

Travelog Pty Ltd

Back Office Manual

Version: 1.14

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GENERAL

Gaining an understanding of accounting terminology and concepts is not enough to ensure your success. You also need to be able to find information, analyse various business situations, work effectively as a member of a team, and communicate your ideas clearly. It is important to remember that any accounting system is date driven. Entries posted to the date the transaction was paid or received will aid the back office administrator or bookkeeper to reconcile the accounts and will assist decision-makers in making the right choices. As an Owner/Manager if you understand how accounting information is prepared, you will be in an even stronger position when faced with a management decision based on the accounting information presented

ADMINISTRATION DUTIES

DAILY

- Receipt money received
 - For Back Office enter all Cheques issued, BSP Tickets, Non BSP Documents, Service Fees as Charges & Credits, any Invoices to transfer balances from Client to Debtor's Ledger)
- List and update all batches of data entry
- Print the receipt bank deposit slip
- Run Database Backups (Responsibility of each Agency)

WEEKLY

- Database Repair
- Non BSP Supplier Return
- Financial Integrity Report
- Bank Reconciliations (upon receipt of statement from the Bank)
- Non Zero Client Trial Balance for consultants
- BSP Return reconciled to SITA billing

MONTHLY

- Bank / Cheque reconciliations for the month
- Make sure Debtor Credit allocation is correct (and tidy)
- Run Debtor Statements
- Run Debtor Ageing
- Run Sales Analysis/Corporate reports
- Client Ledger, Debtor Ledger and Creditor Ledger Trial Balances Detailed
- General Ledger Trial Balance Reporting
- Profit and Loss Reporting
- Balance Sheet Reporting
- Financial Integrity Report
- GST Report if applicable
- End of Period Close Off

POINTS TO NOTE

- Keep data entry batches small by listing and updating every day or closing the batches if you are unable to list and update. This makes it easier to find errors and less disruptive for the running of the office.
- When listing and updating batches make the consultants aware of this, as they will be unable to do accounting while you are posting batches to General Ledger Accounts.
- Ensure you keep a hard copy of the Audit and Update reports, as these are a lifeline when reconciliations aren't in balance.
- When completing weekly reconciliations and you find you are not balancing to your General Ledger accounts, investigate and address the discrepancy as soon as possible. The difference only gets harder to find if you leave it !!!

Data Entry-General

Browse Box	<p>The browse boxes are a square with three dots along the bottom. The browse box that opens lists the items currently loaded in the system. You can search by either description or code by selecting the relevant radio button to green.</p>
Drop Down Field	<p>You are able to select any options listed from these areas. To find items by typing, note that this is usually selected from the 'description' rather than the code used.</p>
Modify	<p>This can be done if the entry is not Listed and Updated. Select the relevant Data Entry screen e.g. BSP Entry, and type in the document number and click on Modify. (Found at the bottom of the window).</p> <p>An alternative way to get the document on screen is to use the browse buttons on the bottom left hand corner of the window. You can go forwards or backwards in any current open batch. Once the document is on the screen, click on Modify and make your amendments.</p> <p>It is also possible to enter the first few numbers of the document and then press the TAB key and this will bring up the first sequential document beginning with these numbers. Now browse forward or back to locate the document you require.</p>
Listed/Updated	<p>It is not possible to modify an entry that has been list/updated. You must reverse the entry and re-enter it correctly. (Some entries cannot be reversed using the reverse button e.g.. Corporate receipts – these must be reversed manually using an opposite entry to the original)</p>
Delete	<p>Retrieve the document number on screen. Click on Delete button at the bottom of the window. Answer YES—to "Are you sure?". Please note that documents can only be deleted prior to being Listed/Updated.</p>

Reverse

Only use the reverse button if a document has already been list/updated, otherwise use Modify. Go to the Options Tab and click on View All..... This allows you to look at all documents from that data entry type. Retrieve the document(s) on screen by entering the relevant document number and then press enter or, use the browse arrows left or right on the bottom left hand side of the screen or, enter the first part of the document number and press the TAB key and then browse to the document. Click on the Reverse button when the entry you want is up on the screen. Click YES to 'Are you sure?' Then YES again to Document number already exists? If the question comes up do you want to reverse at original date select the option that is relevant, remembering that the date may already be closed for posting...

NOTE:

Some entries cannot be reversed using the 'reverse 'button – mainly Receipts. Administrators can 'disable' any reversal or negative receipts based on specific users. Any Debtor or Corporate Receipt types must be reversed manually using an opposite entry to the original ensuring data integrity.

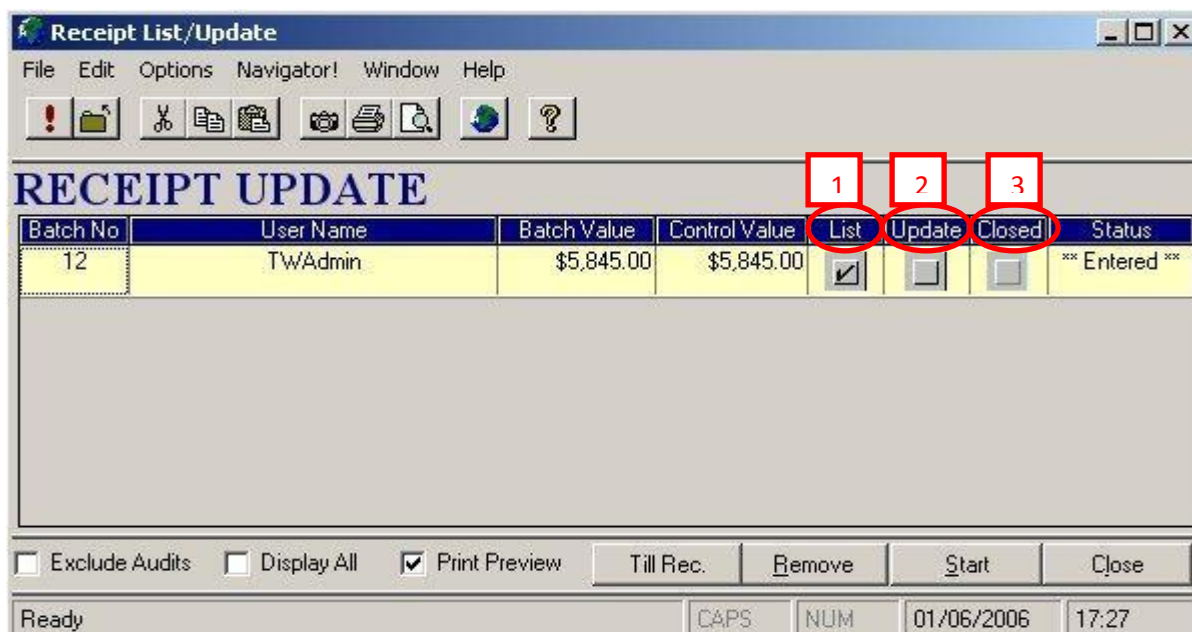
Data Entry-List and Updates

All data entry types (Receipts, Cheques, Non-BSP, BSP, Invoices, Journals, Charges + Credits) fall into their own batches by type of entry. It is suggested that each batch must be Listed/Updated **EVERY DAY**.

This procedure will post the information to your General Ledger. Keep batches small, by updating every day. This makes it easier when completing reconciliation's. Keep a hard copy of the List/Update reports that are printed as these are the main source of information when trouble shooting however these reports can be re- printed at any time.

NOTE: Even if you make a daily backup, printed reports may be your only source of information to refer back to should your backup include data corruptions...

- Make the consultants aware that you are Listing/Updating, as they cannot be adding data to a batch you are updating.
- Go into the Accounting Area and for each type of Data Entry and select List/Update. For example: Accounting -> Data Entry -> Receipt -> Receipt List & Update.
- Check Batch totals and Control totals are the same. Change the control total if they are not the same by double clicking the Control Total Box and entering the correct value. (Verify that the batch entries are correct prior to changing the Control Total.)
- To look at a listing of the batch before you update it, click in the **List box (1)** so a tick appears and click on start.



This will print a list of all the documents sitting in the batch you are updating however you are also able to select Print Preview to view this on the screen without printing a hard copy.

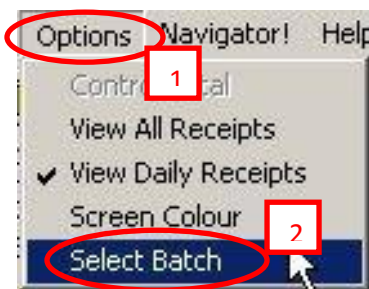
- Once you are satisfied the batch is correct click in the **Update box(2)** and a tick will also appear in both List and Closed boxes.
- Click on Start.
- Once the batch has updated it will move off the screen. If the batch does not disappear then an error message will print on the Update report and this will need to be fixed before the batch will successfully update.
- If you are unable to List/Update the batch you are able to click in the **Close box(3)** and this will then stop any more entries going into this batch.
- The **Exclude Audits** button allows you to list/update batches without printing the audit or Update reports
- The **Display All** option allows you to view all batches that have been list/updated and allows you to reprint them again without updating the entries again.
- The **Remove** button allows you to remove a batch that has no transactions.
- Click on Close to exit this window.

Data Entry- Creating new Batches

Batches are generally opened automatically by Front Office users when entering Accounting information. For back office users this is done within your Back Office entry window. To create a new batch:

- From the Back Office Menu, go into: **Accounting | Data Entry** and then select **BSP, Non-BSP Entry, Journal Entry, Invoice Preparation & Print, Journal Entry or Charges & Credit Entry**.
- In the top right hand corner there is a small box with the current Batch Details eg; Batch Number, Batch Total etc.. Click on ADD.
- You will be asked 'Add a new batch are you sure?' Click **YES**
- You will see the batch number has changed and totals are zero.
- The Control Total is the total value of the entries within your batch. **NB:** This is an optional field!

- (1) If you click the down arrow on the Batch number field a list of batches that have not been updated will appear.
- (2) The Batch Reference is also an optional field and can be used for identification purposes.



When you click on **Options** (1) you are able to select Control Total to amend the Total if required. For Receipt and Cheque Entry windows click on the Options Button then click on **Select Batch** (2).

Data Entry - Receipts

Click on **Accounting** | **Data Entry** | **Receipt** | **Receipt Entry**

There are 5 different receipt types, these are:

- Client Trip
 - Supplier
- Used to receipt client funds money direct to the 'trip' file
There are 3 options in this receipt type, these are:
- Commission Voucher - Used to match a receipt against 'Travel Services' Vouchers created by Front Office users.

- Other Commission – Used for other commission payment received from Suppliers (not IATA BSP) and payments from any Wholesaler/Supplier where the Client or Agency Credit Card was passed on directly.
- Refund – Used when receiving a refund from a Supplier.
- Debtor / Corporate Used to match against outstanding invoices on the Corporate Account + for automatic capturing of Amex & Diners merchant charges
- Administration Used for GST refunds, Override commission, Commission Transfers.

NOTE: Do NOT use ADMINISTRATION Receipt Entry Type for your Credit Card Commissions.

Transfer Used when money has been telephonically or electronically transferred between your bank accounts. You can enter Commission transfers this way although you would be advised to enter appropriate related Journals Entries.

REVERSALS: Client Trip, Supplier, Administration and Transfer receipt types can all be reversed by clicking on the Reversal button when the receipt requiring reversal is on the screen. The **Note: Corporate receipt can only be entered as an opposite value / entry by clicking on Add and entering in the details with a – (minus) sign. A receipt can only be reversed if it has not been banked. If the receipt has been banked you will need to do an opposite entry to the original.**

NOTE: If you want to view entries that have already been Listed/Updated click on **Options (1)** in the below image and **‘View all’**

Receipt Entry - Consultant Screen

File Edit **Options** Navigator! Help

1 2 3 4 5

RECEIPT ENTRY Bch:12

1 CLIENT TRIP 2 SUPPLIER 3 DEBTOR A/C 4 ADMINISTRATION 5 TRANSFER

Received Money from a Client

Trip Account Code: 58 ...

Trip/Client Name: John Butler

Passenger Name: Mr John Butler

Form of Payment: Cash ...

Comment: Deposit

Amount Received: \$500.00

☐ Multiple Forms of Payment ☐ Split Between Trips

Loyalty Scheme: FLYBUYS Card Number: ... ☐ Loyalty Scheme points only

Loyalty Value: \$500.00 Collected Points: 200.00 Cost of Points: \$6.00 **GST Inclusive**

Additional Receipt Details

Receipt Number: 54

Receipt Dated: 17/05/2006

Receipt Total: \$500.00

Bank Account: Client Trust Account

Other Comment:

Ready Batch: 12 (Open) CAPS NUM 01/06/2006 18:00

Payment Details

Drawer: Mr John Smith

Bank: National

Branch: Sydney

Account No: 90120009209

Cheque No: 000261

Save Cancel

A Payment details box will appear in the Client Trip, Supplier, Corporate and Administration receipt types when selecting the following Payment Methods:

- American Express
- Cheque(s)
- Diners Club
- MasterCard
- Visa Card

1. CLIENT TRIP (Client Funds)

- Click on Add
- Fill in Trip Account Code
- Fill in Payment Method. If paying by Cheque or Credit Card an additional box with the details will require completion.
- Fill in Amount Received
- If the receipt has 'Multiple forms of payment' or 'Split between Trips' click in the relevant box and then click on save. Repeat the steps above to complete total amount received. When doing the last part of the entry make sure you remove the tick from the Multi Form of Payment or Split between Trips boxes before clicking on save.
- Make sure the Receipt Dated and the Bank Account are correct.
- SAVE or PRINT (if required) Note: When a receipt is printed it is automatically saved.

Receipt Entry - Consultant Screen

File Edit Options Navigator! Help

RECEIPT ENTRY Bch:12

1 CLIENT TRIP 2 SUPPLIER 3 DEBTOR A/C 4 ADMINISTRATION 5 TRANSFER

Received Money from a Client

Trip Account Code: 58
 Trip/Client Name: John Butler
 Passenger Name: Mr John Butler
 Form of Payment: Cash
 Comment: Deposit
 Amount Received: \$500.00

Additional Receipt Details
 Receipt Number: 54
 Receipt Dated: 17/05/2006
 Receipt Total: \$500.00
 Bank Account: Client Trust Account
 Other Comment:

☐ Multiple Forms of Payment ☐ Split Between Trips

Loyalty Scheme
 FLYBUYS Card Number:
 Loyalty Value: \$500.00 Collected Points: 200.00 Cost of Points: \$6.00 GST Inclusive

1

Ready Batch: 12 (Open) CAPS NUM 01/06/2006 18:00

- (1) FLYBUYS AND OTHER LOYALTY SCHEMES CAN BE TRACKED AND RECORDED AT TIME OF RECEIPTING FUNDS. FURTHER DETAILS ON THE SETUP AND USE OF LOYALTY SCHEMES IN TRAVELOG IS AVAILABLE ON IN THIS MANUAL AND WITHIN THE TRAVELOG J: DRIVE OF YOUR PC IN THE 'MANUAL' FOLDER.

2. SUPPLIER RECEIPTS (Commission Voucher)

To be used when receiving a cheque from a Hotel, Car Hire Company etc for which the Agency has raised a Voucher for a client who has Paid Direct or had charges Billed Back to them.

Click on **ADD** and then click on the **Browse Button (1)** next to the Commission Voucher box

Receipt Entry - Consultant Screen

File Edit Options Navigator! Help

RECEIPT ENTRY Batch: 1

1 CLIENT TRIP 2 SUPPLIER 3 DEBTOR A/C 4 ADMINISTRATION 5 TRANSFER

Received from Supp.

☒ Commission Voucher ☐ Other Commission ☐ Refund

Update Non-BSP: ☐ Creditor ☐ Supplier Only ☒ None

Account Code: 1020

Name: Override Commission

Source:

Category:

Type of Sale:

Consultant Code:

Supplier Name:

Creditor:

Bank Account: Client Trust Account

Comment:

Receipt Number:

Receipt Dated: 28/01/2005

Receipt Total: \$0.00 Split:

Amount to Bank: \$0.00

Form of Payment:

Original Sale Total: \$0.00

Total Commission:

Split Receipt: ☐

Ready Batch: 1 (Open) CAPS NUM 28/01/2005 13:58

NOTE: Should an error message occur that says the Account Code does not exist, you will need to check that the code has been added through General Ledger Maintenance, if not - the code needs to be added or it may be that the account is set to Administrator use only, in which case you will need to be signed in as the System Administrator or have rights in the system.

The following voucher matching window should appear when you can make different selections to find vouchers matching commission payments.

Voucher Payment Selection

VOUCHER PAYMENT SELECTION

Sorted By: ☒ Voucher No. ☐ Trip No. ☐ Pax Name 1 ☐ Pax Name 2 ☐ Pax Name 3 ☐ Pax Name 4

Creditor: Direct Creditors Arrivals From: 01/01/1990 To: 05/12/2010

Start Supplier: Mana Island Resort & Spa End Supplier: Mana Island Resort & Spa

Search Text: Search

SELECT VOUCHERS TO PAY/MATCH							SELECTED VOUCHERS	
Vch No.	Trip No.	Arrival	Dep. Date	Comm. Amt	Creditor	Supplier	Voucher No.	Amt Received
145	768	19/09/2009	21/09/2009	\$190.24	Direct Creditors	Mana Island Res		

Total Value: \$0.00

(Right-Click a line to match or unmatch) Refresh Ok Close

1. Select Sorted By clicking the relevant option (normally by Voucher or Pax Name)
2. Select the Creditor by clicking the down arrow then select the relevant Arrival from/to date to narrow down the search criteria to make it easier to locate the relevant vouchers.
3. For bookings where clients have PAID DIRECT to the Hotel / Car / Supplier direct for services the agency is awaiting commission, the Creditor to select in most cases be 'DIRECT CREDITORS'. Any relevant Suppliers would then be available for selection from the Supplier Drop Down boxes
4. Select your Starting and Ending Suppliers to see unpaid commissions / vouchers
5. Click Search which will then give you a listing of all unpaid commissions

VOUCHER PAYMENT SELECTION

Sorted By: ☒ Voucher No. ☐ Trip No. ☐ Pax Name 1 ☐ Pax Name 2 ☐ Pax Name 3 ☐ Pax Name 4

Creditor: Arrivals From: To:

Start Supplier: End Supplier:

Search Text:

SELECT VOUCHERS TO PAY/MATCH							SELECTED VOUCHERS	
Vch No.	Trip No.	Arrival	Dep. Date	Comm. Amt	Creditor	Supplier	Voucher No.	Amt Received
145	768	19/09/2009	21/09/2009	\$190.24	Direct Creditors	Mana Island Res		

Total Value:

(Right-Click a line to match or unmatched)

6. If you scroll to the right of this windows you will see the passenger name details
7. Click on the amount to match and then Right Mouse Click and select Match Voucher button shown below

Complete the below window with all relevant information and click Save

PAID VOUCHER ENTRY

Original Comm.: \$190.24 Amount Paid: 176.95 Match as: ☒ Full ☐ Part

Source: Agent Booking Category: Agent Booking

Type of Sale: Inter Package Consultant: Carolyn

Ticketed Fare: \$800.00 Offered Fare: \$0.00 Offered:

Class of Ticket: Days Away: 2

Mileage Points: 0 Bonus Points: 0

Save Cancel

ORIGINAL COMM. - Defaults from Voucher if pricing was complete in Land Booking Window

AMOUNT PAID - defaults to the same amount as in the Original Commission box. This can be changed before saving to the value of any payment received from Suppliers

MATCH AS – If the amount is paid in Full then select the button Full. If this is a Part payment click the button for Part so that it is selected. Part payment may apply where the Supplier has only paid for 1 night's accommodation and it should be for 2 nights' accommodation. The balance will then remain as outstanding.

