Adjust Journal Entries	<ul style="list-style-type: none">• post manual adjustments to the general ledger as needed.• post beginning balances to the general ledger when you first install TravCom
Recurrent Journals	<ul style="list-style-type: none">• set up automated posting of regular periodic journal adjustments.• Post previously created recurrent journal adjustments.

Posting Adjusting Journal Entries

The Adjust Journal Entries option lets you increase or decrease balances on individual general ledger accounts directly (without posting a sale, invoice, cash receipt or disbursement, etc...). For example, use this function to post adjustments prepared by your accountant for each quarter or fiscal year-end.

Several buttons will be displayed on the Adjust Journal Entries screen:

<i>This button...</i>	<i>Lets you...</i>
Cancel	Cancel the adjustments you are working on.
Post	Post the adjustments you have entered.
	This button is available regardless of the value shown in the Proof fields and it is possible to post an adjustment that is not balanced. If you click on Post while your adjustments are out of balance TravCom will display a warning; you should only post an unbalanced adjustment if your general ledger is already out of balance and you are posting the correcting entry.

Adjusting Journal Entries: Field Descriptions

Adjustment Type	Used to differentiate between Beginning Balances (opening balances on G/L accounts when you first start using TravCom) from other adjustments.
Proof	The amount of debits or credits required for balancing an entry. The Proof is updated every time you enter an amount. Each month is listed separately; the proof for <i>each month</i> should equal zero (0.00) for all normal adjustments. The scroll bar at the right edge of the field allows you to move forward and backwards through the months shown.
Branch	If your version of TravCom supports multi-branch capability and you have set up cross-branch posting (in Files - General Ledger - Posting Accounts tab) you may specify a branch for each entry on this adjustment.



Multi-Branch The Proof for each month in each branch should equal zero (0.00) for all normal adjustments. If you are posting a cross-branch adjustment you must enter the Cross-Branch Clearing general ledger account number (as specified in **Files - General Ledger - Posting Accounts** tab) and the offsetting balance to be posted to this account.

Account	The G/L account number you are adjusting. The description of this account will be displayed just above the Quit , Cancel and Post buttons so that you can verify you have selected the correct account.
Division	For agencies with the Divisional option activated (as defined in Files - Setup - System Customization) you may specify a division for each entry that affects an Income or Expense account. Assets, Liabilities and Capital are accounts not affected by Divisions (the system will default to Division 0000).

General Ledger Posting

Description	A description for this adjustment. For example, "OPENING BALANCE," "FISCAL YEAR-END ADJUSTMENT" or "FIRST QUARTER ADJUSTMENT PER CPA." This description will appear on general ledger detail reports such as the General Ledger Transactions Report and the General Ledger Posting Detail Report.
Month	The month to be affected by this adjustment. This may be the current month as shown at the bottom of your screen (see <i>About the TravCom Main Menu</i> in <i>Chapter 2</i>), next month, or any of the last 12 closed accounting periods.
Amount	The amount to be adjusted for this general ledger account. Debits are entered as positive values (to <i>increase</i> Asset or Expense accounts, or to <i>decrease</i> Liability, Capital or Income accounts). Credits are entered as negative values (to <i>increase</i> Liability, Capital and Income accounts, or to <i>decrease</i> Asset or Expense accounts).



Do not post adjustments to Accounts Receivable, Accounts Payable accounts. Adjustments to the A/R or A/P accounts will adjust the G/L balance without affecting the client or vendor sub-ledger detail and will throw the general ledger out of balance with the client/vendor account totals.

Overview of Procedures

Posting Adjusting Journal Entries

To post an Adjusting Journal Entry:

1. Select **Posting – General Ledger - Adjust Journal Entries**.

The Adjust Journal Entries window appears.

Adjustment Type		Proofs	
<input checked="" type="radio"/> Current/Year to Date		April, 1997 ¹	0.00
<input type="radio"/> Beginning Balances		March, 1997 ¹	0.00
		February, 1997 ¹	0.00
		January, 1997 ¹	0.00
		¹ - Previous Fiscal Year	

Account	Division	Description	Month	Amount

Quit Cancel Post

2. In the Adjustment Type box select **Current/Year to Date**.
3. In the bottom half of the window enter your G/L adjustment entries.



Remember to enter *debit* values as *positive* numbers and *credit* values as *negative* numbers.

For a balanced entry the Proof fields must equal zero (*debits* and *credits* must be equal).

4. Click on **Post**.

TravCom posts the adjustments to the specified general ledger accounts.



If the Proof fields for all months do not equal zero (if you are trying to post an unbalanced entry) TravCom displays a warning message *WARNING! The totals for this posting are not zero. Posting these adjustments could cause the general ledger to go out of balance. Do you wish to post these adjustments?* Click on **Yes** to continue posting or **No** to return to the Adjustments screen and review or change your entry.

Click on **Cancel** to clear your screen if you want to start the posting from the beginning.

Click on **Quit** to exit this function and to return to the main menu.

Posting Beginning Balances

When you begin using TravCom you need to enter beginning balances for your G/L accounts. These will be the closing balances from your previous accounting system or manual books and can be taken directly from your Trial Balance Report or your Financial Statement/ Balance Sheet. For example, the statements prepared as of the end of December '99 will be the beginning balances for January 2000. You can get this information from your accountant.

It is important to have a clean cut-off date for your accounting records, which coincides with your "Go Live" date for TravCom. All transactions prior to this date should be entered into your old accounting system and all transactions after this date must be posted into TravCom.



Before you post G/L beginning balances:

Be sure that you have set up all the necessary G/L accounts in **Files - General Ledger** as described in *Chapter 4, Maintaining Agency Data Files*.

Use the **Posting - Accounts Receivable - A/R Invoices** function to post Accounts Receivable balance forward invoices and credit notes for clients as described in *Chapter 6, Accounts Receivable Posting*.

Use the **Posting - Accounts Payable - A/P Invoices** function to post Accounts Payable balance forward invoices and credit notes as described in *Chapter 7, Accounts Payable Posting*.

Make sure the total of all open balances for your clients and vendors (the list of the open invoices as of the day you start with TravCom) **equals** the balance shown on the

Trial Balance for Accounts Receivable and Accounts Payable General Ledger accounts. Note that if you have set up a separate GL account number for your OS agents Payable, you would need to check those totals as well. If you have decided that you will show commissions due to you from vendors on credit card sales as negative A/P invoices, you should include these in the list of the open invoices as of the day you start with TravCom.

To post Beginning General Ledger Balances:

1. On the **Posting – General Ledger** menu, select **Adjust Journal Entries**.

The Adjust Journal Entries window appears.

2. In the Adjustment Type box select **Beginning Balances**.
3. In the bottom half of the window enter the beginning balance for each general ledger account.



Remember to enter *debit* values as *positive* numbers and *credit* values as *negative* numbers.

For a balanced entry the Proof fields must equal zero (*debits* and *credits* must be equal).

Unless you specify another month TravCom will post Beginning Balance entries to the first accounting month of your fiscal year.

4. Click on **Post**.

If the Proof field is zero, TravCom posts the beginning balances to the specified general ledger accounts.

If the Proof field is not zero (if you are trying to post an unbalanced entry) TravCom displays a warning message *WARNING! The totals for this posting are not zero. Posting these adjustments could cause the general ledger to go out of balance. Do you wish to post these adjustments?* Click on **Yes** to continue posting or **No** to return to the Adjustments screen and review or change your entry.

Printing Associated Reports and Documents

The following reports and journals are affected by Adjusting Journal Entries.



For more details on each report and how to print it see *Chapter 13, TravCom Reports*.

For instructions for printing journals see *Chapter 12, Periodic Functions and Journals*.

Journals

- General Ledger Adjustment Journal
This journal will be updated by every general ledger adjustment posted.

Accounting Reports

- **General Ledger Posting Detail Report**
Shows every transaction posted to each G/L account for one or more months. This report will be updated by every adjustment posted.
- **General Ledger Transactions Report**
Shows all G/L accounts affected by each posting and the amount to each account. This report will be updated by every adjustment posted.

Setting Up and Posting Recurrent Journals

The Recurrent Journals function is used to enter series of adjustments to the general ledger. These are adjustments which would remain constant and that you would post periodically, such as constant end of month adjustments.

Several buttons will be displayed on the Recurrent Journals screen:

<i>This button...</i>	<i>Lets you...</i>
Post	Posts the selected group of recurrent journals.
Update	Saves the recurrent journal you are working on, or saves the modification you have made. If you click on Update while your adjustments are out of balance TravCom will display a warning.
Delete	Remove the displayed recurrent journal from your TravCom systems.
Cancel	Cancels the posting of recurrent journals and returns you to the main Recurrent Journals screen.
Quit	Exits the Recurrent Journals function and returns you to the main menu

Recurrent Journals - Main: Field Descriptions

Posting Description	A unique transaction identifier for this recurrent journal set. For example MONTH-END or YEAR-END .
Posting Group	A code used for posting groups of recurrent journals. You can define these groups any way you want, such as M for monthly, Q for quarterly, or 1 for January adjustments, etc. By assigning each recurrent payment to a group, you can control which journal sets to post on a periodic basis. You can select an existing group, or create a new one in this field.
Last Month Posted	This field identifies what the last month was that the particular journal set was posted. This field defaults to 0 for a new journal set and is automatically incremented each time you post the journal set.
Months to Post	The months during which the recurrent journal set should be posted. For example, if this journal set is to be posted quarterly you might mark March, June, September and December. If the journal set is to be posted every month you would mark all of the check boxes.
Account	The G/L account number you are adjusting. The description of this account will be displayed just above the Quit , Cancel and Post buttons so that you can verify you have

	selected the correct account.
Division	For agencies with the Divisional option activated (as defined in Files - Setup - System Customization) you may specify a division for each entry, which affects an Income or Expense account. Assets, Liabilities and Capital are accounts not affected by Divisions (the system will default to Division 0000).
Description	A description for this adjustment. For example, "OPENING BALANCE," "FISCAL YEAR-END ADJUSTMENT" or "FIRST QUARTER ADJUSTMENT PER CPA." This description will appear on general ledger detail reports such as the General Ledger Transactions Report and the General Ledger Posting Detail Report.
Month	The month to be affected by this adjustment. This may be the current month as shown at the bottom of your screen (see <i>About the TravCom Main Menu</i> in <i>Chapter 2</i>) or the next month.
Amount	The amount to be adjusted for this general ledger account. Debits are entered as positive values (to <i>increase</i> Asset or Expense accounts, or to <i>decrease</i> Liability, Capital or Income accounts). Credits are entered as negative values (to <i>increase</i> Liability, Capital and Income accounts, or to <i>decrease</i> Asset or Expense accounts).

	<p>Do not post adjustments to Accounts Receivable, Accounts Payable accounts.</p> <p>Adjustments to the A/R or A/P accounts will adjust the G/L balance without affecting the client or vendor sub-ledger detail and will throw the general ledger out of balance with the client/vendor account totals.</p>
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Recurrent Journals - Post: Field Descriptions

Group	The group of journal sets you want to post, as entered in each Recurrent Journal set. Enter a group code or leave this field blank to post all recurrent journal sets
Recurrent / Reversing Journal	This selects which type of journal you are posting. The Recurrent Journal option posts the journals exactly as they were built in the journal set. The Reversion Journal option posts the journals exactly as they were built but additionally posts a reversing journal as well. A reversing journal is the reciprocal of each adjustment posted against the next month.
Journal Date / Reversal Date	The date to show for each journal posting. The reversal date defaults to the first day of the next month and is only applicable if the Reversing Journal option is selected

Overview of Procedures

Create a Recurrent Journal Set

To setup a recurrent journal set:

1. Select **Posting – General Ledger – Recurrent Journals**.

The Recurrent Journals window appears.

2. Assign a unique Posting Description to identify this set of journal entries. TravCom will ask you to confirm the new description.
3. Enter the Posting Group this journal set will belong to.
4. Check the months in which to post the adjustment.
5. Fill in the G/L accounts, division, descriptions, month, and amounts for all accounts to adjust. If applicable you can also specify the branch and division for the amount(s). For each G/L account you must define the Amount and press **[Tab]** to move the cursor to the next line on the grid



Remember to enter *debit* values as *positive* numbers and *credit* values as *negative* numbers.

For a balanced entry the Proof fields must equal zero (*debits* and *credits* must be equal).

6. When you have finished creating the recurrent journal adjustment set click on **Update** to save the entry.



If the Proof fields for all months do not equal zero (if you are trying to post an unbalanced entry) TravCom displays a warning message *WARNING! The totals for this recurrent journal are not zero. Posting these adjustments could cause the general ledger to go out of balance. Do you wish to save this recurrent journal?* Click on **Yes** to save or **No** to return to the Recurrent Journals screen and review or change your entry.

Click on **Cancel** to clear your screen if you want to start the posting from the beginning.

Delete a Recurrent Journal Set

To delete a recurrent journal set:

1. On the **Posting – General Ledger** menu, select **Recurrent Journals**.
The Recurrent Journals window appears.
2. Enter the Posting Description of the recurrent journal set you want to delete, or select it from the drop down list, then press **[Tab]** or click on any other field.
3. Click on the **Delete** button.



Note: That it is not necessary to delete a Recurrent Journal Adjustment Set from this file to prevent TravCom from posting the adjustments. If you want to keep the Recurrent Journal Adjustment Set in this file, but stop the system from posting the adjustments, simply remove the X's from all Monthly check boxes. Since TravCom will only post the adjustments for months that have been marked, the Recurrent Journal Adjustment Set will remain in TravCom, but will not affect your accounting in any month.

Modify a Recurrent Journal Set

To modify a recurrent journal set:

1. On the **Posting – General Ledger** menu, select **Recurrent Journals**.
The Recurrent Journals window appears.
2. Enter the Posting Description of the recurrent journal set you want to delete, or select it from the drop down list, then press **[Tab]** or click on any other field.
3. Click on the field you want to change and type in the correct entry, or click on the check box(es) you want to change.
4. Click on the **Update** button to save your change.

Post or Reverse a Recurrent Journal Set

When you post recurrent journal adjustments TravCom will automatically update the general ledger accounts contained in the adjustment set

You can choose to post a single selected posting group or all groups at one time. For example, if you set up all adjustment sets which should be posted quarterly as Group Q, then posting group Q will only post those adjustment sets.

To post a recurrent journal set:

1. On the **Posting – General Ledger** menu, select **Recurrent Journals**.
The Recurrent Journals window appears.
2. Click on **Post** button.
You will be prompted for a Posting Group. Enter the group you want to post. If you want to post two or more groups (but not all groups) you will need to repeat this procedure for each group.

3. Select the Journal you wish to post

- Recurrent Journal - This will post all journal entries exactly as they were built in the journal set.
- Reversing Journal - This will post all journal entries exactly as they were built in the journal set. In addition, each entry will be posted a second time. However, it will be posted against the next month, and all the amounts will be reversed. That is, if there is an adjustment built for 200.00, the 200.00 will post into the current month and -200.00 will be posted against the next month.

4. Enter the date to be reflected on the journal entries for the recurrent journals and, if applicable, the reversing journals. The recurrent journals will default to the last day of the current month. The reversing journals will default to the first day of the next month. These can be overwritten if desired.

5. Click on Post.

TravCom will display the message Posting Recurrent Journals, then a confirmation message Recurrent Journals have been posted.

If you do not want to post any additional recurrent journal groups click on Quit to exit this function. Otherwise, repeat steps 2 through 5 until all required Recurrent Journal groups have been posted.

Printing Associated Reports and Documents

The following reports and journals are affected by Adjusting Journal Entries made through the Recurrent Journal function.



For more details on each report and how to print it see *Chapter 13, TravCom Reports*.
For instructions for printing journals see *Chapter 12, Periodic Functions and Journals*.

Journals

- General Ledger Adjustment Journal
This journal will be updated by every general ledger adjustment posted.

Accounting Reports

- General Ledger Posting Detail Report
Shows every transaction posted to each G/L account for one or more months. This report will be updated by every adjustment posted.
- General Ledger Transactions Report
Shows all G/L accounts affected by each posting and the amount to each account. This report will be updated by every adjustment posted.

Chapter 9

Querying Posted Transactions

Transactions You Can Query

TravCom's **Queries** functions let you:

Display previously posted transactions which were transferred from your reservation system or posted manually in TravCom, update fields used in standard and custom corporate reports,



When you query posted transactions, you cannot change fields that affect accounting. You can, however, change some fields that affect statistics and standard/custom reports.

The **Files>Queries** menu lists 4 types of transactions you can query, for current or all branches:

<i>This option...</i>	<i>Lets you...</i>
Invoices	View previously posted A/R or A/P invoices, print a list of all activity in an account, and print a copy of an invoice. You can only change invoice date and description, and due date. If your clients or vendors are out of balance it will show you here. You can restore balances in this function.
Sales	View previously posted sales under the Tab windows of general, accounting, commission, reporting and itinerary information. You can update corporate reporting information and itinerary segment details.
Cash Receipts	View previously posted cash receipts. Reverse cash receipts. You cannot change any fields.
Cash Disbursements	View previously posted cash disbursements. This is useful prior to reversing a check, as you can view all G/L activity associated with it. You cannot change any fields.

Looking up Invoices

When you query an invoice, TravCom will display client or vendor numbers, original invoice amount, branch number, due date, description, original amount, amount paid, balance of invoice and currency (and converted balance if a foreign currency was used). For any other information related to posted sales, use Sales Inquiry instead.

To look up invoices in TravCom:

1. On the **Files - Queries** menu, select **Invoices** or click on the  button.

The Invoice Query dialog box appears.

2. Select the **Invoice Type**
 - **Accounts Receivable** for client activity.
 - **Accounts Payable** for vendor activity.
3. In the **Select by** field, select a search criteria.
 - For A/R invoices, you can search by **Client No.** or **Invoice No.**
 - For A/P invoices, you can search by **Vendor No.** or **Invoice No.**
4. Define whether or not you want to **Show Paid Invoices**. If you do not mark this box, only currently open invoices will be displayed.
5. If you have multiple branches and you want to see invoices for the current branch only, click on **This branch only**. Leave this blank to see invoices from all branches. This field appears only if your version of TravCom supports multiple branches.
6. Define specific criteria for the invoice(s) you want, using the **Client/Invoice/Vendor** field and the **Search** button.

Enter a value in the field (or select from the drop down list). Then press or click on **Search**. TravCom displays a list of invoices that match your search criteria.

The fields displayed will vary depending on whether you are querying A/R invoices or A/P invoices.

You can use the scroll bars to scroll up, down, left and right in the list.

If you query a vendor or client file, the balance due for the vendor or client is displayed at the bottom of the screen.

Here is a sample Invoice Inquiry screen:

Querying Posted Transactions

Invoice	Branch	Due Date	Description	Original Amount	Amount Paid	Balance
00000050	1	7/15/99	8045111245 SMITH/	320.00	0.00	320.00
00000070	1	7/25/99	8045111289 GOLDSTEIN/	450.00	0.00	450.00
00000113	1	8/2/99	8045111302 REINHOLD/	130.00	130.00	0.00
00000200	1	12/1/99	8095111101 JOHNSON	780.00	0.00	780.00

To...

Display details about an invoice on the list

Print the list of A/R or A/P invoices

Make Changes

Quit this function

Save Changes

Do this..

Highlight the invoice in the list, and click on **Select** or double-click anywhere on the line you would like to review.

Click on the **Print List** button. A standard Print Setup dialog box appears.

Most fields are display only. See *Fields You Can Change* for information on what you can change for the Invoice

Click on the **Quit** button.

Click on the **OK** button

7. If you selected a specific invoice, TravCom displays information about that invoice on the screen.

Invoice Information				
Client No.	00020000	ACME CORPORATION	Branch 1	
Invoice No.	00000200			
Invoice Date	12/1/99			
Due Date	12/1/99			
Description	8095111101 JOHNSON	Invoice Total	780.00	
Currency	USD	DOLLARS	Amount Paid	0.00
Product Code	0	A.R.C.	Balance	780.00
Agent No.	000	HOUSE ACCOUNT		
O/S Agent No.				

OK Print Invoice Cancel

Most fields are display only. See *Fields You Can Change* for information on what you can change on an invoice.



If you see the message **OUT OF BALANCE**, highlighted in red at the bottom of the window, the invoice detail and the accumulated total are out of balance for this client or vendor. This will only appear if the check box is not enabled for **This Branch Only**.

Clicking on the **Restore** button sets the **Balance** (the accumulated total for the client account) shown on the right to equal the **Detail** (the total of the open invoices listed on the screen) shown next to the **OUT OF BALANCE** message. This performs a similar function to **Restore Balances**, which is described in *Chapter 14, TravCom Utilities*.

When the invoice is displayed on the window, you can use the **Print Invoice** button to print a copy of the invoice. The invoice will print immediately.

To print an invoice:

- a) Click on **Print Invoice**.

A dialog box appears, showing the name/address information from the client file and three blank lines for invoice remarks.

- b) Change the client name/address fields if necessary, and enter any invoice remarks you want printed on the invoice.



If you want itinerary detail to appear on the invoice, you must enter it in the remark lines.

- c) Click on **OK**.

A Print Invoices dialog box appears with a warning: *Preparing to print invoices. Be sure invoice printer is ready for printing.*

Before you print the invoices you can:

- select a different invoice printer.

Select any printer which has been installed through Windows, from the drop-down box next to **Invoice Printer**.

- change your printer forms selection.

Click on **Select Form**, the **Printer Forms - Invoices** window from **Files - Setup** appears. For more information on this window see *Chapter 3, Maintaining Your Agency Setup*.

- print a sample invoice.

Click on **Print Sample** for TravCom to print a sample invoice, marking where information will print on the page. This lets you check that your printer and forms setup are correct.

- d) When you are ready to print the invoices, click on **Print Invoice**.

The invoice requested will be printed. When printing is complete, TravCom displays the prompt: *Did Invoice print satisfactorily?* You have the option to reprint if you are not satisfied with the invoice or if your printer jammed

8. When you are finished querying this invoice, click on **OK** and changes will be saved.

You return to the list of invoices. You can now:

- Select another invoice in the list, or...
- Start a new query by entering new selection criteria, or...
- Click on **Quit** to exit this function.

Fields You Can Change in Invoice Query

If you query invoices, highlight one in the list and click on **Select**, TravCom displays details about that invoice. You can only change the following fields, which do not affect accounting:

Invoice Date	Date of the invoice.
Due Date	Date on which payment is due. This is used for aging Invoices on the Aged Schedules of Accounts Receivable and Accounts Payable.
Description	The description for this invoice.
On Hold	(A/P Invoices only). This field is used only for Automatic Check Writing. To prevent the invoice from being paid when Automatic Check Writing is run (even if it is marked for payment), check this box. The invoice will not be paid until it is manually

	taken off hold.
Mark for Payment	(A/P Invoices only) This field is used only for Automatic Check Writing. This indicates that the check is to be printed when the Automatic Check Writing is run (unless the invoice is On Hold).
Amount	(A/P Invoices only). This field is used only for Automatic Check Writing. This shows the amount to be paid when the invoice is paid through Automatic Check Writing. When an invoice is marked for payment, only the amount in this field will be paid. This can be the full invoice amount, or a lesser value if you want to partially pay the invoice. If you enter an amount, but the invoice is On Hold or is not marked for payment, it will not be paid.

Looking up Sales

The **Files - Queries - Sales** function is often used to update corporate reporting information and itinerary segment details.

To look up Sales which have been posted in TravCom:

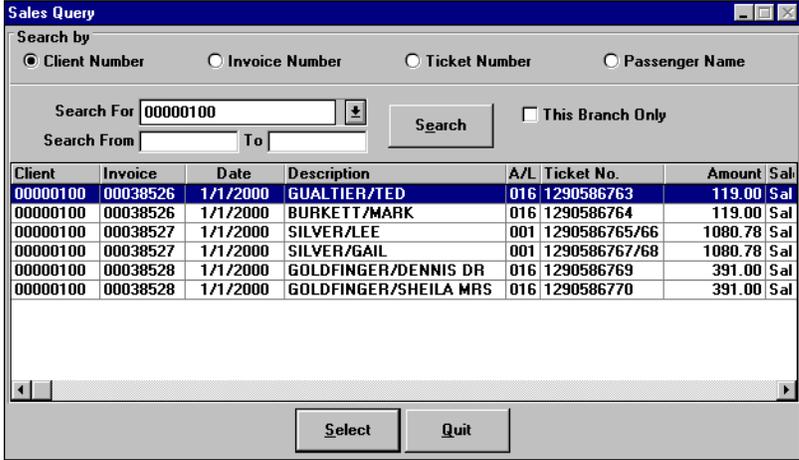
1. On the **Files - Queries** menu, select **Sales** or click on the  button.

The Sales Query dialog box appears.

2. In the **Search By** box, choose a search criteria (by Client Number, Invoice Number, Ticket Number or Passenger Name)
3. To narrow your search to a specific date range, enter the invoice dates in the **Search From** and **To** fields. Otherwise leave these fields blank.
4. If you have multiple branches, and you want to see sales for the current branch only, click on **This Branch only**. Leave this blank to see invoices from all branches. This field appears only if your version of TravCom supports multiple branches.
5. Define specific criteria for the sale(s) you want to see, using the **Search For** field and the **Search** button.

For example, if you are searching by client number, enter a client number or sort code (or select from the drop down list). Then press **[Enter]** or click on **Search**. If you leave the Search For field blank and click on Search, TravCom will display all sales in the database.

TravCom displays a list of sales that match your search.



Client	Invoice	Date	Description	A/L	Ticket No.	Amount	Sale
00000100	00038526	1/1/2000	GUALTIER/TED	016	1290586763	119.00	Sal
00000100	00038526	1/1/2000	BURKETT/MARK	016	1290586764	119.00	Sal
00000100	00038527	1/1/2000	SILVER/LEE	001	1290586765/66	1080.78	Sal
00000100	00038527	1/1/2000	SILVER/GAIL	001	1290586767/68	1080.78	Sal
00000100	00038528	1/1/2000	GOLDFINGER/DENNIS DR	016	1290586769	391.00	Sal
00000100	00038528	1/1/2000	GOLDFINGER/SHEILA MRS	016	1290586770	391.00	Sal

You can use the scroll bars to scroll up, down, left and right in the list. For example, you would scroll to the far right to see the Sale Type field.

To...	Do this...
Display details about a sale on the list	Highlight the sale in the list, and click on Select or double-click anywhere on the line you would like to review. TravCom displays a dialog box with 5 tab windows of information about the sale - General, Accounting, Commission, Reporting and Itinerary.
Make Changes	Most fields are display only. See <i>Fields You Can Change</i> for information on what you can change for the sale.
Quit this function	Click on the Quit button.
Save Changes	Click on OK button.

6. If you selected a specific invoice, TravCom displays information about that invoice on the screen.



TravCom displays a dialog box with 5 tab windows of information about the sale.

Fields You Can Change in Sales Query

If you query Sales, highlight one in the list and click on **Select**, TravCom displays a window of General details about that sale. Tabs let you display different windows - Accounting, Commission, Reporting and Itinerary.

You can only change the following fields, which do not affect accounting:

General Fields

Department	The client department (only if this client is Corporate or Government)
Invoice Date	The date the transaction was invoiced. This date is used in the preparation of corporate and statistical reports.
Booking Date	The date the PNR was created.
Ticketing Date	The date the ticket was produced.



The ticketing date is used to select which ARC report the sale will print on. It will print on the ARC report for the period in which this date falls. Never change a past period ticket date to a current date.

Pax/Desc.	The passenger name or description for this sale.
Ticket No.	The carrier code and ticket number.
IATA No.	The IATA number.
Locator	The record locator for this transaction.
Exchange	The flag indicating this transaction was an exchange ticket. It will also put in the ticket number it was exchanged for.
E-Ticket	The flag indicating this transaction was an electronic ticket

Accounting Fields

The only field you can change on the Accounting tab window is the **Credit Card No.**, for credit card sales only. This is for reporting purposes, and does not affect accounting.



You cannot change any fields that affect accounting. Accounting changes must be completed, by adjusting the sale in **Posting - Accounts Receivable - Sales**.

To add or change the credit card number associated with this sale, click on the **Edit** button. The **Payment Information** window will appear, and you can enter the credit card number in the appropriate field.

Click on the **OK** button once you complete the entry, or click on the **Cancel** button if you wish to exit from this window.

Reporting Fields

Since these fields are only used for statistical corporate reporting (they do not affect accounting), you can make any changes you wish to these fields.

For a complete description of these fields, see *Sales Posting: Field Descriptions*, in *Chapter 6* of this guide.

Itinerary Fields

You can make any changes you want to the passenger's itinerary details, since these fields are for reporting purposes only.

For a complete description of these fields, see *Sales Posting: Field Descriptions*, in *Chapter 6* of this guide.