YELLOW BOXES– defaults from the voucher and can be changed

TICKETED FARE – defaults from the voucher if the pricing was entered in the Land Booking screen. This can be changed based on the actual commission received.

OFFERED FARE – defaults from the voucher if this window was completed in Land Booking OFFERED – This is the reason for the Offered Fare not having been accepted by the customer

CLASS OF TICKET – Applies to vouchers created for an Airline Only

DAYS AWAY – This information flow to Back Office for the Corporate Reporting functions

The matched voucher amounts now appear on the Right Side in the Selected Vouchers box.

Voucher Payment Selection

Sorted By: ☒ Voucher No. ☐ Trip No. ☐ Pax Name 1 ☐ Pax Name 2 ☐ Pax Name 3 ☐ Pax Name 4

Creditor: Arrivals From: To:

Start Supplier: End Supplier:

Search Text:

SELECT VOUCHERS TO PAY/MATCH							SELECTED VOUCHERS	
Vch No.	Trip No.	Arrival	Dep. Date	Comm. Amt	Creditor	Supplier	Voucher No.	Amt Received
145	768	19/09/2009	21/09/2009	\$190.24	Direct Creditors	Mana Island Res	145	\$176.95

Total Value: \$176.95

(Right-Click a line to match or unmatched)

1. Click on Ok to save the details matched. Click Close if you need to cancel the matching.

Receipt Entry - Consultant Screen

File Edit Options Navigator! Help

RECEIPT ENTRY Batch: 214

1 CLIENT TRIP | **2 SUPPLIER** | 3 DEBTOR A/C | 4 ADMINISTRATION | 5 TRANSFER

Received from Supp. ☒ Commission Voucher 145 ... ☐ Other Commission ☐ Refund

Update Non-BSP: ☐ Creditor ☐ Supplier Only ☒ None

Account Code: ...

Name:

Source:

Category:

Type of Sale:

Consultant Code:

Supplier Name: ... Mana Island Resort &

Creditor: ... Direct Creditors

Bank Account:

Comment:

Receipt Number:

Receipt Dated:

Receipt Total: Split:

Amount to Bank:

Form of Payment:

Original Sale Total:

Total Commission:

Split Receipt: ☐

Please Enter Receipt Details Batch: 214 (Open) CAPS NUM 05/12/2010 21:30

2. Now select the Payment Method and complete the payment details
3. Make sure the Receipt Dated field and the Bank Account used are correct
4. Click Save and the receipt will split if you have matched more than one voucher to the total value the cheque received.

** To remove incorrect matchings in this area simply right-click with your mouse on the Matched amount to the right of the Voucher Payment Selection window

VOUCHER PAYMENT SELECTION

Sorted By: ☒ Voucher No. ☐ Trip No. ☐ Pax Name 1 ☐ Pax Name 2 ☐ Pax Name 3 ☐ Pax Name 4

Creditor: Direct Creditors Arrivals From: 01/01/1990 To: 05/12/2010

Start Supplier: Mana Island Resort & Spa End Supplier: Mana Island Resort & Spa

Search Text:

SELECT VOUCHERS TO PAY/MATCH							SELECTED VOUCHERS	
Vch No.	Trip No.	Arrival	Dep. Date	Comm. Amt	Creditor	Supplier	Voucher No.	Amt Received
145	768	19/09/2009	21/09/2009	\$190.24	Direct Creditors	Mana Island Res	145	\$190.24

Total Value: \$190.24

(Right-Click a line to match or unmatched)

You should then be asked a question which you must answer to confirm the Un-Matching
SUPPLIER RECEIPTS (Other Commission)

To be used when receipting other commission that was not received from a voucher being generated. This includes commission from Wholesalers where payment was made direct with the client's credit card or and Agency credit Card. In this instance it is imperative that the 'Non-BSP' Creditor is selected to Update in this window.

- Click on **Add & click Other Commission**
- Account Code will default
- Click on Update Non BSP Creditor button so it is selected (This part is Important for receipting Credit Card)
- Commissions received from Creditors / Suppliers to reconcile)
- Fill in Supplier and Creditor Code that the original Non-BSP entry would have gone to.
- Make sure the date is correct for the entry if you are backdating your receipts.
- Bank Account will default – check it is the correct one if operating more than one account
- Comment is optional
- Fill in the Amount to Bank and Payment Method
- If the receipt is 'split between trips' click in Split Receipt box and repeat above steps. Remember to remove the tick from the split box for the last entry.
- SAVE or PRINT (if required) Note: When a receipt is printed it is automatically saved as well.

Receipt Entry - Consultant Screen

File Edit Options Navigator! Help

RECEIPT ENTRY Batch: 12

1 CLIENT TRIP | 2 SUPPLIER | 3 DEBTOR A/C | 4 ADMINISTRATION | 5 TRANSFER

Received from Supp.

☐ Commission Voucher
☒ Other Commission
☐ Refund

Update Non-BSP: ☒ Creditor ☐ Supplier Only ☐ None

Account Code: 6130

Name: Creditors Control Account

Supplier Name: QFHOLS Qantas Holidays

Creditor: QFHOLS Qantas Holidays

Bank Account: Client Trust Account

Comment: BKG QF#14266

Receipt Number:
 Receipt Dated: 01/07/2006
 Receipt Total: \$0.00 Split:
 Amount to Bank: \$102.85
 Form of Payment: Direct Deposit
 Total Commission: \$102.85
 Split Receipt: ☐

Browse Add Reverse Print Save Cancel Close

Ready Batch: 12 (Open) CAPS NUM 01/06/2006 18:46

When Credit Card commission amounts are Listed & Updated, the amount receipted will then appear within your Non-BSP Supplier Return matching window. Refer to the Non-BSP Supplier Return section for further details, as these items should be cleared from the system periodically.

2. SUPPLIER RECEIPTS (Refund)

- Click on Add and the default Receipt Selection will be Refund
- Fill in the Account Code (Trip or Corporate) or Browse
- Source, Category, Type of Sale & Consultant Code should default from Trip code selected
- Fill in Supplier & Creditor Code (use browse boxes if necessary)
- Make sure the receipt dated and the Bank Account are correct
- Comment is optional
- Fill in Amount to bank. This is the amount of money you are putting in the bank.
- Fill in Payment Method
- Fill in Commission Recall, the amount of commission you made on the original sale
- Fill in any Non-Commission amounts paid on original sale
- Fee. That is any cancellation fees charged by wholesaler, hotel etc.
- Original Sale Total will calculate based on amounts in the previous boxes.
- Discount given and Our CNX charge (where applicable). Remember to select the relevant reason from the drop down menu.

Receipt Entry - Consultant Screen

File Edit Options Navigator! Help

RECEIPT ENTRY Batch: 12

1 CLIENT TRIP 2 SUPPLIER 3 DEBTOR A/C 4 ADMINISTRATION 5 TRANSFER

Received from Supp.

☐ Commission Voucher
☐ Other Commission
☒ Refund

Update Non-BSP: ☐ Creditor ☐ Supplier Only ☒ None

Account Code: 58 ☒ Trip ☐ Corporate

Name: John Butler

Source: Repeat

Category: Holiday

Type of Sale: Inter Airfare

Consultant Code: Consultant

Supplier Name: TEMPO Tempo Tours

Creditor: TEMPO Tempo Tours

Bank Account: Client Trust Account

Comment: Refund One Way Airfare

Receipt Number:
 Receipt Dated: 01/07/2006
 Receipt Total: \$0.00 Split:
 Amount to Bank: \$150.00
 Form of Payment: Cheque
 Commission Recall: \$0.00
 Non Commission: \$0.00
 Supplier CNX Fee: \$0.00
 Original Sale Total: \$150.00
 Discount Given: \$0.00
 Our CNX Charge: \$10.00 Service Fees - Handl
 Client Refund Amt: \$140.00
 Split Receipt: ☐

Ready Batch: 12 (Open) CAPS NUM 01/06/2006 18:58

- Check the amount you are refunding to your client matches Client Refund Amt
- If this receipt is split between trips repeat above steps. Remember to remove the tick from split between trips box on the last part of the entry before clicking on Save.
- SAVE or PRINT **Note:** When a receipt is printed it is **automatically** saved as well.

3. CORPORATE / DEBTOR ACCOUNT RECEIPTING

- Click on ADD at the bottom of the Receipt Entry screen

- Fill in Corporate Account Code (use the Browse function + Select if needed)
- If the receipt is payment for several invoices click in 'Split Between Invoices' box
- Click on the Browse-box by Payment of Invoice No.
- This will bring up the Debtor Invoice Matching window.
- Select the invoice(s) being paid and click into the last column labeled 'Matched'.
- Type 'M' if paying the invoice in Full. Type 'P' if partially paying the invoice & type in the 'Part' Value to the 'Matched Amount' box.

Once you've selected all the invoices being paid click on OK.

This will then take you back to the receipt entry screen where you can then:

- Fill in Payment Method
- Comment is optional
- The amount received will have defaulted from the matching of invoices
- Make sure the receipt dated and the Bank Account are correct
- Click on SAVE

NOTE: Printing will automatically 'Save' your Receipt.

3. CORPORATE / DEBTOR RECEIPTING (for Amex & Diners Merchant Fees)

This area is also used once funds due from Amex and Diners have hit your bank account and have appeared on bank statements. The amount on your statement will be the

actual amount receipted via your EFTPOS Terminal LESS the credit card 'Merchant' Fees. By completing this debtor receipt, it will account for those Merchant Fees & relevant GST. NB* Default Fee amounts (%) are set within the 'Codes Maintenance' area.

- Go into the Debtor Account / Corporate Receipt type and click on **ADD**
- Enter the **Debtor Code** for the Amex (or Diners) Account
- Click on the **Browse** Payment of Invoice No. Box. This will bring up a list of RECEIPTS that have been entered with the payment types of Amex / Diners previously.

Document #	Screen	Doc.Type	Date	Trip #	Description	Value	Matched Amount	Matched
44	Receipt	Ordinary	12-Apr-06	41	Credit Card	\$1,292.00	\$1,244.20	*Partial*
55	Receipt	Ordinary	19-May-06	63	Credit Card	\$345.00	\$0.00	
TOTALS						\$1,637.00	\$1,244.20	

- Type 'P' in the 'Matched' column to partially match the receipt. The amount less the fees will default. If the amount is slightly different eg; amount out by .01c you can simply overtype the amount so it matches to your bank statement amount exactly.

Note: The SPACE BAR will allow you to UNMATCH incorrect items prior to saving the receipt.

- Click on OK.
- NB: The Payment method is Direct Credit and **NOT** Amex or Diners
- Make sure the receipt dated and the Bank Account are correct
- Remember for this receipt to appear on the bank reconciliation you need to List/Update

Refer image on next page

Receipt Entry - Consultant Screen

File Edit Options Navigator! Help

RECEIPT ENTRY Batch: 12

1 CLIENT TRIP | 2 SUPPLIER | 3 DEBTOR A/C | 4 ADMINISTRATION | 5 TRANSFER

Received Money from a Corporate A/C

Corporate Account Code: ... **CREDIT CARD**

Payment of Invoice No.: ... **MATCHED INVOICES**

Corporate Account Name:

Passenger Name:

Form of Payment: ...

Comment:

Amount Received:

Additional Receipt Details

Receipt Number:

Receipt Dated:

Receipt Total:

Bank Account:

Other Comment:

Ageing Type: ☐ Oldest ☐ 30 day ☐ 90 day+ ☐ Current ☐ 60 day

Loyalty Scheme: Card Number:

Loyalty Value: Collected Points: Cost of Points: ☐ Loyalty Scheme points only

Ready Batch: 12 (Open) CAPS NUM 01/06/2006 19:09

4. ADMINISTRATION RECEIPTS

- Click on Add
- It will default to G/L. Enter the G/L Account Code (use browse button & select if need be)
- Fill in Payment Method
- Make sure the receipt dated and the Bank Account are correct
- Comment is optional
- Enter Amount Received
- Click on SAVE (NB: Print will automatically save)

NOTE: Should an error message occur that says the Account Code does not exist, you will need to check that the code has been added through General Ledger Maintenance, if not the code needs to be added or it may be that the account is set to Administrator use only, in which case you will need to be signed in as one of the System Administrators.

NOTE: GST will default if the General Ledger code has been setup so that 'GST applies' in the General Ledger Maintenance screen. Users should be aware that any GST being captured is also ultimately their own responsibility and users must check this before posting any entries to the General Ledger.

5. TRANSFER RECEIPTS

Used when money is transferred between accounts by phone or other means such as NetBanking, other than entering cheques and receipts. **NOTE:** This is NOT the best Entry to use for reflecting Commission Transfer as Journals showing movement in the G/L Commission Account should also be created at the same time. We suggest creating an Administration Cheque plus an Administration Receipt to show Commission Transfers.

- Click on Add
- Fill in To Bank Account & From Bank Account
- Make sure the receipt dated is correct
- Comment is optional
- Fill in Transfer Amount
- Click on SAVE (NB: Print will automatically save)

Note: When doing a Transfer receipt both entries are done at the same time. The bank account the money is coming from is credited (on the bank presentation page a credit will appear) and the bank account the money is going to is debited (this will appear as a minus

credit on the bank presentation page).

The screenshot shows the 'Receipt Entry - Consultant Screen' window. At the top, there's a menu bar with 'File', 'Edit', 'Options', 'Navigator!', and 'Help'. Below it is a toolbar with various icons. The main title is 'RECEIPT ENTRY' in large blue letters, followed by 'Batch: 1' in red. A tabbed interface at the top shows five tabs: '1 CLIENT TRIP', '2 SUPPLIER', '3 DEBTOR A/C', '4 ADMINISTRATION', and '5 TRANSFER'. The '5 TRANSFER' tab is active. The main area is titled 'Transfer between Bank Accounts'. It contains several fields: 'To Bank Account' (General Trading Account), 'From Bank Account' (Client Trust Account), 'Comment' (NOT USED FOR COMMISSION TRANSFER), and 'Transfer Amount' (\$0.00). To the right, there's a section for 'Additional Receipt Details' with fields for 'Receipt Number', 'Receipt Dated' (28/01/2005), and 'Receipt Total' (\$0.00). At the bottom, there's a status bar with buttons like 'Browse', 'Add', 'Reverse', 'Print', 'Save', 'Cancel', and 'Close'. The status bar also shows 'Ready', 'Batch: 1 (Open)', 'CAPS', 'NUM', '28/01/2005', and '14:22'.

RECEIPT BANK DEPOSIT SLIP

- List and Update all Receipts currently sitting in Batches
- Click on Accounting | Data Entry | Receipt | Receipt Bank Deposit Slip
- Select your Bank Account
- Unselect 'Print Preview' option unless required
- Enter the Starting and Ending Dates (Leave defaulted to see ALL Receipts not banked)
- Enter the 'Date for Banking' field. This is the date the receipts are banked on.

This is very important, as this is the date that will appear in the

The screenshot shows the 'Bank Deposit Report' window. It has a menu bar with 'File', 'Edit', 'Navigator!', and 'Help'. Below it is a toolbar with various icons. The main title is 'BANK DEPOSIT REPORT' in large blue letters. The interface includes several fields: 'Select Bank Account' (Client Trust Account), 'Select Report Type' (with options for 'Separate Pages', 'Print Preview' (checked), and 'Exclude Report'), 'Starting Date' (01/01/1990), 'Ending Date' (05/12/2010), 'Already Printed Deposits' (with a checkbox for 'Print Previous Bank Deposit'), 'Bank Deposit Date/Time', 'Date for Banking' (05/12/2010), and a 'Progress' bar. At the bottom, there's a status bar with buttons like 'Reversal', 'Selection', 'Start', and 'Close'. The status bar also shows 'Ready', 'CAPS', 'NUM', '05/12/2010', and '22:01'.

bank presentation pages and will affect the General Ledger reconciliations if incorrect.

- Click on the SELECTION button and the Receipt selection window will appear.
- Click so a tick appears to flag the receipts you are wanting to bank.

Bank Deposit - Receipt Selection

File Edit Navigator! Help

RECEIPT SELECTION

Bank Account: Client Trust Account Receipts from: 01/01/1990 to: 05/12/2010

Form of Payment: [Dropdown] Sort by: ☒ Form of Payment ☐ Receipt Number ☐ Receipt Date ☐ Value

Then by: ☒ Form of Payment ☐ Receipt Number ☐ Receipt Date ☐ Value

Receipt Type: ☒ Entered ☐ Already Banked ☐ Individual Deposit Display

Form of Payment	Receipt	Batch	Dated	Receipt Type	Name	Value	Matched
Cash	811	206	18/08/2010	Ordinary	Mr Alan Davis	\$150.00	<input type="checkbox"/>
Cash	823	213	30/08/2010	Ordinary	Mrs Lisa Huang	\$1,000.00	<input type="checkbox"/>
Eftpos	804	205	01/07/2010	Ordinary	Mr Crs Test	\$1,000.00	<input checked="" type="checkbox"/>
Eftpos	811	206	18/08/2010	Ordinary	Mr Alan Davis	\$150.00	<input type="checkbox"/>
Visa Card	818	210	18/08/2010	Ordinary		-\$500.00	<input type="checkbox"/>

Matched: \$1,000.00 Unallocated Total: \$800.00 Match All Entries Close

- You can “Match all Entries” or match items individually.