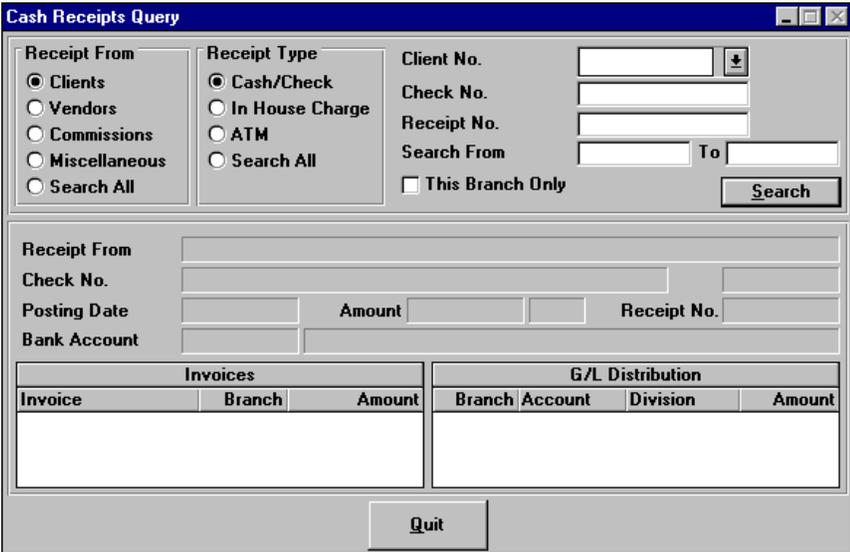
Looking up Cash Receipts

The **Files - Queries - Cash Receipts** function lets you view previously posted cash receipts. This is useful as you can view all G/L activity associated with the receipt, as well as invoice distribution for the check. You can reverse a cash receipt from this screen. You cannot change any fields for a cash receipt.

To look up previously posted cash receipts:

- 1. On the **Files - Queries** menu, select **Cash Receipts**.

The Cash Receipts Inquiry dialog box appears.



- 2. In the **Receipt From** box, choose the type of cash receipt you want to query:
 - Client – search cash receipts from clients only, posted via **Posting – Accounts Receivable- Cash Receipts** or posted via **Posting – Accounts Receivable – Sales, Payment Information** window.
 - Vendor - search cash receipts from vendors only, posted via **Posting – Accounts Receivable- Cash**.
 - Commissions - search cash receipts posted via **Posting – Accounts Receivable- Commission Receipts**. This includes hotel and car commissions posted against Vouchers.
 - Miscellaneous – search cash receipts posted directly against the General Ledger, which are not associated to any client or vendor account, posted via **Posting – Accounts Receivable- Cash Receipts**.
 - Search All - include all of the sources above in the search criteria.
- 3. In the **Receipt Type** box, specify the form of payment that was used for the receipt (Cash/Check, In House Charge, ATM or Search All for all types of receipts).

4. Identify the cash receipt(s) you are trying to find, using the Client No./Vendor No., Check No./Credit Card fields/Receipt No., the date range fields, and the **Search** button.
 - Client/ Vendor No. – If you have selected Client, Vendor or Commissions in the **Receipt From** field, enter the client or vendor number you want to query, or select it from the drop down list. You can leave this field blank when searching for all clients and for all vendors. If you are querying a check to determine which client or vendor account it was posted to, you can enter the check number (in the next field **Check No.**) without specifying an account number. The Client/ Vendor No. fields will be disabled if you have selected Miscellaneous or Search All in the **Receipt From** field.
 - Check No. – If you have selected Cash/ Check in the **Receipt Type** field, enter the check number you want to query. You must enter the check number exactly as it was posted during Cash Receipts or Sales posting. For example **CASH** or **TR120199** or **1609**. This field is optional. For example, if you are querying payments made by a particular account during the month of June, you can enter the client account in the **Client No.** field, then the date range in the fields **Search From/To**, without specifying a check number.
 - In House Charge – If you have selected In House Charge in the **Receipt Type** field, enter the credit card exactly as it was entered in Cash Receipts or Sales posting. For example **VI4353567890123456**. If you have selected ATM in the **Receipt Type** field, the Credit Card field is disabled.
 - Receipt No. – If you printed cash receipts during a Cash Receipt or Sales posting, you can enter the receipt number you want to query in this field. Note that this field will remain available, regardless of the **Receipt Type** selected.
 - In the **Search From** fields, you can specify the date range. The date can be entered as DDMMM (22JUN) or 06/22/97 (MM/DD/YY)
5. If you have multiple branches, you can also click on **This Branch Only** box to narrow the search to the current branch only.
6. Once you have entered the search criteria, click on the **Search** button.

If TravCom finds only one matching record, the cash receipt information appears on the window.

If TravCom finds multiple records, they are displayed in a new window.

Check No.	Account	Receipt From	Date	Amount
0000000100	00001060	'A' MISC.	4/27/2000	100.00
0000015243	00001060	ABC Corporation	4/28/2000	1500.00

Highlight the one you want and click on **Select**. If you do not see the cash receipt you want to view, click on the **Cancel** button to return to the Cash Receipts Query screen.

For the selected cash receipt, the window displays Receipt From, Check No., Posting Date, Amount and Bank Account. These fields are display only - they *cannot be changed*.

Receipt From <input checked="" type="radio"/> Clients <input type="radio"/> Vendors <input type="radio"/> Commissions <input type="radio"/> Miscellaneous <input type="radio"/> Search All		Receipt Type <input checked="" type="radio"/> Cash/Check <input type="radio"/> In House Charge <input type="radio"/> ATM <input type="radio"/> Search All		Client No. <input type="text" value="00000001"/>	
		Check No. <input type="text"/>		Receipt No. <input type="text"/>	
		Search From <input type="text"/> To <input type="text"/>		<input type="checkbox"/> This Branch Only	
		<input type="button" value="Search"/>			
Receipt From		Client 00000001 ABC Corporation			
Check No.		0000015243		Branch 1	
Posting Date		4/28/2000		Amount 1500.00 USD	
Bank Account		00001060 MAIN CASH ACCOUNT - USD			
Invoices			G/L Distribution		
Invoice 00003215	Branch 1	Amount 1500.00	Branch Account	Division	Amount
<input type="button" value="OK"/>			<input type="button" value="Reverse"/>		

The bottom of the window shows:

- the Invoice(s) to which this cash receipt was applied

Querying Posted Transactions

- the G/L account(s) to which the cash receipt was applied, if any portion of the Invoice or Receipt was expensed to the General Ledger.

When you are finished querying this cash receipt, click on the **OK** button. Or you can click on the **Reverse** button and the cash receipt will be reversed to the original invoices or G/L accounts it was posted against (see *Chapter 6, Accounts Receivable Posting* for more details on reversing cash receipts).

The fields on the window are cleared. You can now:

- Query another cash receipt, or...
- Click on **Quit** to exit this function. This button is only displayed when no cash receipt is selected

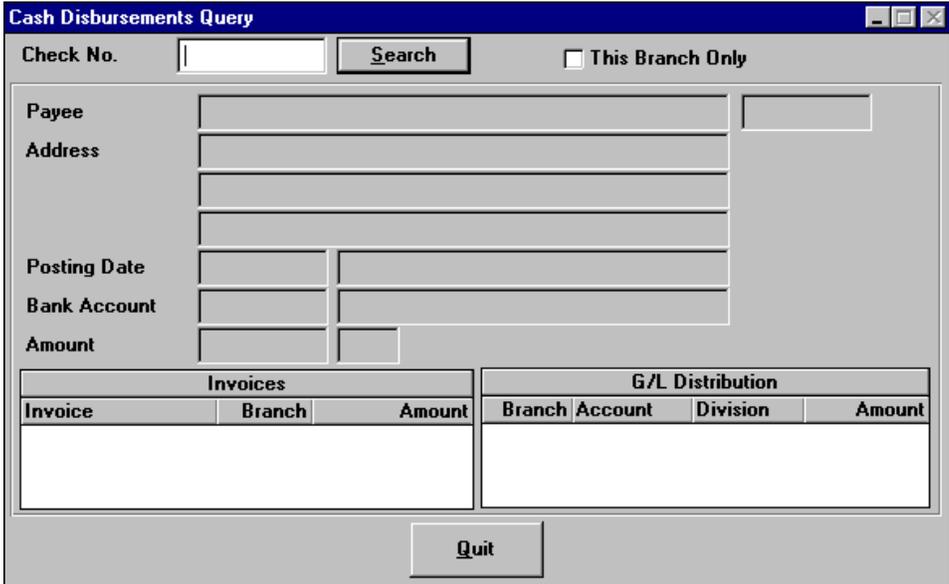
Looking up Cash Disbursements

The **Files - Queries - Cash Disbursements** function lets you view previously posted cash disbursements. This is useful prior to reversing a transaction, as you can view invoice distribution and all G/L activity associated with it. You cannot change any fields.

To look up previously posted Cash Disbursements:

- 1. On the **Files - Queries** menu, select **Cash Disbursements**.

The Cash Disbursements Query dialog box appears



- 2. In the **Check No.** field, enter the check number you want to query and click on the **Search** button. If you are unsure about the check number to be entered, you can click on the **Search** button without specifying it. You can then select the check you want from a drop down list of checks.

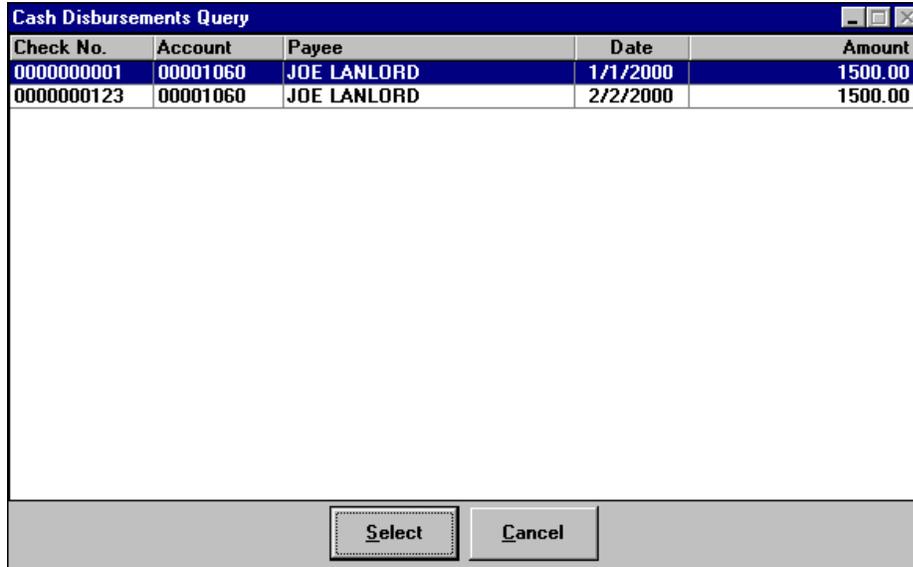
If your agency has multiple branches, you can use the **This Branch Only** check box to narrow your search to the current branch.

- 3. Once you have entered your search criteria, TravCom will look for matching records in the Cash Disbursements database.

If TravCom finds only one matching record, the information appears on the window.

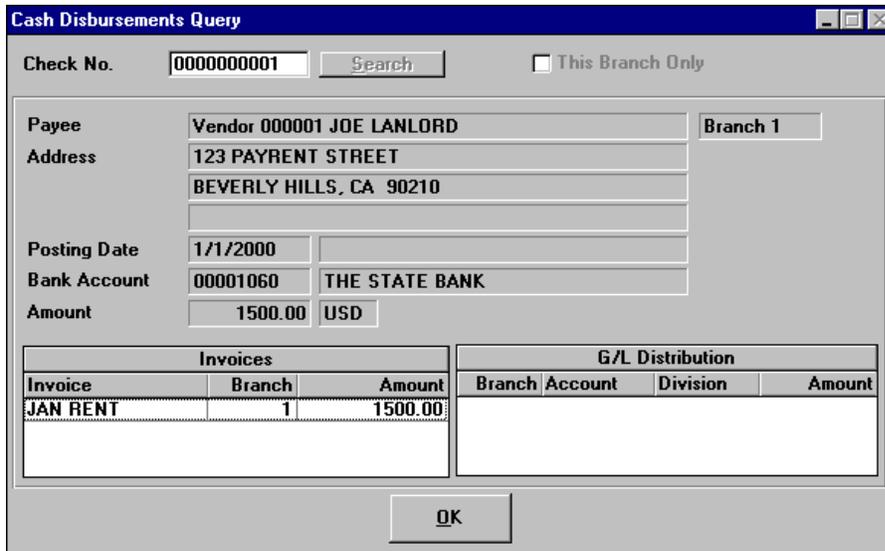
If TravCom finds multiple records, they are displayed in a new window.

Querying Posted Transactions



Highlight the one you want and click on **Select**.

For the selected cash disbursement, the window displays Branch Number, Payee, Address, Posting Date, Bank Account and Amount. These fields are display only - they *cannot be changed*.



The bottom of the window shows:

- the Invoice(s) to which this cash disbursement was applied

- the expense G/L account(s) to which this disbursement was applied, if any portion of the Invoice was expensed directly to the general ledger.

When you are finished querying this disbursement, click on the **OK** button.

The fields on the window are cleared. You can now:

- Query another cash disbursement, or...
- Click on **Quit** to exit this function. This button is only displayed when no cash disbursement is selected.

Chapter 10

ARC Procedures

Overview of Suggested ARC Procedures

If you use multiple branches and multiple IATA numbers you can request all ARC reports from one branch. You can also select an individual branch ARC report by IATA number.

Preparing Your Weekly ARC

Here are suggested procedures to be performed each week for ARC:

1. Post all interfaced records for last week's sales using the date of transaction.
For details, see *Chapter 5, Interface with Your Reservation System*.
2. Post Void tickets, including any spoiled documents, in **Posting - Accounts Receivable - Sales**.
For details on how to post void tickets, see *Chapter 6, Accounts Receivable Posting*.
3. Post Debit/Credit Memos and Agent Automated Deductions (A.A.D.), in **Posting - Accounts Payable - Debit/Credit Memos**.



Enter Debit Memos as positive amounts, Credit Memos and Agents Automated Deductions as negative amounts.

For more details see *Chapter 7, Accounts Payable Posting*.

4. Print the **Missing Ticket Scan/Sequential Ticket List** on the **Reports - Sales** menu. For more details on this report and how to print it, see *Chapter 13, TravCom Reports*.
 - Use the **Missing Ticket Scan** to verify that you are not missing any documents/tickets for this week's report.
 - Compare the **Sequential Ticket List** to your source documents (tickets). Remember to review commissions on the report to verify commission caps as required.
5. Make any changes necessary to correct previously posted transactions in **Postings -Accounts Receivable - Sales**, by selecting **Adjust a Sale** (or **Void Ticket/Invoice** if appropriate). Optionally, reprint the Sequential Ticket List for your records.
6. Print the **ARC/Periodic Sales Report** (2 copies, one for your remittance and one for your own agency files)

This is done from **Reports - Sales - ARC/Periodic Sales Report**. Product Code 0 and the previous week's date range are the default when you request the report. The default date field will increment each Sunday. The copy sent to ARC must be sorted in Form of Payment order (this is the default).

For more details on this report and how to print it, see *Chapter 13, TravCom Reports*.

7. Drop the ARC/Periodic Sales Report by clicking on the **Drop** button on the **Reports - Sales - ARC/Periodic Sales Report** window.

This isolates the report value (Net Remit, or Authorized Amount) and sets up a specific payable for that week. The authorization number (period ending date) appears in the description field as MM/DD/YY. The system will calculate the due date as 10 days after the period ending date.

The default authorization number is the report ending date in reverse format (YYMMDD). If you do not use the default number, you must use a different number for each week, so that you have unique invoice numbers for each week's remittance. In the invoice number field you will see YYMMDD-pseudo city code.



If the report period has already been dropped, the message *An invoice for YYMMDD-pseudo city code already exists. Adjust the payable manually if necessary* will be displayed.

8. When you receive the official report back from ARC and know the exact amount they are withdrawing from (or depositing to) your bank account, post either:
 - a vendor check to ARC (in **Posting - Accounts Payable - Checks**), if ARC is withdrawing funds from your account.
 - or
 - a vendor cash receipt from ARC (in **Posting - Accounts Receivable - Cash Receipts**), if ARC is depositing funds into your account.

For more details see the next section, *Reconciling the Returned ARC Report*.

Reconciling the Returned ARC Report

1. If you do not have a copy of the ARC Report from TravCom, you may print it from **Report - Sales - ARC/Periodic Sales Report**.



Make sure you change the date range to the week you are reconciling. You may also want to sort the report by Ticket Number.

2. Verify the total remittance amount on the returned ARC Report to the Aged Schedule of Accounts Payable for the ARC vendor. Compare the week ending total to the TravCom week ending total.
3. Verify the Net Amount column (totaled as the Net Amount Authorized on the summary page of the ARC report) against the Net Remit on the returned ARC Report.
4. If discrepancies exist due to errors by ARC, fill out the required Agent Automated Deductions (A.A.D.) and Sales Summary Adjustment Requests.

Agent Automated Deductions are initiated by the agency and are used for collecting differences that are under the amount specified by ARC, and within the time period allowed by ARC. They may be claimed immediately on the next ARC, and are posted in **Postings - Accounts Payable - Debit/Credit Memos**. For more information on posting A.A.D., see *Chapter 7, Accounts Payable Posting*.

Sales Summary Adjustment Requests must be sent directly to the airline. The airline returns a credit memo that may be claimed on a future ARC report.

5. If you owe money to ARC, post a check for the net remittance to the ARC vendor against the invoice created for the week's sales. For more information on posting checks, see *Chapter 7, Accounts Payable Posting*.

If you are receiving money from ARC, post a cash receipt for the net remittance. Don't forget to drop the ARC payment as an individual deposit slip. For more information on posting cash receipts, see *Chapter 6, Accounts Receivable Posting*.

6. If there is a discrepancy in the net remit, clear your payable invoice in A/P Invoices. For more information on posting A/P Invoices, see *Chapter 7, Accounts Payable Posting*.

It is suggested that you write these discrepancies off to the ARC Cost of Sales or an ARC Over/Shortage expense account.

Reconciling an A.R.C. Report with IAR file /ARIA Disk

The A.R.C. Reconciliation function lets you compare data from A.R.C., either on an ARIA diskette or in a file from IAR, with the A.R.C. transactions posted in TravCom. With A.R.C. Reconciliation, TravCom will quickly identify which of the transactions on the A.R.C. disk or in the IAR file have matches in your TravCom data and which do not. Note that using A.R.C. Reconciliation does not affect your TravCom data.

How to Reconcile an A.R.C. Report with ARIA Disk

To use the A.R.C. Reconciliation for ARIA you must be receiving a monthly ARIA diskette from A.R.C. If you are not currently participating in the ARIA program, contact A.R.C. for information on signing up.

To run the ARIA Reconciliation:

1. From the Posting menu select A.R.C. Reconciliation.
2. Select ARIA Diskette Reconciliation from the drop down list.
3. Make sure the diskette provided by A.R.C. is in the disk drive, then click on Import Data. TravCom will check the diskette and display the file name identified.
4. Enter the password you provided to A.R.C. when you initially signed up for the ARIA program, then click on OK to continue.
5. TravCom imports the records and compares them to the transactions posted in the Sales database.
6. You can now print the Matched Report and/or the Variance Report.

The Matched report shows all transactions that exactly matched in both databases.

The Variance report shows any transactions that did not exactly match, or were posted in one database but not the other. Each transaction on this report is accompanied by an error code to assist you in identifying the cause of the variance.

You can use this report to identify and correct any errors in TravCom, and to prepare the appropriate documents of A.R.C. processed errors.

7. Click on Quit to exit this function.

How to Reconcile an A.R.C. Report with IAR

To use the Interactive Agent Reporting (IAR) Reconciliation function your agency must participate in the on-line IAR program with A.R.C. and have access to the World Wide Web.

To prepare for the reconciliation:

1. Create the reconciliation file from your IAR data using the IL command in the IAR system. This can be entered at any time during the period, and creates a secure copy of your data for you to download. Note the confirmation file name A.R.C. returns to you when the system processes this command.
2. Log onto the A.R.C. web site (<http://www/arccorp.com>) and select the Back Office Data button.
3. You will be prompted to enter your home office IATA number and the User Name and Password you established with IAR when you initially started this program.
4. A list of files will be displayed. Select the file name that matches the confirmation file name you received when you entered the IL command previously by right clicking on it.
5. A drop-down menu will appear. Select Save as... (for Microsoft Internet Explorer) or Save Link As... (Netscape), and enter the location to which you want to save the file.

You are now ready to reconcile the IAR data with your TravCom database.

To run the IAR Reconciliation:

1. From the Posting menu select A.R.C. Reconciliation.
2. Select Interactive Agent Reporting (IAR) from the drop down list.
3. Click on Import Data. Enter the path and file name for the IAR data file you down loaded, or click on the "... " button to browse. When the correct file name is displayed, click on OK.
4. TravCom imports the records and compares them to the transactions posted in the Sales database.
5. You can now print the Matched Report and/or the Variance Report.

The Matched report shows all transactions that exactly matched in both databases.

The Variance report shows any transactions that did not exactly match, or were posted in one database but not the other. You can use this report to correct any errors in TravCom or IAR, then repeat all of the steps above until the reports match exactly. This will assure that the tickets posted in TravCom agree with what is being reported to A.R.C.

6. Click on Quit to exit this function.

Chapter 11

Bank and Credit Card Reconciliation Procedures

Understanding Bank Reconciliation

TravCom's **Posting - Bank Reconciliation** function lets you keep your G/L bank accounts in synchronization with the statements you receive from your bank.

The only affect on accounting is that TravCom can automatically post G/L adjustments for bank interest income and bank service charges. Any other adjustments must be recorded in one of the following (depending on the nature of the adjustment):

- Cash Receipts Posting (e.g. a direct deposit or NSF check)
- Check Posting (e.g. an automatic withdrawal)
- Adjust Journal Entries (e.g. deposits or fees that you do not want posted to the Bank Interest Income or Bank Service Charges accounts)

Use this function when your agency receives a bank statement for a TravCom cash account (such as general or trust account, or a merchant credit card account). Most bank statements list the following information, which you will use during reconciliation:

- opening balance (account balance at end of previous month)
- account activity during the month
- new account balance at the end of the current month

When you enter bank charges and interest, and select the checks and deposits that have cleared the bank, TravCom calculates and displays:

- the Statement balance (which should match the actual final balance printed on your bank statement when reconciliation is complete)
- the Checkbook balance (today's actual bank balance, including outstanding checks and deposits which have not yet cleared the bank)
- the G/L balance (which may or may not be the same as the checkbook balance, depending on whether or not you are viewing an adjusted G/L balance).

How to Reconcile a Bank Account

Whether you have just installed TravCom, or have been using TravCom for any length of time, you must decide on a starting date before you can prepare the bank reconciliation. It is usually most convenient to select the ending date shown on a bank statement. This allows you to easily verify which checks and deposits have been posted and have not cleared your account, enter the correct Opening Balance and check the Statement Balance before you start reconciling in TravCom.

It is recommended that you do bank reconciliation before you close the month. While you may reconcile the bank account after the month end, the bank reconciliation adjustments for the bank interest and charges will be in the current month, as opposed to the previous period.

Before you begin the bank reconciliation in TravCom, perform your normal procedure of verifying your returned checks and debits against the bank statement.

To perform bank reconciliation in TravCom:

1. On the **Posting** menu, select **Bank Reconciliation**.

The Bank Reconciliation window appears:

Bank Reconciliation				
Bank Account	00001060 THE STATE BANK			
Opening Balance	3275.00			
+ Interest Income	0.00			
- Bank Charges	7.00			
+ Deposits Cleared	10000.00			
- Checks Cleared	530.00			
+ Adjustments Cleared	0.00			
= Statement Balance	12768.00			
+ Outstanding Deposits	1500.00			
+ Cash Not Yet Deposited	0.00			
- Outstanding Checks	1720.00			
+ Outstanding Adjustments	0.00			
= Checkbook Balance	12548.00			
G/L Balance	12548.00			
<input checked="" type="checkbox"/> Show Adjusted G/L Balance <input type="checkbox"/> Consolidate Branches				
<table border="0"> <tr> <td> Deposits <input type="checkbox"/> Mark/Unmark Deposits <input type="checkbox"/> Print Marked Deposits <input type="checkbox"/> Print Unmarked Deposits <input type="checkbox"/> Add Deposits </td> <td> Checks <input type="checkbox"/> Mark/Unmark Checks <input type="checkbox"/> Print Marked Checks <input type="checkbox"/> Print Unmarked Checks <input type="checkbox"/> Add Checks </td> <td> Adjustments <input type="checkbox"/> Mark/Unmark Adjustments <input type="checkbox"/> Print Marked Adjustments <input type="checkbox"/> Print Unmarked Adjustments <input type="checkbox"/> Add Adjustments </td> </tr> </table>		Deposits <input type="checkbox"/> Mark/Unmark Deposits <input type="checkbox"/> Print Marked Deposits <input type="checkbox"/> Print Unmarked Deposits <input type="checkbox"/> Add Deposits	Checks <input type="checkbox"/> Mark/Unmark Checks <input type="checkbox"/> Print Marked Checks <input type="checkbox"/> Print Unmarked Checks <input type="checkbox"/> Add Checks	Adjustments <input type="checkbox"/> Mark/Unmark Adjustments <input type="checkbox"/> Print Marked Adjustments <input type="checkbox"/> Print Unmarked Adjustments <input type="checkbox"/> Add Adjustments
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<input type="button" value="Complete"/> <input type="button" value="Quit"/>				

2. Select the **Bank Account** you want to reconcile. The window initially displays information for the default cash account. If this is not the account you wish to reconcile, you may enter the general ledger account number you want, or select it from the drop down list.
3. In the **Opening Balance** field, verify that the amount matches the opening balance on your bank statement.

If this is the first time you are doing bank reconciliation for this account, enter the opening balance from your first bank statement you intend to reconcile with TravCom in this field.

Bank and Credit Card Reconciliation Procedures

If you have not received the bank statement for this period, remember that the Opening Balance will be the same as the Closing Balance (or Ending Balance) on the preceding bank statement.

4. Based on your bank statement, enter:

- the amount of bank interest received during the month in the **Interest Income** field
- the total of all bank service charges paid during the month in the **Bank Charges** field

The **Show Adjusted G/L Balance** check box lets you specify whether or not the G/L balance on this window should reflect the adjustments for bank interest and bank service charges. If you click on this box, you can see the G/L Balance reflect the change.

5. Mark the *checks* that have cleared the bank.

- a) Click on **Mark/Unmark Checks**, to display a list of all checks that have been disbursed in TravCom.
- b) Tag the checks that have cleared the bank, and click on **OK** to return to the Bank Reconciliation window.

- If your statement shows that a check cleared the bank, but you cannot find it on TravCom's checklist, it may not have been posted yet in TravCom. Click on **Quit** to save your reconciliation information. If you have not yet closed the month to which the bank reconciliation applies, you can post the check(s) and then return to Bank Reconciliation to continue.
- If you are doing bank reconciliation *for the first time*, your bank statement may show checks written against the cash account *before* it was set up in TravCom.

You can add these checks to the list (without actually posting them in TravCom), using the **Add Checks** button, and mark them as *cleared*. Do not post them as journal entries, as they were already part of the balance forward G/L amounts loaded into TravCom. These checks were posted in your previous accounting system.

The **Checks Cleared** field now reflects the total of all the checks you tagged as cleared. This amount should match the corresponding figure on your bank statement. The **Outstanding Checks** field reflects all checks posted to the current date, which have not been tagged.

6. Mark the bank *deposits* that have cleared the bank.

- a) Click on **Mark/Unmark Deposits**. This will display a list of all bank deposits that have been made using the Drop Deposit function and were not marked as cleared during the last bank reconciliation. The list also includes any (negative) cash receipts that have been reversed (e.g. NSF checks).



For each deposit total or individual negative cash receipt correction, the list shows the Description, Deposit Date and Amount. If you want to see a list of all the cash receipts and commission receipts which made up each deposit, refer to the Bank Deposit Slip that you printed before you dropped the deposit.

Bank deposits are described in more detail in *Chapter 6, Accounts Receivable Posting* in the sections for Cash Receipts and Commission Receipts.

- b) On the list of deposits, tag the deposits that have cleared the bank, and click on **OK** to return to the Bank Reconciliation window.
- If your statement shows that a deposit cleared the bank, but you cannot find it on TravCom's deposit list, it may not have been posted or dropped yet in TravCom. Deposits posted but not dropped appear in the **Cash Not Yet Deposited** field. You will be able to see those items listed under **Edit Deposit** (see *Chapter 6, Printing and Dropping a Bank Deposit*).

Click on **Quit** to save your reconciliation information. If you have not yet closed the month to which the bank reconciliation applies, you can post the required receipts, drop the deposit, and then return to Bank Reconciliation to continue.

- If you are doing bank reconciliation *for the first time*, your bank statement may show deposits made to the cash account *before* it was set up in TravCom.

You can add these deposits to the list (without actually posting them in TravCom), using the **Add Deposits** button, and mark them as *cleared*. Do not post them as journal entries, as they were already part of the balance forward G/L amounts loaded into TravCom. These deposits were posted in your previous accounting system.

The **Deposits Cleared** field now reflects the total of all the deposits you tagged as cleared. This amount should match the corresponding figure on your bank statement. The **Outstanding Deposits** field reflects all deposits posted to the current date, for which a deposit slip has been dropped, but which have not been marked within the bank reconciliation program.

7. Mark the **adjustments** that have cleared the bank.

- a) Click on **Mark/Unmark Adjustments**, to display a list of all adjustments that have been posted in TravCom.
- b) Tag the adjustments that have cleared the bank, and click on **OK** to return to the Bank Reconciliation window.

- If your statement shows that an adjustment cleared the bank, but you cannot find it on TravCom's checklist, it may not have been posted yet in TravCom. Click on **Quit** to save your reconciliation information. If you have not yet closed the month to which the bank reconciliation applies, you can post the adjustment(s) via **Posting – General Ledger- Adjust Journal Entries**, and then return to Bank Reconciliation to continue
- If you are doing bank reconciliation *for the first time*, your bank statement may show adjustments posted to the cash account *before* it was set up in TravCom.