Match All Entries

- Check the ‘Matched’ amount (bottom Left of Window) matches the physical amount of money you are going to be banking for those payment types that day and click CLOSE.

Bank Deposit - Receipt Selection

File Edit Navigator! Help

RECEIPT SELECTION

Bank Account: Client Trust Account Receipts from: 01/01/1990 to: 05/12/2010

Form of Payment: [Dropdown] Sort by: ☒ Form of Payment ☐ Receipt Number ☐ Receipt Date ☐ Value

Then by: ☒ Form of Payment ☐ Receipt Number ☐ Receipt Date ☐ Value

Receipt Type: ☒ Entered ☐ Already Banked ☐ Individual Deposit Display

Form of Payment	Receipt	Batch	Dated	Receipt Type	Name	Value	Matched
Cash	811	206	18/08/2010	Ordinary	Mr Alan Davis	\$150.00	<input type="checkbox"/>
Cash	823	213	30/08/2010	Ordinary	Mrs Lisa Huang	\$1,000.00	<input type="checkbox"/>
Eftpos	804	205	01/07/2010	Ordinary	Mr Crs Test	\$1,000.00	<input checked="" type="checkbox"/>
Eftpos	811	206	18/08/2010	Ordinary	Mr Alan Davis	\$150.00	<input type="checkbox"/>
Visa Card	818	210	18/08/2010	Ordinary		-\$500.00	<input type="checkbox"/>

Matched: \$1,000.00 Unallocated Total: \$800.00 Match All Entries Close

- Make sure the TICK IS REMOVED from the Print Preview Option THEN click on Start.
- Click YES to Clear Printed Bank Deposit Slip.

It is only at this point that the amount ‘Banked’ goes through to your Bank Reconciliation area for matching.

- Click on Close to exit this area.

Bank Deposit Report

Clear Printed Bank Deposit Slip?

Yes No

If you want to check the bank deposit slip before sending it to the Bank, select the Print Preview option and then click Start. You could print from here by clicking on Printer icon if you like but this WILL NOT clear the banked items from the Matching Window you must return to the Bank Deposit Report window,

UNSELECT Print Preview option THEN click on the START button. This will ask if you want to clear the Printed Deposit Slip (see note above)

NOTE: You can now prevent the deposit slips from printing by selecting the EXCLUDE REPORT

option available

TO REVERSE DEPOSIT SLIPS INCORRECTLY CREATED:

Bank Deposit Slips

To reverse an incorrectly processed Bank Deposit Slip – Select the Already Printed Deposits Area and click so that a tick appears in the ‘Print Previous Bank Deposit’ option. Users can then access all past dated Banking Slips from the drop-down box directly below.

You should now see that the “Reversal” button (bottom left hand corner) has become available for selection.

RECEIPT BANK PRESENTATION

(Also refer to the Bank Reconciliation menu option within Travelog)

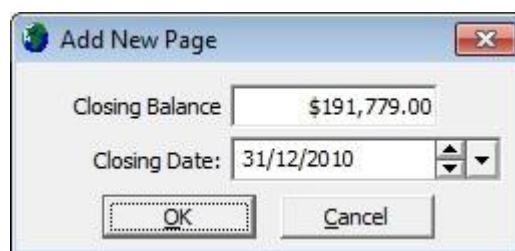
Click on Accounting | Data Entry | Receipt | Receipt Bank Presentation

TO SET THE STARTING PAGE NUMBER SEQUENCE: Only used when setting up a new page number sequence

Enter the Bank A/C and type in the number in the Page Number box. This is the same number as on your Bank Statement received from the Bank. Click options and then click on Set starting page number. NB – Once you select the starting page number you cannot go

back to a page number prior to the start page number selected.

Click on Add New Page down the bottom and click Yes to “Do you require a new page” this will then be your starting page number. Then click on Add New Items so you can match the items on the Bank Statement page. Enter the Opening balance for the first page.

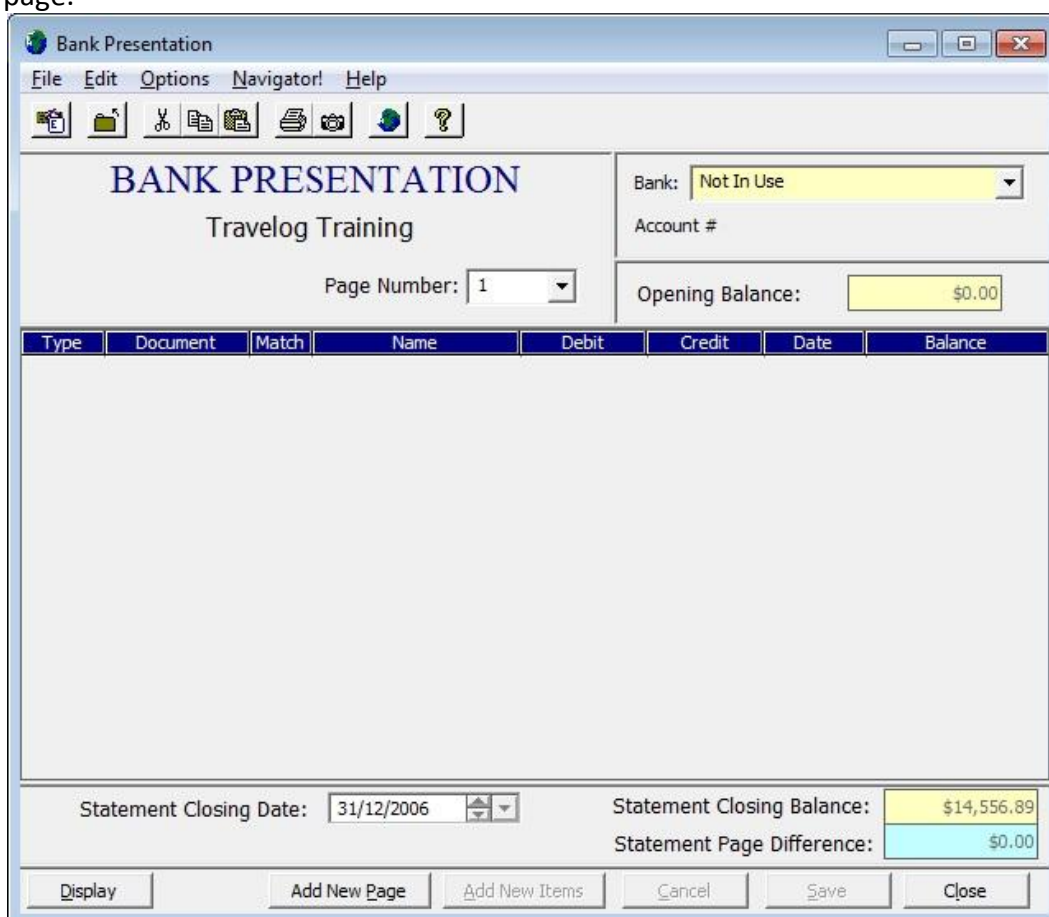


The 'Add New Page' dialog box contains the following fields and buttons:

- Closing Balance: \$191,779.00
- Closing Date: 31/12/2010
- Buttons: OK, Cancel

Entries will only appear here after Cheques have been list/updated & Receipts matched to Bank Deposit Slips

- Select the bank account and click on Add a New Page – if you require a new page otherwise click on the drop down box for the page number and select the required page.



The 'Bank Presentation' window displays the following information:

- Bank: Not In Use
- Account #
- Page Number: 1
- Opening Balance: \$0.00
- Statement Closing Date: 31/12/2006
- Statement Closing Balance: \$14,556.89
- Statement Page Difference: \$0.00

Type	Document	Match	Name	Debit	Credit	Date	Balance
------	----------	-------	------	-------	--------	------	---------

Buttons at the bottom: Display, Add New Page, Add New Items, Cancel, Save, Close.

- Click on Display. If a new page was added this would bring through the Closing balance from the previous page as the Opening Balance for the new page – otherwise it will display the already matched transactions on that page from previous entries done.
- Click on Add new items

The below Matching Window will appear and items can be matched using the corresponding GREY BOXES in the 'Matched/ Column to the right of the screen.

Matching of Cheques/Receipts

MATCHING OF CHEQUES AND RECEIPTS

Presentation: ☐ Receipt ☐ Cheque ☒ Both
 Display Sequence: ☐ Document No ☐ Name ☒ DocumentType ☐ Date
 Search For:

Statement
 Start Date: 01/01/1990
 End Date: 31/12/2010
 Page Number: 35

	Doc.No.	Type	Name	Date	Debit	Credit	Matched
▶	021210222008	Receipt	Date:02/12/2010 Time:2220	02-Dec-10		\$1,150.00	<input type="checkbox"/>
	021210222022	Receipt	Date:02/12/2010 Time:2220	02-Dec-10		\$2,100.00	<input type="checkbox"/>
	827	Receipt	Ms Luisa Cortes	01-Dec-10		\$4,020.00	<input type="checkbox"/>
	2342243	Cheque	Direct Creditors	25-Nov-10	\$600.00		<input type="checkbox"/>

☒ Hide Matched Entries

- Match the entries to those on your Bank Statement page. As you match the entries they move off the Matching screen and onto the Bank Statement page screen. To view the items already matched unselect the 'Hide Matched Entries' in the bottom left-hand corner. NB: Make sure any reversals are matched off against the original entries on the page that applies to the month of entry of the transactions.

Bank Presentation

File Edit Options Navigator! Help

BANK PRESENTATION
Travelog Training

Bank: Client Trust Account
 Account # 062345 - 12345678
 Opening Balance: \$181,651.57

Page Number: 35

Type	Document	Match	Name	Debit	Credit	Date	Balance
Cheque	2342243	<input checked="" type="checkbox"/>	Direct Creditors	\$600.00		25-Nov-10	\$181,051.57
Receipt	827	<input checked="" type="checkbox"/>	Ms Luisa Cortes		\$4,020.00	01-Dec-10	\$185,071.57
Receipt	021210222008	<input checked="" type="checkbox"/>	Date:02/12/2010 Time:22		\$1,150.00	02-Dec-10	\$186,221.57
Receipt	021210222022	<input checked="" type="checkbox"/>	Date:02/12/2010 Time:22		\$2,100.00	02-Dec-10	\$188,321.57

Statement Closing Date: 31/12/2010
 Statement Closing Balance: \$191,779.00
 Statement Page Difference: -\$3,457.43

- Click on OK

- Ensure Closing Balance matches that of your Bank Statement.
- The unreconciled balance is the difference between the opening balance plus/minus the matched entries and the closing balance.

RECEIPT - BANK CHARGES & INTEREST ENTRY

To add any Bank charges or Interest paid or received without going out of the Receipt Bank Presentation do the following:

- Click on the E button
- Select the Payment Method from the drop down menu
- Click NEW on the relevant batch type. **(This is so that other items in the existing Batch are not updated automatically)** Then click the down arrow and select the new batch number.
- Click ADD
- Select the Entry Type from the drop down menu in TYPE column.
- Enter date you want the entry posted on – this should be as per your Bank Statement
- Select the General Ledger code from the drop down menu **(setup in G/L Maintenance)**
- Enter a description eg BC080199 **(BC=Bank Charges & Date on the bank statement)**
- Then enter the \$ value of the relevant item
- If there are more entries click on Add and continue as per above details.
- Once all entries are done for this batch type click Update. This will then List and Update the batch - You can return to the matching screen to continue with Bank reconciliation.

NOTE: The Delete button is to delete a line you have entered in error prior to clicking the Update button. The Close button is to close the screen.

RECEIPT BANK STATEMENT REPORT(S)

- Click on the Printer icon at the top of the window and this takes you to the Bank Statement Report window. This can also be accessed from the menu – Accounting/Data Entry/Cheque/Cheque Bank Statement.
- Enter the Bank Account Period, Page Number and closing balance will come through from the page number you have
- Click on Start to print or Print Preview then Start to view report on screen.
- Close to exit

To view what is on a Bank Statement Page

Go into Receipt Bank Presentation as above and enter bank account and page number by selecting from the drop down menu and click on Display button (bottom left hand corner).

This displays what you have already flagged to go on that particular page.

To print matched items on a Bank Statement Page

Click on Accounting - | Data Entry | Receipts Receipt Page Reconciliation

- Select the Bank account the page is on
- Select the relevant report type
- Select the starting and ending page number
- Click Start to Print OR click Print Preview and then Start to view this on the screen.

NOTE: 'Unreconciled Pages Only' option is to view any pages with unreconciled amounts.

BSP TICKET ENTRY

Each office can set up various Billing cycles for IATA / BSP from the Back Office 'System Control Maintenance' area. This can be set to Weekly, Fortnightly or Monthly

Click on Accounting | Data Entry | BSP Ticket | BSP Ticket Entry

Please be aware that most BSP items have been captured and entered by the Consultants in the Front Office / Travel Services area. Published fares are automatically captured on import of live PNR's from your chosen Reservation System (see Travel Services Manual)

BSP Tickets, Refunds, ADM and ACM transactions are entered here. Items not entered in the Front Office by consultants are ADM / ACM / REFUNDS / VOIDS. Each of these BSP Entry types will need to be manually entered in the BSP Entry Window. **Exchange, Conjunction, Void and FOC entries are for nil value transactions only.** ADM2 and ACM2 are to be used for entries that do not go through to the Sales Analysis such as the IATA Annual fees.

All BSP Entries can be modified or deleted prior to doing a list/update. If an entry has already been Listed and Updated, the entry can ONLY be reversed.

Reversals To reverse an entry click on the Reversal button when the BSP entry requiring reversal is on the screen. The browse buttons can be used to search within a current open batch.

Note: Can only reverse a BSP entry if it hasn't been reconciled. If the BSP entry has been reconciled, you will need to enter an opposing entry.

NOTE: If you wanted to view entries that have been Listed and Updated previously you will Have to click on the Options Button and Select to 'View all BSP transactions'.

Data Entry – BSP Ticket

- Click on Add
- Type in Ticket number

- Select document type
- Document Date is the Date of Issue on ticket
- Fill in Airline, Account Code (Trip or Corporate)
- The Consultant, Source, Category and Destination Code and the Departure date will default from the Trip number in the Account code box.
- Fill in Type of Sale. This will indicate if GST is applicable.

There are 2 forms of payment to BSP / IATA being either Cash or Credit Card

- Fill in Cash or Credit Card 'Fare' amounts
- Fill in Overseas Taxes (O'Tax) & Commission amounts (either Cash or Credit Card)

NOTE: Any **DOMESTIC TICKETS** manually entered in this area will need to have Airfare Values entered as a **GST EXCLUSIVE** amount.

- The Balance Due is the amount you will pay to SITA, or in the case of Credit card, ACM Refunds etc will receive from SITA
- If a discount has been given to your client you must enter a Discount Sale Code
- Click on SAVE

BSP RETURN (Reconciliation against IATA/SITA Billing)

Click on **Accounting | Data Entry | BSP Ticket | BSP Return**

- Enter the Start and End Dates
- Enter the BSP Account (if applicable)
- Select the relevant Bank Account
- Click on SELECTION
- Enter the total from the SITA billing into the Billing Total Box. Click in the grey box (?) to match the entries to those on the SITA Billing. Match all selected will match all the entries. NB – make sure any reversals are matched off against the original entry in the return period they belong to.
- The amount in the Matched box should be the same as the amount in the Billing box.
- Click on Close

NOTE: If there are discrepancies to the SITA Billing then the necessary adjustments need to be done in the BSP Entry screen. List/update the adjustment amounts and then continue with the reconciliation until you balance to the SITA Billing. If the discrepancies are only a matter of cents due to rounding differences between Travelog and SITA you may choose to match them at the incorrect amount. The total matched value from Travelog would be slightly different to the Billing amount and this can be corrected by manually issuing an adjustment cheque entry as an 'Administration Cheque' against a BSP Adjustments Account in the General Ledger using the same ORIGINAL CHEQUE NUMBER

Once you have reconciled to the SITA Billing proceed with the following steps. Once these steps are taken the tickets flagged will be cleared out.

BE SURE YOU HAVE RECONCILED COMPLETELY BEFORE PROCEEDING FROM HERE...

NOTE: You are able to PREVIEW the return by selecting the Print Preview option (bottom left) and then click Start. This will allow you to Preview the Return on the screen and then click the print icon to print it out

NOTE: You can now prevent the Return from printing by selecting the 'Exclude Report' option (also bottom left)

- Remove the Print Preview option and Click Start.
- Click NO to any further changes? If you click 'Yes' the return will print but tickets will not be cleared. You are able to then make changes before continuing.
- Click Yes to 'Are you sure you've reconciled?'
- Yes to 'Generate a Cheque Entry?' We suggest you put the cheque number as BSP (Return date) see below.
- Enter the correct date
- Click on OK
- Enter the a Reference cheque number
- Enter Payment and Billing Dates
- Click on OK

NOTE: To print or view any previous BSP Returns, click on 'Previous BSP Return' box next to the 'Already Paid' Returns option. Select the relevant return from the drop down menu and then click your Start button.

NON-BSP RETURN ENTRY

Click on **Accounting | Data Entry | Non BSP Return | Non BSP Return Entry**

This area is for entering items such as Tickets from Consolidators, Insurance, Rail, Virgin Blue tickets, Hotels, Car Hire etc. or when not purchased through IATA (BSP). This is generally for items we are given credit for as it acts as a requisition.

When these entries are list/updated you are able to run a Return Payment for all the matched entries and raise a single cheque for payment. These Returns can be done weekly, fortnightly or monthly. Non -BSP will also capture entries where the client's credit card has been passed on to the Wholesaler etc for payment. This will enable the agency to keep a record of what commissions are owed.

- Click on Add and Type in your Document No
- Select the Document type

- Fill in Supplier (the hotel or rental car company etc)
- Fill in Account Code / Type (Trip or Corporate)
- Fill in Purchased from eg. The wholesaler package is purchased from or Direct if purchased direct from the supplier
- Fill in Type of Sale. This will determine if GST applies.
- Enter Cash or Credit Card amounts. Any non-commissionable items such as Taxes and levies are to be entered in the O/Seas taxes boxes.

Credit Card amounts are entered when you have passed the clients credit card onto the Wholesaler etc for payment. This will then record commission due in the Balance due box.

- Fill in the commission amounts and Balance due should match the amount due.
- Click on the Save button and Close to exit.

NON BSP SUPPLIER RETURN

You are able to run a Return for individual Creditors or multiple Creditors. You can also pay more than one invoice due to each Creditor / Supplier with one cheque reference number.

Click on **Accounting / Data Entry / Non BSP Entry / Non BSP Supplier Return**

- Enter Start and End Dates
- Fill In Start/End Creditor and Start/End Principal (Supplier) that you are paying.
- Enter Bank A/C details.
- Click on Selection.

Data Entry – Non BSP Return

This will bring up a list of Transactions relating to sales previously entered by the Consultants in the Front Office 'Pay Supplier' area or by Back Office users from the NON-BSP Entry Window. Items most commonly entered in the Back Office Entry Window are Refunds or other Credits that would appear on supplier statements. These must be added to the selection area (via Non-BSP Entry) to make the total balance reconcile to your Creditor Statement.

Supplier refunds should not processed in Travel Services.

- Use the Tran Type, Return Dates, and the Sort Sequence 1 & 2 to display the transactions in the sequence best suited to finding those you require to match. Click Display Search Results to activate the options once selected. These options can be changed as many times as required until all required transactions have been matched.
- Click in the grey box (v) to match or un-match the entries for payment. Note: Match All Entries will match all the entries in the current selection window.

- The amount in the Matched box to the bottom left of this window should be the same as the amount to pay the Creditor once reconciliation is complete.

NOTE: If there are discrepancies then the necessary adjustments need to be done in the Non BSP Return Entry screen. List/update these adjustments and then continue with the reconciliation till you have the amount that the cheque is made out for.

- Click on Close

NOTE: You are able to Preview the Return on-screen to make sure all is correct before going through to allocating the cheque number To Preview the return Select the Print Preview box then click Start. Please note that printing what is in the on-screen preview will not actually clear these selected items from the system as paid.

Once you are 100% sure this is what you are paying follow the next steps. These ticket entries will be cleared out. So ensure you are correct in what you have selected for payment.

- Select the bank account that this cheque or Direct debit will be coming from.

If you have pre printed Cheque stationery and wish to print cheques click on Print Cheques.

- Click on Start.
- Click NO to any further changes question?

If you click YES the return will print but entries will not clear so you are still able to go back and make changes before continuing with the next step.

- Click YES to: Are you sure you've reconciled the Supplier Return.

NOTE: You can now prevent the Return from printing by selecting the 'Exclude Audit' option

- The following cheque box will appear:

If clearing a single creditor, enter the cheque number (can be alpha or numeric) for this payment. E.g. Above payment was via Money Direct (Chq # = MD30JAN05)

If any of the returns have a zero or negative balance, cheques will not be printed for these Creditors and a message will appear advising this. The remaining Creditors will have cheques printed but the zero or negative Balance returns will need to be run separately.

For Pre printed cheques - Enter the starting cheque number (this must be numeric) and the system will increment cheque numbers and also print the supporting Return for each Creditor. Custom Reports are generally needed for this feature

Multiple Creditor payments

- When each Creditor is paid on consecutive cheque numbers, enter the first cheque number (this must be numeric) and the system will increment the cheque number and also print the supporting Return for each Creditor.
- When each Creditor is paid on the same cheque number, click on the Create split cheque option and enter the cheque number (can be alpha or numeric) and the system will allocate the same cheque number to all the Creditors and also print the supporting Return for each Creditor.

Any returns with zero or negative balance the return will be printed but without allocating a cheque number and a message will appear advising this. These returns will then need to be run separately.

If you have made a mistake you are still able to reverse your Return by reversing the cheque number automatically posted in the Cheque Entry Window under the 'Administration' tab. For additional details about reversing cheque entries please see Cheque Entry area of this manual.

Data Entry – Cheque

Click on **Accounting | Data entry | Cheque | Cheque Entry**

There are 5 different cheque types, these are:

- Payment For individual cheque payments to a Creditor/Supplier when not entered through the Non-BSP Return area. This is the only entry that will generate to 'Sales analysis'.
- Refund For individual cheque payments to a Creditor/Supplier when not entered through the Non-BSP Return area. This is the only entry that will generate to 'Sales analysis'. Used when processing a refund cheque being paid to a client
- Return Cheques are never entered in the 'Return' screen. The entries are only generated
- from user-generated weekly BSP returns. BSP Return Reversals are done here.
- Administration To do General Ledger cheques such as your monthly expenses cheques. The Creditor option is only generated from running a Non BSP return.
- Void To record any cheques that have been voided or cancelled. NB. No financial transactions can be captured through this tab. Any reversals need to be entered through the same tab (type) as the original entry.

REVERSALS Payment, Refund and Administration (G/L cheques only) can be modified or deleted before listing/updating has been done. All cheque types can be reversed except for the Void option. Once a cheque has been reconciled to the Bank statement it can't be reversed, you can only raise an opposite entry.

NOTE: When reversing cheques generated from a BSP or Non BSP Return the entries will automatically be unmatched, so you can make the necessary changes and run the return again.

NOTE: If you wish to view entries that have been previously list/updated you will need to first click on Options and select to 'View all Cheques'.

1. PAYMENT TO A SUPPLIER

- Click on Add
- Select the Bank Account
- Fill in Account Code/ Type (Trip or Corporate) and the related details will appear.
- Fill in Supplier and Purchased From boxes
- Fill in Cheque Payable to: with the name of whom the cheque is being made out to.
- Fill in the type of Sale.
- Fill in the amount boxes where applicable Full Fare/Cost + Taxes/Levies

Any amounts being paid by Credit Card
Please note that this is a Cheque Entry!

Less any Commission Amount (\$ or %) Plus any Discount Amount (\$ or %)

- Check the Amount to Pay is the actual amount of the cheque / electronic payment.
- Enter cheque / electronic payment number
- Comment is optional, Click on SAVE
- Close to exit

2. REFUND CHEQUES

Used to refund Money to a Client

- Click on Add
- Select the bank account
- Fill in the Account Code/Type (Trip or Corporate)
- Fill in the Payee Name. This is whom you are making the cheque out to.
- Comments are optional
- Fill in the Value of the cheque.
- Fill in the Cheque number
- Click on SAVE and Close to exit.

3. RETURN (USED FOR BSP RECONCILIATION ONLY)

IMPORTANT NOTE: CHEQUES ARE NEVER MANUALLY ENTERED INTO THIS WINDOW

This is where payment reconciled in the BSP Return area will appear. These cheques can be reversed here in turn reversing the matching of your BSP Billings. (Refer to BSP returns),

4. ADMINISTRATION (4.1 - Expense Item Payments)

- Click on Add
- Select the Bank Account
- It will default to G/L (General Ledger). Enter the General Ledger Account Code. If this G/L code has been flagged for GST in General Ledger Maintenance screen it will automatically flag it in Cheque entry. If this code is not known use the browse function.
- Fill in the Payee Name: (i.e. The person/Company you are making the cheque out to.)
- Comments are completely optional
- Fill in the Cash Portion. If GST is applicable this is calculated for you.

NOTE: If the GST calculation is different to that of the Invoice received you can manually change the GST Value or Rate to match the supplier Invoice Value / Rate.

- Fill in the Cheque Number.
- Select the correct Transaction Date
- Click on Save. Click on Close to exit.

NOTE: For direct debits, EFT or BPay transactions we suggest users create their own reference numbers. Example could be MF010111 for Merchant Fees charged on 01/01/2011 or DD010111 for a Direct Debit to the Bank Account on the 01/01/2011

4. ADMINISTRATION (4.2 - Creditor cheques from Non BSP returns)

This is where the Non BSP Return Cheque appears, however the actual cheque entry is generated through reconciling and running a Non BSP Supplier return. (Refer to the section on Non BSP Returns)

If a mistake has been made with the reconciliation of your Non-BSP Supplier returns, the entry can be reversed within the above window using the REVERSE button. If it is simply the Cheque 'reference' number that is wrong, you can also 'MODIFY' the entry when the below window will appear:

5. VOID

Used when a cheque is void. **NOTE:** To cancel a cheque that has previously been entered in Travelog it must be reversed in the same area that it was originally entered. The Void tab is **only** used to record cheques that end up with a nil value

- Click on Add
- Fill in the Bank Account
- Payee name is optional
- Reason cancelled is optional
- Value of cheque is optional
- Fill in Cheque number
- Click on Save then Close, to exit.

CHEQUE RECONCILIATION REPORT

This report will print a list of cheques issued from a particular bank account for a specified date range. This report can be used to check if any cheques are missing in sequence.

Click on **Accounting Data Entry | Cheque | Cheque Reconciliation Report**

- Select the relevant bank account
- Enter the starting and ending dates for the report
- Click on Start to print a hard copy or click on Print Preview then Start to view the report on the screen

CHEQUE BY PRINCIPAL ANALYSIS

Click on **Accounting Data Entry | Cheque | Cheque by Principal Analysis**

This will allow you to print a report listing all the cheques made out to a certain Supplier in a certain date range. This can be used to track if a cheque has been issued to a particular Supplier.

- Select the relevant bank account
- Select the Starting and Ending Supplier
- Enter relevant Starting and Ending dates
- Click on Start to print a hard copy or click on Print Preview to view the report on the screen

CHEQUE BANK PRESENTATION (also refer to the Bank Reconciliation menu option)

Click on **Accounting | Data Entry | Cheque | Cheque Bank Presentation**

- Entries will only appear in here after Cheques have been listed/updated and Receipts have been put into a Banking (refer to Bank deposit Slip).
- Select the bank account and click on Add a New Page, if you require a new page otherwise click on the drop down box for the page number and select the required page.

To set starting page numbers – ONLY when setting up a new page number sequence:

Enter the Bank A/C and type in the number in the Page Number box. This is the same number as on your Bank Statement received from the Bank. Click options and then click on Set starting page number.

NOTE* – Once you select the starting page number you cannot go back to a page number prior to the start page number selected. Click on Add New Page down the bottom and click Yes to “Do you require a new page” this will then be your starting page number. Then click on Add New Items so you can match the items on the Bank Statement page. Enter the Opening balance for the first page.

- Click on Display.

If a new page were added this would ask the Closing balance and date of the statement page. The Opening Balance for the new page will be the closing balance of the previous page.

- Click on Add new items
- Match the entries to those on your Bank Statement page.

As you match the entries they move off the Matching screen and onto the Bank Statement page screen.

To view items that are ALREADY matched UNTICK ‘Hide Matched Entries’ option

NOTE: Ensure any reversals are matched off against the original entries on the page that applies to the month of entry of the transactions.

- Click on OK
- You should be returned to this window where you can then SAVE your reconciliation

NOTE: Any ‘Statement Page Difference’ or Unreconciled Balance is the difference between the opening balance - plus/minus any of the matched entries - and the closing balance.

To add any Bank charges or Interest paid or received without going out of the Receipt Bank

Presentation do the following:

- Click on the E button
- Select the Payment Method from the drop down menu
- Click NEW on the relevant batch type. **(This is so that other items in the existing Batch are not updated automatically)** Then click the down arrow and select the new batch number.
- Click ADD
- Select the Entry Type from the drop down menu in TYPE column.
- Enter date you want the entry posted on – this should be as per your Bank Statement
- Select the General Ledger code from the drop down menu **(setup in G/L Maintenance)**
- Enter a description eg BC080199 **(BC=Bank Charges & Date on the bank statement)**
- Then enter the \$ value of the relevant item
- If there are more entries click on Add and continue as per above details.
- Once all entries are done for this batch type click Update. This will then List and Update the batch - You can return to the matching screen to continue with Bank reconciliation.

NOTE: The Delete button is to delete a line you have entered in error prior to clicking the Update button. The Close button is to close the screen.

CHEQUE BANK STATEMENT

This is a useful report used in bank reconciliations showing any un-presented cheque and receipt entries. This report also balances the bank statement figure back to the bank balance in the General Ledger.

Click on **Accounting Data Entry | Cheque | Cheque Bank Statement**

- Enter the Bank A/C, Current Period, Page Number and closing balance will come through from the page number selected.
- Click on start to print. Close to exit.

To view what is on a Bank Statement Page

Go into Cheque Bank Presentation as above and enter bank account and page number by selecting from the drop down menu and click on Print Preview button (bottom left hand corner). This display s what you have already flagged to go on that particular page.

INVOICE ENTRY

THIS SCREEN SHOULD NOT NORMALLY BE USED AS PRINTED INVOICES CANNOT BE GENERATED FROM HERE

This screen will only shows a total for the invoice and no additional details.

We suggest using Invoice Preparation and Print for printing Invoices.

If an Invoice is 'Modified from this area you will also receive a warning.

Click on **Accounting | Data Entry | Invoices | Invoice Entry**

This area is only used for controlling the batches of invoices and credit notes NOT raised from Invoice Preparation and Print i.e. manually raised invoices, which are using a different sequence of numbers from Invoice Preparation and Print.

INVOICE PREPARATION AND PRINT

Click on **Accounting | Data Entry | Invoices | Invoice Preparation & Print**

You can create Invoices in the back office against Debtor Accounts and will give a detailed breakdown for the invoice. A Front Office (Travel Services) user/consultant will create most invoices.

- Click on Add
- Fill in Code: This is the code for the Debtor. The name and address will default here.
- Order number, Cost Centre and Contact name are optional

Add A Line - allows you to add additional lines and details to your invoice.

Insert a Line - allows you to insert a line above the line that is highlighted in black.

Change a Line – click on the line you want to amend so it is highlighted and then click on change a line. This allows you to make the required amendment.

Remove a Line - click on the line you want to remove so it is highlighted and click on remove a line. Click on Yes.

STATEMENT DESCRIPTIONS, DEPOSITS AND DEPOSITS DUE ALSO CAN BE AMENDED AND ENTERED IN THE ABOVE AREA

Once you are satisfied the invoice is correct, Click on Print.

NOTE: Once an Invoice has been PRINTED you will be unable to modify it.

To reprint an invoice – use the browse key or enter number to find entry on screen the

click on Print. The copy will come out with the wording 'Copy Invoice' by default however users can select the 'Reprint as Original' option

PDF Versions of all documents can be e-mailed from the 'Print Preview'

CREDIT NOTES

Click on **Accounting | Data Entry | Invoice | Invoice Preparation & Print**

- Type in the number of the invoice for which you want to issue a credit note.
- When the invoice is showing on the screen click on Reissue. When the Document Reissue box appears it will show the invoice number you are going to reissue.
- Click in the Credit note (Auto Matching) option to Green if you are doing a credit note for the entire invoice or click on Credit Note option to Green if you wish to do a partial credit note.
- If the Credit Note (Auto Matching) option was selected the system will automatically print a Credit Note for you. If the Credit Note Option was selected make the necessary amendments then click on the Print button.
- Close to exit.

NOTE: If you don't want to do a reissue then select 'Not Required (cancel reissue)' and then click on OK

MONTHLY INVOICE LISTING

Click on **Accounting Data Entry | Invoices | Monthly Invoice Listing**

This report will list the invoices issued for a certain date range and also for a certain debtor or for all debtors.

- Select the relevant Starting and Finishing dates
- Select the relevant Starting and Ending Invoice account (Corporate account)
- Click the button Green on the relevant sort order
- Click on Start to print a hard copy or click on Print Preview and then click Start to view the report on the screen

AUTO INVOICE DETAIL LISTING

This Travelog feature is still under further development and we will advise when feature is

fully implemented.

JOURNAL ENTRY

Data Entry – Journals

Journals are used for accruals, doing certain corrections and for bringing in opening balances from a previous accounting system. Journals will not update the Sales Analysis and you should use Charges and Credits if you intend on updating the Sales Analysis.

Click on **Accounting | Data Entry | Journals | Journal Entry**

- Click on Add. When you save a File Reference is allocated.
- Select the Account Type and Account Code. The account name will default.
- Select Credit or Debit for Document type.
- Put in the amount
- Comment is optional but advisable
- Click on SAVE.
- Repeat the above steps for the other side of the Journal.

NOTE: When the journal entries are completed the batch value must always be zero i.e. the total number of debits must be the same as the total number of credits.

IMPORTANT NOTE::

Posting Journals directly to **General Ledger Control Accounts** should **NOT** normally be done as this will normally cause an imbalance within your monthly Financial Integrity Report. Please contact the helpdesk for more info...

CHARGES AND CREDITS

These are the best entries to use if you want to affect the Sales Analysis. Charges & Credits Entries are similar to Journal Entries used to move funds between various accounts. Charges and Credits types are set up in Code Maintenance – please refer to Codes Maintenance. Agency Service Fees will post to this area also posting amounts directly to the correct General Ledger Accounts.

Click on **Accounting | Data Entry | Charges & Credits | Charges & Credits Entry**

- Click on Add
- Select the document type and a description of this entry will be displayed below

Depending on the type of Charges and Credit selected the Debit and/or Credit Account

Codes will default. (refer to Code maintenance for the set up of Charge and Credits)

- Enter the Account Code if required
- Enter the Type of Sale and Principal
- Enter the Charge/Credit Value.
- Comment is optional
- Click on Save. Click Close to exit.

CHARGES AND CREDITS REPORT

This report details the Charges and Credits that have been created on trips and the types of Charges and Credits that have been done. It is a good way to audit what the consultants are using Charges and Credits for. Note: Prior to running this report, ensure there are no Charges & Credits waiting to be Listed & Updated as they will not yet be included in reports.

Click on **Accounting | Data Entry | Charges & Credits | Charges & Credits Report**

- Select the Starting and Ending dates by clicking on the drop down arrows. These dates will default to the current period. The dates selected will appear in the report title. All Charges & Credits entered within these START and END Dates will be captured on this report.
- Select the relevant Reporting Requirement. This field has two options – **Consultant or Charges & Credit Type**.

Charges & Credit Type: this report is in the order of the Charges & Credit Type. A total is provided for each type of Charges & Credit.

From and To Charges & Credit Type fields appear – these fields give you the ability to report on just one type of Charges & Credit or several types of Charges & Credits. If you do not select a type, the system will assume you wish to report on all types.

Consultant: this report is in *Consultant* order. A total is provided for each *Consultant*. **From and To Consultant fields** appear – these fields give you the ability to report on just one consultant or several consultants at any one time. If you do not select a consultant, the system will assume you wish to report on all consultants.

- Select the Report Option. This field has two options – Summary or Detailed.
Summary: will provide a total per Consultant or Charges & Credit Type (depending on the Reporting Requirement selected).
Detailed: will list the individual transactions that make up the totals.
- Select the From/To Trip Number. These fields allow you to run this report for a particular trip(s)

Note: If GST applies to a transaction, the GST exclusive figure will be captured in the

GROSS AMOUNT column and the GST content in the GST AMOUNT column (the Type of Sale selected in the actual Charges & Credit entry determines if GST applies).