You can add these adjustments to the list (without actually posting them in TravCom), using the **Add Adjustments** button, and mark them as *cleared*. Do not post them as journal entries, as they were already part of the balance forward G/L amounts loaded into TravCom. These adjustments were posted in your previous accounting system.

The **Adjustments Cleared** field now reflects the total of all the adjustments you tagged as cleared. This amount should match the corresponding figure on your bank statement. The **Outstanding Adjustments** field reflects all adjustments posted to the current date, which have not been tagged.

8. Once you have tagged all cleared checks, deposits and adjustments verify that the **Statement Balance** field matches the final balance printed on your bank statement. If these do not match, you need to verify the amount appearing in the Opening Balance field, and eventually compare the deposits, checks and adjustments marked as cleared, with the ones appearing on your bank statement.

Note the Statement Balance will become the next Opening Balance, when hitting the **Complete** button.

9. If you have entered Adjustments in either Interest Income or Bank Charges fields and have not yet posted them to the general ledger, you can enable the **Show Adjusted Balance** check box to allow you to see what the G/L balance will be once the adjustments have been posted. Compare the Checkbook Balance with the G/L balance. These amounts should equal if your reconciliation is complete.

If the Check-book Balance... Then...

Does **not** match the G/L balance Click on **Quit**. This saves the reconciliation information you have entered so far, and lets you exit to investigate any checks or deposits that are unaccounted for. Review the G/L posting detail for the bank account (from **Reports – General Ledger- Posting Detail**) to further research the discrepancy. Compare the information printed on the report with the deposits, checks and adjustments marked as cleared, and with the ones appearing on your bank statement.

Matches the G/L balance Continue with **Step 9**.



Remember that the G/L Balance calculates YTD figures, which will include the checks and deposits posted as “N” month. These should be part of the **Outstanding Checks** and **Outstanding Deposits**.

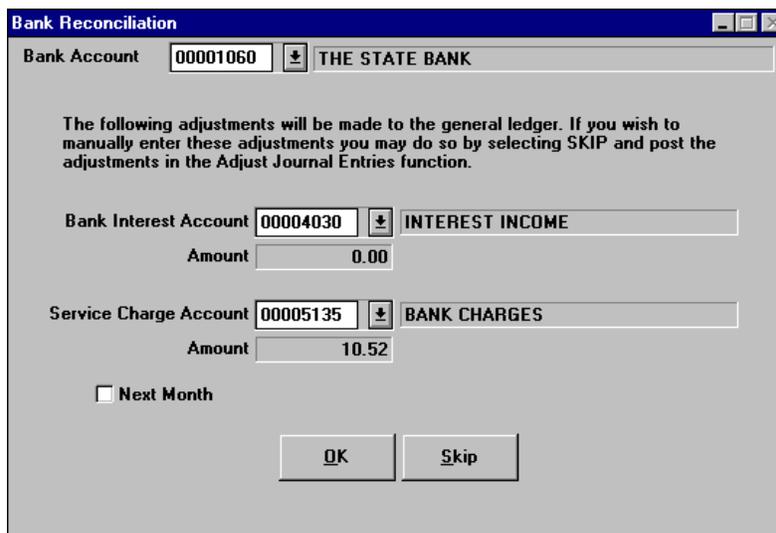


If you would like a printout showing which checks/ deposits cleared the bank during the month, you must request it before you click on **Complete**. Print lists of checks or deposits that cleared the bank from **Print Marked Checks** and **Print Marked Deposits**. Print lists of checks or deposits that are still outstanding as of this statement from **Print Unmarked Checks** and **Print Unmarked Deposits**. You may also wish to do a print screen of the main Bank Reconciliation information to attach to your checks and deposits lists.

10. Enable the **Consolidate Branches** check box to consolidate all branches into one bank reconciliation.

11. Click on **Complete**. TravCom prompts for confirmation. Click on **Yes**.

If you have entered Adjustments TravCom will prompt you with the following screen, showing how these adjustments will be posted to the general ledger. The G/L accounts listed are default Posting Accounts you defined in the General Ledger file for Bank Interest Income and Bank Service Charges. You can change the accounts if desired.



12. Leave the **Next Month** field blank, unless you want TravCom to post these adjustments into the next accounting month.

13. Select either **OK** or **Skip**.

To...

Confirm and post these adjustments.

Complete the bank reconciliation without posting the adjustments.

Click on...

OK. TravCom automatically posts the adjustments to the general ledger, adjusting for bank interest and service charges.

Skip. TravCom will not post the adjustments. You will need to use the Adjust Journal Entries function (in **Posting – General Ledger**) to post the adjustments manually. You may wish to use this method if the adjustments you have included need to be expensed against several different account numbers.

The main Bank Reconciliation window is redisplayed. All marked checks and deposits are removed from the system. The displayed fields are recalculated, ready for your next account's reconciliation session. The Opening Balance is updated to reflect the new balance for your next reconciliation. Fields for bank interest and service charges and for deposits and checks cleared are returned to zero.

14. Click on **Quit** to exit.

Understanding Credit Card Reconciliation

TravCom's **Posting - Credit Card Reconciliation** function lets you match credit card transactions posted in TravCom with soft-copy (diskette) statements from various credit card companies.

Currently, TravCom lets you compare data from these credit card companies:

- American Express
- Diners Club
- Visa

Your client must request a statement on diskette from one of these credit card companies, containing the items during the month.



American Express can provide the charge data in several formats. Be sure to request the RECON D ASCII diskette.

How to Do Credit Card Reconciliation

To reconcile:

1. On the **Postings** menu, select **Credit Card Reconciliation**.

The Credit Card Reconciliation window appears.

2. In the **Credit Card** field, use the drop-down list to select the type of card you want to reconcile.
3. In the **Credit Card No.** field, enter the credit card number you want to reconcile. Then press or click on **Search**.

TravCom searches for all records which used this credit card number.

4. Click on **Import Data**.

TravCom displays a warning: *Importing new data will untag all records for this credit card that have not already been reconciled. Do you wish to continue?*

5. Click on **Yes**.

TravCom prompts you for the **Import File Name**.

6. Enter the directory and name of the file you received from the credit card company, or use the "...” button to browse.
7. Click on **OK**.

TravCom displays the following status information:

Records Imported	Number of records for this credit card number, which were imported from the diskette
Matched Records	Number of records which matched
Unmatched Records	Number of records which did not match



Since TravCom compares posted data to the charges on the client’s credit card statement, this function is only useful if your client uses this credit card only for travel purchased from your agency. All charges shown on the credit card bill that represent purchases from other vendors will generate Unmatched Records on these reports.

8. You can now use the following buttons:

<i>This button...</i>	<i>Lets you...</i>
Tag/Untag Records	Tag the records to be reconciled. If you already have some records tagged when you Import, all tags are removed, and you must redo the selection. You may also decide to tag old records that were never reconciled, and that you wish to remove from the list. Once the reconciliation is completed, these items will be dropped along with the others.
Print Matched Report	Print a list of all imported items that matched transactions in TravCom since the last time a Reconciliation Complete was performed. Fields include date,

Bank and Credit Card Reconciliation Procedures

Report	invoice number, ticket number, passenger/description, and amount. This report lists the sales for which a match of the credit card number entered in the Credit Card No. field was found. The report also shows the total number of matched and unmatched records, and total offsetting debits/credits (from reversals or voids).
Print Unmatched Items	Print a list of all items that did not match, between the imported data and the transactions in TravCom. Fields include date, invoice number, ticket number, passenger/description, and amount. The report also shows the total number of matched and unmatched records, and total offsetting debits/credits (from reversals or voids). This prints all unmatched records since the last time a Reconciliation Complete was performed.
Print Variance Report	Print a report of all items that are on the diskette but are missing from TravCom, and all items for which there is a discrepancy in the charged amount. The total number of records should equal the total number of records imported from the diskette.



If you have discrepancies or unmatched items, click on **Quit** to save the current reconciliation information, and **Quit** again to exit. Verify your data in TravCom. For example, review the client's transactions to make sure the correct form of payment was used, etc. Then you can return to Credit Card reconciliation to continue.

9. When you have finished your reconciliation, click on **Reconciliation Complete**.

TravCom prompts for confirmation.

10. Click on **Yes**.

All tagged items are reconciled. You can now reconcile another credit card, or you can click on **Quit** to exit this function.

Chapter 12

Periodic Functions & Journals

About the Periodic Menu

The Periodic menu lets you:

- Print Journals
- Close Current Month
- Close Fiscal Year

Printing Journals

The Print Journals function lets you select and print the journals from any posting functions that have had activity since the last month end was run. This section describes when and how to print journals.



Before you print month end journals, you should complete a Backup of your TravCom databases, in case you need to reprint the journals in the future.

You can print journals for any branch or combination of branches. By default, journals print for the currently active branch only.

Journal pages can be printed to match the posting sessions. For example if you post one check and then exit Check Posting, that is considered one posting session and you can get a one page journal with one entry. To save paper it is recommended that you organize your posting by function or deselect the option to print a **New Page after each Session**.

When to Print Journals

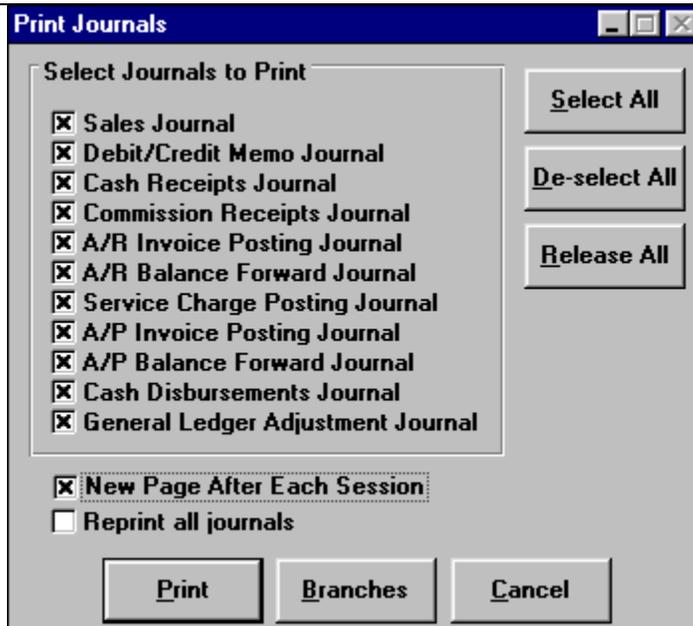
Journals should be printed at regular intervals. Depending on the volume of transactions in your agency you might print them daily, weekly, twice a month or monthly. If you are a higher-volume agency you should print journals more frequently. At the very minimum, journals must be printed each month, prior to running the **Close Current Month** function.

How to Print Journals

To print journals:

1. On the **Periodic** menu, select **Print Journals**.

The Print Journals dialog box appears:



Only those journals that have had activity since the last printing are available for selection.

2. Select the journal(s) you want to print using the check boxes.

Use **Select All** to quickly print all journals, or **De-select All** to remove all of the X's if you want to print only one or two journals.



If you get the message **You must first print all posting journals** when attempting to Close Current Month and no journals appear in black, select the **Release All** button. This is used to release any transactions that have not hit the journal due to an incorrect shut down procedure. All journals that require printing will be highlighted (black).

By default, journals will print for the current branch only. If your version of TravCom supports multi branching and you want to specify the branch (es) for which to print journals, use the **Branches** button to tag the branches you want. If you have set up a default set of branches to print for consolidating reporting (see *Chapter 15, Defining Agency Information for Consolidated Reports*), click on the **Branches** button, and then on the **Default** button to automatically tag those branches.

3. Click on **Print**.

A standard Print Setup dialog box appears.

4. Specify print destination and number of copies.

If you choose to print the journals to a file, please note that only 1 journal can be printed at a time (see *Chapter 13, General Procedures for Requesting a Report, page 13-3*). If you want to preview the journal on your screen before or instead of printing, make sure that the **Preview** check box is selected.

5. Click on **Print**.

Once the journals are prepared and have started to print or display on the screen, TravCom displays the following prompt: *Clear printed journal(s)?*

- If the journals printed satisfactorily, and you do *not* require additional copies, click on **Yes**. This flags all the journals as already printed.
- If you are previewing the journals on your screen, or if the journals did not print satisfactorily and you need to reprint, or if you simply want an additional copy, click on **No**.



If you have printed and cleared your journals, you can still reprint them in the current month by selecting the **Reprint all journals** check box. Remember, however, that closing month will delete all journals; you can only use this check box to reprint within the current month.

Closing the Current Month

Closing your current month is the only way to advance the system from one fiscal accounting period to the next. You CANNOT close the month by transaction date.



If you are not ready to close your current month right away (before you begin postings for the new accounting month), *remember to post all new transactions, including sales and interface records to **Next Month***

If your agency has multiple branches set up, you can select the branches for which to close the current month.

Take care not to close the month multiple times. The current month is displayed in the status line at the bottom of the screen.

What Happens When You Close Current Month

When you Close Current Month, TravCom

- advances the system from one accounting month to the next.
- displays any transactions that were previously posted to “Next Month” in the new “Current Month.” You cannot post any more transactions to the month just closed, except by using Adjusting Journal Entries.
- does not effect the current week’s ARC Report (even if month-end is in the middle of the week), because the ARC report is requested by ticketing date.
- reminds you that you must now Close Fiscal Year, if this is the last month of your fiscal year.

TravCom will *not* let you close your current month if:

- you have not printed your journals
- the General Ledger is out of balance for the current month
- the General Ledger Transaction File is out of balance for the current month

It is recommended that you run **Utilities – Database Maintenance – Check Balances** prior to closing your month. TravCom does allow you to close if your G/L is out of balance with Accounts Payable or Accounts Receivable, or if the G/L is out of balance for the current year, but it is strongly advised that you resolve these problems as soon as possible.



For information on how to correct these out-of-balance situations, see the section on **Check Balances** in *Chapter 14, TravCom Utilities*.

Optional Reports

All reports in TravCom are optional. Here is a list of suggested reports to print, as a minimum, just before closing your Current Month:

- Month to Date Totals (Agency Status Report)

- Aged Schedule of Accounts Receivable
- Aged Schedule of Accounts Payable
- Financial Statements (Income Statement and/or Balance Sheet)

For more information on all of the reports available in TravCom, see *Chapter 13, TravCom Reports*.

Month End Procedures

Recommended Procedure

You can close your month at any time after the close of business on the last day of the month. Normally you will close a few days into the next month to allow you time to complete all of the entries for the month. Remember to post all new transactions, including sales and interface records to **Next Month**. The recommended procedure is as follows:

1. Hold the fiscal period open until all postings, including: sales, cash receipts and disbursements have been posted. You **MUST** post all recurring payments and journals before TravCom will let you close the month.
2. Complete your Bank Reconciliation for all banks, using **Posting - Bank Reconciliation**. This step can optionally be performed after you have closed the Current Month. If you want to do Bank Reconciliation after month end, go to step 4.
3. Prior to Closing the Current Month post new sales, interface records, cash receipts/disbursements etc. to the *next fiscal month* (using the **Next Month** check box in each posting function).
4. Back up your TravCom data, using **Utilities - Backup**.
5. Print all **Journals** for the month and any reports you may require. If the journals printed satisfactorily, and you do *not* require additional copies, make sure to click on **Yes** to the prompt *Clear printed journal(s)?*
6. Check your client, vendor and G/L balances, using **Utilities – Database Maintenance – Check Balances**.
7. Use **Close Current Month** to close the accounting period.

How to Close Your Current Month

To close the current accounting month:

1. On the **Periodic** menu, select **Close Current Month**.
The Close Current Month window appears, reminding you of the tasks you must complete before TravCom will let you close the current month.
2. If you have multiple branches, click on the **Branches** button. A window lists each branch you have set up, and shows the current posting month for each branch. Tag all branches for which you want to close the current month.
3. Click on **Close Month**.

TravCom verifies that all journals have been printed, and that your general ledger is in balance.

When finished processing, TravCom displays a message confirming that the current month has been closed.

4. At the confirmation message, click on **OK**.

Notice that your status bar at the bottom of the window now shows the new month and year.

5. If this is the last fiscal month in your fiscal year you will be prompted to also close the **Fiscal Year**.

The system calculates this by comparing the fields, **Current Posting Month** and **Last Month of Fiscal Year**. Both fields are located in **Files – General Ledger – Financial Statements**. If this is your 12th month, go to the next section **Closing the Fiscal Year**.



Closing the fiscal year must be done *immediately after closing the 12th fiscal month*. After closing the 12th month, do *not* post any additional transactions until the fiscal year has been closed.

Closing the Fiscal Year

During the month end processing when you Close Current Month for the 12th month of the year, TravCom displays a warning that the fiscal year must also be closed at this time.



Closing the fiscal year must be done *immediately after closing the 12th fiscal month*. After closing the 12th month, do **not** post any additional transactions until the fiscal year has been closed.

What Happens When You Close Fiscal Year

TravCom's Close Fiscal Year function closes all Income Statement accounts (income and expense accounts, including Sales and Cost of Sales accounts) to the Previous Year Retained Earnings account. Your posting session numbers (which are sequential throughout the year) are also reset to one.

By default, the year-end for only the current branch is closed. However, if your agency has multiple branches, a Branches button will allow you to select the branches for which you want to close the fiscal year.

Before You Begin

Before you close your fiscal year, make sure that you have made as many year-end adjustments as possible.

The backup you created before you closed your last fiscal month is also your Year End backup. Keep this tape or set of diskettes for at least one year.



Make sure that the Previous Retained Earnings G/L account is defined on the **Posting Accounts** tab in **Files - General Ledger**.

Year End Procedures

Recommended Procedure

This procedure assumes that your accountant will provide year-end adjusting journal entries by the end of the first fiscal period in the new year.

1. Hold fiscal period 12 open until you receive all year-end adjustments from your accountant.
2. During this period, post daily activities such as interface, sales posting, cash receipts/disbursements, etc. to the *next fiscal month* (using the **Next Month** check box in each posting function).
3. When you receive the year-end adjustments from your accountant, post them to the current period (which is still fiscal period 12).
4. Print year end Financial Statements (Income Statement and Balance Sheet) and any other reports you require for the end of the period.
5. Remember to include any reports you do not print monthly but that you require for the fiscal year.

6. Use **Close Current Month** to close fiscal period 12.
7. Immediately close your year, using **Close Fiscal Period**.

Alternate Procedure

If you know that your accountant cannot provide year-end adjustments within fiscal period 1 of the next year, then follow this procedure:

1. Follow your usual procedures to close fiscal period 12, using **Close Current Month**.
2. Immediately close your year-end, using **Close Fiscal Period**.
3. When your accountant provides you with the year-end adjusting journal entries, post these adjustments to the previous fiscal year.



Do **not** post to Retained Earnings. Whenever you post an Income Statement adjustment to a period in the previous year, TravCom automatically closes the adjustment to the previous year's Retained Earnings. If you post to directly to Previous Years' Retained Earnings, you will not properly update the Income and Expense accounts on your Income Statement.

4. Print new year end Financial Statements (Income Statement and Balance Sheet).
5. Reprint the Financial Statements for any subsequent months, as the carry-forward balances for these months will have been changed.



CAUTION: You can only post journal entries and print financial statements back 13 periods. Therefore, you must do steps 3 to 5 as soon as possible in the new year. Otherwise you may not be able to post your journal entries to the correct period, or reprint the required financial statements.

How to Close Your Fiscal Year

To close your fiscal year:

1. On the **Periodic** menu, select **Close Fiscal Year**.

The Close Fiscal Year window appears. It shows the **Previous Fiscal Year Retained Earnings Account** defined in Files - General Ledger - Posting Accounts.

2. If you have multiple branches, you may click on the **Branches** button to show all of your branches and the current posting month(s). Tag all branches for which you want to close the fiscal year at this time.
3. Make sure the **Previous Fiscal Year Retained Earnings Account** field shows the correct account.

This is the account to which retained earnings for this fiscal year will be transferred.

Generally, you should not need to change this. If you do need to change it, use the drop-down list to select a different account, or type the G/L account number or sort key.

4. Click on **Close Year**.

TravCom displays the message *The fiscal year has been closed.*

5. Click on **OK**

Chapter 13

TravCom Reports

About the Standard Reports in TravCom

TravCom offers a variety of accounting and statistical information in the form of standard pre-built reports. Although these reports are standard, they offer flexibility in what records you include and the order in which data will appear.

TravCom's Reports menu categorizes reports you can access by type:

- **Sales** reports are related to client sales, client data and agent productivity.
- **Accounts Receivable** reports are related to outstanding client invoices and balances, vouchers and cash receipts.
- **Accounts Payable** reports are related to vendor activities and cash disbursements.
- **General Ledger** reports are based on the Chart of Accounts.
- **Agency Status** reports are summary reports of agency activity, including total sales by form of payment, product code and agent.

Most reports allow you to define date ranges. The date range for agent, client and vendor statistical reports is based on the transaction date; changing your system date will have no effect. Except for general ledger reports, most standard reports are not dependent on when you close your accounting month.

If your version of TravCom supports multiple branches, most reports can be requested for a single branch or as consolidated reports for multiple branches.

This chapter provides a brief description of each report.

General Procedures for Requesting a Report

Although the report request windows vary by report the steps and rules are generally the same:

1. On the **Reports** menu, select a sub-menu and then the report you want. A report selection window appears, which varies for each report. Here is a typical example:

The Branches button will only appear if your version of TravCom supports multiple branches and if the report can be requested as a consolidated report.

2. Use this window to narrow the record selection. Depending on the report you are requesting, you can:
 - Define a range of records, using **From** and **To** fields. For example, some reports let you define a range of client numbers, vendor numbers, agent or outside agent numbers, general ledger numbers or a range of invoice or posting dates.
If you do not enter **From** and **To** information the report will include all records by default.
 - Tag individual records, or records meeting specific criteria, using the **Tag Options** button.
Most reports allow you to tag individual records (such as individual clients, agents or vendors). Some reports also allow you to tag by criteria such as account type, vendor type, product code, etc....
 - Change the aging schedules. For example on the Aged Schedule of Accounts Receivable or Accounts Payable and Client Statements.
 - Specify either detailed or summary versions of the report. For example, a detailed Aged Schedule of Accounts Receivable will show all open invoices for the clients requested, and a summary Aged Schedule of Accounts Receivable will show only the total balance for each aging cycle.
3. If the report can be sorted by more than one criteria, use the radio buttons to choose a sort order.

Occasionally a report will allow you to enter several sorts. Instead of radio buttons you will see a **Sort Options** button that will allow you to enter multiple sorts by priority. For example, the Hotel/Car Rental Voucher report can sort vouchers by vendor, then within each vendor sort by arrival date or traveler name.

4. If your TravCom version supports multiple branches and you have more than one branch set up, a **Branches** button appears for any report that can be requested by branch or can consolidate multiple branches onto one report.



By default, reports are run for the current branch only.

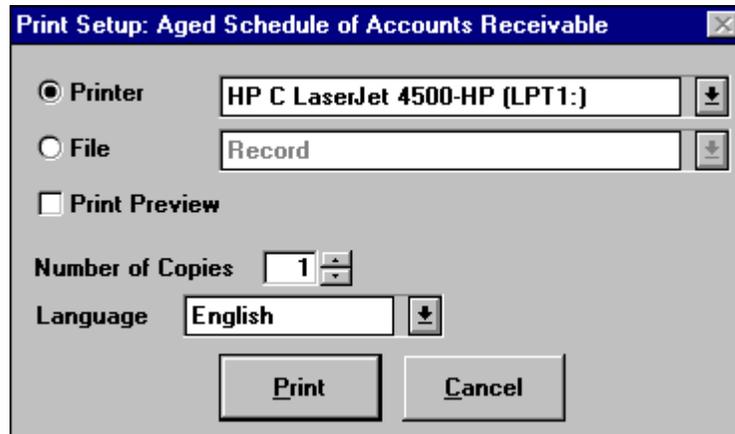
If you want the report to show information for another branch, or multiple branches, use the **Branches** button to tag the branches you want.

- If you request a report for a single branch, the name and address of that branch (as entered in **Files - Setup - Agency Information**) will print.
- If you request a report for multiple branches, the name and address defined for consolidated reports (in **Branch - Branch Setup**) will print.

The **Default** button on the Branches window lets you automatically tag a default set of branches, previously defined for consolidated reports in **Branch - Branch Setup**.

5. Click on **Print**.

A standard Print Setup dialog box appears.



6. Indicate the output destination (**Printer** or **File**). Depending on what you select, you can select a printer from the list of printers previously installed in your Windows software, or you can define a file name.

When selecting File, there are several formats TravCom can use to create the file. Unless you are certain you require another format shown on the drop-down list by the **File** radio button, select **Rich Text Format** for most purposes.

When defining a file name you must conform to all standard DOS rules for naming a file:

- Define the path and directory for the file manually or browsing it with the  button. If you want the report to be stored on a diskette, will usually start with A: or B:. If you do not define a path or directory, TravCom will create the file in the directory where your TravCom databases are stored (this is usually TCSWIN).
 - Use alphabetic and numeric characters only. Do not use spaces, slashes or other punctuation as these often have other meanings to the computer.
 - Use a maximum of eight (8) characters. You may override the extension (three additional characters after a period) if required. If you do not enter an extension TravCom will automatically use the standard extension for the type of file you have requested.
7. If you want to preview the report on screen, both before or instead of printing it to the printer, select the Printer radio button and ensure that **Print Preview** is selected.
You can have TravCom default to the **Print Preview** selection by setting your preference in **Files - Setup - System Customization**.
 8. You can also define the number of copies to print.
 9. You can also specify which language you can print the report in.
 10. Click on **Print**.

If the report appears, but does not show any records, check the date range and any other record selections you have entered, then request the report again.

If you are previewing a report on your screen, TravCom displays the number of pages as the report is created. On the top of the preview screen, you will see "Page 1 of 1+" if there are multiple pages.

On any previewed report several buttons will be available:

<i>This button...</i>	<i>Lets you...</i>
	display the first page of the report.
	display the previous page of the report.
	display the next page of the report.
	display the last page of the report.
	quit out of the report without printing sending it to the printer.
	shrink the report on the screen. To zoom (change the view to show partial page or full page), click on the zoom dropdown box. Select the percentage you like or select <i>Page Width</i> or <i>Whole Page</i> .
	Send the report to the printer. This removes the report from your screen and sends it instead to the printer. This will also allow you to select just one page or a range of pages, or print multiple copies.

To move up/down on the page, use the scroll bar on the right. The scroll bar will allow you to move up or down on any one page but will not scroll onto the next or previous pages.

To move left/right on the page use the scroll bar at the bottom of the screen.

Sales Reports

Reports are listed in the order in which they appear on the menu.

Missing Ticket Scan/Sequential List

Reports - Sales - Missing Ticket Scan/Sequential List.

These two reports are usually requested for Product Code 0 (A.R.C.). Any product codes that are marked as Controlled in the **Files - Setup - Product Codes** table can be requested as well. Records print in document number order.

The date range defaults to last week, but can be changed to any date range.

- The **Missing Ticket Scan** shows the first and last ticket numbers on the requested A.R.C. report, and any missing ticket numbers in between by IATA number. Each series of document numbers will be shown (for example, ATB tickets, MCOs and 4-flights will each print a separate range).
- The **Sequential List** shows all ticket sales, Debit/ Credit Memos and voids for the requested report in document number order. It will show the gross sale amount, airline and ticket number, client and invoice numbers, form of payment, fare, total taxes, commission and net amount. Summary information appears at the bottom of the report. Refunds will not be listed on this report.



Run these reports weekly as an audit during preparation of your the A.R.C. Report. See *Chapter 10, A.R.C. Procedures*, for more information on how to use these reports in your A.R.C. process.

A.R.C./Periodic Sales Report

Reports - Sales - A.R.C./Periodic Sales Report

A.R.C./Periodic Sales Report

Record Selection

Report Type: A.R.C.

Period Start Date: 4/3/2000

Period End Date: 4/9/2000

Authorization No.: 000409

IATA Numbers

Report Sort Order

By Form of Payment

By Ticket Number

Print Drop Cancel

Requesting the Report

This report shows sales for a selected product code and date range, with a summary on the final page.

If you use multiple branches and multiple IATA numbers you can request all A.R.C. reports from one branch. You can also select an individual report by IATA number. The default setting gives you all reports regardless of the active branch.

This report is usually requested for Product Code 0 (A.R.C.). Any product codes that are marked as Controlled in the **Files - Setup - Product Codes** table can be requested as well. Records can be printed in document number order as well separated by form of payment.



For A.R.C. (product code 0) run this report weekly, after all tickets for the week have been posted through **Interface** or **Sales Posting**. For more detailed procedures on A.R.C. Reporting see *Chapter 10, A.R.C. Reporting*.

For other controlled product codes, run and drop this report as required.

When you request this report, the **Period Start** and **End Date** default to the last reporting week but can be changed. If you change the start date, the end date is automatically calculated as a week (7 days) later. Dates must be entered in the format MM/DD/YY (you can also enter MM/DD and TravCom assumes the current year).

The **Authorization Number** to appear on the report defaults to the period end date (00YYMMDD), but can be overwritten. This number is used to create the invoice number when you drop the report, showing YYMMDD-pseudo city code. The system will calculate the due date as 10 days later.

If you do not use the default authorization number, you must assign a different number for each week so that you have unique invoice numbers for each week's remittance.

For A.R.C., a separate report will be printed for each IATA number that you select using the **IATA Numbers** button. For any other product code selected, a button appears for **Select Vendors** so that you can select the vendors for the report.