VOUCHER PRODUCTION

These are generated from the Travel Services module through Direct Voucher Printing. Please refer to the Travel Services Manual for additional details.

VOUCHER LIST/TRANSFER

This is not required and is a feature for Australia only which is still undergoing Additional Development

VOUCHER REPORTING

1. Returned Vouchers and Unreturned Vouchers Report

This allows you to print a report on all the vouchers that are outstanding and also all the vouchers that you have received commission for, or for vouchers that are voided.

Click on **Accounting Data Entry | Vouchers | Voucher Reporting | Returned Vouchers and Unreturned Vouchers Report**

- Select the report option you want to run.
- Enter the Starting and ending Arrival dates
- Select the starting and ending Creditor and Supplier/Principal
- Click on Start to print the report

NOTE: To view the report on the screen prior to printing click on Print Preview then Start.

2. Supplier Reminder Letter

These letters are sent to any suppliers listing the vouchers that are outstanding on commission. The standard opening paragraph and closing paragraph are set up in Code Maintenance under the Other tab and then into Standard Comment icon. (refer to Code Maintenance) Once these paragraphs are set up go into Agency Heading maintenance and add these as the Header and the Footer for the Supplier Letter. (refer to Agency Heading Maintenance)

Click on **Accounting Data Entry | Vouchers | Voucher Reporting | Supplier Reminder Letter**

- Enter the date to appear on the letter.

- Leave include pricing as No unless you wish the reminder letters to include the pricing details entered with the production of the Voucher.
- Select the Starting and Ending Arrival dates.
- Select the Start and End Creditor and Supplier.
- If you have entered a contact name in Creditor Maintenance, then click on Yes so the name pulls through otherwise the letter will be addressed to Accounts Payable or whatever is entered in this box if you select No.
- The senders name will default from your log in name but can be changed.
- Type in your title
- Click on Start to print out the letters.

NOTE: Sort by Agency is used for Multi agencies only. To view the letters before printing, click on Print Preview and then click Start.

3. Room Night/Day Report

This report will give you the number of nights, Commission and Gross amounts for each month by Supplier/Principal.

This information is produced from the Travel Services details entered by the consultants. This is the Agencies Room Night/Day Report. If you require specific information on Corporate Clients refer to the Corporate Reporting within the Management Reporting Module.

Click on **Accounting Data Entry | Vouchers | Voucher Reporting | Room Night/Day Report**

- Select the date to run the report.
- Select the Start and End Creditor and Supplier
- Click on Start to print the report

NOTE: To view the report on the screen before printing click on Print Preview and then Start

DATA ENTRY - DOCUMENT ENQUIRY

This is used when trying to track a particular entry or document number within your Travelog System.

Click on: **Accounting | Data Entry | Document Enquiry**

- Select the Document Type you are searching for and then the 'Sort By' order.
- Type in the document number.
- Once the document is highlighted scroll to the right to see additional columns or

maximise this screen.

CLIENT PROFILE MAINTENANCE

NOTE: IT IS SUGGESTED TO USE TRAVEL SERVICES TO CREATE AND MAINTAIN CLIENT PROFILES

CREATING CLIENT PROFILES IN TRAVELOG BACK OFFICE

Click on **Accounting | Client Ledger | Client Profile | Profile Maintenance**

There are 2 ways to create profiles in the Back Office Entry Window.

Users can assign a profile code OR allow system generated numerical codes when 'Adding' profiles.

To assign Profile Codes yourself simply Type the CODE required then Click 'ADD' at the bottom of the screen.

The following instructions are based on using system generated profile numbers

- Click Add
- Select Profile Type Client
- Enter valid fields
- Link to any Corporate (see Debtors Maintenance)

Preferences for Airline, Mileage Clubs, Leisure and any special requests are added in this area. These MUST all be passenger related and can apply to any additional passengers that are added to the profile. Information included in this area can also be uploaded to your CRS system. Before using this area check for any new codes required and create them in the relevant Codes Maintenance window. Most information added to profiles can then be used to extract detailed client listings from the Mailing Production module.

AIRLINE - Preferred Airlines & Seating Number Requests

MILEAGE – Used for Frequent Flyer Numbers **SUPPLIER** – Supplier Preferences eg Room Types

LEISURE – Preferences such as Golf, Rugby, AFL etc

REQUESTS - OSI/SSR entries used for exporting to a Reservation System

FUTURE – Destination preferences eg; Alaska & Canada

PREFERENCE NOTES:

- Select the relevant category and then click the 'Add Preference' button
- Mileage & Request are the only two categories that are generated to the airline
- Passport Information is added in the 'Passengers' area further in these instructions
- Remember to add all preferences before clicking SAVE to save any new profile.

Additional Profile Items are added from the icons found at the top of the Profile Maintenance Window:

Passengers & Visa/Passport Information

- Click on add
- Complete relevant fields
- Select Passenger type (if required)
- Check 'Pax Name to Print' match documentation used for identification
- Save any additional passengers

Select Passenger and then click Visa/Passport button to add this additional information to the profile.

Payment Information

- Click on add
- Select 'Form of Payment'
- Complete relevant fields
- Save any new payment details

Address Information

- Click on add
- Select 'Address Type'
- Complete relevant fields
- Save additional address details

Rules, Regulations & other notes

- Select 'Comment Type'
- Click on add
- Enter relevant information
- Save additional remarks

CLIENT MAINTENANCE

This is used to modify client trips created by consultants or for entering trips to bring in opening balances from a previous system. A trip number (Client Ledger) is required before any data entry can be processed.

Click on **Accounting | Client Ledger | Client Maintenance**

- Type in the trip number and click on Add (to add a new trip) from the back office or type existing Trip Number and click 'Modify' to change an existing trip number.
- If you are adding details enter the necessary fields. The Yellow fields are compulsory. If you Modify make the necessary changes to the fields and Save.
- To add additional passengers click on the Passenger icon on the top of the screen and click on Add then complete the fields.
- Trip type will default to Temporary. Temporary trips will be deleted if you run an archiving. Permanent trips will not be deleted and the Mailing option is for mailing only.
- Trip account status is to lock the trip as completed so no further accounting can be done.
- Click on Save if you have added a new trip or have modified any fields.
- Click Close to exit

CLIENT ENQUIRY

This is used to look at general information and transactions against a trip.

Click on **Accounting | Client Ledger | Client Enquiry**

- Select on how you want to search for the information, by Account code, Surname, Debtor code or Debtor Name
- If you only want to look at a certain consultant's bookings then click the down arrow on the Consultant field and select the consultants name from the list.
- The Client trip browse only shows the names of the main passenger or client if you want to see what other passengers were on the trip click on the white box in front of passengers.
- Type in Search For box what you want to search for eg, a trip number, surname etc. and click on Find.
- The trip you were searching for will be highlighted in black.
- To view transactions on that trip click on the drill icon at the top of the window or the Drill Down button on the bottom of the screen.

You are also able to click on the Hammer icon to go into the Client Maintenance screen to make amendments on the selected trip number.

- Click on Close to exit.

CLIENT ENQUIRY – Transaction Drilldown

This shows the accounting transactions that have been done on the trip. If the lines are yellow then the entries have been updated. If lines are green then the entries are still to be

updated.

Type of View Full View as per below

Split View shows Debits on the left and Credits on the right.

To view more detail on entries click in the small white box which will then show details on each trip line

To look at the detail for one entry then double click the line.

To view the commission on any trip number, click in the small white box.

The Remark entry screen is for recording any accounting information.

CLIENT TRIAL BALANCE

This prints a report showing outstanding balances on particular Client or all Clients. This assists you in checking which Client trips are out of balance. The Client Trial Balance should be run in Summary once a week and the Grand total should agree to the General Ledger Client Control account for the same date. If this does not agree then reconciliation between the two accounts needs to be done to find the discrepancy. One reason may be due to a mis-posting from a list/update. At the end of the month a Detailed Client Trial Balance should be run so you have a record of the Client transactions at that time.

Click on **Accounting | Client Ledger | Client Trial Balance**

- Select the Report date
- Select the Report on Client Balances option by clicking the relevant button green.
- Select Summary to get initial totals, Detailed if needing to see individual transactions associated with each trip. The Reconciliation option is run for a particular period in time to reconcile to the General Ledger Client Control account for the same period in time.
- The **TICK** on All Transaction Dates and All Departure Dates will print everything unless Reconciliation has been selected in which case it will only print transactions up to the month end of the Report Date.

To print the ledger for a certain date range, the TICK will need to be removed and the dates selected.

- Select the Sort Criteria. You can select up to 4 levels of Sort Criteria. For Example: click on Client and the range of All
- The New Page Button is used to start a new page for each change of code on the first Sort Codes option.
- The option to Print Note Remarks is only displayed when the detailed version of the report is selected.

- Click on Start to print the report.
- Print Preview allows you to print the report to the screen.
- The Clear option is to clear the selections in order to enter a new selection.

OPTION TO SORT BY CONSULTANT

- Click on Consultant for 1st sort order. Select the sequence required, Client Code or Description You could print individual consultant outstanding balances by clicking on Consultant and Range. Put the first consultant name in Start Code and the same name in Finishing Code. Selecting new page will also print out individual consultant balances on separate pages.

Selecting new page will also print out individual consultant balances on separate pages.

CLIENT ARCHIVING

Registration for this additional module can be purchased through your licensed Travelog World for Windows dealer. Please contact helpdesk for manuals or more information.

CLIENT COMMISSION DISCOUNT REPORT

Click on **Accounting | Client Ledger | Client Commission Discount Report**

This report gives the commission and also the discount given on each trip. This allows you to analyse what the consultants are giving away is discount in relation to the commission earned.

- Select the Report date.
- Select the Report type either in Detail or Summary.
- Select a date range for the Departure date and the Transaction date OR Click on Include all Departures and All Transactions.
- Select Client Balances
- Select the Sort criteria. You can select up to 4 levels of sort criteria.
- Select All or Range. All will give you the whole range and a Range allows you to select a Starting Code and Finishing Code.
- Click on Start to print the report. The Print Preview option allows the report to print to the screen
- The Clear button clears the selections and then you can select a new range

CLIENT GROUP BOOKING ANALYSIS

Click on **Accounting | Client Ledger | Client Group Booking Analysis**

This report allows you to print out a list of all the client trips that are linked into a Group code giving you the gross sales and commission generated for this group.

- Select the Report date.
- Select the Group name from the drop down menu.
- Select the Report type either in Detail or Summary.
- Select a date range for the Departure date OR click on Include Open Dates to include everything.
- Select the Sort criteria. You can select up to 4 levels of sort criteria.
- Select All or Range. All will give you the whole range and a Range allows you to select a Starting Code and Finishing Code.
- Click on Start to print the report. The Print Preview option allows the report to print to the screen
- The Cancel button clears the selections and then you can select a new range

CLIENT REFERENCE ORDER LISTING

Click on **Accounting | Client Ledger | Client Reference Order Listing**

This report allows you to print out a list of all the client trip information such as their address, telephone numbers, number of pax, Source, Category and whether the trip was linked to a Corporate account.

- Select the Report Dated.
- Select the Report type either in Detail or Summary.
- Select a date range for the Departure date OR click on Include Open Dates to include everything.
- Select the Sort criteria. You can select up to 4 levels of sort criteria.
- Select All or Range. All will give you the whole range and a Range allows you to select a Starting Code and Finishing Code.
- Click on Start to print the report. The Print Preview option allows the report to print to the screen
- The Cancel button clears the selections and then you can select a new range

DEBTOR MAINTENANCE

New Debtors are created in this area. You are also able to modify an existing Debtor to make changes. Users can also delete a Debtor that is no longer required (unless there are

related transactions)

Click on **Accounting | Debtor Ledger | Debtor Maintenance**

- Type in Debtor Code eg, ABC (suggestion is to build the code from the Debtor name)
- Click on ADD to use the chosen debtor code – if it already exists, you will be advised...
- Having added the account you need to complete the rest of the details for the account as follows. (Not all fields are compulsory)

CONTACT NAME: This is the Accounts Department contact at the Corporate Company.

TYPE OF DEBTOR: Select Open Item.

DEBTOR CLASS: You can create through the Codes Maintenance area different classes for your Corporate Accounts and then code each account to a class. For example you may have a Class A Debtor which could be that they are worth over \$100,000 per year a Class B debtor which is worth \$75,000 - \$100,000 in sales. It is up to you how you want to code it. This is not a compulsory field.

LOCATION: Again you can break down the types of reports you produce by entering in a geographical area for each corporate. One example could be Auckland, Wellington, Christchurch etc. or you can go even further and breakdown into suburbs so that you can produce a report to see where your business is coming from for marketing purposes.

CREDIT LIMIT: The credit limit for each Corporate is calculated on the tickets, vouchers and cheques to suppliers that are raised against the account. If you try to enter a ticket and the corporate has already reached their credit limit then that ticket will be unable to be issued. Depending on company policy the credit limit can be raised to allow tickets to be entered or they can be told that they have to pay outstanding accounts before further tickets can be issued. It is a way of safeguarding the amount of money that is owing to your company.

AGEING TYPE: Select a 7, 14 or 30-day account type.

SHOW GST IN INVOICE COMMENT ONLY:

NO will split out the GST values.

YES will show a comment that the invoice is GST inclusive.

This completes the basic information that is required for the Corporate Account. There are however, several additional areas into which extra information can be entered. Clicking on the different icons on the toolbar will give the user access to these additional areas.

SNAP SHOT (Capture screen shot) DRILL DOWN (Check Balances)

DEBTOR MAINTENANCE – Icons Explained

1. ADDRESS DETAILS

From here you are given the opportunity to enter a further six addresses if required.

Click on ADD then select the type of address you wish to enter and then complete the address details and then click on SAVE.

2. REMARKS

There are two separate areas under this heading. You can enter a "Rule and Regulation" type remark or an "Other Remark"

Users with Administrator Rights are the only people who can amend details in the system relating to Rules and Regulations. These are Rules that relate to taking a booking from this Corporate e.g. Order Number must be received or No Discounts Given. The Other Remarks can be amended and added to by anybody. These can be general comments about the Corporate / Debtor Account that may be helpful to others dealing with them.

3. CONTACTS

To add the details of the contacts at a company who usually do the travel arrangements. Click on ADD then enter the details and then SAVE.

4. PAYMENT DETAILS

You can add all the Corporate Client's normal forms of payment that they use. Click on ADD and then select the type of payment that you want to add and complete the relevant fields.

These need to be extremely accurate as these forms of payment are duplicated and used throughout the system. If they are incorrect in this area then every time they are used they will be incorrect in all additional areas such as receipting.

Once you have completed all the required areas you can then go on to create a Profile for the Corporate Account by clicking on the yellow smiley face. This will open the Profile Maintenance screen and all the information from Debtor Maintenance will go through to the Profile. Refer to Profile Maintenance in the Travel Services Manual for adding Preferences etc. if required. Click on Save - Close the Profile Maintenance screen. Now click on Save in the Debtor Maintenance screen to save all the details you have entered.

DEBTOR ENQUIRY

Used to have a quick look at the status of a Debtor, what amounts are owed and the Invoices/Credit Notes that are still outstanding.

Click on **Accounting | Debtor Ledger | Debtor Enquiry**

- Select the Search on as Reporting or Billing. Reporting is how the Debtors are linked to print reports and the Billing is how the Debtors are linked for the paying of their accounts.
- Type in the Debtor Code or Debtor Name in the search for box and click on Find OR use the scroll bar and click on the debtor you want to enquire on.
- The Drill button at the top of the window allows you to see a list of transactions for the Debtor you have selected and whose details can be seen to the right of this window.
- The Hammer button at the top of the window opens the Debtor Maintenance screen for the Debtor selected.
- Click on Close to exit the Browse screen.

This is the Debtors Transaction Enquiry screen, which is the screen that comes up when clicking on the Drill button.

This screen lists all the invoices outstanding and also any receipts prior to the Debtors ageing being run.

Type of View Full view as below
Split View shows Debits on the left and Credits on the right

Click in the **DETAILED** Box and this will show the amounts that make up the total of the invoices that remain outstanding.

Click in the **AGED HISTORY** Box and this will show all the matched invoices, receipts and credit notes once Debtors ageing has been run.

DEBTOR TRIAL BALANCE

This will print a Report of balances showing amounts outstanding from a particular Debtor or all Debtors. This assists you in evaluating what Debtors are behind in their payments. The Debtors Trial Balance should be run in Summary either once a week or once a fortnight and the Grand total should agree to the General Ledger Debtor Control account for the same date. If this does not agree then reconciliation between the two accounts needs to be done to find the discrepancy. One reason may be due to miss-postings on a list/update. At the end of the month a Detailed Debtors Trial Balance should be run so you have a record of the Debtors entries, which also reflects what was on the Statements sent to the Debtors.

Click on **Accounting | Debtor Ledger | Debtor Trial Balance**


- The date defaults to today's date.
- Select Summary to get initial totals, Detailed if needing to see individual entries associated with each Debtor.

The Reconciliation option is run for a particular period in time to reconcile to the General Ledger Debtor Control account for the same period in time. This is commonly used at Year End / Period End when your Accountant may request a list of balances back at a given date.

The Out of Balance option is to see if any Debtor entries do not add up to the balance owing.

- Select either Account Code or Account Name
- Select the ageing cycle
- Ageing periods can be ALL balances or if you want Non Zero Balances put a cross in the Non Zero as in example above.
- Enter Account type as BOTH.
- Select Class is optional.
- Select your Starting Debtor Account and Ending Debtor Account from drop down boxes. To run a Trial
- Balance for just one debtor put the same debtor name in starting and ending debtor account.
- The Travel Agency box need only be selected if running Multi agencies.
- Click on Start. The Print Preview option is to print the report to the screen.

DEBTOR STATEMENTS

Statements are sent out to the Debtors once a month if set to 30 days, every fortnight if set to 14 days or once a week if set to 7 days. This shows the Debtors what invoices/credit notes are outstanding and also what payments have gone against their account. These payments are flagged with  and so are the matched invoices.