When printing the report to be sent to A.R.C. make sure you set the Sort Order to sort by **Form of Payment**. This is the default setting. Periodic Reports for other product types will default to sort by Ticket (document) number.

If you print the A.R.C. report sorted by Form of Payment, void and spoiled tickets will not appear on the report. If you print the A.R.C. report sorted by Ticket Number, void and spoiled tickets will be included for your reference.

The authorized amount for A.R.C. is calculated as the total cash sales minus total commission (both cash and credit card sales). This amount will be reflected on your A.R.C. vendor as the Net Remit Authorized for that week, once you drop the report (as described in the section *Dropping the ARC/Periodic Sales Report* starting on page 13-8).

Summary of Record Selection and Options

The following record selections are available when printing the A.R.C./Periodic Sales Report:

- **Report Type**
This allows you to select any product code set up as “Controlled” in your **Files - Setup - Product Codes** table.
- **Period start and end dates.**
- **IATA Numbers**
This appears only for A.R.C.; a separate report will print for each selected IATA location.
- **Select Vendors**
This appears only for product codes other than A.R.C. and lets you select vendors for the report.

The following sort orders are available when printing the A.R.C./Periodic Sales Report:

- **Form of Payment**
This is required for A.R.C. It is the default when the A.R.C. Product Code is selected.
- **Ticket/Document Number**
This is the default when any product code other than A.R.C. is selected.

Dropping the A.R.C./Periodic Sales Report

When you drop the A.R.C. or Periodic Sales Report, the net remittance (the authorized amount for A.R.C.) is finalized to your A.R.C. vendor on your accounts payable. It is important to drop your A.R.C. report each week to create an invoice for tracking and reporting purposes. You can still display or print any report after it has been dropped. Until the A.R.C. or Periodic Sales Report is being dropped, TravCom will place all the payables amounts produced by the sales posted with Product Code 0 under a *temporary* payable for the A.R.C. vendor called *Current Report*.

To drop the A.R.C. Report or the Periodic Sales Report:

1. Make sure that your record selections are correct, as described in the preceding section, *Summary of Record Selection and Options*.



If you have multiple branches or STPs, make sure that the appropriate IATA numbers have been selected from the IATA button. If you finalize the payable for a report before all postings, voids and adjustments have been made, you will need to adjust the A/P invoice manually. If any adjustment is made to the amounts of a sale after the report was dropped, you will need to manually adjust the payable *Current Report* where the difference will be placed, as well as the payable invoice created when the report was originally dropped.

2. Click on **Drop**.

When you drop the report TravCom will create the Net Remit invoice on the A.R.C. vendor for the full amount of the week's sales.

If you attempt to drop a report with an authorization number that has already been used TravCom displays *An invoice for 00YYMMDD-XXXX already exists. Adjust the payable manually if necessary* where YYMMDD is the authorization number and XXXX is the pseudo city code.

TravCom displays *The reports have been dropped* once all requested reports have been finalized.

3. Click on **OK** to acknowledge the message, and then **Quit** to exit.

Agent Productivity Report

Reports - Sales - Agent Productivity Report

This report shows each agent's sales productivity for any specified period (the default is the current posting month but can be changed). Your date selection is based on the transaction Invoice date.

Productivity is recognized by invoice date when a sale is posted, including Debit and Credit Memos, or when commission is posted against hotel/car rental vouchers. This report refers to the Selling Fares amounts entered when posting the sales, and does not include taxes.

Agents can receive credit for the full amount of commission posted (gross) during Sales posting, or can receive credit for the agency commission remaining after any outside sales agent has been paid (net). This is determined in **Files - Setup - System Customization** and can be changed at will without damage to your statistical reports.

The following record selections are available when printing the Agent Productivity Report:

- Agents
You can select all agents or a range of agents, or you can tag individual agents with the **Tag Options** button.
- Detail or Summary
There are three versions of the report:
 - ⇒ The **Detail (by Transaction)** report lists all transactions for each selected agent. Transactions are sorted by agent and then product code, with total transactions, sales amounts and commissions printed for each agent.
 - ⇒ The **Detail (by Product Code)** report shows totals for the month to date (or period requested) and year to date, by product code, for each selected agent. The agent's total transactions, sales amounts and commissions are then printed.
 - ⇒ The **Summary** report shows month-to-date and year-to-date sales, commissions and number of transactions for each selected agent.
- Booking or Ticketing Agent
- Include Percentages
This check box lets you define whether or not to show each agent's contribution towards total company sales. All three versions of this report can show percentages. These percentages are calculated on the total number of records selected for the current report. If you are looking at

specified agents only, the percentage reflects the percentage of that agent's activity as compared to the group of agents in the report, *not* to all agents in the company. For example, if you request the report for only 2 agents, their combined percentages will be 100%.

- Branches

If your version of TravCom supports multi-branching you may select any branch or combination of branches.

Airline Volume Report

Reports - Sales - Airline Volume Report

This report shows month to date, quarter to date and year to date gross sales for each selected airline.

This report is based on validating carrier and invoice date, not segments flown or travel dates. Only sales transactions that include the A.R.C. product code in the Primary Product Code field will be considered for this report.

The following record selections are available when printing the Airline Volume Report:

- Airlines

You can select all airlines or a range of airlines, or you can tag individual airlines with the Tag Options button.

- End date

The **From Invoice Date** is always Jan. 1 of the year you choose to print to ensure that the Year to Date figures are correct. You can enter a date in the **To** field, however, which will determine the month to be calculated in the Month to Date columns. For example, to print the report for September 1999, enter the **To** date as **09/30/99**. TravCom will print September's figures in the MTD columns, third quarter 1999 in the QTD columns (through September 30 only), and 1999 year to date figures in the YTD columns (through September 30 only), regardless of the accounting month you are currently posting to.

- Include Percentages

This check box lets you define whether or not to show each airlines contribution towards total company sales. This percentage is based on the total number of records selected for the current report. If you are looking at specified airlines only, the percentage reflects the percentage of that airline as compared to the total airlines listed in the report, *not* to all airline sales recorded in TravCom. For example, if you request the report for only 2 airlines, their combined percentages will be 100%.

- Preferred Airlines

This option selects only preferred airlines that are defined in *Airline File Maintenance* or...

- Non-Preferred Airlines

This option selects airlines that are not marked as preferred in *Airline File Maintenance* or...

- All Airlines

This option lets you select preferred and non-preferred airlines.

- Branches

If your version of TravCom supports multi-branching you may select any branch or combination of branches.

The following sort orders are available when printing the Airline Volume Report:

- Numerical order by Airline Number
- Alphabetical order by Airline Code
- Alphabetical order by Airline Name

Client Sales Activity

Reports - Sales - Client Sales Activity Report

This report lists all sales activity for each selected client during the specified period. The date range defaults to the current posting month but can be changed. Your date selection is based on the transaction Invoice date.

Fields include invoice number and date, ticket number, description (usually the name), gross amount, amount paid, and form of payment. You will see a total for each client and a grand total the bottom of the report.

The following record selections are available when printing the Client Sales Activity Report:

- Clients

You can select all clients or a range of clients, or you can tag individual clients with the **Tag Options** button.

- Branches

If your version of TravCom supports multi-branching you may select any branch or combination of branches.

The following sort orders are available when printing the Client Sales Activity Report:

- Numerical Order By Client Number
- Alphabetical Order By Client Sort Key

Best Client Sales Report

Reports - Sales - Best Client Sales Report

This report lists your best clients in descending order by month-to-date or year-to-date sales figures.

Fields include the client number and name, total month to date sales and total year to date sales. A total for all other clients is displayed at the bottom of the report.

The following record selections are available when printing the Best Client Sales Report:

- Clients

You can select all clients or a range of clients, or you can tag individual clients with the **Tag Options** button.

Tag Options lets you use any of the following fields to select the clients you want to include:

- ⇒ Client Number. Individually tag the clients you want included. Clients are displayed in numerical order.
- ⇒ Client Name. Individually tag the clients you want included. Clients are displayed in alphabetical order by Sort Key.
- ⇒ Account Type. Select any combination of Leisure, Corporate and Government account types.
- ⇒ Business Type. Select any combination of business types you have established.
- ⇒ Travel Type. Select any combination of travel types you have established.
- ⇒ Key Words. Select any combination of key words you have established.

- End date

The **From Invoice Date** is always Jan. 1 of the year you choose to print to ensure that the Year to Date figures are correct.

You can enter a date in the **To** field which will determine the month to be calculated in the Month to Date columns. For example, to print the report for September 1999, enter the **To** date as **09/30/99**. TravCom will print September's figures in the MTD column and year to date figures through September 30 only in the YTD column, regardless of the accounting month you are currently posting to.

- Top ### clients

Enter the number of clients you would like TravCom to print. For example, the top 10 or 25. The maximum you can enter is 999.

- Branches

If your version of TravCom supports multi-branching you may select any branch or combination of branches.

The following sort orders are available when printing the Best Client Sales Report:

- Total Sales Month to Date
- Total Sales Year to Date

Internal Sales Analysis Report

Reports - Sales - Internal Sales Analysis

This report shows the sales activity for each client during the specified period. The date range defaults to the current posting month but can be changed. Your date selection is based on the transaction Invoice date.

This report is designed for use within the agency, not as a report for corporate clients.

The following record selections are available when printing the Internal Sales Analysis Report:

- Client
You can select all clients or a range of clients, or you can tag individual clients with the **Tag Options** button.
- Print accounts with a minimum of ### Transactions
You can specify a minimum number of transactions required by the client to be included on this report. The default is 1, indicating that all clients with activity during the specified date range should be included, but clients without activity during that period should be ignored on this report. For example, if you only want to see clients who have made more than 4 purchases from you during the requested period, enter 4 in this field. The maximum you can enter is 999.
- Detail or Summary
 - ⇒ The **Detail** report shows the invoice number and date, ticket number, gross amount, total agency commission and commission earned by outside sales agents. This version will also include the totals printed on the Summary version.
 - ⇒ The **Summary** report shows the total number of transactions, the total gross sales, commission and commissions earned by outside sales agents, average sale and commission amounts, month to date and year to date sales.
- Branches
If your version of TravCom supports multi-branching you may select any branch or combination of branches.

The **Print New page for Every Client** check box allows you to print each client's activity on a separate page.

The following sort orders are available when printing the Internal Sales Analysis Report:

- Numerical Order By Client Number
- Alphabetical Order By Client Sort Key

City Pair Analysis Report

Reports - Sales - City Pair Analysis

This report meets airline requirements for the city pairs' Segment and Market Share report. It shows sales activity by rank, city pair, number of ticketed segments and total dollars for all airlines. Rank for each city

pair is determined by the total dollar value of segments between those cities. Depending on the option you select you can also see market share dollars and percentage, and number of segments for a specified airline.

The City Pair Analysis can be used for airline vendor negotiations or to provide statistical information to airlines.

This report lists the city pair sales for the specified period. The date range defaults to the current posting month but can be changed. Your date selection is based on the transaction Invoice date.

If you prepare this report for multiple airlines or clients, create individual **Description Files** for each report. The report parameters and record selections you enter will be saved under the unique Description File name and can be retrieved by entering that file name again.

Creating a New City Pairs Description File

To create a new Description File:

1. Enter a new name in the **Description File** field and press **t** or click on any other field.
2. TravCom displays the message *XXXXXXXXXXXX does not exist. Would you like to create it?* Where *XXXXXXXXXXXX* is the file name you entered. Click on **Yes**.
3. Enter a client number or range of clients, or select you client number(s) from the drop-down lists.

If this report is for one client only, make sure you enter the client number in both the **From** and **To** fields.

To include all clients, leave these fields blank.

4. The dates will always default to the current accounting month date range. You cannot store other dates as part of the Description File. However, if you are going to print this report at this time, enter the appropriate dates. Your date selection is based on the transaction Invoice Date.
5. Enter a Report Title to be printed at the top of the report, if required.

6. If this report is for a Corporate Client who already has a contract with the airline, enter the contract number in the Agreement Number field. This will be printed at the top of the report as required by the airline.
7. To print the number of segments and total revenue for all airlines, for each city pair, leave the Airline Code field blank.

To print the number of segments and total revenue for one airline only, for each city pair, enter the airline code.



You must enter an airline code in this field to request market share information. If you do not specify an airline the Market Share field will be disabled.

8. Enter the number of city pairs you would like to print on this report. For example, to print only the top 10 city pairs, enter 10. All remaining city pairs will be included in a single entry at the bottom of the report.
9. Select the other options you want to include on the report:

- **Include Domestic Segments**
Mark this option if your report should include Domestic segments. This is based on the **D/I** indicator attached to each segment.
- **Include International Segments**
Mark this option if your report should include International segments. This is based on the **D/I** indicator attached to each segment.

If you do not mark either Domestic or International segments, TravCom will default to the domestic segments only. Be sure to mark both options if you require *all* segments on your report.

- **Include Market Share**
This option is only available if you have entered an airline code for this report. **Include Market Share** allows you to print the segment counts and dollar values for the selected airline, for all airlines, plus an additional column showing the market share by city pair for the selected airline.
 - **Combine Reverse Segments**
This option combines all segments between two cities into one entry, regardless of direction of travel. For example, if this check box is left blank segments from LAX to JFK and JFK to LAX would be shown on separate lines. However, if **Combine Reverse Segments** has been marked, these segments would be combined into a single entry.
 - **Combine All Clients**
If you have requested more than one client number for this report, this option allows you to print a consolidated report for all client numbers you have requested. Leave this check box blank if you require a separate report to be calculated for each selected client.
10. You can also enter specific city pairs to print by clicking on the **Edit City Pairs** button. Use this option if you are interested in certain city pairs, or if this report is for a corporate client with an established airline contract. TravCom will display a table where you can enter the Origin Cities and Destination Cities. If you did not mark **Combine Reverse Segments**, remember to enter each origin and destination pair separately. For example, to count segments between LAX and JFK, enter:

City Pairs	
Origin City	Destination City
LAX	JFK
JFK	LAX
▶	

To delete city pairs click on the gray box to the left of the line you want to delete. When the line is highlighted, press the **Delete** key. Multiple blank lines on this screen can cause problems with your report.

This is not necessary if you have requested combined city pairs.

11. If your version of TravCom supports multi-branch capability you can select any branch or combination of branches. The report will default to the current branch each time you request it. If you are going to print this report at this time, select the required branches by clicking on the **Branches** button at the bottom of the screen.

Printing a City Pairs Report

To print this report:

1. Enter a Description file name or select a file from the drop-down list. If you have not created a file for the report you need to print see the preceding section, *creating a New City Pairs Description*.

TravCom displays the information saved for that Description File and inserts the current Accounting Period date range.

2. Verify the fields displayed and make any changes required.

Note that the **From** and **To** dates will always default to the current accounting month, and the **Branch** will always default to the current active branch only. These options must be modified as required each time you print this report.

3. If your changes apply to this printing only, click on **Print**.

If your changes are permanent modifications to the report, click on **Update** to save your changes, then click on **Print**.

For a description of each field, see the preceding section, *Creating a New City Pairs Description*.

Exporting a City Pairs Report

To export this report to use with a custom reports:

1. Enter a Description file name or select a file from the drop-down list. If you have not created a file for the report you need to print see the preceding section, *Creating a New City Pairs Description*.

TravCom displays the information saved for that Description File and inserts the current Accounting Period date range.

2. Verify the fields displayed and make any changes required.

Note that the **From** and **To** dates will always default to the current accounting month, and the **Branch** will always default to the current active branch only. These options must be modified as required each time you print this report.

3. If your changes apply to this exporting only, click on **Export**.

If your changes are permanent modifications to the report, click on **Update** to save your changes, then click on **Export**.

For a description of each field, see the preceding section, *Creating a New City Pairs Description*.

Corporate Sales Analysis Report

Reports - Sales - Corporate Sales Analysis

This report is designed for distribution to your Corporate and Government clients. Any client account marked Leisure in the Account Type (in **Files - Clients**, on the **Marketing** tab) will not be included when you print this report. For each Corporate or Government account it lists all sales activity during the specified range of invoice dates.

The date range defaults to the current accounting month but can be changed. Your date selection is based on the transaction Invoice date.

Fields include invoice number and date, passenger, ticket number and amount, and routing. At the bottom of each client's activity the number of transactions, total sales and average price per transaction for the month will print. The sales year to date and average monthly sales.

The following record selections are available when printing the Corporate Sales Analysis Report:

- **Clients**
You can select all clients or a range of clients, or you can tag individual clients with the Tag Options button.
- **Exclude Product Codes**
You can enter which product code to exclude in the report. Multiple product codes can be entered, separated by a comma
- **Branches**
If your version of TravCom supports multi-branching you may select any branch or combination of branches.

The following sort orders are available when printing the Corporate Sales Analysis Report:

- Numerical Order by Client Number
- Alphabetical Order by Sort Key

Corporate Travel Analysis Report

Reports - Sales - Corporate Travel Analysis

This report is designed for distribution to your Corporate and Government clients. Any client marked Leisure in the Account Type (in **Files - Clients**, on the **Marketing** tab) will not be included when you print this report. For each Corporate or Government account it lists all sales activity during the specified period. It shows how much the client has spent on all travel as compared to what they could have spent, using the Reference Fare less the Fare Paid to calculate the Savings they have achieved by doing business with your agency. The report will also show a Low Fare.

The date range defaults to the current accounting month but can be changed. Your date selection is based on the transaction Invoice date.

Fields include passenger name, invoice number and date, ticket number, gross ticket price, reference and low fares, savings and exception code.

The following record selections are available when printing the Corporate Travel Analysis Report:

- Clients
You can select all clients or a range of clients, or you can tag individual clients with the Tag Options button. Leisure clients will not be available for selection.
- Exclude Product Codes
You can enter which product code to exclude in the report. Multiple product codes can be entered, separated by a comma
- Print exception code descriptions
Mark this box to print the exception code descriptions on the last page of each client's report. This gives the client a convenient Legend to refer to when reading their report. The descriptions printed, are determined by the Exception Code Group stored in the Client's record (**Files - Clients - In House** tab). To create a new exception code or group, or modify an existing one, go to **Files - Setup - Exception Codes**.
- Branches
If your version of TravCom supports multi-branching you may select any branch or combination of branches.

The following sort orders are available when printing the Corporate Travel Analysis Report:

- Numerical Order By Client Number
- Alphabetical Order By Client Sort Key

Records are sorted and sub-totaled by department, as appropriate for each client, then sorted alphabetically by passenger within each department. Each passenger's sales are also totaled.

Corporate Travel Destinations Report

Reports - Sales - Corporate Travel Destinations

This report is designed for distribution to your Corporate and Government clients. Any client account marked Leisure in the Account Type (in **Files - Clients**, on the **Marketing** tab) will not be included when you print this report.

It shows your corporate clients where they are traveling to and how often. For all selected corporate/government clients, it lists sales activity by destination during the specified period. The dates default to the current accounting month but can be changed. Your date selection is based on the transaction Invoice date.

Any segment that includes a city you have entered as a **Home City** in **Files - Setup - Agency Information** will not appear on this report.

The report is sorted by client number, then by city. Passengers are listed alphabetically under each city.

Fields include passenger name, ticket number, invoice number and date.

The following record selections are available when printing the Corporate Travel Destinations Report:

- **Clients**
You can select all clients or a range of clients, or you can tag individual clients with the Tag Options button. Leisure clients will not be available for selection.
- **Exclude Product Codes**
You can enter which product code to exclude in the report. Multiple product codes can be entered, separated by a comma
- **Branches**
If your version of TravCom supports multi-branching you may select any branch or combination of branches.

The following sort orders are available when printing the Corporate Travel Destinations Report:

- Numerical Order By Client Number
- Alphabetical Order By Client Sort Key

Hotel/Car Rental Usage Report

Reports - Sales - Hotel/Car Rental Usage Report

This report is designed for distribution to your Corporate and Government clients. Any client account marked Leisure in the Account Type (in **Files - Clients**, on the **Marketing** tab) will not be included when you print this report. For each Corporate or Government account it lists all hotel and/or car rental bookings during the specified period.

Fields include invoice number, guest name, vendor, city, arrival date, number of days, number of items (for example 1 car), rate and voucher total. The report will also show a total for each property.

The following record selections are available when printing the Hotel/Car Rental Usage Report:

- **Clients**

You can select all clients or a range of clients, or you can tag individual clients with the Tag Options button. Leisure clients will not be available for selection.

- **Product Code**

You can select all product codes or a range of codes, or you can tag individual product codes with the Tag Options button.

It is not necessary to enter or tag only the product codes for hotels and car rentals; since vouchers are only posted for these product codes, only these two product codes will be included.

- **Branches**

If your version of TravCom supports multi-branching you may select any branch or combination of branches.

The following sort orders are available when printing the Hotel/ Car Rental Usage Report:

- Numerical Order By Client Number
- Alphabetical Order By Client Sort Key

Records are sorted by product code, with a separate page for hotels and cars. Within each product code records are displayed in invoice number order.

Client Name Report

Reports - Sales - Client Name Report

This report lists client numbers and names. It is most commonly printed for front office agents as a concise list of account numbers and names for easy reference.

The following record selections are available when printing the Client Name Report:

- **Clients**

You can select all clients or a range of clients, or you can tag individual clients with the Tag Options button.

- **Agent**

You can select all agents or a range of agents, or you can tag individual agents with the Tag Options button. TravCom will print only the client accounts that belong to those agents, as marked in each client account (in **Files - Clients**, on the **In House** tab).

- **Outside Sales Agent**

You can select all O/S agents or a range of O/S agents, or you can tag individual O/S agents with the Tag Options button. TravCom will print only the client accounts that belong to those O/S agents, as marked in each client account (in **Files - Clients**, on the **In House** tab).

Since client files are shared by all branches, this report can not be requested by Branch.

The following sort orders are available when printing the Client Name Report:

- Numerical order by Client Number
- Alphabetical order by Sort Key

This report is a brief listing only. If you want to more details on each client account, print an Edit List from **Files - Clients**, as described in *Chapter 4, Maintaining Agency Data Files*.

Client Mailing Labels/Rolodex Cards

Reports - Sales - Client Mailing Labels/Rolodex Cards

This function lets you print client names and addresses in two formats:

- **Mailing labels**

These can be used for direct mail advertising and promotions. The formatting is based on:

- ⇒ Avery #5160 labels (3 across on each page).
- ⇒ Mailing Labels (3 1/2" x 15/16" x 1)
- ⇒ Mailing Labels (3 1/2" x 15/16" x 2)

- **Rolodex cards**

These cards show client name, address, all 3 phone fields, fax number and E-mail address.

The following record selections are available when printing the Client Mailing Labels or Rolodex Cards:

- **Client Numbers**

You can select all clients or enter ranges of client numbers. Note that you may enter multiple ranges.

- **Sort Keys**

You can select all clients by their sort keys or enter ranges of sort keys.

- **Key Words**

If you want only clients whose accounts include certain Key Words, enter them here. You may enter as many Key Words as required.

-
- **Zip Codes (Postal Codes)**
You can select all zip codes or enter ranges of zip codes. Note that you may enter multiple ranges.
 - **Agents**
You can select all agents or enter ranges of agent numbers. Note that you may enter multiple ranges. TravCom will print only the client accounts that belong to those agents, as marked in each client account (in **Files - Clients**, on the **In House** tab).
 - **Outside Sales Agents**
You can select all outside agents or enter ranges of outside agent numbers. Note that you may enter multiple ranges. TravCom will print only the client accounts that belong to those O/S agents, as marked in each client account (in **Files - Clients**, on the **In House** tab).
 - **Account Type**
Select any combination of Leisure, Corporate and Government.

You can select as many record selection options as required for your needs. For example, you could select Client Number and enter the ranges from **100** to **999** and **5000** to **10000**, then select Key Words and enter **CRUISE**.

The following sort orders are available when printing Client Mailing Labels or Rolodex Cards:

- Numerical order by Client Number
- Alphabetical order by Sort Key
- Numerical order by Zip Code (Postal Code)
- Numerical order by Agent Number
- Numerical order by Outside Sales Agent Number

Since client files are shared by all branches, Mailing Labels and Rolodex Cards can not be requested by Branch.

Inactive Client Report

Reports - Sales - Inactive Client Report

This report lists clients for whom you have not posted any invoices (Sales or A/R Invoices) since a specified date.

It shows the date the client file was last used, month to date sales, year to date sales and the balance for each client account. The month to date and year to date figures are based on the current posting month.

The following record selections are available when printing the Inactive Client Report:

- **Clients**
You can select all clients or enter a range of clients, or tag individual clients with the Tag Options button.

- Inactivity date

When you request the report you can define an “Inactive Since” date. Client accounts that have not been used since that date will be included on your report.

Since client files are shared by all branches, this report can not be requested by Branch.

Accounts Receivable Reports

Reports are listed in the order in which they appear on the menu.

Aged Schedule of Accounts Receivable

Reports - Accounts Receivable - Aged Schedule of Accounts Receivable

This report shows all open invoices by client, with the past due amount aged according to the schedule you specify when requesting the report (for example, 30-60-90 days, or 7-15-30 days). It is useful for tracking and collecting receivables.

It is recommended that you print this report for all clients on the last business day of the month, or before you close the accounting period.

The following record selections are available when printing the Aged Schedule of Accounts Receivable:

- Clients

You can select all clients or enter a range of clients, or you can tag individual clients with the Tag Options button.

- Agents

If you want to see certain agents' client accounts you can enter a range of agents or tag individual agents with the Tag Options button. TravCom will print only the client accounts that belong to those agents, as marked in each client account (in **Files - Clients**, on the **In House** tab).

- Outside Sales Agents

If you want to see certain outside sales agents' client accounts you can enter a range of O/S agents or tag individual O/S agents with the Tag Options button. TravCom will print only the client accounts that belong to those O/S agents, as marked in each client account (in **Files - Clients**, on the **In House** tab).

- Due Date

You can print all open invoices or you can enter the due dates you would like to print. To see all invoices due by a certain date, leave the **From Due Date** field blank and enter your selected date in the **To** field. If the report is run without selecting a due date range, this will include all open invoices, regardless of when they were posted including transactions posted as **Next Month**.

- Detail or Summary

There are two versions of this report:

- ⇒ The **Detail** report lists each open invoice by invoice number, description, due date, balance and age. Each client's invoices are then subtotaled for each aging cycle.
- ⇒ The **Summary** report lists the aged balances only for each client. Invoices are not itemized.

- Branches

If your version of TravCom supports multi-branching you may select any branch or combination of branches.

Both reports show the grand total of all selected invoices for each aging cycle. If you request the complete report (do not enter any selections) the balance(s) of the Accounts Receivable G/L account(s) will print below the grand totals for reference. The grand total should always equal the total balance of the G/L account(s). This report

If your agency has multiple currencies set up (in **Files - Setup - Currencies**) foreign currency amounts will appear twice. The invoice will first show the original currency, as posted, then the equivalent value in your default (local) currency, including the exchange rate used. All totals are based on the default currency value.

The following sort orders are available when printing the Aged Schedule of Accounts Receivable:

- Numerical Order By Number
- Alphabetical Order By Sort Key

Cash Receipts

Reports - Accounts Receivable - Cash Receipts

This report shows all cash receipts in the selected date range by bank account, with a subtotal for each date and total for each cash account. The date range defaults to the current posting month but can be changed. Your date selection is based on the transaction Posting date.

Fields include the client or vendor account (or MISC if the receipt was posted directly to the general ledger) and description, posting date, amount received, and how much was applied against each Accounts Receivable, Accounts Payable, Commissions (vouchers) and general ledger accounts.

The following record selections are available when printing the Cash Receipts report:

- Include payments from

Select from:

- ⇒ Clients
- ⇒ Vendors
- ⇒ Commissions
- ⇒ Miscellaneous

- Cash Accounts

You can select all cash accounts or enter a range of cash accounts, or you can tag individual cash accounts with the Tag Options button.

- Clients

If you have included clients you can select all clients or a range of clients, or you can tag individual clients with the Tag Options button.

Tag Options lets you use any of the following fields to select the clients you want to include:

- ⇒ Cash Account. Individually tag the Cash account you want included.
- ⇒ Client Number. Individually tag the clients you want included. Clients are displayed in numerical order.
- ⇒ Client Name. Individually tag the clients you want included. Clients are displayed in alphabetical order by Sort Key.
- ⇒ Account Type. Select any combination of Leisure, Corporate and Government account types.
- ⇒ Business Type. Select any combination of business types you have established.
- ⇒ Travel Type. Select any combination of travel types you have established.

- Vendors

If you have included vendors you can select all vendors or a range of vendors, or you can tag individual vendors with the Tag Options button.

Tag Options lets you use any of the following fields to select the vendors you want to include:

- ⇒ Vendor Number. Individually tag the vendors you want included. Vendors are displayed in numerical order.
- ⇒ Vendor Name. Individually tag the vendors you want included. Vendors are displayed in alphabetical order by Sort Key.
- ⇒ Vendor Type. Select any combination of vendor types you have established.

- Branches

If your version of TravCom supports multi-branching you may select any branch or combination of branches.

The following sort orders are available when printing the Cash Receipts report:

- Check Number order
- Posting order



Remember that TravCom also has a **Files - Queries - Cash Receipts** function that gives you further detail on individual cash receipts.

Client Statements

Reports - Accounts Receivable - Client Statements

This function lets you print billing statements for your clients.

Client billing statements are printed to paper only. The standard Print Setup dialog box will not be displayed. If you do not want to print statements to the default statement printer be sure to select the appropriate printer before you click **Print**. The fields that will be printed vary depending on the statement format you have chosen in **Files - Setup - Printers/Forms**.

The following record selections are available when printing Client Statements:

- Clients

You can select all clients or a range of clients.

- **Statement Group**
Enter any group you have established. TravCom will check each client account (in **Files - Clients - Sales/Accounting**) and print statements only for clients showing the Statement Group you have specified. If you require statements for more than one group (but not all), you must select one statement group and print those statements, then select Client Statements again and specify the next statement group.
- **Print Open Invoices only**
If you use a pre-built dot matrix format, you can have TravCom print a summary box below the open invoices. The summary will show the charges on the account, current payments, previous payments and credits, and the current balance.
- **Detailed Statement**
Select this option if you would like to print a statement that includes details for all sales transactions posted and cash receipts within the period.
- **Print Activity Since**
This option is only available when Detailed Statement is selected. Enter a date in this field if you would like to specify a starting date. Leave this field empty if you would like to print all activity since the last time the statement was printed for each client.
- **Cutoff date**
This option is available only if the Print Open Invoices Only check box has been cleared. If you do not want invoices past a certain date to be included, enter the last date to include here. For example, if today is the 10th of the month and you want to print statements as of the end of last month, use this field to exclude invoices from the 1st to the 10th of this month.
- **Message**
If you are printing laser statements and would like a message printed at the bottom of each statement, enter the message here.

TravCom will default to the message you entered the last time you ran client statements.
- **Branches**
If your version of TravCom supports multi-branching you may select any branch or combination of branches.

Enter an aging schedule (for example, 7, 15, and 30 days) and a message to print at the bottom of each statement if required.

If you want to print a sample statement before sending all statements to the printer, click on **Print Sample**. This shows the placement of the information on the printed page.

If you want to select a different form or print your company name and address on the statement, click on **Select Forms** to display the Printer/Forms window from **Files - Setup**.



For more information on different statement forms, see the section on Printer Forms in *Chapter 3, Maintaining Your Agency Setup*

Priority Collections/Dunning Letters

Reports - Accounts Receivable - Priority Collections/Dunning Letters

Priority Collection/Dunning Letters are used for your client accounts. The Dunning Letter can be sent to anyone who has a client account on your system.

When you request this function use the radio buttons to define whether you want to print the Priority Collections Report or Dunning Letters:

Priority Collections Report shows clients whose balance warrants A/R collection action. This report also shows the client number and name, phone number, credit limit, balance of account, past due amount, and the aging schedule.

Dunning letters are collection letters reminding clients of their outstanding balance and your agency's collection policies. You can customize the letter to meet your specific needs either by clicking on the **Edit Letter** button or through Crystal Reports.

When Editing the Dunning Letter you can request your agency name and address to print on the top of the letter by marking the check box.

Additional radio buttons allow you to select the clients you want included on your report or letters. Select from:

- Clients with balances exceeding a specified amount (enter the amount).
- Clients with past due balances exceeding a specified amount (enter the amount).
- Clients whose balances exceed their credit limit.

If your version of TravCom supports multi-branching you may select any branch or combination of branches.

Client Accounting Activity Report

Reports - Accounts Receivable - Client Accounting Activity

This report shows all invoices that are currently open, any payments made against these invoices and the balance of the invoice, for the date range requested. Credit Card sales and Cash sales paid at the time the sale was posted do not appear on this report.

The date range defaults to the current posting month but can be changed. Your date selection is based on the transaction Invoice date.

Fields include invoice number and date, description and amount, then payment date, reference (check and bank numbers) and amount, and the balance of the invoice. The report also shows the total due from each client and a grand total due from all client accounts requested.

The following record selections are available when printing the Client Accounting Activity Report:

- **Clients**
You can select all clients or enter a range of client numbers, or you can tag individual clients with the Tag Options button.
- **Agents**
You can select all agents or enter a range of agent numbers, or you can tag individual agents with the Tag Options button. TravCom will print only the client accounts that belong to those agents, as marked in each client account (in **Files - Clients**, on the **In House** tab).
- **Outside Sales Agents**
You can select all outside sales agents or enter a range of O/S agent numbers, or you can tag individual O/S agents with the Tag Options button. TravCom will print only the client accounts that belong to those agents, as marked in each client account (in **Files - Clients**, on the **In House** tab).
- **Branches**
If your version of TravCom supports multi-branching you may select any branch or combination of branches.

The following sort orders are available when printing the Client Accounting Activity Report:

- Numerical Order By Number
- Alphabetical Order By Sort Key

Client Ledger Cards

Reports - Accounts Receivable - Client Ledger Cards

This report shows all sales and cash receipts activity and open invoices for each client during the specified period. The date range defaults to the current posting month but can be changed. Your date selection is based on the transaction Invoice date. It is totaled by client, with grand totals at the end. This report is very useful for tracking all accounting details on a client account.

Invoice fields on the report include the invoice number and date, description, ticket number, form of payment, invoice amount and balance. Payment fields include date received, amount received and a description (check and bank numbers, or credit card number).

The following record selections are available when printing the Client Ledger Cards:

- **Clients**
You can select all clients or a range of client numbers, or you can tag individual clients with the Tag Options button.
- **Branches**
If your version of TravCom supports multi-branching you may select any branch or combination of branches.

The following sort orders are available when printing the Client Ledger Cards:

- Numerical Order By Client Number
- Alphabetical Order By Client Sort Key

Client Credit Report

Reports - Accounts Receivable - Client Credit Report

This report lists all of your clients, shows their current balance, established credit limit (**from Files - Clients - Sales/Accounting** tab), and available credit. Clients who have exceeded their credit limit are noted "Over Limit."

The Client Credit Report can be selected for all clients or a range of client numbers, or clients can be individually tagged with the Tag Options button.

The following sort orders are available when printing the Client Credit Report:

- Numerical Order By Client Number
- Alphabetical Order By Client Sort Key

Since client files are shared by all branches, this report can not be requested by Branch.

A/R Open Invoice Report

Reports - Accounts Receivable - A/R Open Invoice Report

This report shows all open invoices for the selected clients in invoice number order.

Fields include client number, agent, O/S agent, invoice number and date, description, original invoice amount, payments applied (cash receipts) and balance.

The following record selections are available when printing the A/R Open Invoice Report:

- Clients
You can select all clients or a range of client numbers, or you can tag individual clients with the Tag Options button.
- Branches
If your version of TravCom supports multi-branching you may select any branch or combination of branches.

The report shows a grand total for all selected clients; if it is requested for all clients it will equal the total on the Aged Schedule of Accounts Receivable.

Missing Invoice Scan/Sequential List

Reports - Accounts Receivable - Missing Invoice Scan/Sequential List

This function lets you select from two reports:

- The **Missing Invoice Scan** shows the first and last invoice numbers posted during the specified date range and notes any missing numbers within this range. This can help you determine if you are missing any invoices from your numerical series.
- The **Sequential List** shows all invoices posted during the specified date range, in invoice number order. It shows the invoice number, client number, date, description, amount, agent and outside agent numbers.

The date range defaults to the current posting month but can be changed. Your date selection is based on the transaction Invoice date.

If your version of TravCom supports multi-branching you may select any branch or combination of branches.

Hotel/Car Rental Voucher Report

Reports - Accounts Receivable - Hotel/Car Rental Voucher Report

This report can be used in a large variety of ways to track your vouchers (hotel and car rental bookings). It can help you prepare and update the voucher database so that you can print accurate Commission Follow-up Letters. You can mix and match record selections and sort orders to print this report to most requirements.

Fields include the vendor number and name, voucher number, arrival and posting dates, confirmation number, client number, traveler name, booking and outside sales agent numbers, voucher total and expected commission amount. If you select Paid vouchers the actual commission paid will also be printed.

The following record selections are available when printing the Hotel/Car Rental Voucher Report:

- **Vendors**
You may select all vendors or enter a range of vendors, or you can tag individual vendors with the Tag Options button. The default setting is blank to include all vendors.
- **Voucher Numbers**
You may enter a range of voucher numbers to print on your report. Use these fields to narrow your search parameters if you want information on a specific trip for a traveler. For example, all of John Smith's hotel and car rental bookings for a single trip are normally posted with the same Voucher. The default setting is blank to include all vouchers.
- **Confirmation Numbers**
You may enter a range of confirmation numbers to print on your report. For example, this option is useful if you are searching for a series of bookings, such as for a group traveling together. The default setting is blank to include all confirmation numbers.
- **Arrival Dates**

You may enter a range of arrival dates to print on your report. For example, to see all the hotel and/or car rental bookings which you expected to be used during the month of June, 1999, enter From June 1, 1999, and To June 30, 1999. The default setting is blank to include all arrival dates.

- Invoice Dates

You may enter a range of invoice dates to print on your report. For example, to see all the hotel and/or car rental bookings, which were posted in the month of June, 1999, enter From June 1, 1999, and To June 30, 1999. The default setting is blank to include all invoice dates.

- Payment Dates

You may enter a range of payment dates to print on your report. For example, to see all the hotel and/or car rental bookings where you received the commission payment in the month of June, 1999, enter From June 1, 1999, and To June 30, 1999. The default setting is blank to include all payment dates.

- Clients

You can select all clients or enter a range of clients, or you can tag individual clients with the Tag Options button. The default setting is blank to include all clients.

- Agents

You can select all agents or enter a range of agents, or you can tag individual agents with the Tag Options button. The default setting is blank to include all agents.

- Outside Sales Agents

You can select all outside sales agents or enter a range of O/S agents, or you can tag individual O/S agents with the Tag Options button. The default setting is blank to include all outside agents.

- Product Codes

You can select all product codes or enter a range of codes, or you can tag individual product codes with the Tag Options button. The default setting is blank to include all product codes, however, since this report is based on Vouchers, not Sales, and normally Vouchers are only posted for Hotel and Car Rental bookings, you would normally select only the product codes associated with those.

It is not necessary to enter or tag only the product codes for hotels and car rentals; since vouchers are only posted for these product codes, only these two product codes will be included.

- Voucher Status

Select from:

- ⇒ Open
- ⇒ Paid
- ⇒ Cancelled
- ⇒ Non-commissionable

- Branches

If your version of TravCom supports multi-branching you may select any branch or combination of branches.

Unlike most TravCom reports, the sort order options on this report are not mutually exclusive. You can select as many as you want, assigning each one a rank. For example, to print all open vouchers by vendor, with bookings appearing by arrival date within each vendor account, enter **1** in the Vendor Number field and **2** in the Arrival Date field.

The following sort orders are available when printing the Hotel/Car Rental Voucher Report:

- Vendor Number
- Vendor Name
- Confirmation Number
- Arrival Date
- Posting Date
- Client Number
- Client Name (traveler)
- Agent Number
- Outside Sales Agent Number
- Product Code

Commission Follow-up Letters

Reports - Accounts Receivable - Commission Follow-up Letters.

This function prints a letter to hotel and car vendors, listing vouchers for which they owe your agency commission. You can print letters using either the vendor address recorded in the Vendor File (for centralized payments) or the Vendor Name and address listed on the voucher (for a specific property).



The address that will print on each letter is set in each vendor's record (in **Files - Vendors**, on the **General** tab). Before you print Commission Follow-up letters be sure to verify your selection for each vendor.

Print Commission Follow-up letters every month or as required for collection purposes.

You can customize the letter to meet your specific needs either by clicking on the **Edit Letter** button or through Crystal Reports.

The following record selections are available when printing the Commission Follow-up letters:

- Vendors
You can select all vendors or enter a range of vendors, or you can tag individual vendors with the Tag Options button.
- Departure Dates
- Product Code
You can select all product codes or a range of product codes, or you can tag individual product codes with the Tag Options button.

It is not necessary to enter or tag only the product codes for hotels and car rentals; since vouchers are only posted for these product codes, only these two product codes will be included.

The following sort orders are available when printing commission follow-up letters:

- Numerical Order By Vendor Number
- Alphabetical Order By Vendor Sort Key

Accounts Payable Reports

Reports are listed in the order in which they appear on the menu.

Aged Schedule of Accounts Payable

Reports - Accounts Payable - Aged Schedule of Accounts Payable

This report shows all open invoices by vendor, with the past due amount aged according to the schedule you specify when requesting the report (for example, 30-60-90 days, or 7-15-30 days). It is useful for tracking and collecting payables.

It is recommended that you print this report for all vendors on the last business day of the month, or before you close the accounting period.

The following record selections are available when printing the Aged Schedule of Accounts Payable:

- Vendors
You can select all vendors or enter a range of vendors, or you can tag individual vendors with the Tag Options button. The Tag Options screen also allows you to include only certain Vendor Types.
- Include Vendors/Outside Sales Agents
If you want to see only the commissions due your outside sales agents or other vendors, you can mark or clear either check box. The default includes both vendors and O/S agents.
- Due Date
You can print all open invoices or you can enter the due dates you would like to print. To see all invoices due by a certain date, leave the **From Due Date** field blank and enter your selected date in the **To** field. If the report is run without selecting a due date range, this will include all open invoices, regardless of when they were posted including transactions posted as **Next Month**.
- Detail or Summary
There are two versions of this report:
 - ⇒ The **Detail** report lists each open invoice by invoice number, description, due date, balance and age. Each vendor's invoices are then subtotaled for each aging cycle.
 - ⇒ The **Summary** report lists the aged balances only for each vendor. Invoices are not itemized.
- Branches
If your version of TravCom supports multi-branching you may select any branch or combination of branches.

Both reports show the grand total of all selected invoices for each aging cycle. If you request the complete report (do not enter any selections) the balance(s) of the Accounts Payable G/L account(s) will print below the grand totals for reference. The grand total should always equal the total balance of the G/L account(s).

If your agency has multiple currencies set up (in **Files - Setup - Currencies**), foreign currency amounts will appear twice. The invoice will first show the original currency, as posted, then the equivalent value in your default (local) currency, including the exchange rate used. All totals are based on the default currency value.

The following sort orders are available when printing the Aged Schedule of Accounts Payable:

- Numerical Order By Number
- Alphabetical Order By Sort Key

Cash Disbursements Report

Reports - Accounts Payable - Cash Disbursements

This report shows cash disbursements (checks) posted during a specified range of dates, grouped by bank account. This report provides more information than a Check Number Register, as it lets you see whether the checks were applied to G/L accounts or to invoices.

The date range defaults to the current posting month but can be changed. Your date selection is based on the check Posting date.

Fields include the vendor or client number (or MISC if the check was posted directly to the general ledger), payee name, check number, date and amount, and the amount applied against invoices and general ledger accounts. Voided checks will also appear on this report. For each bank account, the report shows total check amounts, total applied against invoices, and total applied against general ledger accounts.

The following record selections are available when printing the Cash Disbursements Report:

- Vendors
You can select all vendors or a range of vendors, or you can tag individual vendors with the Tag Options button.
- Branches
If your version of TravCom supports multi-branching you may select any branch or combination of branches.

The following sort orders are available when printing the Cash Disbursements Report:

- Check Number
- Payee Name
- Check Date



If the Cash Disbursements report prints ***Partial Listing*** at the top, that indicates that there were checks posted with a higher password level than the one you are currently logged in with. In order to be able to see the entire list of checks, you will need to log in with the highest password level.

Check Number Register Report

Reports - Accounts Payable - Check Number Register

This report shows cash disbursements (checks) for a specified range of check dates, grouped by bank account.

The date range defaults to the current posting month but can be changed. Your date selection is based on the check Posting date.

Fields include check number, amount and date, and payee name. Voided checks are also shown. Each bank account is listed and sub-totaled separately.

The following record selections are available when printing the Check Number Register:

- Vendors

You can select all vendors or a range of vendors, or you can tag individual vendors with the Tag Options button.

- Branches

If your version of TravCom supports multi-branching you may select any branch or combination of branches.

The following sort orders are available when printing the Check Number Register:

- Check Number
- Payee Name
- Check Date



If the Check Number Register report prints ***Partial Listing*** at the top, that indicates that there were checks posted with a higher password level than the one you are currently logged in with. In order to be able to see the entire list of checks, you will need to log in with the highest password level.



Remember that TravCom also has a **Files - Queries - Cash Disbursements** function that gives you further detail on individual checks posted.

Cash Requirements Report

Reports - Accounts Payable - Cash Requirements

This report is used to plan your agency's cash flow requirements for paying A/P invoices during a specific period of time.

The date range defaults to the current posting month but can be changed. Your date selection is based on the Invoice due date.

The report groups A/P invoices by vendor. It categorizes the invoices based on how their Due Dates compare to the **First Date** and **Last Date** you specify when requesting the report.

- Column 1 shows invoices due on or before the **First Date** you specified
- Column 2 shows invoices due on or before the **Last Date** you specified (for example, due between the first and last date)
- Column 3 shows invoices due after the **Last Date** you specified

Fields include invoice number, due date and amount. Vendor subtotals and grand totals are printed for each time period column.

The following record selections are available when printing the Cash Requirements Report:

- Vendors
You can select all vendors or a range of vendors, or you can tag individual vendors with the Tag Options button.
- Branches
If your version of TravCom supports multi-branching you may select any branch or combination of branches.

Vendor Usage Report

Reports - Accounts Payable - Vendor Usage Report

This report shows all vendor activity that was posted in Sales posting, A/P Invoice and Commission Receipt Posting for the specified date range. The date range defaults to the current posting month but can be changed. Your date selection is based on the transaction Invoice date.

The following record selections are available when printing the Vendor Usage Report:

- Vendors
You can select all vendors or a range of vendors, or you can tag individual vendors with the Tag Options button.
- Detail or Summary

The report is available in two versions:

- ⇒ The **Summary** report only shows the total purchases (without tax), commissions and invoices, total payments, purchases YTD and commissions YTD for each vendor. Grand totals for all vendors requested are printed at the bottom.
- ⇒ The **Detail** report shows each invoice and check posted to each vendor selected. Cash receipts posted against negative A/P Invoices will not appear on this report. Fields include the invoice/check date, invoice number, passenger/description, purchase amount (cost without tax), commission amount, invoice amount (net cost with tax), payment amount and check number. This report also shows the summary vendor subtotals and grand totals for purchases/payments, invoices and commissions received, as well as purchases and commissions year to date.

- Branches

If your version of TravCom supports multi-branching you may select any branch or combination of branches.

A/P Invoice Tracking Report

Reports - Accounts Payable - A/P Invoice Tracking Report

This report shows all invoices in numerical order, for the date range you specify when you request the report. This report is useful when you are writing checks or reconciling invoices to ensure that they are all paid. Cash receipts posted against negative A/P Invoices will not appear on this report

The dates range defaults to the current posting month but can be changed. Your date selection is based on the transaction Invoice date.

Fields include invoice number and date, passenger/description, vendor number and name, original invoice amount, currency and, under the payment information category, check number, date and amount. To the right of each entry you will see the balance of the invoice. The bottom of the report shows a grand total for the Original Invoice and Balance columns.

The following record selections are available when printing the A/P Invoice Tracking Report:

- Vendors

You can select all vendors or a range of vendors, or you can tag individual vendors with the Tag Options button.

- Branches

If your version of TravCom supports multi-branching you may select any branch or combination of branches.

Agent Commission Statements

Reports - Accounts Payable - Agent Commission Statements

This report shows all sales and vouchers paid during the specified date range. It can be used to pay agents bonuses based on commissions earned and/or to pay outside sales agents the commissions due them. Printing these statements does not create a payable for any agent or outside sales agent. You can use this report to track productivity and commissions earned by the agency without being required to pay the calculated bonus amounts.

Sales transactions appear on this report when the Accounts Receivable from the client has been paid in full. Sales transactions paid by credit card will automatically affect this report, unless you selected the option *Don't pay for outstanding vendors commissions* (described later on this section). Voucher transactions appear on this report when commission has been posted against them. The following system settings will affect the Agent Commission Statements:

- Agent Incentive Percentage

In each agent's record in **Files - Agents** you must define an Incentive Percentage on the **Personnel** tab. This field is used by the Agent Commission Statement (Agents Based on Cash Receipts) to calculate the bonus due the agent. If the Incentive Percentage is not filled in, this statement will not be printed for that agent.

- Agent Incentive Start

In each agent's record in **Files - Agents** you must define an Incentive Start on the **Personnel** tab. (Agents Based on Cash Receipts). If the Incentive Start field is blank, TravCom will calculate the agent's bonus on each transaction on the report. If an Incentive Start has been established, the report will total all commissions credited to the agent, then subtract the Incentive Start before calculating the bonus on the remaining commission.

For more information on the Incentive Percentage and Incentive Start fields see the section on *Agent File Maintenance* in *Chapter 4, Maintaining Agency Data Files*.

- Agent Commissions based on Net or Gross

Your agents can receive credit for the full commission amount posted on any sale or voucher (Gross), or can receive credit for the amount earned by the agency after any outside sales agents have been paid (Net). This is determined in **Files - Setup - System Customization** and can be changed at any time without damage to your statistical reports. For example, if you want to see both net and gross commission calculations you can print the report, then change the setting in System Customization and print another copy of the report.

- Commission Percent

In each Outside Sales agent's record in **Files - Vendors** you must define a commission percentage on the **Accounting** tab. When the Statement Type is run by Outside Agents, the Agent Commission Statement uses this field to calculate the commission due to them. If you have overridden the commission percentage in any client files or on any specific sales postings, this report will match the payable amounts posted to the O/S agent's vendor account.

The following record selections are available when printing the Agent Commission Statement Report:

- Statement Type: In House Agents

This version of the report calculates commissions due booking agents based on the incentive start and incentive percentage entered in their agent file records.

- Statement Type: Outside Agents

This version of the report calculates commissions due O/S agents based on the commission percentage entered in any specific sales posting or commission posted against vouchers. Commissions will be marked due to pay when the Accounts Receivable from the client has been paid. Sales transactions paid by credit card will automatically affect this report, unless you selected the option *Don't pay for outstanding vendors commissions* (described below).

- From/To Agent

This field is only displayed if In House Agents has been checked in the Statement Type. It allows you to enter a range of agent numbers for whom to print Commission Statements. For example,

from agent 1 to 50. You can also tag individual agents to be included on the report (see the description of the Tag Options button below). The default setting is blank to include all agents.

- From/To O/S Agent

This field is only displayed if O/S Agents has been checked in the Statement Type. It allows you to enter a range of outside sales agent numbers for whom to print Commission Statements. For example, from O/S agent 100100 to 100250. You can also tag individual outside sales agents to be included on the report (see the description of the Tag Options button below). The default setting is blank to include all outside sales agents.

- From Date/ To date:

The date ranges defaults to the current posting month but can be changed. Your date selection is based on the transaction Invoice date. However the *paid* date (when the item was triggered as paid) will be the indicator that will determine whether to print the item on the report or not All commission receipts will print based on the date the commission was received.

- Exclude Product Codes

If you would like to exclude paying commissions, enter all product code numbers separated by a comma. For instance, if you do not wish to pay commissions for service fees (product code 7) and miscellaneous sales (product code 10), enter 7,10 in this field.

- Don't Pay for Outstanding Vendor Commission

This option will check for any outstanding amounts due from the vendor on credit card commissions, either as negative payables for vendors or as receivables for commission clients*. If you tag this option, this is what will determine to get the item marked for payment, and will hold payments to agents until all commissions have been received from the vendor. Otherwise, payments will be released once the client has paid for the sale.

*(See Chapter 4, Vendor File Maintenance, Accounting Tab)

- Exclude Hotel/Car Commissions

Checking this option will exclude hotel and car rental commission receipts from printing on the report.

- New page for every agent

Mark this option if you would like to print a separate page for each agent or O/S agent you are running the report for.

- Tag Options

Depending on the version of the report you select, you can select all agents or O/S agents, or a range of agents or O/S agents. Or you can tag individual agents or O/S agents with the Tag Options button.

Fields include invoice number and date, ticket number, description (passenger name), payment amount, date paid, agency commission, agent or O/S agent commission percentage and agent or O/S agent commission dollars.

Vendor Name Report

Reports - Accounts Payable - Vendor Name Report

This report lists vendor names and numbers. This is most commonly printed for your front office agents as it provides a concise list of account numbers and names for easy reference.

The following record selections are available when printing the Vendor Name Report:

- Vendors

You can select all vendors or a range of vendors, or you can tag individual vendors with the Tag Options button. Tag Options also allows you to select any vendor type(s) you have established.

- Include Vendors/Outside Sales Agents

You can specify whether the report should include regular vendors, outside sales agents, or both.

Since vendor files are shared by all branches, this report cannot be requested by Branch.

The following sort orders are available when printing the Vendor Name Report:

- Numerical Order By Vendor Number
- Alphabetical Order By Vendor Sort Key

This report is a brief listing only. If you want to see more details on each vendor account, print an Edit List from **Files - Vendor**, as described in *Chapter 4, Maintaining Agency Data Files*.

Vendor Mailing Labels/Rolodex Cards

Reports - Accounts Payable - Vendor Mailing Labels/Rolodex Cards

This function lets you print vendor names and addresses in two formats:

- Mailing labels

- ⇒ Avery #5160 labels (3 across on each page).
- ⇒ Mailing Labels (3 1/2" x 15/16" x 1)
- ⇒ Mailing Labels (3 1/2" x 15/16" x 2)

- Rolodex cards

These cards show vendor name, address, all 3 phone fields, fax number and E-mail address.

The following record selections are available when printing the Vendor Mailing Labels or Rolodex Cards:

- Vendor Numbers

You can select all vendors or enter ranges of vendor numbers. Note that you may enter multiple ranges.

- Sort Keys

You can select all vendors by their sort keys or enter ranges of sort keys.

TravCom Reports

- Zip Codes (Postal Codes)
You can select all zip codes or enter ranges of zip codes. Note that you may enter multiple ranges.
- Vendor Types
You can select as many vendor types as you require from your established list.

The following sort orders are available when printing the Vendor Mailing Labels or Rolodex Cards:

- Numerical Order by Vendor Number
- Alphabetical Order by Vendor Sort Key
- Numerical Order by Zip Code (Postal Code)
- Alphabetical Order by Vendor Type

General Ledger Reports

Reports are listed in the order in which they appear on the menu.

Trial Balance Report

Reports - General Ledger - Trial Balance Report

This report shows all General Ledger accounts (income statement accounts are by division, if applicable) containing a balance. It is used at month end and year-end to analyze accounts.

The information printed on the Trial Balance is similar to the Financial Statement and Balance Sheet, discussed on page 13-45.

If your agency uses multiple branches and you select several branches under the branch button, you will get a consolidated report.

When you request the report, you can ask for Current Month, Next Month or any of the past 12 months. General ledger accounts are always listed in numerical order.

If your version of TravCom supports multi-branching you may select any branch or combination of branches.

The bottom of the report shows totals for MTD and YTD debits and credits. Debits should equal credits both for the current month and the year to date.

If the report is out of balance, the message *The Year to Date balance is out of balance by xx.xx* will be printed at the bottom of the report. A positive number indicates the debits are greater than the credits; a negative number indicates the credits are greater than the debits.



For more information on balancing see *Check/Restore Balances* in *Chapter 14, TravCom Utilities*.

Transaction Report

Reports - General Ledger - Transaction Report

The General Ledger Transaction Report shows how the General Ledger has been affected by each transaction from all posting sources, during the date range and from the posting source(s) specified. This is an excellent report to audit the accounting entries performed by each posted transaction.



A/R or A/P Invoices posted as Balance Forward will not print on this report, as those do not affect the General Ledger (see *Posting Client Balance Forward Entries* in *Chapter 6*, and *Posting A/P Balance Forward Entries* in *Chapter 7*).

The report is grouped into posting sessions and posting sources.

A **posting session** begins when a user accesses a posting function (such as Sales posting) and ends when the user leaves that function. It encompasses all activities performed while using that function. Each session is

numbered, and this number can be used as a reference to find transactions on the posting journal for the appropriate posting source. Posting sessions are numbered consecutively and are reset to zero at year-end. Each posting session will total to zero on the General Ledger Transaction Report.



If an out of balance occurs (a transaction, posting session or daily total does not equal zero), see *Check/Restore Balances* in *Chapter 14, TravCom Utilities*.

A **posting source** defines where activity was posted.

When you request the report, you can select the Posting Sources from which transactions should appear on this report. You can tag all or any combination of A/P Invoice, A/R Invoice, Cash Receipts Posting, Commission Receipts Posting, Check Posting, Sales Posting, Late Fee Posting, Adjust Journal Entries, and Debit/Credit Memos. By default, all of these posting sources are tagged.

The report will display the posting source in the SRC column for each transaction:

A/P	A/P Invoice posting, Recurrent Payment Posting
A/R	A/R Invoice posting
C/R	Cash Receipts Posting
COM	Commission Receipt Posting
CHP	Check posting
REV	Reverse Check posting
S/P	Sales Posting
FEE	Late Fee Posting
G/L	Adjusting Journal Entries, Bank Reconciliation
DBT	Debit/Credit Memo posting

Fields on the report include G/L account number, division (if applicable), account description, transaction date, posting source (SRC), session number, month (Current, Next or Previous), and transaction amount. The report shows a sub-total amount for each posting source and session.

Posting Detail Report

Reports - General Ledger - Posting Detail Report

This report shows how the General Ledger has been affected by transactions during the month specified. The report is grouped by G/L account, then by posting source. If you request a report for several accounts for multiple months, you will not see a grand total for each G/L account, but you will see a subtotal for each posting source and a total for each month.

For agencies with the Divisional option activated (as defined in **Files - Setup - System Customization**) each income and expense G/L account will be further broken down by division for your Income Statement accounts. The Balance Sheet accounts cannot have divisions.

If you have multiple currencies built in **Files - Setup - Currencies**, all values will be shown in your default (local) currency. Foreign values and their rate of exchange can be displayed on the Transaction Report.