Click on **Accounting | Debtor Ledger | Debtor Statements**

- Select the date to appear on the Statements
- Select the Statement Type – Portrait or Landscape
- Non Zero will only print Statements with outstanding amounts
- Select the relevant Ageing cycle to only print Statements for a particular cycle or select All to print
- Statements for all outstanding Debtors.
- Select the relevant Ageing periods to only print Debtors that have old outstanding invoices OR select All
- Balances to print all outstanding balances.
- Account Type is on Both
- Select the Agency only if running a Multi Agency

- Select Class if Debtors have been set up with a rating
- The Starting and Ending Debtor default. This will print statements for all the Debtors based on the above selection. If only one statement is required select the Starting and Ending Debtor to be the same.
- Click on Start to run the Statements.

DEBTOR MAILING LABELS

This feature is still under development. Please check progress with the Helpdesk.

DEBTOR END OF PERIOD AGEING

End of Period Ageing ages the transactions based on the date they were entered on. It also allows you to clear all matched transactions.

****BEFORE RUNNING THIS ENSURE ALL DEBTOR RECONCILIATIONS BALANCE****

Click on **Accounting | Debtor Ledger | Debtor End of Period Ageing**

- Run Ageing for Debtor Type = Both
- Matched transactions:
 - KEEP** = Shows matched transactions on Statements
 - MARK** = Does not show matched transactions on Statements but holds it in the database to view at a later date.
 - REMOVE** = DO NOT USE THIS OPTION*- this deletes all matched transactions from the database permanently and is not advised.
- Select Ageing Cycle = 7, 14 or 30 day. Each cycle needs to be run separately.
- Don't Age option allows you to run a Mark, which clears matched transactions, without ageing the unmatched transactions.
- Age Open Item Debtors by date = YES. Type in the period end date eg. 30/04/2005
Once statements have been run for this date the system will show April transactions as 30 days and May then becomes the current transactions.

Once you are 100% sure you are ready to run your ageing and have a current backup

- Click on START and then click Close to exit.

If any of the Debtors matched transactions don't balance off to zero an error message will appear advising the Debtor Code and the amount that it is out. This needs to be fixed in the Debtor Credit Allocation area before the ageing can run successfully.


DEBTOR CREDIT ALLOCATION

To be used for the manual matching of Debtor transactions which haven't been processed in receipting or credit notes generated without using the auto matching function.

Click on **Accounting | Debtor Ledger | Debtor Credit Allocation**

- Type in the Debtor Code or browse for if not known
- Enter or click on 'Lookup'. Debit and Credit transactions will then appear.
- Click in 'Match' column and type 'M' to match, 'P' to partially match

NOTE: The **Space Bar** on your keyboard allows you to **un-match** a matched transaction.

- Invoices, credit notes and receipts previously matched will have a  in the matched column. To un-match any of these transactions click in the match column and type 'C' to cancel previously matched transactions.
- Debits and Credits must be equal i.e.: Matched total must = zero, in order to SAVE.
- Click on Save and Close to exit. Cancel will cancel any changes made.

DEBTOR REPORT/BILLING LINKING

Click on **Accounting | Debtor Ledger | Debtor Report/Billing Linking**

- Select Reporting Level or Billing Level (depending on your preference). If you wish to link both reporting and billing levels, you will need to repeat this process in each area. The Report levels can be different from the Billing levels.
- From your list of debtors select the Debtor that will become your 'Head office'. Click on it once with your Left Hand mouse button (so that it is highlighted), and then once with your Right Hand mouse button. This will produce an additional menu from which you will select "Link to Debtor". This debtor will appear in the Linked To box
- Now Left Hand mouse click on the account that is to become your 'Cost Centre'/'Sub-debtor' and then click once with your Right Hand mouse button. From the resulting menu select "Debtor Account". This debtor will appear in the Debtor A/c box:
- Click SAVE.

The resulting link 'tree' should appear as follows:

NB1 – if you wish to link additional sub-debtors or sub-sub-debtors they can also be linked. By selecting the sub-debtor as the Link to and the sub-sub-debtor as the Debtor a/c, the tree will then appear as follows:

Sub Debtors can be nested to as many levels as required. There is no limitation in the system although the corporate reports will only print to 5 levels deep.

NB2 – If you wish to ‘un-select’ a debtor, highlight the sub-debtor and click DELETE. This will not delete it from your list of debtors, but will ‘refresh’ it as a stand-alone debtor (it can be re-linked at this point again if required)

CREDITOR MAINTENANCE

New Creditors are created in this area. You are also able to modify an existing Creditor to make changes or delete a Creditor that is no longer required

Click on **Accounting | Creditor Ledger | Creditor Maintenance**

- Type in the code you want to use and click on Add (suggestion is to build the code from the description)
- Fill in name address and phone fields.
- Contact Name and title is optional – this is the accounts person’s name at the Creditor
- Enter Travel Agency
- Credit Limit and commission rate is optional
- Select the relevant Ageing Cycle

PAYMENT DETAILS:

Return (**NON-BSP for items purchased on Credit or Paid with a Client’s Credit Card**),

Cheque (**EFT / MONEY DIRECT / SMART MONEY / BPAY**)

Requisition – Not used by most small agencies

- GST details as per example – where Wholesalers charge GST on the Commission and/or the Gross sale for
- International travel
- To add additional address details click on the envelope icon.
- Click on Address type and click on Add
- Type address details and Save, click on close to exit address details
- Click on SAVE then Close to exit.

CREDITOR ENQUIRY

Used to have a quick look at the status of a Creditor and what amounts are owed.

Click on **Accounting | Creditor Ledger | Creditor Enquiry**

- Type in Creditor name or Code
- Sort by Name or code

- Once the creditor is highlighted in black you can scroll across to the right to view details
- To view transaction details click on the drill icon.
- Click on Close to exit.

CREDITOR TRIAL BALANCE

Prints a Trial balance showing the amounts outstanding from a particular Creditor or all Creditors and also BSP. This assists you in evaluating what Creditors are owed money.

The Creditor Trial Balance should be run in Summary either once a week or once a fortnight and the Grand total should agree to the General Ledger Creditor Control account for the same date. If this does not agree then reconciliation between the two accounts needs to be done to find the discrepancy. One reason may be due to mispostings on a list/update or Journal entries. At the end of the month a Detailed Creditor Trial Balance should be run so you have a record of the Creditor entries.

Click on **Accounting | Creditor Ledger | Creditor Trial Balance**

- The date defaults to today's date.
- Select Summary to get initial totals, Detailed if needing to see individual entries associated with each Creditor. The Reconciliation option is run for a particular period in time to reconcile to the General Ledger Creditor Control account for the same period in time.
- Select either Account Code or Account Name
- Select the ageing cycle
- Ageing periods can be All balances or if you want Non Zero Balances select the button to Green on Non
- Zero as in example below.
- Enter Account type Both.
- Reports to print – these are additional reports to the Creditors Ledger. The red cross can remain as this indicated that these reports would print.
- Select Class is optional.
- Enter Starting Creditor Account and Ending Creditor. Choose from drop down boxes. To run a Trial
- Balance for just one Creditor put the same Creditor name in starting and ending Creditor account.
- Click on Start. The Print Preview option is to print the report to the screen

CREDITOR END OF PERIOD AGEING

End of Period Ageing ages the transactions based on the date they were entered on. It also allows users to clear matched transactions.

*****BEFORE RUNNING THIS ENSURE ALL CREDITOR RECONCILIATIONS BALANCE*****

Click on **Accounting | Creditor Ledger | Creditor Ageing**

Run Ageing for Creditor Type = Both

Matched transactions: Keep = Shows matched transactions
 Remove = Permanently removes transactions from the
 Creditors Ledger.

- Select Ageing Cycle = 7, 14 or 30 day. Each cycle needs to be run separately.
- Don't Age option allows you to run a Remove, which removes matched transactions, without ageing the unmatched transactions.
- Age Open Item Creditors by date = YES. Type in the period end date eg. 30/04/2005
- This will then show April transactions as 30 days and May then becomes the current transactions.

Once you are 100% sure you are ready to run your ageing and Created a Backup

- Click on START and then click Close to exit.

If any of the Creditors matched transactions don't balance off to zero an error message will appear advising the Creditor Code and the amount that it is out. This needs to be fixed in Credit Transaction matching before the ageing will run successfully.


CREDITOR TRANSACTION MATCHING

To be used for the manual matching of Creditor transactions which haven't been processed in Non BSP Return.

Click on **Accounting | Creditor Ledger | Creditor Transaction Matching**

- Type in the Creditor Code and click on 'Lookup'. Debit and Credit transactions appear.
- Click in 'Match' column and type 'M' to match or type 'P' to partially match

NOTE: The Space Bar on your keyboard allows you to un-match a matched transaction.

- Cheques and Non BSP entries previously matched will have a  in the matched column. To un-match these transactions click in the match column and type 'C' to cancel previously matched transactions.
- Debits and Credits must equal i.e. Matched total = zero, in order to SAVE.
- Click on SAVE and Close to exit. Clicking on Cancel will cancel any changes made.

CODE MAINTNENANCE

Used for maintaining all other codes within the system. Most of the codes can be created from the description. Airline, Aircraft and City codes need to have their standard IATA codes to ensure items match when imported for Amadeus, Sabre, Galileo or Abacus

Click on **Accounting | Codes | Code Maintenance**

TO ADD A NEW CODE

- Click on the grey tab for the area you want to add a new code and then click on the icon where the code is to be added eg, Marketing (Grey Tab) Consultants (Icon)
- Type in the code you want to use eg, SL (persons initials). Codes are created from the Description.
- Fill in the details pertaining to that code
- Click on SAVE

TO CHANGE A CODE

- Click on the grey tab for the area you want to Change a code and then click on the icon where the code is to be changed eg, Supplier/Principal (Grey Tab) Supplier/Principal (Icon)
- If you know the code type this in the code box OR use the browse key and select from the Browse
- Click on Modify and amend the details where necessary.
- Click on Save to save the changes.

TO DELETE A CODE (NOT SUGGESTED!!)

- Click on the grey tab for the area you are wanting to Delete a code and then click on the icon where the code is to be deleted eg, Selling (Grey Tab) Type of sale (Icon)
- If you know the code type this in the code box OR use the browse key and select from the Browse
- Click on Delete and answer Yes to confirm you want to delete that code.

1. AIRLINE

Airline Code All the two letter airline codes are loaded and under this code you can set up default Type of Sale for each airline. To change a Type of Sale default for an airline, enter the 2 letter code in the code area and then click on MODIFY. You are then able to enter a default Type of Sale for Domestic Travel, International Travel and Tran Tasman. The field allows a from and to commission level e.g. 4 – 5%. These commission levels can be over ridden in the pricing area if they don't apply to a particular booking for one reason or another.

Airline Class Used for setting up different classes for different airlines. You are also able to enter in any overrides that may apply to certain destinations when travelling in a certain class.

Aircraft Type Used to set up different aircraft types used by the airlines. This information prints on the itinerary. Additional remarks about the aircraft can be added

by Modifying the existing code.

2. SUPPLIER/PRINCIPAL

- Supplier/Principal** Used to set up codes for all the products you will be selling e.g. Airlines, Hotels, wholesaler's etc. For the Principal make sure, for example, all Hyatt Regency's are unique by adding a city after the chain name ie: Hyatt Regency Mexico. Only link a Principal to a Creditor that has a one-to-one relationship by entering the corresponding Creditor code in the Creditor code box eg, Mike Henry Insurance (Principal) is only ever purchased from Mike Henry (Creditor). **NB - NEVER LINK THE PRINCIPAL BSP TO ANY CREDITORS.**
- Service Rate** If rates have been negotiated with suppliers for your company as a wholesaler, they can be entered here. However, if you do use this area please remember that if a rate changes it must be updated in here as well. Before entering rates into this area you need to have your Creditors and the Suppliers set up in the system.
- Services** Used to set up codes for the services provided by a principal or creditor eg. Room types, vehicle type for car rentals etc.
- Chain** Create codes for the different chains of suppliers that you use eg. Sheraton Hotels, SPHC etc. 'Add' the new code and then the description of the Chain. You can then also add in their IATA number if required. Once the Chains have been set up, will need to then go back to the Supplier/Principal code and link each Hotel to its relevant Chain.

3. INSURANCE

- Plan** Used to set up the different insurance plans offered by the company you deal with.
- Policy** Used to set up the type of insurance policy that is offered by the company you deal with.

You will need to make sure you have set up the Creditor and the Principal and then do the Policy first and then the Plan.

4. MARKETING

- Source** Used to determine where your business is coming from e.g. Corporate, Leisure etc
- Category** Used to describe the type of travel the client is doing eg. Commercial, Visiting Friends & Relatives Etc...

Consultant Used to set up each Consultant that will be using the system. Enter Consultants name and title in the areas provided. A minimum selling margin that a consultant should earn on a booking can be set here. For example if you enter 5% here and the consultant tries to complete a booking where the margin is less than this, then the system will require a password from the system administrator to allow them to continue.

Marketing Location

Used to determine where your client base is located.

Groups Used for different groups that are travelling and the client trip can then be linked to the Group Code for reporting purposes.

Destination All the 2-letter country codes are in the system. You have the ability to relate each country to a region so that you can run a report by regional breakdown. These now need to be maintained by your office.

City All the three letter city codes are in the system. These now need to be maintained by your office.

5. PREFERENCES

Leisure Used to enter all the different types of Leisure activities clients may have in their profiles. The system has some codes already loaded.

Mileage Clubs Used to enter the different airline clubs, loyalty scheme or any other memberships like Sheraton Club Card.

Special Requests OSI/SSR

Used to set up different requirements such as vegetarian meal, wheel chair etc. Also need to specify whether the code will be OSI or SSR.

6. TRAVEL AGENCY

Agency Branch Used for multiple agencies. Each company must be set up with at least one Agency branch code.

Agent Used for Brokers selling on behalf of the Travel Agency. 'Add' the new code and then the Brokers name in the description field.

Bank Account To establish the company's different bank accounts and link them to the relevant General Ledger code. 'Add' the new code and then the Bank name, branch, account number and address. Then enter a description of the account into the description field e.g. Working

Account, Trust Account. The opening Balance should be the opening balance from your bank statement, which should then correspond to the opening balance in your General Ledger Account. You then need to enter the General Ledger Account number that the Bank Account corresponds to. The general ledger account number will have to be set up prior to creating the bank accounts. A different General Ledger account needs to be created for each Bank Account.

Class Used for reporting purposes. You can break down your various clients, suppliers and Corporate accounts into different classes. For Example you may set up a code for a Group 1 Debtor, which may mean that they spend over a certain dollar figure with your company. You can then have classes for preferred supplier's etc. This gives you the ability to run off reports for different levels of business if required. This is not a compulsory field anywhere in the system.

7. OTHER

Method of Payment Used to determine what payment type is used when payment is receipted. If payment is in the form of Credit Card, then the card fee, if applicable, can be calculated and held in the Debtor Account. This allows the printing of Bank Deposit slip, aids in on screen Bank Reconciliation and in Client Enquiry - allowing the consultant to view the clients payment method.

Charges & Credits Used to clear client trips that are out of balance, it is similar to a journal entry but these entries can be flagged to update Sales analysis. Set up which accounts are to be debited and which accounts are to be credited for a particular entry. If a client has been charged a service fee then this type of Charge and Credit entry is set to Debit the trip and Credit the relevant General Ledger account code.

Embassy Used to set up the different embassies that the agency may be using. This is used in Travel Services for producing Passport/Visa letters.

Description Allows you to enter descriptions of various types such as Conditions, Service Fees so that they are already established in the system. Conditions - used for things like Non-Refundable, Non- Transferable on airline tickets. Offered Reasons - if you have offered a client a special rate they may decline it for a number of reasons e.g. Flight times didn't suit. Service fees - for fees such as Courier Fees, Toll Call fees, Visa fees etc. (refer appendix)

Net Remit Still under development.

STD. Comment Used to set up comments used regularly in itineraries etc. such as a comment on baggage allowance. These comments are set up and then do not have to be typed every time. Just choose the correct code and the comment will be placed in the document.

8. SELLING

Type of Sale Used to set up all the different sales you may be doing such as International air, domestic air, international accommodation or domestic accommodation etc. This type of sale also determines the commission default and whether GST is applied or not.

Discount Every time a discount is given in the system a reason must be given. For example you could have Consultant Error as one reason or matching another Agent as another. 'Add' the new code and then the description of the Discount. You then have to relate the discount to a General Ledger Account number, which is usually the Commission Account, as you are giving away your commission. Make sure Discounts have the correct General Ledger account to default to.

Currency Currency Codes and conversion rates can be set here. 'Add' the new code and then the description of the currency. You then have the ability to enter an exchange rate. If you are going to enter the exchange rates please be aware that somebody must update them in the agency as they change.

CODE ENQUIRY

Used to search for a list of the Codes previously setup under each tab within Codes Maintenance.

Click on **Accounting | Codes | Code Enquiry**

- Select to search by Code or Description by clicking the relevant button green.
- Click the down arrow on the Select Code type box and select area you want to search in
- Click in the Search for box and type in the code or Description you are looking for
- Click on FIND

CODE LISTING

Used to print or print preview a list of the Codes set up under each tab in Code Maintenance.

Click on **Accounting | Codes | Code Listing**

- Select the area you want to print the list for eg Consultants
- Click on Start (or print preview and use printer icon)
- Click on Close to exit.

GENERAL LEDGER MAINTENANCE

Used to Add new General Ledger codes, Modify existing codes or for Deleting codes no longer required.

Click on **Accounting | General Ledger | General Ledger Maintenance**

- Type in the numeric account code and click on Add, Modify or Delete – If the numeric code is not known, click on the Browse button to the right of the code box to search for an existing code and then click on Select. If it is a new code select a number within the range of where the new code is to appear
- Fill in Description - Description of account eg, Commission
- Account Class will default to Normal
- Management Accounts: Select the desired Management Account to relate this account to if you are using this module
- Link Account: This feature is still under development
- Select account type
- Put a tick in the GST box if GST applies to the account
- Transaction Type MUST BE SET TO DETAILED
- Account View set to Administrator will only allow someone with Administrator rights to see the General
- Ledger
- Select Category of Account – this is used when going into the General Ledger browse
- Click on SAVE

GENERAL LEDGER ENQUIRY

Used to look at the status of a general ledger account

Click on **Accounting | General Ledger | General Ledger Enquiry**

- Use the scroll bar or Search to find the account you are querying.
- Can search by Name or Account code number.
- Click on it so it is black.
- Click on Drill Icon to view transactions.
- You can choose to view transactions by Full or Split view and Consolidated or Detailed.
- Full View – As per the example
- Split View – Debits on the Left and Credits on the right
- Consolidated – As per example. Only showing the totals from each batch
- Detailed – Showing each transaction that makes up the batch total
- You can Print the enquiry from here by clicking on the Print Icon at the top of the Window. (Click Print Preview to just view on screen)
- To view balances only click on Balances
- If changing the Month or the Date Range then click on Redisplay to show the entries

GENERAL LEDGER ENQUIRY PRINT

This reporting feature is used to print out a detailed listing of transactions within a particular General Ledger Account Code OR from a range of General Ledger Accounts.

Click on **Accounting | General Ledger | General Ledger Enquiry Print**

- The Ledger Type should be General Ledger for most agencies.
- Account code type can be changed if only wanting to print out only the Profit and Loss account or Balance Sheet accounts.
- Put in the starting and ending G/L Account codes the enquiry is required for.
- Select the Document Types you are looking for (defaulted to all)
- Choose starting and Ending Reporting periods
- You can click in Print Preview if you just want to view on screen noting this is a useful way to then save the file in PDF Format if required.

GENERAL LEDGER CHART OF ACCOUNTS

This is to print a list of all the General Ledger account codes that have been set up.

Click on **Accounting | General Ledger | General Ledger**

- Put in Starting and Ending Accounts (or just leave to what defaults)
- Click on Start (or select Print Preview to view on screen)

This is a useful report when trying to establish what numerical and alphabetical sequence to use for new codes

GENERAL LEDGER TRIAL BALANCE

This report shows all the General Ledger accounts with the current months total amounts and a Year to Date figure. This report should always have a Grand Total of zero. Depending on which Report Option you select you can do a comparison between this Year and Last Year or if you have Budgets loaded you are able to see how your company is performing to what you have Budgeted.

Click on **Accounting | General Ledger | General Ledger Trial Balance**

- Put in the Reporting Period
- Select the Reporting Option
- Select the relevant Reporting Type. Transaction Date accounting is the most commonly used.
- Click on Start. Click on Print Preview if you want to view the report on the screen.
- Click on Close to exit.
- Exclude Zero Balances - to print the Report with only accounts that have values. Click in the circle so a red cross appears to activate this option.

Report on History Only – Once a ‘Year End’ has been done in Travelog for Windows this option is available. Select the Reporting Period click in the circle so a red cross appears. Then click on Start or select Print Preview and then Start. The report will then print the previous year’s report for the Month selected.

GENERAL LEDGER PROFIT AND LOSS

This report shows the income and operating expenses for the current month and also a Year to Date figure for the company. This then calculates the Profit/Loss made for the Month and also Year to Date. Depending on which Report Option you select you can do a comparison between this Year and Last Year or if you have Budgets loaded you are able to see how your company is performing to what you have Budgeted.

Click on **Accounting | General Ledger | General Ledger Profit and Loss**

- Put in the Reporting Period
- Select the Reporting Option
- Select the relevant Reporting Type. Transaction Date accounting is the most commonly used.
- Click on Start. Click on Print Preview if you want to view the report on the screen.
- Click on Close to exit.

Exclude Zero Balances - to print the Report with only accounts that have values. Click in the circle so a red cross appears to activate this option.

Report on History Only – Once a Year End has been done in Travelog For Windows this option is available. Select the Reporting Period click in the circle so a red cross appears. Then click on Start or select Print Preview and then Start. The report will then print the previous years report for the Month selected.

GENERAL LEDGER BALANCE SHEET

This report shows the company's Assets and Liabilities. This is the financial record of the company. Depending on which Report Option you select you can do a comparison between this Year and Last Year or if you have Budgets loaded you are able to see how your company is performing to what you have Budgeted.

Click on **Accounting | General Ledger | General Ledger Balance Sheet**

- Put in the Reporting Period
- Select the Reporting Option
- Select the relevant Reporting Type. Transaction Date accounting is the most commonly used.
- Click on Start. Click on Print Preview if you want to view the report on the screen.
- Click on Close to exit.

Exclude Zero Balances - to print the Report with only accounts that have values. Click in the circle so a red cross appears to activate this option.

Report on History Only – Once a Year End has been done in Travelog For Windows this option is available. Select the Reporting Period click in the circle so a red cross appears. Then click on Start or select Print Preview and then Start. The report will then print the previous year's report for the Month selected.

GENERAL LEDGER AGEING

This is used to age the transactions in the General Ledger. By ageing the transactions it recalculates the totals for each month. This feature should ONLY BE USED if instructed to do so by the Helpdesk.

Click on **Accounting | General Ledger | General Ledger Ageing**

- Make sure everyone is logged out of Travelog and make sure you have a current backup.

- Click on the Start button.

GENERAL LEDGER BUDGET MAINTENANCE

A budget is what you anticipate your Agency to achieve to make a profit. It is used to set estimated amounts for each month per General Ledger account. These estimates are compared to the actual performance of the Agency.

Click on **Accounting | General Ledger | General Ledger Budget Maintenance**

- Enter General Ledger account number and click on ADD
- You can either enter amounts individually in the periods
OR
You can put an amount in Budget End of Period Total which will be split equally between the 12 periods.
- Click on SAVE and Close to exit.

To Modify these amounts follow the same steps except click on Modify as opposed to Add.

Period totals can still be altered by clicking the Options button, then select the below option:

GENERAL LEDGER BUDGET LISTING

Once the Budgets have been entered you are able to print out a list of all the General Ledger accounts with each month's budget value.

Click on **Accounting | General Ledger | General Ledger Budget Listing**

- For a list of all accounts in the G/L leave account codes as they appear. For a print out of just one G/L account budget details put the same account code in Start and End G/L Account:
- Click on Print Preview to view on screen or just click on Start to Print.

GENERAL LEDGER MANAGEMENT ACCOUNTS

- To be documented – further information can be obtained via the Travelog Helpdesk

RECEIPT/CHEQUE PRESENTATION

Click on **Accounting | Data Entry | Receipt | Receipt Bank Presentation**

TO SET THE STARTING PAGE NUMBER SEQUENCE: Only used when setting up a new page number sequence

Enter the Bank A/C and type in the number in the Page Number box. This is the same number as on your Bank Statement received from the Bank. Click options and then click on Set starting page number. NB – Once you select the starting page number you cannot go back to a page number prior to the start page number selected.

Click on Add New Page down the bottom and click Yes to “Do you require a new page” this will then be your starting page number. Then click on Add New Items so you can match the items on the Bank Statement page. Enter the Opening balance for the first page.

Entries will only appear here after Cheques have been list/updated & Receipts matched to Bank Deposit Slips

- Select the bank account and click on Add a New Page – if you require a new page otherwise click on the drop down box for the page number and select the required page.
- Click on Display. If a new page was added this would bring through the Closing balance from the previous page as the Opening Balance for the new page – otherwise it will display the already matched transactions on that page from previous entries done.
- Click on Add new items

The below Matching Window will appear and items can be matched using the corresponding GREY BOXES in the ‘Matched/ Column to the right of the screen

- Match the entries to those on your Bank Statement page. As you match the entries they move off the Matching screen and onto the Bank Statement page screen. To view the items already matched unselect the ‘Hide Matched Entries’ in the bottom left-hand corner. NB: Make sure any reversals are matched off against the original entries on the page that applies to the month of entry of the transactions.
- Click on OK
- Ensure Closing Balance matches that of your Bank Statement.
- The unreconciled balance is the difference between the opening balance plus/minus the matched entries and the closing balance.

BANK RECONCILIATION - BANK CHARGES & INTEREST ENTRY

To add any Bank charges or Interest paid or received without going out of the Receipt Bank Presentation do the following:

- Click on the E button
- Select the Payment Method from the drop down menu
- Click NEW on the relevant batch type. **(This is so that other items in the existing Batch are not updated automatically)** Then click the down arrow and select the new batch number.
- Click ADD
- Select the Entry Type from the drop down menu in TYPE column.
- Enter date you want the entry posted on – this should be as per your Bank Statement
- Select the General Ledger code from the drop down menu **(setup in G/L Maintenance)**
- Enter a description eg BC080199 **(BC=Bank Charges & Date on the bank statement)**
- Then enter the \$ value of the relevant item
- If there are more entries click on Add and continue as per above details.
- Once all entries are done for this batch type click Update. This will then List and Update the batch - You can return to the matching screen to continue with Bank reconciliation.

NOTE: The Delete button is to delete a line you have entered in error prior to clicking the Update button. The Close button is to close the screen.

UNRECONCILED PAGES REPORT

Used to print a list of pages that have not balanced to each bank statement page or to print out pages to see what has been matched to a bank statement.

Click on **Accounting | Data Entry | Bank Reconciliation | Unreconciled Pages Report**

- Select the Bank account the page is on
- Select the relevant report type
- Select the starting and ending page number
- Click Start to Print OR click Print Preview and then Start to view this on the screen.

NOTE: The Unreconciled Pages Only option is to print or view any pages with unreconciled amounts.

BANK STATEMENT REPORT

This is used to print a bank reconciliation report showing any un-presented cheques and Receipts. This report also balances the bank statement balance back to the bank account in the General Ledger.

Click on **Accounting Data Entry | Bank Reconciliation | Bank Statement Report**

- Select the Bank Account

- Select Current Period

Page Number and closing balance will come through from the 'Current Period' selected

- Click on Start to print or Print Preview
- & then Start to view report on screen.
- Close to exit

To view what is on a Bank Statement Page:

Go into Receipt Bank Presentation as above and enter bank account and page number by selecting from the drop down menu and click on Display button (bottom left hand corner). This displays what you have already flagged to go on that particular page.

To Print matched items on a Bank Statement Page

Click on **Accounting | Data Entry | Bank Reconciliation | Unreconciled Pages Report**

- Select the Bank account the page is on
- Select the relevant report type DETAILED
- Select the starting and ending page number(s)
- Click Start to Print OR click Print Preview and then Start to view this on the screen.

SALES & COMMISSION RECONCILIATION REPORT

This report provides an audit trail for the Commission Control Account. It also provides the Sales and Cost of Sales figures that support the Commission Control Account. All figures on this report are GST EXCLUSIVE. Any DISCOUNT has been deducted from the Sales, Commission and Cost of Sales figures. This report can be run for DEPARTURE DATE or TRANSACTION DATE.

NOTE: prior to running this report, ensure list & updates have been completed for all modules.

Click on: **Accounting | Miscellaneous Reports | Sales & Commission Reconciliation**

- Select Period to Run Report For: This will default to the current period – This can be changed by clicking / selecting the drop down arrow.
- Run General Ledger By: This field has two options

Departure Date: this report is divided into two sections – CURRENT and FUTURE. The CURRENT section captures all transactions where the departure date is equal to or less than the period selected when running the report. The FUTURE section captures all transactions where the departure date is greater than the period selected when running the report. These figures are broken down to the month of departure.

Transaction Date: this report ignores the Departure Date. All figures appear in the CURRENT section of this report.

- Report Option: This field has two options – **Summary or Detailed**
Detailed: This will list all individual transactions making up the total.
WARNING – this report is very long. We suggested you preview the report before printing.
Summary: This will display the totals only

FINANCIAL INTEGRITY REPORT

This report will draw the balances from each of the Ledgers and compare them to their relative Control account balances in the Balance Sheet. The Integrity check can be run at any time during the month but it is recommended that it be run as part of your end of Month procedures.

NB – make sure all batches have been list/updated

Click on: **Accounting | Miscellaneous Reports | Financial Integrity Report**

- Select to run the report by Summary or Detailed. The Detailed option is only used if there are discrepancies in the balances, as this will print each one of the ledgers Reconciliation reports plus a General Ledger Trial Balance and an Imbalance report.
- Select the Period for which the report is to be run.
- Select either Transaction Date or Departure Date. Most agencies are normally on Transaction Date

GST REPORT

This will print an Audit Report listing all the transactions for the date range selected. The transactions come from all the list/updated data entry fields listing the gross sales, GST on Gross sales, Commission and GST on Commission. The report then totals the Total sales, Zero-Rated Sales and GST.

Click on **Accounting | Miscellaneous Reports | GST Report**

- Select the date to appear on the GST Form that will be submitted
- Select the period that will be covered in this report
- Select the starting and ending Period
- Enter any adjustments that have been calculated
- Click on Audit Report. To preview the report first click on the Print Preview option and then click on Start or click on Audit Report to print the audit report detailing the transactions making up the return.

AUSTRALIAN TRAVELOG USERS should refer to the **AUDIT REPORT ONLY** as this will provide a reconciliation page with the figures required for completing your **BAS Returns**.

FOR N.Z USERS - You are asked whether to run the new or old version of the report. If the new version is used it is recommended that the calculations are carefully checked before sending to the IRD. Although the new version provides a more comprehensive Audit Report it should be used with care as incorrect transactions in the system for example those created by journals, will lead to an incorrect calculation on the return.

REMUNERATION REPORT

This report is used for consultants paid on commission. The report will only show transactions for trips that are balanced to zero and for which the Departure date is equal to or less than the departure date selected. Prior to running this report, ensure List & Updates have been performed for all modules.

Click on **Accounting | Miscellaneous Reports | Remuneration Report**

- Select the Report Dated. This field defaults to the current system date. This date will be captured in the report title i.e. Remuneration Report as at XX/XX/XXXX. It has no impact on the report selection criteria.
- Select Sort Report Order. This field defaults to CODE. All user codes have a two character CODE. In most instances, your user code will be the initials of your name i.e. Barry Smith in most instances will have a user code of BS. If your user code differs to your initials, then it may be applicable to use the option NAME.
- Select the Departure Date. This field defaults to the current system date. The system will not allow you to report on a Departure Date that is greater than the system date. All trips that have not been reported on previously that balance to zero and have a Departure Date equal to or less than the Departure Date selected in this field will be reported on.
- Select the From/To Consultant. These fields give you the ability to print this report for just a particular consultant or all consultants. These fields default so that the report prints ALL consultants.
- Select the Report Option. Allows you to print in a DETAILED or SUMMARY format. This field defaults to SUMMARY.
DETAILED – lists all transactions within a trip, then totals
SUMMARY – displays just the total line
- New Page - When this function is turned on, each consultant figures will appear on a separate page.
- Preview - This facility allows you to PREVIEW the report before actually printing it. A SEQUENCE NUMBER will not be allocated to the report or the transactions within this report. If you print from the PREVIEW screen, the report title will read Preview Remuneration Report.
- Click on Start. When clicking START the system assumes you wish to print this

report so the following prompt is displayed:

If you select YES, a SEQUENCE NUMBER will be allocated to the report and the transactions within this report. This SEQUENCE NUMBER will appear in the title of the report. **The transactions on this report can never be reported on again.**

After selecting YES, another prompt will appear:

In both instances, by selecting NO, the system will take you back to the report selection screen.

- Already Paid Trips - This facility allows you to PREVIEW or RE-PRINT previously printed reports. You have the ability to PREVIEW or RE-PRINT these reports in both a DETAILED or SUMMARY format. In these instances, the report title will read Re-Print Remuneration Report.

CLIENT FUNDS RECONCILIATION

This report is similar to a cash flow report. It checks that you have sufficient funds in the Trust bank account to cover the payments of BSP and other Creditors eg. Wholesalers etc.

Click on **Accounting | Miscellaneous Reports | Client Funds Reconciliation**

- Select the month that this report is for
- Click on Start

If selecting the print preview option it will print to the screen for you to view

USER MAINTENANCE

This is the area used to set up new user accounts for persons that will be using the Travelog system. Each person has his or her own user name and password set within this area.

Click on **Accounting | User | User Maintenance**

- Delete out any existing User name
- Type in the name of the new user
- Click on Add
- Click in the Change Password box,
- Type password in New Password box
- Repeat password in the Confirm New Password field
- Click on Save.

USER SYSTEM OPTIONS

This is used to setup default printers for different areas of Travelog documentation printing. If no printers are specified then the 'windows' default printer will be used at all times.

Click on **Accounting | User | User System Options**

- Select the User Code from the drop down box and Click on MODIFY
- Set up as per example below putting in the printer names if applicable. For desktop faxing the fax printer must be selected from the Faxing printer drop down menu.
- Click on Save.

USER MENU SETTINGS

Used to set up each user with the menu options they will need to use Travelog. This way each user can be limited to their access within Travelog based on their user name and password.

Click on **Accounting | User | User System Options**

- Click on the Menu Settings Tab and put in the User name then click on MODIFY.
- Click and drag line by line the Menu Options you want for that user.
- Click on Save

TO COPY FROM ONE USER TO ANOTHER:

- Select the User name of a consultant that is already set up and click in the Copy to User circle and put in the User name of the new consultant you are copying to.
- Answer YES and then Click on OK once copy is completed.
- Click on Yes to copy information from User Kathryn as per example below to the new user. Then click on Ok to copy completed
- Click Close to exit.

SYSTEM CONTROL MAINTENANCE

This is set up by Travelog prior to operation/installation and is not normally changed thereafter with the possible exception of period status – Please contact your helpdesk for information.

NOTE: You CANNOT rollover a financial year by simply changing these dates.

For further information, please refer to the Year End Rollover instructions contained within this manual.

AGENCY HEADING MAINTENANCE

This is where you set agency details e.g. Name, Address, Phone, Fax that you want to appear on documents such as Invoices, Statements, Quotes, Itineraries. This is accessed for name or address changes and when additional branches are added to your Travelog Program. Each of the headers for documentation can also be partially or completely copied from existing Agency Branches.

Click on **Accounting | System Control | Agency Heading Maintenance**

- Use the drop down box and select the Agency and Heading type
- Click on Add or Modify
- Enter the number of lines and Suppress should not be ticked. When setting up the heading details for Invoice and Statement Heading Types, select the number of lines to 15. Line 11 onwards is for the return address details printed on the remittance portions.
- In the Background box select No-Colour.
- Logo set to NONE if you are not intending to add your own logo to printed documents otherwise you can select to CHOOSE BITMAP.

A new window will appear where you can select any logo in a Bitmap (seen as .bmp) format stored on your computer

Once selected you can use the scale options to change the size of your logo on documentation

- Standard comments set up in Codes Maintenance can be selected to appear by default when printed.
- Type in the details of your Agency or Additional Branch. If you are printing documents on letterhead and just wanted an area left blank repeat the steps as above but do not type any agency / branch details in.
- Click on Save
- Repeat for various types of Headings by adding or using the Copy To option.

This will allow quick duplication of new document headers and the next window allows users to select exactly which of the heading options they want to copy from one document to another document or from one document to another Branch.