Use this report to look at the detailed entries in a specific general ledger account or for the complete general ledger. For example, this is a good report to use at year-end to audit expense accounts.

The following record selections are available when printing the General Ledger Posting Detail Report:

- **General Ledger Accounts**
You can select all accounts or a range of accounts, or you can tag individual accounts with the Tag Options button.
- **Detail or Summary**
There are two versions of this report:
 - ⇒ The **Detail** report shows the transaction description, date, posting source, session number and amount. For each account the previous balance, month to date and year to date amounts are printed. It also shows subtotals for each posting source (by division if applicable). If you select multiple months, each month will be sub-totaled.
 - ⇒ The **Summary** report shows totals for each posting session, without the detail. If you request this report for multiple months, you will not see a previous balance or a year to date amount, only subtotals by posting source and totals by month.
- **Months**
The default month is the current accounting month but can be changed. You can select *Next* month or any previous month stored in your system.
- **Branches**
If your version of TravCom supports multi-branching you may select any branch or combination of branches.

Financial Statement/Balance Sheet

Reports - General Ledger - Financial Statement/Balance Sheet

This function lets you print one or both of the following:

- **Financial Statement:** a Profit and Loss Statement, or Income Statement, based on your Income and Expense general ledger accounts. This is a monthly report that shows your agency's income by product code and the expenses posted during the month. It includes month to date as well as year to date balances. All income and expense accounts are reset to zero balances when you close each fiscal year.
- **Balance Sheet:** based on your asset, liability and capital general ledger accounts. This is a monthly report that shows general ledger accounts that are not reset to zero at the end of each fiscal year, such as bank accounts, Accounts Receivable and Payable, loans and owners' paid-in capital. The report includes only current balances; to see the amount of activity for the month to date, review the Trial Balance Report.

The information printed on these two reports is similar to the Trial Balance Report, discussed on page 12 - 13-44.

Financial Statements are customizable. There are a number of fields and databases you customize when you set up TravCom that will affect how your Financial Statements look. The following system settings can affect your Financial Statements:

- Income and Expense accounts may include or exclude taxes.
This is determined in **Files - Setup - System Customization**. If the check box is blank, the sales figures will not include taxes. This option does not affect Commission Income accounting.
- Sales/Cost of Sales Accounting or Commission Income Accounting
This is set up in **Files - Setup - Product Codes**.
 - ⇒ Sales/Cost of Sales accounting means that you have two (2) general ledger accounts for each product code. The full amount of the sale is posted to an Income account, and the amount due the vendor (cost of sales) is posted to an expense account. The agency's profit (before other expenses) is determined by subtracting the Cost of Sales from the Sales balances.
 - ⇒ Commission Income (or Direct Income) accounting means that you have one (1) general ledger account for each product code. The amount of the commission on each sale is posted to that income account. The full sale and cost of sale amount for each sale is not reported on the Financial Statement. These figures are still available on other reports, however, such as the Agency Status Reports.

If the Income and Expense accounts on the Product Codes table are different, you are using Sales/Cost of Sales accounting. If the account numbers are the same, you are using Commission Income accounting.

- Titles and Notes
The title of your Balance Sheet and Financial Statement and any notes you want printed at the bottom of each page are entered from **Files - General Ledger - Financial Statements**.
- Last month of the Fiscal Year
This field, set in **Files - General Ledger - Financial Statements** only affects reports printed for closed accounting periods. If you print your Financial Statements for a previous period, TravCom uses the Last Month of your Fiscal Year to determine which months to include when calculating the year's profit or loss. This does not affect the Balance Sheet, as these accounts are not cleared yearly.
- Columns on the Balance Sheet
The Balance Sheet can include several columns, for example, to highlight sub-totals or totals by printing them to the right of account balances. The column is determined for each account in **Files - General Ledger**. The Financial Statement does not use this field.
- Print on Summary Financial Statement
TravCom can print two versions of your Financial Statement. The **Detail** version will include all accounts that have activity or balances: the **Summary** version will only include heading and total

accounts (format accounts) and accounts you have specified in **Files - General Ledger**. The Balance Sheet does not use this field.

- **Headings and Totals**

Accounts called *format accounts* determine where TravCom will print section headings, sub-totals and totals on your Balance Sheet and Financial Statement. These accounts are created like any other general ledger accounts in **Files - General Ledger**. The description of a format account or the type of account it represents can be modified there to customize your Financial Statements.

The following record selections are available when printing the Financial Statements:

- **Financial Statement/Balance Sheet**

You can print either report individually or print both.

- **Print Comparative Statement**

If you want last year's figures to be printed to the right of this year's balances select this option.

- **Show percentages**

Mark this check box if you want TravCom to print each income and expense account's percentage. For example, when this box is marked you will see what percent of your overall sales are represented by Air Income, Tour Income, Hotel Income, etc....

- **Detail or Summary**

Select detail to see all income and expense accounts with activity and balances, or summary to see only format accounts and selected individual accounts.

- **Divisions**

For agencies with the Divisional option activated (as defined in **Files - Setup - System Customization**) a button will be displayed to allow you to choose any division or combination of divisions, or all divisions.

- **Branches**

If your version of TravCom supports multi-branching you may select any branch or combination of branches.

- **Months**

This button lets you select the month(s) for which you want to prepare and print financial statements. Current Month is selected by default but you can also tag Next Month and/or any of the previous 12 months.



If you have requested both reports, and you want to **Preview** them on your screen, the Financial Statement appears only momentarily before the Balance sheet appears on top.

To move back and forth between the two reports, use your **Window** menu to select which report window should be active.

If your agency has multiple currencies set up foreign currency bank account balances will be converted to your default currency based on the rate of exchange in **Files - Setup-Currencies**.

Chart of Accounts

Reports - General Ledger - Chart of Accounts

This report lists the General Ledger account numbers, names and account types. It is a useful reference when formatting your financial statement and balance sheet. You should print this report after making any significant changes to your Chart of Accounts or as required for reference.

The following record selections are available when printing the Chart of Accounts:

- **Accounts**
You can select all general ledger accounts or a range of accounts, or you can tag individual accounts with the Tag Options button.
- **Include Format Accounts**
Format accounts are used to format the financial statement and balance sheet. If you do not check this box, the list will show general ledger posting accounts only.

Since general ledger accounts are shared by all branches, this report cannot be requested by Branch.

The following sort orders are available when printing the Chart of Accounts:

- Numerical Order by General Ledger Account Number
- Alphabetical Order by General Ledger Sort Key

This report is a brief listing only. If you want to more details on each G/L account, print an Edit List from **Files - General Ledger**, as described in *Chapter 4, Maintaining Agency Data Files*.

Agency Status Reports

TravCom's three Agency Status Reports provide the same information in the same format, but for different periods of time. These reports are based on Invoice date, not the system date.

The reports available on the **Reports - Agency Status** menu are:

- Daily Status Report (to be printed every day)
TravCom prompts for the date for which you want a status report (the default is today's date).
- Weekly Status Report (to be printed every week)
TravCom prompts for the week ending date (the default is the current week's Sunday date). The report will include 7 days, ending with the date you entered.
- Month to Date Status Report (to be printed every month)
TravCom prompts for the date range (the default is today's date).

These reports show totals for all activity for the current day, week or month.

Sections include a breakdown by:

SALES

This section includes all transactions posted in Sales Posting (or interface). Transactions from other parts of the program (like Vouchers, Cash Receipts, Check Posting, Commission Posting) do not affect this section. Transactions are divided by form of payment. This section includes the following fields:

- Sales - This is the full amount of the sales (including all taxes). If the consolidated/ discounted ticketing is turned on (in **Files- Set Up- System Customization**), this will be representing the total of the Selling Fare plus taxes.
- Pub. Fares – This is the amount reported to ARC/BSP, which might be different than the Selling Fare, when the consolidated/ discounted ticketing is turned on (in **Files- Set Up- System Customization**). Non-ARC sales will normally show the same dollar amount under both the Published Fares and Selling Fares columns. This amount does not include taxes.
- Sell. Fares - This will reflect the net amount charged to the client. This might be a different amount than the Published Fare, when the consolidated/ discounted ticketing is turned on (in **Files- Set Up- System Customization**). Non-ARC sales will normally show the same dollar amount under both the Published. Fares and Selling Fares columns. This amount does not include taxes.
- Taxes – The total taxes posted for these sales.
- Commissions – The commission posted on these transactions are based on the Selling Fare, not the Published Fare. If the consolidated/ discounted ticketing is turned on (in **Files- Set Up- System Customization**), this will reflect the true commission earned or lost, after the commission amount has been calculated on the Published Fare. This column will also reflect any commission entered in a Debit or Credit Memo Posting.

BY PRODUCT

This section includes all transactions posted in Sales Posting (or interface), or Credit/ Debit Memo Posting. Transactions from other parts of the program (like Vouchers, Cash Receipts, Check Posting, Commission Posting) do not affect this section. Transactions are divided by product code, based on the Primary Product Code entered in the Sale (see *Chapter 6, Accounts Receivable Posting- Posting Sales*). For example, if you are posting a Tour Order document to be reported to ARC/ BSP, but entered *Tours* as the Primary Product Code, this sale will be reported under the product code TOURS instead of ARC/BSP on the Agency Status reports.

This section includes the following fields:

- Pub. Fares - This will reflect the amount reported to ARC/ BSP. This amount does not include taxes and might be different than the Selling Fare, when the consolidated/ discounted ticketing is turned on (in **Files- Set Up- System Customization**). Non-ARC sales will normally show the same dollar amount under both the Published Fares and Selling Fares columns.
- Sell. Fares - This will reflect the net amount charged to the client. This might be a different amount than the Published Fare, when the consolidated/ discounted ticketing is turned on (in **Files- Set Up- System Customization**). Non-ARC sales will normally show the same dollar amount under both the Published Fares and Selling Fares columns. This amount does not include taxes.
- Taxes – the total taxes posted for these sales.
- Transactions - the number of transactions posted with this product code. For example, if a Sale is posted, then voided, it creates two transactions, though the dollar amounts have zeroed out. Debit/ Credit Memo transactions also affects this column (see *Adjustments*).
- Commissions – The commission posted on these transactions. If the consolidated/ discounted ticketing is turned on (in **Files- Set Up- System Customization**), this will reflect the true commission earned or lost, after the commission amount has been calculated on the Published Fare. This column will *not* reflect any commission entered in a Debit or Credit Memo Posting (see *Adjustments*).
- Commission Pct. – The average commission percentage for this product code.
- O/S Agent Comm.- The amount of the commission posted to outside sales agents on these transactions.
- Net Commissions – The commissions less the O/S Agent commissions.
- Net Pct. – The average percentage of the Net Commissions.
- Average Fares – The average sales amount. This is calculated by dividing the Published Fares with the number of transactions.
- Adjustments – Any transaction posted through **Posting – Accounts Payable- Debit/Credit Memo**. Debit memos create positive entries; credit memos create negative entries.

CASH DISBURSEMENTS

This section includes any transaction posted from **Posting- Accounts Payable- Checks**. These are the fields displayed:

- Direct Payment – This represents check postings made against “Miscellaneous”.
- Accounts Payable – Payments posted to **Vendors**, whether they were expensed directly to the GL, or they were applied against existing A/P Invoices or new invoices sent to Accounts Payable by flagging (“X”) the **A/P** column. This will also reflect payments made to a vendor that were posted within Sales Posting, **Accounts Payable** (see *Chapter 6, Accounts Receivable Posting- Posting Sales*). Checks posted via automatic check writing will also show in this field.
- Refunds - Payments posted to **Clients**, whether they were expensed directly to the GL, or they were applied against existing A/R invoices or new invoices sent to Accounts Receivable by flagging (“X”) the **A/R** column.
- Total - The total of all the above checks.

CASH RECEIPTS

This section includes the following fields:

- Direct Cash – From **Posting- Accounts Receivable- Cash Receipts**. This represents cash receipt postings made against “Miscellaneous”.
- Cash from Clients – From **Posting- Accounts Receivable- Cash Receipts**. Payments posted from **Clients**, whether they were expensed directly to the GL, or they were applied against existing A/R Invoices or new invoices sent to Accounts Receivable via **Invoice Distribution**. This will also reflect the payments made from clients, when the amounts were entered in the **Payment Amount Field** within Sales Posting (see *Chapter 6, Accounts Receivable Posting- Posting Sales- Payment Information fields*). The payments entered as Credit Card do not affect this column.
- Cash from Vendors - From **Posting- Accounts Receivable- Cash Receipts**. Payments posted from **Vendors**, whether they were expensed directly to the GL, or they were applied against existing A/P invoices or new invoices sent to Accounts Payable via **Invoice Distribution**.
- Commissions – Commissions received (normally against car rental/ hotel Vouchers), posted from **Posting- Accounts Receivable-Commission Receipts**
- Total - The total of all the above.

COMMISSION RECEIPTS

This section reflects commissions received against car rental/ hotel Vouchers, posted from **Posting- Accounts Receivable-Commission Receipts**. Transactions are divided by product code, based on the Product Code entered within Commission Posting. The following fields are included:

- Sales – This field shows the total of Hotel and Car Rental gross sales, based on the amount entered in the **Voucher Total** field at the time the commission was posted. Based on the amount entered on the **Comm. Pct.** and the **Comm. Amount** fields, TravCom will calculate the **Voucher Total**. If

no Voucher Total amount is being entered, or the Comm. Pct is left at 0.00, this column will not be updated.

- Commissions - The total of the commission amounts posted against existing or new vouchers created via **Commission Posting**. This will reflect the amounts entered on the **Comm. Amount** field.
- Transactions – the number of transactions posted via **Commission Posting**, including Reversed Commissions. For example, if a commission is posted, then reversed via the **Reverse Cash** option (from **Posting-Accounts Receivable-Commission Receipts**), it creates two transactions, though the dollar amounts have zeroed out.

ACCOUNTS RECEIVABLE

This sections lists:

- Current Month – Any transactions posted in the current month (current accounting period) that hit the General Ledger account(s) for Accounts Receivable. A/R Invoices posted as **Balance Forward** invoices do not affect this field (*see Chapter 6, Accounts Receivable- Posting Client Balance Forward Entries*).
- Balance -This figure is taken directly from the General Ledger account(s) set up for Accounts Receivable. It is being affected from all the sources that hit the General Ledger, including Adjusting Journal entries, up until the current accounting period.

ACCOUNTS PAYABLE

This sections lists:

- Current Month – Any transactions posted in the current month (current accounting period) that hit the General Ledger account(s) for Accounts Payable. A/P Invoices posted as **Balance Forward** invoices do not affect this field (*see Chapter 7, Accounts Payable- Posting A/P Balance Forward Entries*).
- Balance -This figure is taken directly from the General Ledger account(s) set up for Accounts Payable. It is being affected from all the sources that hit the General Ledger, including Adjusting Journal entries, up until the current accounting period.

CASH

This section combines the total of the Cash Receipts and the Cash Disbursements made that were posted from Clients, Vendors, or Miscellaneous. For example, if the Cash Disbursements section totals \$100.00 and the Cash Receipts section totals \$400.00, the CASH section will combine the disbursement (minus 100.00) with the amounts received (plus 400.00), and reflect \$300.00.

AGENT AND O/S AGENT PRODUCTIVITY

This section shows a summary or productivity by each booking agent and outside sales agent. If the same selection criteria are used, this will always match the Agent Totals on the Agent Productivity Report (from **Reports- Sales- Agent Productivity**). The Agents will be credited of the productivity immediately after a sale is posted, or commission receipts against vouchers has been applied.

This section includes the following fields:

- Agent and O/S Agent – The agent or O/S agent number
- Sales – This field does not include taxes. This is totaling the amount of all sales (Selling Fares) and the total of Hotel and Car Rental gross sales, based on the amount entered in the **Voucher Total** field at the time the commission was posted. Based on the amount entered on the **Comm. Pct.** and the **Comm. Amount** fields, TravCom will calculate the **Voucher Total**. If no Voucher Total amount is being entered, or the Comm. Pct is left at 0.00, this column will not be updated.
- Commissions – The commission posted (based on the Selling Fare) on all sales, plus commission on all vouchers closed through Commission Posting.
- Transactions – The number of transactions posted from Sales Postings and Commission Postings for this agent. If a Sale is posted, then voided, it creates two transactions, though the dollar amounts have zeroed out.

NEXT POSTING SESSIONS

This represents the next posting session number of the journals to be used by each of the posting function.

For example, when you first start TravCom and have not done any postings in the program yet, this section will display the number 1 next to each posting function as being the next session number.

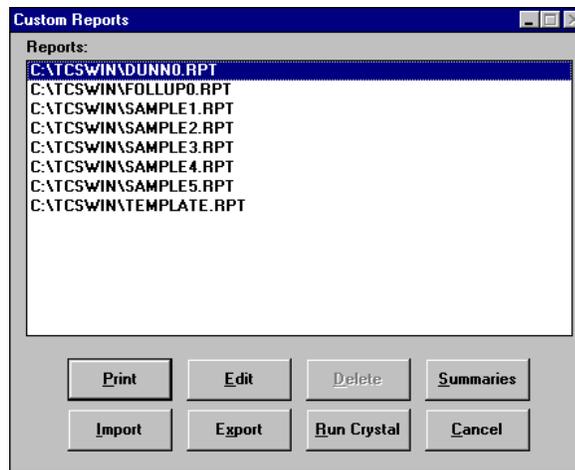
- The fields displayed are:
- Sales
- A/R Invoices
- Cash Receipts
- Cash Disbursements
- A/P Invoices
- G/L Adjustments
- Credit/Debit Memos
- Service Charges

Custom Reports

Reports – Custom Reports

TravCom comes with several canned reports that are suitable for all agencies, but there are times when you will need to have specific reports that TravCom does not supply. With Crystal Reports you will be able to create all of the report that you require. Although Crystal Reports is required to create a new report, it is not needed for printing of custom reports that may have been downloaded off the TravCom website. Whether you create a new report or download a prebuilt one off the TravCom website, make sure to save all your custom reports within the TravCom folder, not the TravCom Reports folder.

TravCom allows you to manage your custom reports using the Custom Reports function.



How To Print Custom Reports

1. From the Reports menu, select Custom Reports. A list of all custom reports will be displayed.
2. If you would like to see a summary description of the report, click the Summaries button. The report file name will be replaced with the description stored in the summary field of the report. For information on how to enter the summary description refer to your Crystal Reports manual.
3. Click the Print button.
4. Select the print destination (printer, file, or screen) and click the Print button.
5. If the report was built with parameter fields for controlling the record selection and other print options, you will be able to enter these parameters at this time. Refer to your Crystal Reports manual for information on creating and using parameter fields.

How To Edit Custom Reports

1. From the Reports menu, select Custom Reports. A list of all custom reports will be displayed.
2. If you would like to see a summary description of the report, click the Summaries button. The report file name will be replaced with the description stored in the summary field of the report. For information on how to enter the summary description refer to your Crystal Reports manual.
3. Click the Edit button. Crystal Reports will be launched and the report will be loaded into Crystal Reports. If Crystal Reports is already running it will be selected, but the report will not be loaded. You must load the report manually from the Files>Open menu selection. Refer to your Crystal Reports manual for information on editing reports.

If you do not have Crystal Reports installed on your system then the Edit button will be disabled and you will not be able to edit your reports.

How To Delete Custom Reports

1. From the Reports menu, select Custom Reports. A list of all custom reports will be displayed.
2. If you would like to see a summary description of the report, click the Summaries button. The report file name will be replaced with the description stored in the summary field of the report. For information on how to enter the summary description refer to your Crystal Reports manual.
3. Click the Delete button. The report will be deleted from your system.

How To Import/Export Custom Reports

Importing and exporting custom reports is a way that you can share reports with other agencies. The export function will allow you to copy a specific report to a diskette to send to another user. The import function will allow you to import reports sent to you from other users. Following are the procedures for importing and exporting custom reports.

1. From the Reports menu, select Custom Reports. A list of all custom reports will be displayed.
2. If you would like to see a summary description of the report, click the Summaries button. The report file name will be replaced with the description stored in the summary field of the report. For information on how to enter the summary description refer to your Crystal Reports manual.
3. To export a report, highlight the report you would like to export and click the Export button. Select the location to where you would like to export the report and click OK.
4. To import a report, select the Import button. Select the location where the reports to import are located. You can select to import a single report, or multiple reports. Click the OK button and the report(s) will be imported into your system.

Crystal Reports is the report writer that is supplied with TravCom for Windows. The installation package contains a separate manual on using Crystal Reports.



Crystal Reports must be installed separately. If you cannot access the Run Crystal button on your Custom Reports screen you may not have the program installed on this workstation.

Crystal Reports will help you make the most of your TravCom data. Below are some tips to help you get started creating useful reports with Crystal Reports.

Installing Crystal Reports

TravCom was written as a 16-bit application so it could be compatible with both Microsoft Windows 3.x and Microsoft Windows 95/98. Therefore, in order to be able to create new reports and modify existing reports, **Crystal Reports must be installed as a 16-bit application**. When installation first starts, you are given the option to install Crystal Reports (16-bit) or (32-bit). Be sure to choose the 16-bit version, otherwise you will receive errors in TravCom when attempting to run a new report.

Crystal Reports only needs to be installed on workstations where you want to build or modify reports. **Crystal Reports** *does not* need to be installed in order for TravCom to work.

Building a New Report

There are two ways you can build a new report. You can use the *Report Expert* to guide you through selecting data files, linking, field selection, record selection, sort order, and totaling. Or you can build all new reports from the supplied template, which will keep your reports looking consistent. To use the template select *File - Open*. Then select the C:\TCSWIN directory and TEMPLATE.RPT.



Selecting *Files - Options - New Report* tab will allow you to select C:\TCSWIN as the default directory.

In the Page Header section, right-click on the "REPORT TITLE" field to change the title of the report. You can now begin creating groups and inserting detail fields into the report. Refer to the Crystal Reports documentation on how to do this.

Note that when saving a report built from TEMPLATE.RPT for the first time you should select *File - Save As...* and select a new name. Otherwise you will overwrite the template.

Databases and Tables

The structure of the data for TravCom is Microsoft Access 2.0 database. The names of the databases and tables are such that you can figure out what information is stored in each. A database is a file with a ".MDB" extension, which contains tables of information that are related. For instance, the CLIENTS.MDB database contains three related tables, Clients, Keywords, and Departments. Within each table are fields that make up the data for each record. Following are descriptions of each database and table and how the tables are related. Also, any special fields that need translating are listed. Note that some tables are not directly related to any other tables.

AGENCY.MDB - Agency Branch and Setup Information

Branches - Branch information such as name, address, phone numbers, etc...

Codetable - Miscellaneous tables such as keywords, vendor types, client types, etc...

Special Fields:	CodeType:	0 - Keywords
		1 - Countries
		2 - States/Provinces
		3 - Client Travel Types
		4 - Client Business Types
		5 - Vendor Types

Currencies - Currencies that have been built in **Files - Setup Currencies** and can be used for postings.

Divisions - If your agency uses divisions, this will be the division you have built in **Files - Setup - Divisions**. If you do not use divisions, the default will be **0000**.

ExceptionCodes - Exception code groups, numbers, and descriptions. These are built in **Files - Setup - Exception Codes**.

Special Fields:	Exception Code	1 - Group description
		0-99 - Actual exception code number

IataTable - Agency IATA numbers and pseudo city codes for main locations and all STP locations.

ProductCodes - Product codes built in **Files - Setup - Product Codes**.

Setup - System customization options.

VatTable - VAT codes and formulas for those countries with a VAT tax.

AGENTS.MDB - Agent Accounts

Agents - Agent numbers, codes, addresses, etc...

AIRLINES.MDB - Airlines

Airlines - Airline numbers and codes.

APTRANS.MDB - Accounts Payable Transactions

APOpenInvoices - Accounts payable invoices.

Recurrent Payments - List of recurrent payments built.

Relationships: `RecurrentPayments.PaymentCode > RecurrentPaymentExpenses.PaymentCode`

RecurrentPaymentExpenses - List of expense accounts for each recurrent payment.

ARTRANS.MDB - Accounts Receivable Transactions

AROpenInvoices - Accounts receivable invoices.

Relationships: `AROpenInvoices.ClientNumber + AROpenInvoices.InvoiceNumber >`

Sales.ClientNumber + Sales.InvoiceNumber

Sales - Sale transaction detail.

Special Fields:	FormOfPayment:	0 - Cash 1 - Credit Card (CC) 2 - In House Charge (CX) 3 - ATM
	TransactionType	0 - Normal Sale 1 - Void 2 - Refund 3 - Exchange 4 - Resubmit 5 - Adjustment 6 - Credit/Debit Memo
	Status:	0 - Normal 1 - Marked for Credit Card Reconciliation
	Flags:	0 - Domestic Ticket 1 - International Ticket 2 - Domestic Exchange 3 - International Exchange

Relationships: Sales.TransactionNumber > Itinerary.TransactionNumber

Itinerary - Itinerary legs.

CITY.MDB - City Codes

City - List of city codes and names.

Special Fields:	CityType:	0 - Airport Code 1 - Rail Code
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CLIENTS.MDB - Client Accounts

Clients - List of client accounts, names, addresses, etc...

Special Fields:	AccountType:	0 - Leisure 1 - Corporate 2 - Government
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Relationships: Clients.ClientNumber > Departments.ClientNumber

Clients.ClientNumber > Keywords.ClientNumber

Departments - Department codes for corporate clients .

Keywords - List of keywords for each client.

CSHDIS.MDB - Cash Disbursements

Special Fields: Account Type: 1 - Asset
 2 - Liability
 3 - Capital
 4 - Income
 5 - Expense
 6 - First Income/Expense Account
 7 - Net Income Account
 8 - Format: Heading
 9 - Format: Centered Heading
 10 - Format: Skip to Top of Page
 11 - Total: Level 1
 12 - Total: Level 2
 13 - Total: Level 3
 14 - Total: Level 4
 15 - Total: Level 5
 16 - Clear Total: Level 1
 17 - Clear Total: Level 2
 18 - Clear Total: Level 3
 19 - Clear Total: Level 4
 20 - Clear Total: Level 5

Relationships: GeneralLedger.LedgerNumber > LedgerBalances.LedgerNumber
LedgerBalances - G/L current and past balances, MTD and YTD balances, budgets.

Relationships: LedgerBalances.LedgerNumber+LedgerBalances.DivisionNumber+
LedgerBalances.BranchNumber >
TransactionDetail.LedgerNumber+ TransactionDetail.DivisionNumber+ TransactionDetail.BranchNumber
TransactionDetail - G/L transaction posting detail.

VENDORS.MDB - Vendor Accounts

Vendors - Vendor accounts, names, addresses....

Relationships: Vendors.VendorNumber > ChainCodes.VendorNumber
ChainCodes - List of chain codes for each car/hotel vendor.

VOUCHERS.MDB - Hotel and Car Rental Vouchers

Vouchers - Hotel and car rental vouchers.

Special Fields: RateType: 0 - Daily Rate
 1 - Weekly Rate
 VoucherStatus: 0 - Open
 1 - Paid
 2 - Cancelled

Inserting Free Fields

Free fields can be inserted into a report by the use of a formula. Two formulas are included in TEMPLATE.RPT to help with free fields. Select *Insert - Formula Field...* from the menu. FreeField1 and FreeField2 are already available from the template for free fields 1 and 2, respectively. If you need another free field simply create a new formula and insert the following as the formula text:

FreeField({Sales.FreeFieldA}, n) where n is the free field you wish to print

A free field can be formatted the same as any other field. If the free field is a numeric and needs to be totaled you can modify the free field formula as follows:

ToNumber(FreeField({Sales.FreeFieldA}, n)) which will convert the desired free field to a number.

Chapter 14

Utilities

About the Utilities Menu

The Utilities menu lets you:

- access a calendar
- access the bulletin board to store, edit or delete messages
- use the calculator
- export TravCom data
- backup, test and restore TravCom data
- log off without exiting TravCom
- check and restore client, vendor and G/L balances
- change client, vendor and general ledger numbers
- correct certain problems with your TravCom databases
 - zero out the data in TravCom
 - purge history
 - register the program (renew your lease)

Calendar/Bulletin Board

The Calendar/Bulletin Board utility lets you:

- display monthly calendars
- create or modify bulletin board messages which will appear when you log on to TravCom on the specified date, day of week or day of month

When you access the Calendar it displays the current month with today marked.



On the Calendar screen a number of buttons will be displayed:

This button... Lets you...

Messages	access the bulletin board. The bulletin board is described in the next section of this chapter.
Today	returns the calendar to the current month, with the current date marked.
Paste	paste the marked date into the active field. The active field must be a date or free-flow text field.
Close	quit the Calendar function.
	go back one year.
	go back one month.
	go back one day.
	go forward one day.
	go forward one month.



go forward one year.

Maintaining Bulletin Board Messages

Bulletin board messages appear in a dialog box each time you log on to TravCom on the specified date (day of the week, or day of the month). When the messages appear, you can simply click on **OK** to acknowledge them, or you can click on **Edit**, **New** or **Delete**. If you click on **OK**, the message stays in the list of messages, even if it is specific only to today's date.

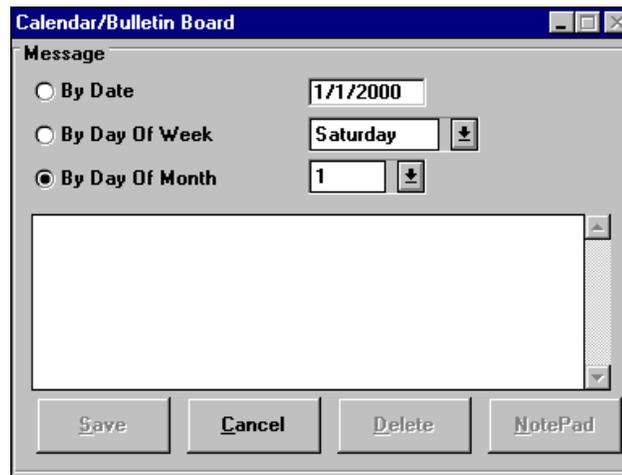
While creating or editing a message you can click on the **Notepad** button to switch to Windows' Notepad program, with the existing message displayed. Messages can be modified in either TravCom for Windows or Notepad.

To access the Bulletin Board select **Utilities - Calendar/Bulletin Board** or click on the  button on the toolbar. Click on the **Messages** button.

A list of existing messages appears. You can now add a new message, or edit or delete an existing message.

To add a new message:

1. Click on **New**. The Message dialog box appears:



2. Define when the message should appear. You can select:

- **By Date** to enter a specific date on which the message is to appear. For example, **10/31/98**.
- **By Day of the Week** to enter a day on which the message is to appear regularly. The message will appear on that day of the week, every week, until you delete the message from the Bulletin Board. For example, **Friday**.
- **By Day of Month** to enter a day of the month on which the message is to appear regularly. The message will appear on that day of the month, every month, until you delete it

from the bulletin board. For example, the 25th.

3. In the message box type the text of the message, as you want it to appear.
4. Click on **Save**.

To edit a message:

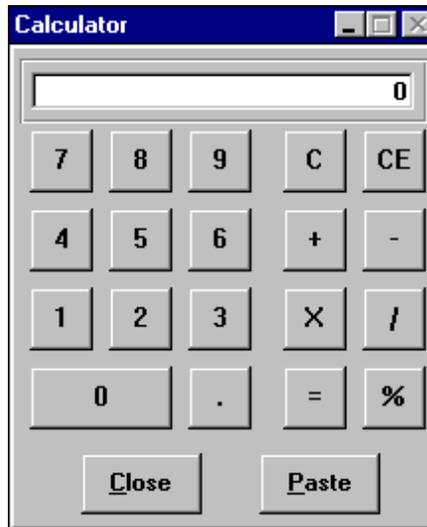
1. Highlight the message you want to modify on the list of messages displayed and click on **Edit**.
The Message dialog box appears with the selected message displayed.
2. Make any required changes to the message, either in the text or the day/date selection.
3. Click on **Save**.

To delete a message:

1. Highlight the message you want to delete on the list of messages displayed.
2. Click on **Delete**.

Calculator

To access the Calculator, select **Utilities – Calculator** or click on the  button. This option displays an on-screen standard calculator.



The buttons displayed are used just as a regular calculator is used. You can also use the keys at the top of your keyboard or the number pad on the right side of the keyboard. (The asterisk (*) key is used to multiply.)

The **Paste** button pastes the current value on the calculator into your current field. For example, if asked to enter a value in a field that needs to be manually calculated (such as a Selling Fare), you could use the Calculator to calculate the amount, and select **Paste**. The amount is copied into the field, and you do not need to retype it.

Export Data

The Export Data function lets you export TravCom data in several pre-defined third-party formats.

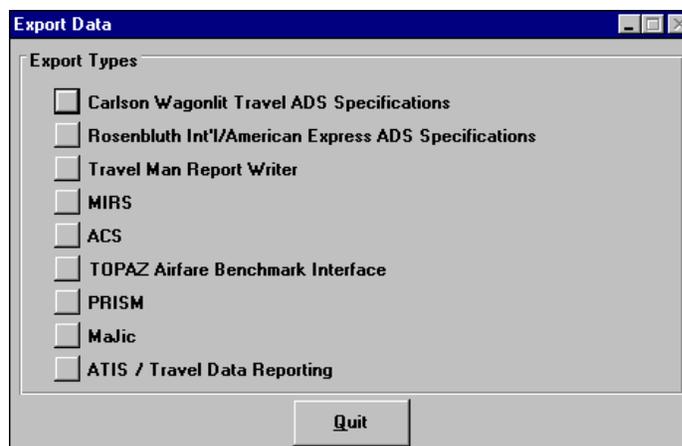


This function is designed to export data for consortiums that require uniformly formatted data from their members. It is *not* designed to export TravCom data for use in spreadsheets or word processors. If you need to export records to another program you can build a report to your requirements in Crystal Reports.

To export data:

1. Select **Utilities - Export Data**.

A window appears listing the formats in which you can export data.



2. Click on the button beside the format you want.

A dialog box appears, prompting you for a file name and various export options (such as a range of clients, dates, etc...). This dialog box will vary depending on the export format you have selected.

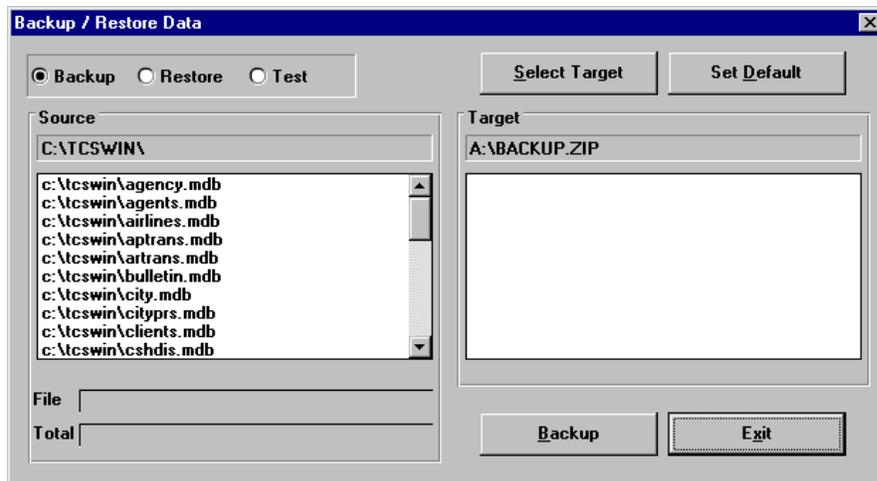
3. Specify a file name to which you want to export data, and specify any export options (such as range of clients, dates, etc...) as prompted. A default file name is displayed for you. However if you want to save the data under a different directory (such as A:) or a different file name, click on the box to the right of the file name. A Save As dialog box lets you specify the drive and directory to which you want to export your data. Select the appropriate option and click on **OK**.
4. If your agency has multiple branches use the **Branches** button to specify the branch(es) from which you will export data. Then click on **OK**.
5. Click on **Export**.
Your data is exported into the requested format. TravCom displays a confirmation message showing the number of records exported.
6. Click on **OK**.

Backup/Restore Data

The **Backup Data** utility lets you:

- backup pre-selected TravCom databases and system files onto diskette (provided by your agency).
- restore data from a backup diskette if you have experienced a loss of data on your computer.
- verify that a backup is valid (can be read) before restoring or securing it.

1. To access Backup/Restore select **Utilities - Backup/Restore Data** or click on the  button on the toolbar.



This utility supports backup to any drive that is assigned a drive letter, including diskettes, a hard drive or zip/jaz drives. If your agency prefers to back up data onto tape, you must use separate backup software that accompanies your tape drive.



You can access the backup utility from within TravCom or directly from the Backup icon in the TravCom Program Group in Windows.

If your agency has multiple branches set up in TravCom this utility backs up and restores data for all branches. You cannot do a branch-specific backup or restore.

The backup is created as a ZIP file.

Backing Up Your Data

Backing up your data is one of the easiest and most important tasks you can do to protect your data. If a hardware or system failure occurs, your only chance to reclaim your data may be the backups that you make.

Because it is so important, it is recommended that you make regular backups. Although TravCom suggests daily backups, you should consider how much work you could afford to have to re-post. If your office is very busy, you might consider creating a backup at lunchtime as well as at the end of each day.

You should also replace your diskettes regularly to ensure that they are in good condition.

Recommended Daily Procedure

It is recommended that you create a backup at least once every business day. This protects your agency in case of hardware or software failures that may cause a loss of data in your computer.



Do not use the same diskette series every day. Instead, rotate sets of diskettes through each week. It is recommended that you have four sets of diskettes, a separate set to be used each day of the week, except on the day that you make your weekly backup (five sets if your agency is open Saturdays and TravCom is used regularly).

Recommended Weekly Procedure

TravCom suggests that you also keep several weekly sets of backup diskettes, replacing one of the daily sets. For example, you might make a weekly backup every Friday and rotate three or four sets of weekly diskettes. That way, if there is a problem with a backup, you will always have two or three weekly sets that have not been re-used.

For optimal safety, this backup should be stored off-site. The TravCom operator, manager or owner might wish to keep it at home, for instance.

Recommended Monthly Procedure

It is strongly recommended that you create a backup just *before* you close the accounting month. Store this monthly backup *off-site* in a *fire-safe location*, such as the safe deposit box you use to store excess ticket stock.



The backup you create prior to closing Month End should be retained for the complete fiscal year in case you need to refer back to transaction details.

Do not overwrite your monthly backups until you are sure that the data will never be needed again. If you have any doubts at all, continue to store the backup.

How to Create a Backup

To create a backup of your TravCom databases:

1. On the **Utilities** menu select **Backup/Restore Data** or click on the  button on the toolbar.



If necessary, you can also access this utility directly from Windows, even if you are not logged on to TravCom for Windows.

To do this, select the **Backup** icon that appears in the same program group as your TravCom icon.

The Backup/Restore Data window appears.

2. Make sure that the **Backup** radio button is selected (this is the default selection).

The left side of the window identifies the **Source** of the files you are going to back up. This defaults to the drive and directory for your TravCom database files. The window lists all the files to be backed up. This is protected to ensure that your backups always contain the complete and correct set of files, so cannot be changed.

The right side of the window shows the **Target** drive and directory to which data will be backed up. The default target will be a diskette drive.

3. To change the destination for the backup click on **Select Target**.

A Save As dialog box lets you specify the drive and directory to which you want to back up your data.

If you are backing up data onto diskettes this should begin A:\ or B:\, depending on your computer setup. If you are backing up to a directory on another hard drive, this might be E:\ or F:\. Once you have selected a drive and directory, click on **OK**.

It is strongly recommended that you do *not* back up regularly to the same hard drive that stores your TravCom databases. Failure of that drive could then result in the loss of both your active TravCom program and data *and* your backup copy.

4. If you change the Target setting and want to save the new drive and directory as the default, click on **Set Default**.

5. Click on **Backup** at the bottom of the window.

6. If the target you have selected already contains a TravCom backup (for example, when you re-use diskettes) a warning will be displayed: *This disk already contains a backup made on (date and time of backup)*. Ensure that this disk is acceptable before clicking on **Replace**.

If you prefer not to re-use this backup set at this time click on **Cancel** and locate another backup set.

If you are backing up onto diskettes TravCom prompts you to *Insert the first disk*.

7. As the backup is run, TravCom displays the files as they are being copied, and the total amount of disk space. TravCom will prompt you for additional diskettes as needed.

8. When the backup is finished, TravCom displays *Backup Complete*.

Click on **Exit** to return to the TravCom main menu.

Restoring Data from a Backup

In the case of a serious loss of data, you can restore the data that was protected on your previous day backup.

When you restore, data will be copied into the TravCom for Windows program directory in which TravCom was originally installed. The target directory cannot be changed.



WARNING: The Restore utility will *replace* all the TravCom database files on your computer! Use Restore only on the advice of the Help Desk or when you are sure that you have lost data.

*It is strongly recommended that you **Test** any backup you intend to restore to verify that it can be read.* Testing a backup is discussed in the next section of this chapter.

In order to use the Restore utility, you must know the Master password.

To restore data from a backup:

2. On the **Utilities** menu select **Backup/Restore Data** or click on the  button on the toolbar.
The Backup/Restore Data window appears.
3. Select the **Restore** radio button.
4. Verify that the **Source** listed on the left side of the window is correct.
Click on **Select Source** if the default source is not the location of the backup you wish to restore.
If you are restoring from diskette, this will usually be A:\ or B:\. Click on **OK** when you have selected a drive and directory.
5. Click on **Restore** at the bottom of the window.
6. TravCom prompts you to enter the master password. Then click on **OK**.
If you are restoring from a diskette, and have not inserted a diskette TravCom prompts you *Backup file does not exist or it is corrupted*. Click on **OK**, insert the appropriate diskette and click on **Restore** again.
7. If the source you have selected contains a TravCom backup a warning will be displayed: *Files were backup on (date and time of backup)*. Ensure you are restoring the correct backup and click on **Continue** to confirm.
If the backup includes multiple diskettes TravCom will prompt you to insert the last diskette of the set, then re-insert the first diskette to begin the restore.
8. As the restore is run TravCom displays the file being copied and the total amount of disk space. When the restore is finished, TravCom beeps and displays a *Restore Complete* message. Click on **OK**.
9. Click on **Exit** to return to the TravCom main menu.

Testing a Backup

Testing a backup verifies that the files on the source diskettes (or drive) can be read.

When you test a backup, TravCom will perform all of the functions of a restore *without actually replacing any data on your computer*.



It is strongly recommended that you Test a backup you intend to restore to verify that it can be read. If you attempt to restore a backup that has become corrupted you can potentially lose the TravCom data on your computer.

To test a backup:

1. On the **Utilities** menu, select **Backup/Restore Data** or click on the  button on the toolbar.

The Backup/Restore Data window appears.

2. Select the **Test** radio button.

3. Verify that the **Source** listed on the left side of the window is correct.

Click on **Select Source** if the default source is not the location of the backup you wish to test.

If the backup was made to diskette, this will usually be A:\ or B:\. Click on **OK** when you have selected a drive and directory.

4. Click on **Test** at the bottom of the window.

If you are restoring from a diskette, and have not inserted a diskette TravCom prompts you *Backup file does not exist or it is corrupted*. Click on **OK**, insert the appropriate diskette and click on **Test** again.

5. If the source you have selected contains a TravCom backup a warning will be displayed: *Files were backup on (date and time of backup)*. Ensure that this is the correct backup and click on **Continue** to confirm.

6. As the test proceeds TravCom displays the file being checked and the total amount of disk space. If the test is successful TravCom beeps and displays a *Test Complete* message. Click on **OK**.

7. Click on **Exit** to return to the TravCom main menu or proceed to **Restore** if required.



*If you receive any error message during the test, **do not attempt to restore this backup without consulting with the TravCom help desk first!** Problems may exist with this backup set that may cause you to lose data if you attempt to restore it.*

If you turn off your machine or have a power failure during the backup you will receive a message when trying to get into TravCom telling you the backup/restore operation is in progress and it will not let you into TravCom. To fix this you must go into Windows Explorer, go to your TCSWIN directory and double click on backup.ini. This will open up a file for you that will say Backup=ON - you must change it to Backup=OFF, Click on Files, Exit and it will prompt you to save changes. Say YES.

Log On/Off

The **Log On/Off** option does the following:

- allows you to change the branch, user and level of access.
- allows you to Log Off (shut down TravCom).

Use this option to log off of TravCom when you are leaving your computer for a time and do not want unauthorized access to your accounting data (for example, when you go to lunch), or when a new user needs to log on with their own password.

To access the Logon dialog box select **Utilities - Log on/off** or click on the  button on the toolbar.




The **Branch** field only appears if your TravCom software version supports multiple agency branches and you have set up more than one branch. You must select a branch to log on. The active branch when you selected this option will be displayed.

You are automatically logged out when you select this menu option. Until a user enters a valid logon and password combination, no functions within TravCom will be available.

To log on:

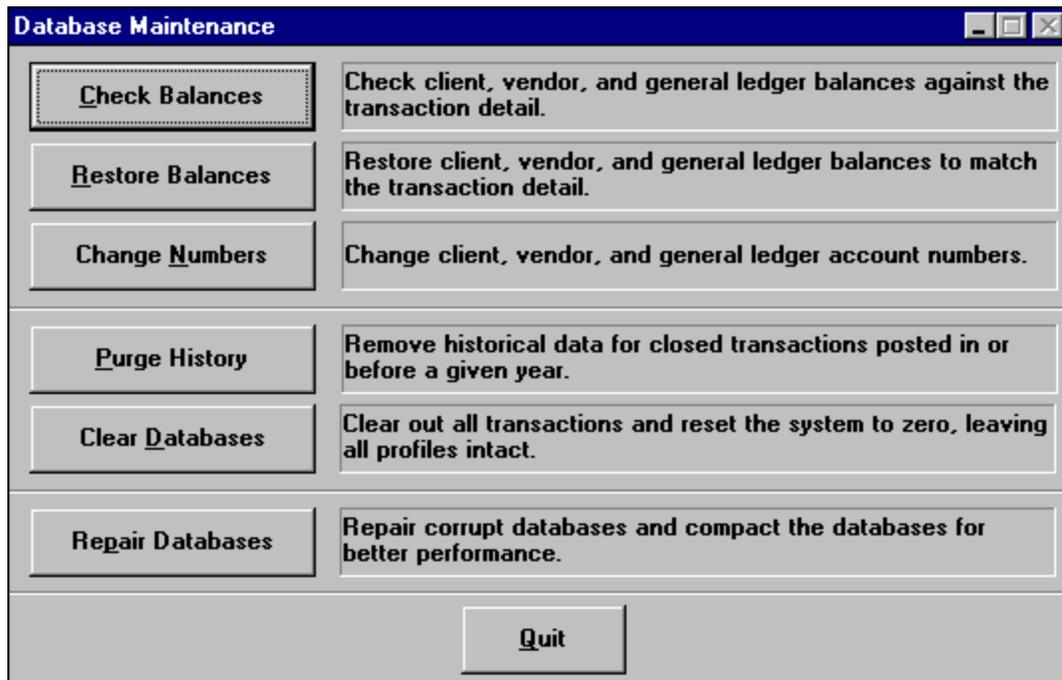
1. If the **Branch** field appears, enter the branch you want to log on to or select it from the drop-down list.
Press **[Tab]** to move to the **Logon** field.
2. Type your Logon ID or select an ID using the drop-down list box.
Press **[Tab]** to move to the **Password** field.
Type your password. It appears as asterisks (*****) as you type it.
3. Press **[Enter]**, or click on **OK**.

You will be returned to the TravCom main window. You are now logged onto TravCom as the new user and at the new password level.

Database Maintenance

Maintenance Utilities and When to Use Them

The Database Maintenance function lets you select and perform some automatic maintenance routines on your TravCom databases. If you are using multiple branches each of these functions can be performed by branch or for any combination of branches.



Check Balances

The Check Balances function:

- checks client and vendor balances to make sure that the detail of the open invoices adds up to the balance due on each account (the "accumulated balance").
- checks that the total open invoices on all client accounts equals the total Accounts Receivable balance on the general ledger, and that the total open invoices on all vendor accounts equals the total Accounts Payable balance on the general ledger.
- checks each general ledger account to make sure that the detail of the transactions posted during the month add up to the month-to-date balance on the account and that the balance at the end of the last month (Last Month EOM) plus the month-to-date activity add up to the current balance (Year to Date).

- verifies that the debits and credits on the general ledger are equal for the current month and year-to-date and that the debits and credits for each individual transaction posted during the current month are equal.
- applies to all Branches if your version of TravCom supports multiple branch capability.

Understanding the Check Balances Report

If TravCom detects problems with any client, vendor or general ledger accounts the system will generate a **Balance Check Report**. This report will include any combination of the following messages.

It is strongly recommended that you call the TravCom Help Desk for assistance in understanding and resolving problems that are recorded on this report.

This message ...

Means that...

Client xxxxxxxx Out of Balance

the total due from the client (the accumulated balance) does not equal the sum of the open invoices on the client's account.

There may be an invoice missing from the account, or an invoice that was paid but still shows an outstanding balance. It is more common, however, that the detail is correct and the accumulated balance has been incorrectly calculated.

You can check the invoices listed for this client on the Aged Schedule of Accounts Receivable to determine if the detail is correct or incorrect.

If the detail is correct but the Balance is incorrect use the **Restore Balances** utility to correct the problem.

If the Balance is correct you must go to **A/R Invoices** and rebuild the missing invoice(s) or credit(s) on the client's account. Be sure to mark the **Balance Forward** checkbox, as this item should not affect the general ledger.

Vendor xxxx Out of Balance

the total due to the vendor (the accumulated balance) does not equal the sum of the open invoices on the vendor's account.

There may be an invoice missing from the account, or an invoice that was paid but still shows an outstanding balance. It is more common, however, that the detail is correct and the accumulated balance has been incorrectly calculated.

You can check the invoices listed for this vendor on the Aged Schedule of Accounts Payable to determine if the detail is correct or incorrect.

If the detail is correct but the Balance is incorrect use the **Restore Balances** utility to correct the problem.

If the Balance is correct you must go to **A/P Invoices** and rebuild the missing invoice(s) or credit(s) on the vendor's account. Be sure to mark the **Balance Forward** checkbox, as this item should not affect the

<p>General Ledger Out of Balance with the Accounts Receivable by xxxxxx</p>	<p>general ledger.</p> <p>the balance of the general ledger Accounts Receivable account(s) does not match the total of all open client invoices and credits on the Aged Schedule of Accounts Receivable.</p> <p>The most common mistake that causes this problem is a journal adjustment to the general ledger Accounts Receivable account. Any time you want to adjust the A/R account, you must do so by creating an invoice or credit, or writing off an existing invoice or credit, to a client's account.</p> <p>If you have posted an adjustment to the A/R account via Adjusting Journal Entries, you need to reverse the entry and post it correctly through another posting function, affecting a specific client account and invoice(s) at the same time.</p>
<p>General Ledger Out of Balance with the Accounts Payable by xxxxxx</p>	<p>the balance of the general ledger Accounts Payable account(s) does not match the total of all open vendor invoices and credits on the Aged Schedule of Accounts Payable.</p> <p>The most common mistake that causes this problem is a journal adjustment to the general ledger Accounts Payable account. Any time you want to adjust the A/P account, you must do so by creating an invoice or credit, or writing off an existing invoice or credit, to a vendor's account.</p> <p>If you have posted an adjustment to the A/P account via Adjusting Journal Entries, you need to reverse the entry and post it correctly through another posting function, affecting a specific vendor account and invoice(s) at the same time.</p>
<p>General Ledger Out of Balance for Current Month By xxxx</p>	<p>the sum of the current month balances of all general ledger accounts does not equal zero -- it is out of balance by xxxx.</p> <p>This message usually appears in conjunction with another message, either that a specific general ledger account is out of balance, or that the general ledger transaction file is out of balance. This error will usually be resolved by correcting the problem generating the other error message(s).</p>
<p>General Ledger Out of Balance for Current Year By xxxx</p>	<p>the sum of the year-to-date balances of all general ledger accounts does not equal zero -- it is out of balance by xxxx.</p> <p>This usually occurs when you post a year-to-date adjusting journal entry incorrectly. The problem can usually be corrected by, reviewing the adjustment(s) that have been posted during the current accounting month against previous months, and then correcting the adjustment that was incorrectly posted.</p>

General Ledger Transaction File Out of Balance By xxxx	<p>there is at least one transaction posted in TravCom that is out of balance and there has been no correcting entry posted.</p> <p>This can only happen if you have posted an incomplete journal adjustment or if you have experienced problems (such as power failures, system conflicts or hardware problems) while posting in TravCom.</p> <p>Review the G/L Transaction report to determine which entry is out of balance. You can correct the problem by posting a one-sided adjusting journal entry to create the missing pieces.</p>
xxxxxxx xxxx x Account is out of balance	<p>the total balance on the general ledger account listed is not equal to the sum of the transactions posted against that account.</p> <p>The first x's indicate the general ledger account number. The second x's indicate the division, and the last x indicates the branch. These will all be displayed, regardless of whether you have divisions or branches enabled. (The default division is 0000 and all single branch systems will show branch 1).</p> <p>This error usually appears in conjunction with another error related to the general ledger:</p> <p>If TravCom also reports that the General Ledger file is out of balance by the same amount, it is likely that the detail for the account is correct and the accumulated balance has not been calculated correctly. Restoring the General Ledger balances will correct the problem.</p> <p>If TravCom also reports that they General Ledger Transaction File is out of balance by the same amount, it is likely that the detail for this account is not correct. You will need to post an adjustment (one-sided Adjusting Journal Entry) to correct the detail. Then use Restore General Ledger Balances to correct the problem.</p> <p>You can also review the General Ledger Posting Detail Report to determine if the detail on the account appears to be correct.</p>

Restore Balances

The Restore Balances function:

- corrects the totals on individual client, or vendor accounts if the balance on the account(s) is not equal to the sum of the open invoices on that account.

If a client is out of balance the **Restore Client Balances** function resets the balance on the client's account to match the total of all open A/R invoices for the client.

If a vendor is out of balance the **Restore Vendor Balances** function resets the balance on the vendor's account to match the total of all open A/P invoices for the vendor.

- corrects the totals on individual general ledger accounts if the balance on the account(s) is not equal to the sum of the detail posted to that account during the current month.

If a general ledger account is out of balance the **Restore General Ledger Balances** function resets the monthly balance for the account to match the total of all transactions affecting the account for the current month.

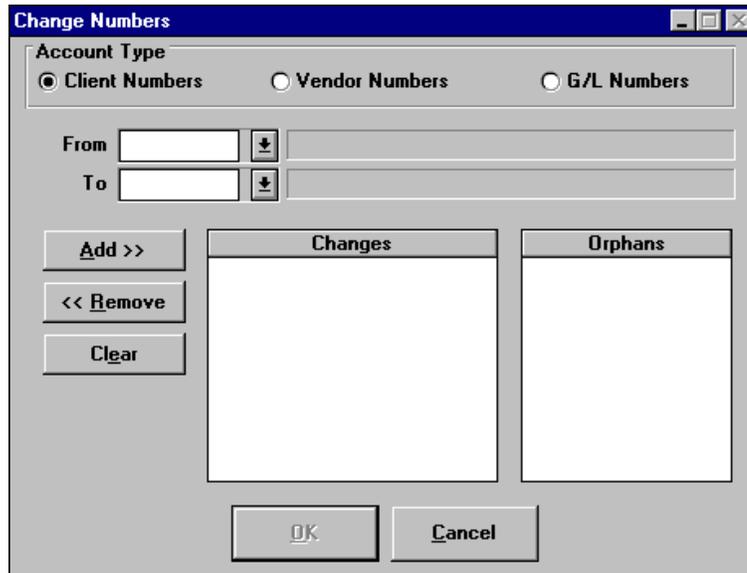


The Restore function assumes that the detail is correct and sets the overall balance on the account to be the sum of the detail. Do not run the Restore function until you have reviewed the detail of any accounts listed as out of balance and corrected any problems as required.

The Restore function can be run for selected databases, but *cannot* be run for certain accounts within those databases only. Be sure that you have reviewed and corrected all reported problems before you select this function.

Change Numbers

The **Change Numbers** option allows you to change client, vendor or general ledger numbers. If you decide that you would like to re-arrange the way your clients are stored for example you want to have your corporate clients in the 5000 series instead of 500 you will be able to change them to the new series in here. The program asks you From (Old Client Number) and To (New number you wish to assign to a Client) it will change all the old transactions to the new client number for you. This works the same for Vendors and General Ledgers. If you try and change a client to a number that already exists it will create an "orphan" You must then assign a new number to any orphans before it will let you continue.



Purge History

The **Purge History** option physically removes all old transactions by year and recovers the disk space that was being used by those records. The program will ask you Purge all closed transactions posted in or before (enter the year)

To perform this function, your hard disk must have enough free space to create temporary files approximately as large as TravCom's largest database.



It is recommended that you create and verify a current backup before you purge history. This protects your data in case there are errors during the purge process.

Clear Databases

Clear Databases completely removes all transactions in the selected branch(s) so that you can begin posting from scratch. It does not delete your clients, vendors, agents, airlines, general ledger accounts or system customization settings, but will set all balances to zero on all accounts.



WARNING: THIS UTILITY DELETES ALL TRANSACTIONS FROM TRAVCOM! IF YOU USE THIS FUNCTION CREATE A BACKUP FIRST. DATA THAT HAS BEEN ZEROED OUT *CANNOT* BE RECOVERED EXCEPT BY RESTORING A BACKUP.



Clear Databases is only available if you have signed on with the Master password.

This function is normally used if you have recently installed TravCom and have been “practicing” your postings before going “live” on the system.

Only *posted* transactions are deleted from your system. Any records still waiting in Interface will remain in TravCom. However, all sales, vouchers, cash receipts, checks, invoices and journal adjustments will be deleted.

Repair Databases

This option lets you repair databases in the event of a database corruption. It repairs the structure of damaged databases.



You do not need to run this on a regular basis. Only run it if an error occurs indicating the databases are corrupted or if advised to do so by the TravCom Help Desk.

Register Program

Register Program and When to Use it

When your lease expiration date occurs you will be unable to post any new transactions into TravCom unless you renew your contract and obtain a new registration number from TravCom.

If you upgrade or downgrade your TravCom system (for example, change from Single Branch to Multiple Branch capability), you will also receive a new registration number from TravCom.

This function lets you enter your new 19-digit registration number.

Chapter 15

Working With Multiple Branches

How Multi-Branching Works in TravCom

If your agency's TravCom for Windows software version supports multi-branching, you can configure TravCom to handle the accounting for multiple agency locations known as branches.

If your agency has multiple branches set up, the Logon window prompts you to select the branch in which you will be working when you first log on. The currently selected branch name and number is always displayed in the status bar at the bottom of the main window. All transactions are posted to the branch in which you are working.

Here are some guidelines that explain how multi-branching works:

- TravCom's customization functions (in **Files - Setup**) contain both global information and branch-specific information.

Global information (shared by all branches) includes product codes (except VAT code attached to the product code), divisions, exception codes, passwords, system customization, misc. tables, currencies, and printers/forms.

Branch-specific information includes the agency name and address, IATA numbers and miscellaneous items. All branch-specific tabs in **Files - Setup** are noted with an asterisk at the top of the tab and by a **Branch** field allowing you to select the branch for which you are defining information.



Note that changing the branch shown at the top of the **Files - Setup** screen displays information entered for the new branch you have requested but does not log you into the new branch. When you quit out of **Files - Setup** you will be in the branch you started in.

- All branches share the same Client, Vendor, Agent, General Ledger, Airline and City databases. However, for each client, vendor or agent, you tag the branch(s) to which that account belongs.
- All TravCom menus are global except for the Posting functions. This means that if you are in the client file, vendor file, or agent file, you can see records for all branches, regardless of which branch you are currently logged into. The Branches tab in each file shows you which branch(s) the record belongs to and allows you to attach the record to additional branches.

When you are in a posting function (such as **Sales**) you will see only the clients, vendors and agents who have the current branch tagged in their file.

- By default, when you are posting a transaction, it is posted *only* in the currently active branch (the one you are logged in to). However, for some types of posting transactions, you can post across branches. See *Cross-Branch Posting* starting on page 15-7 for more information and examples.
- Although the Chart of Accounts is global, account balances are shown for the current branch only.

- Although most of General Ledger File Maintenance is global, the Financial Statements tab is branch-specific. This allows each branch to define its own Current Posting Month, Fiscal Year End, and Titles and Notes for financial statements.
- Reports can be requested for any branch or any combination of branches, regardless of which branch you are logged into. The only exception is the A.R.C. report, which is requested by IATA number.

If you request a report for a single branch, its name and address (defined in **Files - Setup - Agency Information**) will print. If you request a report consolidating data for multiple branches, the name and address of the “Consolidated” (defined in **Branch - Branch Setup**) will print.

- The Queries functions display records from all branches by default. A check box allows you to narrow the selection to only those records posted to the current branch.
- The Backup/Restore utility will back up data for all branches. It does not create branch-specific backups.

About the Branch Menu

The **Branch** menu is available only if your agency’s version of TravCom supports multiple branches.

The Branch menu lets you:

- change the active branch (the branch you are working in)
- add a new branch
- delete a branch
- define agency name and address to print on consolidated reports and set the combination of branches TravCom should default to when you request consolidated reports.

Changing Your Current Branch

To switch branches:

1. Select **Branch - Change Branch**.

A dialog box appears, prompting you for the Branch number.

2. Enter the branch number you would like to log into, or select from the drop down list.
3. Click on **OK**.



Notice that the branch name and branch number are updated in the status bar at the bottom of the window. Transactions will now be posted to this branch.

If you have defined a different background screen color for each branch (in **Files - Setup - Miscellaneous**), you will also notice that the background screen color changes. This is a good visual cue as to what branch you are in.

Adding a New Branch

When you add a new branch, most branch-specific Setup functions are automatically set for the new branch based on the settings of the currently active branch (the branch number displayed in the status bar), or from the information you enter while adding the new branch. A few branch-specific Setup functions will need to be updated for the new branch.

You have the option of adding all clients, vendors and/or agents to the new branch. This does not actually “copy” those records over to the new branch; it simply updates the Branches tab for each existing client, vendor and/or agent, placing an X beside the new branch. You can then go into the appropriate file (Client, Vendor or Agent) to make modifications to the branch selections (for example, if all but a select few vendors belong to the new branch, you can untag the new branch for those few vendors in **Files - Vendors**).

Adding the New Branch

To add a new branch:

1. Select **Branch - Add Branch**.

The Add a Branch dialog box is displayed.

2. By default, the **Add branch number** field shows the next available branch number. You can either:
 - press **Tab** to accept this number, or...
 - change to a different number for the new branch.
3. Enter the name for the agency branch.
4. Enter the IATA number for the branch. If the new branch has STP locations, enter the IATA number for the branch itself.
5. Enter the Pseudo City Code (Site ID) for the branch.
6. Use the check boxes to define whether or not to attach all clients, vendors and/or agents to this branch.

7. Click on **Add**.

TravCom verifies the branch number you have selected. If it has already been used, a message appears; *Branch X already exists*. You must click on **OK** and change the branch number to one not already in use.

When the branch is added, TravCom displays *Branch X added*.

8. Click on **OK**.

Updating Setup and Files for the New Branch

After adding the new branch, there are several tasks you need to perform to update the **Files - Setup** and database files for that branch:

1. Use **Branch - Change Branch** to switch into the new branch.
2. In **Files - Setup**, update or verify all branch-specific tabs for your new branch.

All branch specific tab windows in Setup are marked with an asterisk (*) on the tab. These include:

- Agency Info: the branch name, address and telephone. The name will be displayed as you entered it on the **Add a Branch** dialog box.
- Miscellaneous: the next invoice and voucher numbers to be used and branch screen color.
- IATA Numbers: the IATA number(s) and pseudo city code(s) for the new branch. The first IATA number and pseudo city code will be displayed as you entered them on the **Add a Branch** dialog box.
- VAT Setup (if relevant).

If this branch uses different VAT or GST/PST calculations for any product code, you must also use **Files - Setup-Product Codes** to define this.

3. Update the Client, Vendor and Agent files so that the correct files are associated with the new branch.
For example, if you did not copy all agents to the new branch, you will need to retrieve each agent that you want to associate with the branch, and update that agent's Branches tab. If you attached all clients, vendors and agents to the new branch, you may need to untag some individual files that you do not want attached to the branch.

If there are new clients, vendors and agents associated only with the new branch, you will need to add them and assign them to the new branch.

4. In **Files - General Ledger**, access the Financial Statements tab window.

Note: All branch specific tab windows in **Files - General Ledger** are marked with an asterisk (*) on the tab. These include:

- Financial Statements: the current posting month, last month of fiscal year and statement title and notes.
- Current Balances: month to date and year to date values, etc....

- Previous Balances: month to date and year to date values.
 - Budgets: for each month in the current year.
5. Verify the **Current Posting Month** and **Last Month of Fiscal Year** for your new branch and update the title and notes to print on financial statements and balance sheets for this branch.

Remember that the chart of accounts is global. If you change anything on any other tab window in General Ledger File Maintenance you will be affecting all branches.

Cross-Branch Posting

If you have multiple branches set up, you can post “cross-branch” transactions.

This can be done for:

- A/R Invoice postings
- A/P Invoice postings
- Cash Receipts postings
- Commission Receipts postings
- Recurrent Payments
- Check postings
- Adjusting Journal Entries

For example, a check can be written from Branch 1 to pay for an A/P invoice in Branch 2. To handle this accounting, TravCom has a posting account, called the Cross-Branch Clearing Account, which is set up on the Posting Accounts tab in the General Ledger file. When a cross-branch transaction is posted, this account is automatically used to keep the general ledger for each branch individually in balance.

For example, in Check Posting a \$100.00 check is posted from Branch 1 to pay for a \$100.00 A/P invoice in Branch 2. The general ledgers of the two accounts are automatically affected as follows:

Branch 1	Cash Asset Account	- 100
	Cross-Branch Clearing Account	+100
Branch 2	A/P Liability Account	+100
	Cross-Branch Clearing Account	- 100



When posting Adjusting Journal Entries across multiple branches make sure that the postings *for each branch individually* equals zero. Unlike the other posting functions, you must specify the Cross branch Clearing account when relevant. For example if you want to post \$200.00 depreciation, with \$150.00 to Branch 1 and \$50.00 to Branch 2, you would enter:

Branch 1	Liability account	- 200
	Expense account	+100
	Cross-Branch Clearing Acct	+100
Branch 2	Expense Account	+100
	Cross-Branch Clearing Acct	- 100

Deleting a Branch

When you delete a branch, you are removing all branch-specific information for that branch from the TravCom database, such as outstanding postings for the branch and any branch-specific Setup information.

You cannot delete the currently active branch (the branch you are signed into).

It is recommended that you reconcile the Cross-Branch Clearing Account to zero prior to deleting the inactive branch.



Always use caution when deleting branches. TravCom for Windows does not create branch-specific backups, so if you decide you need this branch back, you will need to restore all branches or create this branch anew.

Although the branch is removed from the Branches tab in **Files**, the associated clients, agents and vendors are *not* deleted. They still exist in the files, but are no longer associated with the branch you have deleted.



If the client, vendor or agent is only attached to that branch and you delete that branch, that record still stays in the file but is not attached to any branch. If you want to clean up your database, you must delete these records individually in file maintenance.

To delete an inactive branch:

1. Select **Branch - Delete Branch**.
2. Enter the branch number to delete or select it from the drop-down list of branches.
3. Click on **Delete**. TravCom prompts for confirmation.
4. Click on **Yes**.



Always perform a backup before you delete an agency branch, just in case you need to get more information on the branch (for example, if you forgot to print any required report on that branch before you deleted it).

Defining Agency Information for Consolidated Reports

When you request a report from the **Reports** menu it contains, by default, only data for the current branch. For most reports, however, you can use the **Branches** button to override this default and to request data for any combination of branches.

Reports that combine data from multiple branches are known as “consolidated reports.” TravCom lets you define specific information to be printed on your consolidated reports.

The **Branch - Branch Setup** option lets you define:

- the agency name and address to be used on consolidated reports.
This lets you print a “company name” on reports printed for all branches, rather than the name of a specific branch location.
- the title and notes to be printed on consolidated Financial Statements and Balance Sheets.
This lets you have different titles and notes on your consolidated financial statements versus branch-specific ones.
- a default set of branches to be used when printing consolidated reports.
This provides a shortcut when requesting reports. When you request a report, you can go into **Branches** and click on **Default** to automatically tag all the branches you defined in **Branch Setup**.

To set up agency information for consolidated reports:

1. Select **Branch - Branch Setup**.

The Setup window appears. It has two tab windows, which let you define agency name/address for consolidated reports, and titles/notes to appear on consolidated financial statements and balance sheets.

The **Agency Information for Reports** tab is automatically displayed:

The screenshot shows a dialog box titled "Branch Setup" with two tabs: "Agency Information for Reports" (selected) and "Financial Statement/Balance Sheet". The "Agency Information for Reports" tab contains the following fields:

Name	ABC Travel Corporation	Phone 1	310-284-6626
Address	1212 Main Street	Phone 2	
		Phone 3	
City	Anytown	Fax No.	
State/Prov.	CA	E-Mail	
Postal Code	00000		
Country	USA		

Below the fields is a "Home Cities" section with a 2x3 grid of empty text boxes. At the bottom of the dialog are "OK" and "Branches" buttons.

Fill in the agency name and address as you wish it to print. This will appear on any report which combines data from more than one branch.

If you need help with these fields, see the Agency Information fields in *Chapter 3: Maintaining Your Agency Setup*.

In the Home Cities field, you can enter cities to be excluded from the Corporate Travel Destinations Report. Segments that include any of these cities will *not* be included on any client's report.

2. Click on the **Financial Statement/Balance Sheet** tab.

The screenshot shows a dialog box titled "Branch Setup" with a tab labeled "Financial Statement/Balance Sheet". The dialog is divided into two sections: "Agency Information for Reports" and "Financial Statement/Balance Sheet". The "Financial Statement/Balance Sheet" section contains four text input fields:

- Financial Statement Title:** CONSOLIDATED FINANCIAL STATEMENT
- Financial Statement Notes:** (empty)
- Balance Sheet Title:** CONSOLIDATED BALANCE SHEET
- Balance Sheet Notes:** (empty)

At the bottom of the dialog, there are two buttons: "OK" and "Branches".

Define the title and notes to be used on consolidated financial statements and balance sheets.

Whenever you request financial statements and/or balance sheets for multiple branches, this will override whatever titles you defined in the individual branches' **Files - General Ledger - Financial Statements** tab.

3. If you want to define a default set of branches for consolidated reports, click on **Branches**. Tag the branches you want and click on **OK**.

This provides a shortcut when you request consolidated reports. You can click on the **Branches** button, and click on **Default** to automatically tag all branches you have defined here.

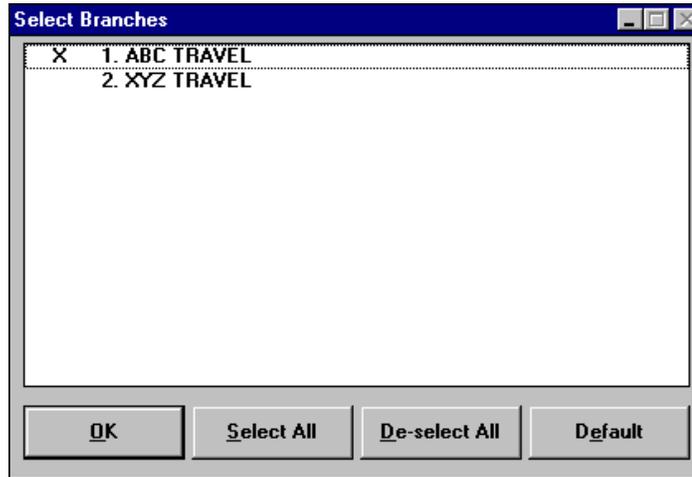
4. When you are finished click on **OK** to save your changes.

Printing Consolidated Reports

All reports, whether for a single branch or a combination of branches, are printed from the **Reports** menu. You may specify any combination of branches to be included at the time you request any report.

To print a consolidated report:

1. Select the report you wish to print.
2. Click on the **Branches** button at the bottom of the Record Selection screen.
A Branches window appears to specify the branches you wish to include in this printing.



3. Select the appropriate branches.

To do this ...

Select an individual branch to add to the report

Select the combination of branches defined as the default in Branch Setup

Clear the X's currently marked

Select all branches in your TravCom system

Click on ...

the far left of the required branch. An X will appear, showing that this branch will be included on the report.

the **Default** button

the **De-Select All** button

the **Select All** button

Glossary

Glossary of Terms

In each definition, text in **bold** print indicates another entry, which relates to the current listing.

Accounting Period	A defined period of time over which the transactions of the business are recorded and at the end of which it's financial statements are prepared. TravCom uses two types of Accounting Periods, the Fiscal Year , and the Posting Month .
Accounts Payable	Moneys you owe. On the General Ledger , Accounts Payable is considered a Liability Account.
Accounts Receivable	Moneys due you. On the General Ledger , Accounts Receivable is considered an Asset Account.
Aged Schedule	A list of invoices showing the outstanding balance based on the invoice date. There are two aged schedules, one for A/R (list of customer account balances) and one for A/P (list of vendor/creditor account balances). Each one can have different aging periods and can be printed in detail (showing every open invoice) or summary (showing only the balance for each account).
Agent Code	A unique two-digit alphabetic field used to identify an agent. Each agent has an Agent Code and an Agent Number , one of which must match the agent's sign-on in your reservation system. If the agent uses an alphabetic sign-on, TravCom will receive this as their Agent Code and convert it to their Agent Number when records are transmitted through the Interface .
Agent Number	A unique three-digit numeric field used to identify an agent. Each agent has an Agent Number and an Agent Code , one of which must match the agent's sign-on in your reservation system. If the agent uses a numeric sign-on, TravCom will receive this as their Agent Number and store it in each of their transactions transmitted through the Interface .
Airline Code	A unique two-digit alpha/numeric identifier assigned to each airline in your Reservation System. Each airline is assigned an Airline Code and an Airline Number .
Airline Number	A unique three-digit identifier assigned to each airline in your Reservation System. Each airline is assigned an Airline Number and an Airline Code .
Asset	Anything of value owned by the agency. There are two types of Assets: Current Assets, which can or will be liquidated within 12 months (Cash in Bank, Accounts Receivable), and Fixed Assets, or Property and Equipment, which will not be liquidated within 12 months (furniture, equipment). Assets comprise the first half of the Balance Sheet .
Backup	A copy of your TravCom data, usually on diskette or tape. TravCom has a Backup/Restore utility, which lets you create copies of your data for your protection.

Balance Forward	The balance of a Client or Vendor account at the time you start TravCom, or carried forward from the last Accounting Period .
Balance Forward Posting	Creating the detail of the Balance Forward for a Client or Vendor. Since this balance pre-dates the Accounting Period , the Balance Forward Posting function does not affect your General Ledger . Balance Forwards are only posted manually when you first begin using TravCom.
Balance Sheet	A financial report including the Assets , Liabilities , and Capital as of a specified date. The "Balance" in Balance Sheet refers to the requirement that Assets are always equal to Liabilities plus Capital.
Beginning Balance	The Debit or Credit balance on a General Ledger Account at the time you start using TravCom or as of the first day of an Accounting Period .
Booking Date	The date on which a PNR was created.
Branch	A single location of an agency for which you maintain separate Financial Statements and statistics. TravCom will keep separate postings, journals , statistics, and Financial Statements for each branch, while also allowing you to produce consolidated reports and Financial Statements for your company.
Branch Clearing Account	For multi-branch agencies, a special General Ledger Account that allows you to post transactions across branches.
Browse	A list that allows you to see and edit any or all records in a database. Available for the Client and Vendor files and in Interface , in Edit Data.
Bulk Ticket	A ticket sold for more than its published price. When posting a bulk ticket in TravCom, you can enter separate published and selling fares in order to report the correct fare to ARC and still charge the client account the correct amount. Bulk tickets are negotiated directly between the agency and the airline.
Bulletin Board	A utility that lets you create messages to appear when you log onto TravCom on a specified date, day of week or day of month.
Canned Report	A report that is built and ready for you to use when you install TravCom. Since these reports are pre-built, some cannot be modified beyond the record select and sort order options available when you run the report.
Capital	In TravCom, the claims of the Owners or Stockholders against the Assets : investments plus Retained Earnings . Liabilities and Capital comprise the second half of the Balance Sheet .
Chain Code	A unique two-letter identifier assigned to each hotel or car chain in your Reservation System. TravCom uses this code to assign hotel and car rental bookings to the correct Vendor Number In Interface .
Chart of Accounts	The set of all general ledger accounts on your system, including formatting accounts.
City Code	A unique three-letter identifier assigned to each city/airport on your Reservation System. There are two types of City Codes, City/Airport Codes, and Rail Codes

Glossary of Terms

Client Number	A unique number, up to eight digits, by which TravCom identifies each client you do business with.
Close Current Month/Close Fiscal Year	The process of telling TravCom that all entries have been made for the current Accounting Period , and you wish to finalize the figures. Once closed, no information may be added or modified in the period except by Journal Adjustment .
Commission Client	An administrative client account used to track commissions due you from vendors on credit card sales.
Commission Income Accounting	The practice of netting a related Revenue and Expense and recording only the difference (your commission) to an Income Account on the General Ledger . The alternate form of accounting is Sales/Cost of Sales .
Consolidator Ticket	A ticket purchased from a travel wholesaler. When posting the transaction in TravCom you can enter separate published and selling fares in order to track the full ticket price as well as the price you are charging the client.
Controlled Product Code	A product code requiring a specific document number format, and which requires periodic sales reports.
Corporate Client	A client for whom you wish to generate corporate reports. A corporate client may be divided into Departments .
Country Setup	A field in Files - Setup - Agency Information that tells TravCom to use U.S. tables, ARC instead of BSP, no VAT, American spellings, etc....
Credit Password	A special Password used when manually posting Sales , to allow a cash sale to be posted when the client is not allowed credit, or if the allowed credit limit is exceeded.
Currency	Any currency in which your agency keeps a cash account or wishes to post in must be entered as a currency.
Current Month	The Posting Month in which your current period sales and expenses are being recorded.
Database	A collection of records that provides a foundation for various functions within TravCom. For example, the vendor database, client database, etc....
Default Currency	The normal (local) currency for your agency. This is the currency TravCom will keep your general ledger accounts in.
Default	The number or setting to be used when no other is specified.
Department	A way of sub-dividing a Corporate Client accounts for reporting purposes.
Direct Income Accounting	See Commission Income Accounting .
Discounted Ticket	A ticket sold for less than its published price. When posting a discounted ticket in TravCom, you can enter separate published and selling fares in order to report the correct fare to ARC and still charge the client account the correct amount.

Distribute	Applying the transaction (cash receipt, cash disbursement, invoice, etc...) you are posting against invoices or General Ledger Accounts .
Division	A way of sub-dividing your agency's Financial Statement (Income Statement only) into different departments or profit centers. For example, a Cruises Division, Corporate Division, or Leisure Division.
Drop ARC Report	Completing an ARC report and telling TravCom that this is the final version of the report. This instructs TravCom to finalize the payable to ARC for the authorized amount.
Edit List	A list of fields for all or selected records in a database . Edit lists may be printed in File Maintenance to review clients, vendors, agents, cities, airlines or general ledger accounts on file, or may be printed in Interface to review all the records received from your reservation system.
Equity	See Capital .
Exception Code	A two-digit numeric code used to explain to Corporate Clients why a traveler did not purchase the expected fare (for example, the lowest available fare within the client's policies).
Expense	A cost incurred in the production of Revenues (Income) or as part of the day-to-day business of the agency.
Export	To output information in a format that another program can read.
Field	A single piece of information within a Record . For example, an invoice number, product code , or ticket number. Any field in any database within TravCom can be used for building reports.
Financial Statement	A report showing the Sales and Cost of Sales (or Commission), other income, and operating expenses, for an Accounting Period . Also called a Profit and Loss Statement or Income Statement .
Financial Statements	In plural, the Balance Sheet and the Income Statement .
Fiscal Year	The annual Accounting Period used by your agency. This may or may not be January 1 through December 31.
Free Field	A field or set of fields with no pre-defined parameters. These are used for entries, which cannot be accommodated in any other field available; normally relating to special reporting requirements of Corporate Client accounts.
General Ledger	The set of all General Ledger Accounts . Also called the Chart of Accounts .
General Ledger Account	A place you record all transactions of a like nature, such as all transactions, which will increase or decrease a Cash (bank) account. Each general ledger account keeps track of all increases and decreases of a specific type.

Glossary of Terms

General Ledger Adjustment	See Journal Adjustment .
Gross	An amount that includes fares and any related taxes.
GSA Number	“Government Service Authorization.” A number required by Government Clients.
History	Information relating to Accounting Periods that have been closed.
Import	To load information into one program that was created on another program.
Income	The difference between Sales and Cost of Sales, or the amount of your commission. Income also includes hotel/car rental commissions and all overrides.
Income Statement	A report showing the Sales and Cost of Sales (or Commission), other income, and operating expenses, for an Accounting Period . Also called a Profit and Loss Statement or Financial Statement .
Interface	A one-way transfer of sales information from your Reservation System(s) to TravCom.
Interface Data	The information transmitted by your Reservation System to TravCom.
Invoice Date	The date on the invoice; the date the invoice was run. The date the transaction was entered into TravCom may be different, and is the posting date .
Invoice Number	A number assigned to each transaction you enter in TravCom. The <i>invoice number</i> is the method TravCom uses to keep track of each record and its status.
Journal	See Posting Journal .
Journal Adjustment	An entry made directly to your General Ledger . A journal adjustment will not update sales files, client or vendor balances, or the bank reconciliation program. Normally journal adjustments are used to correct an item entered to the wrong General Ledger Account or to record end-of-period entries or year-end closing entries.
Keyword	A method of categorizing your clients for mailing lists, etc.... You can maintain a list of keywords in Files - Setup - Misc. Tables .
Leisure Client	A client for whom you do not wish to produce Corporate Reports.
Liability	Moneys you owe; the claims of Creditors against Assets . There are two types of Liabilities: Current Liabilities, which will be due within 12 months (Accounts Payable); and Long Term Liabilities (Loans). Liabilities and Capital comprise the second half of the Balance Sheet .
Low Fare	The lowest fare the agency could have ticketed for a particular Corporate Client sale. The Low Fare is used to determine if the client is paying more than necessary for trips. The Exception Code is used to explain why the Low Fare was not the fare ticketed.
Master Password	The highest level Password available in TravCom. It is required for access to certain functions and information.
Net	An amount not including taxes.

Net Fares	A value specified by the airline, under special agreement. This is an additional commission to be received or the exact amount of commission to be received or the total cost, depending on the value code and instructions provided by the airline. <i>Net Fares are not used in the United States</i> , which uses Bulk and Discounted tickets in place of this system.
Net Income	The profit or loss that is transferred to the Balance Sheet .
Net Remit	The amount you owe a vendor on a sale. Figured as the gross less your commission.
Out of Balance	When the debits do not equal the credits on your General Ledger , or when the total open invoices on client or vendor accounts does not equal the balance in the General Ledger Accounts for Accounts Receivable or Accounts Payable respectively. A single client or vendor number may also be out of balance when the sum of the open invoices does not equal the balance due on their account.
Outside Sales Agent	An agent who is paid on commission, not salary. May be a combination of both salary and commission.
Owner's Equity	See Capital .
Password	The security system in TravCom. Passwords allow or disallow users access to most TravCom functions.
Post	To record a transaction in your TravCom system.
Posting Date	The date the transaction was entered into TravCom. The date the invoice was run may be different from the posting date, and is referred to as the invoice date .
Posting Journal	The permanent record of transactions entered into TravCom. Each posting function generates a journal.
Posting Month	The Accounting Period into which you post transactions . TravCom allows you to have two posting months active at any time.
Posting Session	A number assigned each time you work in a posting function. The Session Number allows you to quickly determine when a record was posted, and find it on the Posting Journal .
Product Code	A two-digit number which identifies the kind of service being sold (such as an ARC ticket, a hotel room, or a cruise) and the General Ledger accounts to be updated for each transaction .
Productivity	A total of the activity posted by an agent.
Profit and Loss Statement	See Income Statement .
Published Fare	The base fare printed on a ticket. The published fare will always be reported on the ARC report. Bulk and discounted tickets can have a different selling fare , charged to the client's account.

Glossary of Terms

Reconcile	Comparing one set of numbers against another set to verify that they are equal or to identify discrepancies. For example, reconciling bank or client accounts.
Record	All of the Fields that relate to a single transaction .
Recurrent Payment	A disbursement you post at regular intervals, such as rent. This function is to set up an A/P invoice. It can also be used to record recurrent Journal Adjustments .
Reference Fare	Generally the full coach fare. Reference Fare is used to determine the savings on Corporate Client reports (Reference Fare minus fare ticketed is the savings).
Refund	A negative sale .
Restore	The process of replacing the data on your computer with that made as a backup . Restore will <i>replace</i> data files with those on the floppy disk(s) or tape, <i>not merge them!</i>
Retained Earnings	The net income (profit or loss) shown on the Balance Sheet at the end of each Accounting Period . Retained Earnings accumulates each month and each year. TravCom uses two Retained Earnings Accounts: Retained Earnings for previous Fiscal Years, and Retained Earnings for the current Fiscal Year (YTD).
Revenue	The gross receipts of the agency.
Routing Code	A two-digit alpha/numeric field for any sorting or selecting purpose you require.
Sale	A record created when you sell an air ticket, tour, cruise, etc.... A sale requires payment from the client to a vendor, and is posted to the General Ledger . A booking made wherein no moneys are to be collected or disbursed (hotel or car rental) is not a Sale, but a Voucher .
Sales/Cost of Sales Accounting	The practice of recording a related Revenue and Expense in separate accounts on the General Ledger so as to maintain both the Gross Sale amount and the Cost of that Sale. Income is determined by subtracting the Cost of Sales from the Sales General Ledger Accounts . The alternate form of accounting is Commission Income Accounting (also called Direct Income Accounting).
Selling Fare	The fare charged to the client, which may be higher or lower than the published fare . Selling fares are used for bulk , consolidator or discounted tickets .
Service Charge	A charge you choose to apply to a Client account for invoices over a certain age.
Site ID	Your reservation system pseudo-city code.
Sort Key	An alphabetic field used to alphabetize the database. You can type the Sort Key when searching for an account and you do not know the account number. Clients, vendors and general ledger accounts have Sort Keys; for Agents this is the Agent Code and for airlines, their Airline Code .
Statement	A list of open invoices due from a Client.

Subsidiary Account	An account that details part of the balance of a General Ledger Account . For example, each Client Number represents a <i>subsidiary</i> account; all of the Client Numbers together are the <i>set</i> of subsidiary accounts to the Accounts Receivable General Ledger Account, and the total of these Accounts should always be equal to the balance of the General Ledger Account .
Suspense Account	A special General Ledger Account used when you need to hold a debit or credit temporarily. The Suspense Account should always maintain a zero balance.
Tag	A method of selecting some or all records on a list to edit, delete, etc.... Where available, a tagged item will have an "X" in the first column, an untagged item will not.
Transaction	See Record .
Transaction Code	A single-digit alpha/numeric field for any sorting or selecting purpose you require.
VAT Table	A Files - Setup table in which Value Added Tax formulae are created and where the appropriate General Ledger tax accounts are defined.
Vendor Number	A unique number, up to six digits, by which TravCom identifies each of the vendors you do business with. A vendor file is created for anyone you pay money to and wish to print reports on.
Vendor Type	A field in the vendor file to categorize vendors for reporting purposes.
Verify Data	An Interface report to warn you of problems that exist in your Interface Data . A <i>warning</i> is issued when TravCom detects an unusual situation (such as Commission is 0.00) that you should review for accuracy. An <i>error</i> is issued when TravCom detects a problem that will prevent the sale from posting (such as a client number that has not been built in TravCom).
Voucher	A record created to track hotel and car bookings. A Voucher is issued when no payment is being made for a booking, but you wish to track the item until commission is received. A Voucher does not affect the General Ledger .
Window	Pop-up boxes with text and/or data fields to enter.