END OF PERIOD CLOSE OFF

Once the month has been balanced you are able to close the month for posting. Make sure all batches have been updated for the month to be closed, there are no transactions left for

this month and a Backup has been done. This will stop anyone from accidentally posting entries to a month that has been completed and reconciled.

Click on **Accounting | System Control | End of Period Close Off**

- Select the new posting month from the drop down menu
- Choose on the month to close.
- Un-tick the 'Open' Option
- To re-open a period, click on the 'Open' options

END OF YEAR CLOSE OFF / YEAR END ROLLOVER

The Year End is run once all the month end procedures have been completed and you are ready to roll over from one financial year to another. Make sure all the necessary journals (depreciation, adjustments etc) have been done and a backup has been run. Make sure everyone is closed out of Travelog before Year End is run.

Click on **Accounting | System Control | End of Year**

- Enter your Retained Profit account (G/L # 8260 in most cases)
- Click on Start and follow the on-screen prompts

If you have a very large database, you may be prompted about the 'Auto Recovery' Option used in the rollover procedure. If you are in any doubt, please call the Travelog Helpdesk for further information.

IMPLEMENTATION OF FLYBUYS REPORTING

A. Creditor Maintenance

1. Create Creditor

Create a new Creditor for Fly Buys. (Suggested code of "FB"). Ensure the Payment By is set to Return.

B. Codes Maintenance

1. Create Supplier

Create a new Supplier for Fly Buys. (Suggested code of "FB"). Link the Supplier to the Fly Buys Creditor ("FB").

2. Create Type of Sale

Create a new Type of Sale for Fly Buys (Suggested code of "FB"). Set Government Tax Applies to NO. GST is NOT charged on Fly Buys. Set Type of Sale Reporting to Domestic.

3. Create Form of Payment

Create a new Form of Payment for Fly Buys. (Suggested code of "FB"). Select

Loyalty Scheme as Basic Payment Type. Link to the Fly Buys Creditor and Supplier. Set the Value of a Point to \$2.50 and the Cost per Point to 0.0300 - This is the GST inclusive cost per point. Set Points Rounding to Down and Select the Fly Buys Type of Sale. Put a Tick in the Default Loyalty Scheme Box. Select Defaults for Consultant, Source, Category and Destination. These defaults are used when Fly Buys are given on Debtor Receipts only. Save the Form of Payment.

C. System Control Maintenance

1. Agency Settings Modify the Agency Settings and set the Description for the Default Loyalty Scheme to Fly Buys.

You are now ready to start using the new Fly Buys Receipting.

D. Receipt Entry and Update

1. Fly Buy Recording

When issuing a Client Receipt or a Debtor Receipt a new section will appear that allows the User to enter details of the Fly Buys given for the receipt. The only values that should require recording are the Card Number and the Loyalty Value. It is important to record at least the last 4 digits of the Card Number as this allows for matching against the Return from Fly Buys.

The Loyalty Value is the portion of the total receipt value for which Fly Buys accrued. For example Fly Buys are not accrued on Government and Airport Taxes. It is possible to record a Fly Buys only receipt with a zero Receipt Value by ticking the "Loyalty Scheme Points Only" box. An example of the Receipt Entry Screen is below.

2. Receipt Update

When the Receipt is updated the system will create Non BSP Transaction recording the cost of the Fly Buys against this receipt. In addition the Commission on the trip will be reduced by the Value of the cost of the Fly Buys.

E. Non BSP Supplier Return

1. Non BSP Supplier Return When the Fly Buys invoice is received it will be possible to use the Non BSP Supplier Return area to locate and Match each transaction and then create a cheque payment for the invoice.

BACK OFFICE EXPENSE ACCOUNTING

In the Codes Maintenance area you must create up a Supplier code for these Expenses. Please note: You must use the exact Code EXPENSES in order for this to work.

Click on: **Accounting | Codes | Codes Maintenance**

Create a new Creditor Code for Relevant Creditor through Creditors Maintenance.

Click on: **Accounting | Creditors Ledger | Creditors Maintenance**

Enter your expenses in the NON-BSP Return Entry Area. Users can allocate their own document number in this area (eg; invoice or bill reference number). The document Type selected must be 'Admin' which will default supplier code to EXPENSES.

Choose the relevant General Ledger and Creditor Codes.

If using an Agency Credit card the Form of Payment AGENCY CREDIT CARD can be used. For additional information on this please refer to Agency Credit Card instructions.

Items posted against this creditor can be seen in the Creditors Trial Balance at any time and can be paid out from the system using the Non-BSP Supplier Return in the Back Office (for further details refer to your Back Office Manual).

NOTE: Supplier names can now also be changed in the above Matching Window by using the drop-down field found when clicking into the Principal box.

IMPLEMENTATION OF MARKUP STRATEGY

1. Mark up Overview

The objective of the Mark Up enhancement is to provide a very simple way in which Agencies can record a Mark Up on any Travel Services Trip Line. This Mark Up is then apportioned by the system to Additional Commission and Recovery of Credit Card Fees, Admin Fees and other Recoveries as required. In order to achieve this the Agency will need to create "Mark Up Strategies" within Codes Maintenance to determine how the Mark Up is to be apportioned. Once one or more "Mark Up Strategies" have been created the Travel Consultant merely selects the "Mark Up Strategies" and records the Mark Up. The Mark Up can either be recorded by entering the actual Mark Up value or by entering the total Cost to Client of the Trip Line.

The following steps are required to set up the system ready for use in Travel Services:

A. General Ledger Maintenance

1. Remainder Commission

A general Ledger Account needs to be used to hold the additional commission collected from the Mark Up. Although it would be possible to use the existing commission account (1010) or any other account it is recommended that a new Account be Created for this purpose. For example create a new GL Account 1012 titled "Remaining Mark Up Commission". Set "Account Class" to Normal, "Account Type" to Profit & Loss, "Account View" to Everyone and "Category of Account" to Income. Use the default settings for all other fields and Save the details.

2. Credit Card Portion

A general Ledger Account needs to be used to hold the Credit Card Fees Recovered from the Mark Up. Although it would be possible to use the existing account, it is recommended that a new Account be Created for this purpose. For example create a new GL Account 2281 titled "Recovery of Credit Card Fees". Set "Account Class" to Normal, "Account Type" to Profit & Loss, "Account View" to Everyone and "Category of Account" to Expense. Use the default settings for all other fields and Save the details.

3. Administration Fee Portion

A general Ledger Account needs to be used to hold the Administration Fees Recovered from the Mark Up. Although it would be possible to use the existing account, it is recommended that a new Account be Created for this purpose. For example create a new GL Account 2021 titled "Recovery of Administration Fees". Set "Account Class" to Normal, "Account Type" to Profit & Loss, "Account View" to Everyone and "Category of Account" to Expense. Use the default settings for all other fields and Save the details.

Other Recovery accounts can be set up if the User requires, although the above are the only anticipated recoveries at this stage.

B. Codes Maintenance

1. Create Type of Sale

It is possible to use a new Type of Sale to specifically record the additional commission collected from Mark Ups. If a separate Type of Sale is not used then the Type of Sale from Travel Services Trip Lines will be used. It is each Users choice as to whether or not to set up this new Type of Sale. If it is decided to create this new Type of Sale then use Codes Maintenance to create this (Suggested code of "MU"). Set Government Tax Applies to No. GST will be handled automatically by the system depending on the Type of Sale of the Travel Services Trip Line. Set the 'Type of Sale' Reporting to Domestic.

2. Create Mark Up Strategy

Mark Up Strategies are created in Codes Maintenance under the Other Tab within the Description Code.

Any number of Strategies can be created although it is anticipated that only 2 will be required at present. The first is for Air Bookings made through BSP where an Administration recovery should be collected and the second for all other Mark Ups where no Administration recovery is required. Some Agencies may wish to create additional Strategies to allow flexibility with Credit Card Recoveries. If this is required I would suggest they contact the Travelog Helpdesk.

The standard Air Strategy should be set with a suggested code of MUBSP, description of "Mark Up on Air Travel Booked Through BSP" or similar, Description Type of "Mark Up Strategy", Default Type of Sale set if required and the Remainder Comm Acc set to "1012" (using the example above). The Markup Elements are set as follow:

Acc Code "2281" (using the example above) Recovery of CC Fees has an Apportion Method of "Percentage of Gross + Markup" (select from drop down box) with a Value/Perc of 3.3%. (Amex Diners) or 1.5% (Other Cards)

Acc Code "2021" (using the example above) Recovery of Admin has an Apportion Method of "Percentage of Gross + Markup" (select from drop down box) with a Value/Perc of 0.25%.

The standard Other Strategy should be set with a suggested code of MUOTH, description of "Mark Up on Other Travel" or similar, Description Type of "Mark Up Strategy", Default Type of Sale set if required and the Remainder Comm Acc set to "1012" (using the example above). The Markup Elements are set as follow:

Acc Code "2281" (using the example above) Recovery of CC Fees has an Apportion Method of "Percentage of Gross + Markup" (select from drop down box) with a Value/Perc of 3.3%.

An example of the Codes Maintenance Mark Up Strategy is on the following page with additional suggestions.

The below is an example of the Codes Maintenance Mark-Up Strategy

OTHER SAMPLE MARKUP STRATEGIES YOU COULD CREATE IN YOUR OWN OFFICE:

Mark-up on Nett Fares or Supplier Rates (100% Mark-up Commission):

Mark-up on Gross for Payments to you made on Client Credit Cards (eg; Amex / Diners):

You are now ready to start using the new Mark Up feature.

C. Travel Services Mark Up Entry

3. Mark Up Entry

In each Travel Services Trip Information Window the Consultant has the option to enter a Mark Up Strategy and then record a Mark Up Value or a Cost to Client Value. The entry requirements have been kept to a minimum and very simple. An example is attached for the Air Pricing Record. This is the only additional information or action required from the Travel Consultants. All other processing is automatic.

4. Mark Up Update

Following Pay Supplier (or Quick Booking Completion) the relevant BSP, Non BSP and Cheque List and Updates will process the Mark Up value according to the Strategy determined. The additional Commission will be added to the Commission recorded against the Trip.

DATABASE REPAIR PROCEDURE – RUN WEEKLY

It is recommended all agencies run database repairs at once a week in order to maintain the integrity of your database. For this reason we have included the instructions below:

- All users must be signed out of the system prior to starting

Start the Database Repair by going to your Start Menu located at the bottom left hand corner of your workstation.

Click on: **Start -> Programs -> Travelog World For Windows -> Travelog World Database Repair.**

Enter Username and Password, and then click Ok.

The below message will appear - Click Ok if you have already made a back up of your Database otherwise Click Cancel and run the backup then return to step 1

The next message will then appear - Click on Yes

The repair should go through each of the below step by step. If any error messages are received on-screen please make a note of this message and contact the helpdesk

Click on Yes Repair Travel Services Database then Travelog should load up automatically. You must then Re-link your Database after running the Database Repair:

Click on: **File -> Options -> Set Travel Services Database**

Once it has been Re-Linked you should see this box appear like the one below - Click on OK.

FORWARD BOOKING REPORTS

Click on **Management | Corporate Management System | Corporate Report Production**

New reports are available for selection the Corporate Report Production area however you must remove the defaulted 'By Debtor Report' selection below:

Please ensure you set the last (ending) date field at least a year into the future to see all relevant bookings included in your Forward Booking reporting.

The 4 new reports are:

Forward Booking Report (Detailed) Forward Booking Report (Summary) Consultant Weekly Sales Report Consultant Monthly Sales Report

Note: Currently only 'Bookings' will be included in the Forward Booking Report

AGENCY SALES ANALYSIS & REPORTING

Click on **Management | Agency Sales Analysis | Agency Sales Enquiries & Reports**

Agency Sales Reporting will only produce sales figures on transactions that have been Listed and Updated. Sales Reports can be produced with up to 5 categories. Reports on details from previous Financial Years can also be produced in this area

Current period can be selected for full calendar months alternatively specific date ranges can be selected.

Detailed/Summary Reporting can be produced

Year End reporting on Cash and Credit Card Sales can also be broken down using the 'Separate Cash and Credit' option.

Most commonly a 'Consultant' Sales report will be produced here on a weekly basis. Further reporting can be broken down using a 'Range' of a any particular category

Sales Reports are either 'Displayed' on screen or 'Printed' (& Preview).

The DISPLAY option will produce on screen figures, which can also then be converted to graphical data displays

AGENCY SALES (TRAVEL SERVICES) REPORTING

Click on **Management | Agency Sales Analysis | Agency Sales Reporting**

Standard Travel Services Reporting will only produce sales figures on transactions that have been Listed and Updated and the area can also be customised. Sales Reports can be produced with up to 5 categories.

Select Reporting Period or specific Transaction Dates

Select relevant Report form List of available Reports

Select Preview (optional)

Click START to Print/Preview

TRAVEL SERVICES REPORTING IS CURRENTLY ONLY AVAILABLE ON 'SALES'. IT IS SUGGESTED YOU USE THE CORPORATE MANAGEMENT SYSTEM TO PRODUCE TRAVEL SERVICES REPORTS FOR CORPORATE CLIENTS.

CORPORATE MANAGEMENT SYSTEM

Corporate Sales Reporting will only produce figures on transactions that have been previously Listed and Updated. There are now 70 Standard Corporate Reports available. These can all be produced if data has been entered in the Back or Front office however 28 of these reports are for data entered specifically in the Front Office Travel Services Module (see 2. Corporate Report Production).

1. CORPORATE SALES ANALYSIS REPORTING

Click on **Management | Corporate Management System | Corporate Reports & Enquiries**

The 42 Reports available here are available after selecting Print Preview. Simply select the requested date range then the Report Type you wish to view.

Reports from any previous Financial Year(s) can be produced using the Report on History option simply select the relevant Financial Year from the Drop down box.

2. CORPORATE REPORT PRODUCTION (Travel Services reporting)

Click on **Management | Corporate Management System | Corporate Reports Production**

Corporate reports based on information stored in Travel Services can be produced. The reports can be for any debtor and any related cost centres.

Additional reports on individuals who have Stored Profiles can also be selected here. The 28 Reports available here can be selected after choosing the requested date range then the relevant Report Type you wish to view.

HANDLING AGENCY CREDIT CARD TRANSACTIONS

Where an Agency has used their Credit Card to pay for client travel or for agency expenses, these can be tracked and reconciled with Non-BSP Entries.

1. SETUP NEW CREDITOR / SUPPLIER

Users must set up both a Creditor **AND** Supplier Code for the Card or Card(s). Where

multiple Credit Cards are used in an Agency the Agency should create multiple Creditor **AND** Supplier Codes for EACH Credit Card.

TO ADD A CREDITOR Click on: **Accounting | Creditors Ledger | Creditor Maintenance**

- Type in suggested Code AGCC
- Click on ADD button
- Use name 'AgencyCredit Card'
- Set to RETURN as Payment Detail
- Click SAVE

TO ADD A SUPPLIER: Click on: **Accounting | Codes | Codes Maintenance then SUPPLIER/PRINCIPAL tab**

- Use Code AGCC
- Click on ADD button
- Use name 'Agency Credit Card'
- Link to Creditor AGCC
- Select all Principal Types
- EXCEPT for Insurance
- Click SAVE

A new 'Form of Payment' must also be created in Codes Maintenance for the Agency Credit Card

TO ADD A NEW FORM OF PAYMENT - Click on: **Accounting | Codes | Codes Maintenance** then select the SELLING Tab and then click on the **FORM OF PAYMENT** button.

PLEASE NOTE: Two separate Forms of Payment **MUST** be created if an Agency makes both **NETT** and **GROSS** Payments as these transactions are handled differently in the Back Office (see Part 2 of this Document).

- Fill in the Payment Description i.e. Agency CC 'Nett' or 'Gross'.
- Select NO for the Print on Bank Deposit option.
- Select the Basic Payment Type as Agency CC.
- Enter your Creditor / Supplier Codes in relevant Default Boxes
- Select either Nett or Gross payment

Example 'Form of Payment' for Nett Credit Card Payments

Example 'Form of Payment' for Gross Credit Card Payments

Once the new 'Form of Payment' Codes are created, these can be selected by the Consultant in each of the Travel Services pricing windows for Air, Land, Insurance and Other

Inclusions. **Consultants should NEVER directly select the Creditor or Supplier Codes for the Credit Card as this is ONLY Selected from the 'Form of Payment' drop-down menu.**

EXAMPLE 1 – Virgin Blue Booking paid by Agency Credit Card (Gross)

EXAMPLE 2 – Hotel Booking paid direct by the Agency Credit Card (Nett)

The new payment types are also available for selection in the NON-BSP Back Office Data Entry screen. It is currently against IATA regulations to use an Agency Credit Card for Ticketing and consultants will receive a warning about this in the 'Pay Supplier' Window if BSP is selected.

ENTERING GENERAL EXPENSES VIA NON-BSP FOR THE AGENCY CREDIT CARD

NOTE: When Updating the Non-BSP Batch, Credit Card entries can be identified in this list before updating. If an entry has been incorrectly posted - either linked or NOT linked to the Credit Card, the entry can be 'modified' in the Back Office Non-BSP data entry window.

This will eliminate the need to reverse and re-enter Travel Services Accounting Entries:

2. RECONCILING AGENCY CREDIT CARD STATEMENTS

Items charged to the Credit Card must be reconciled using the NON-BSP Supplier Return Matching area. The starting and ending Creditor should be the Agency Credit Card and ALL Suppliers (Principals) should be selected from the drop down menus.

These amounts should match your Agency Credit Card statement at the end of each month.

In offices where a **Client Bank Account** and a **General Bank Account** are used 2 Returns will need to be processed. Expenses for the office should normally be paid from the General Trading Account.

General Ledger Codes for expenses entered can be seen in the Return Matching window

IMPORTANT ADDITIONAL NOTES ON THE POSTING OF AGENCY CREDIT CARD TRANSACTIONS:

Where a **Nett Payment** is charged, this is reflected by opposing values posted to the REAL Non-BSP Creditor that the card has been processed by. This is required to correctly track Sales reports by Creditors and Suppliers.

Where a **Gross Payment** has been charged there will be two amounts showing - the Nett Value of the Booking and the Full Credit Card amount that has been paid. Once combined (matched) in the Non-BSP Supplier Return Matching area this will reflect any commission value amount still due from that Creditor.

All items will need to be matched together in the Supplier Return area to be cleared from the system when running the Non-BSP Supplier returns.

3. TRACKING COMMISSIONS FROM GROSS AGENCY CREDIT CARD PAYMENTS

For any Gross Payment made to Suppliers, two Transactions will appear for matching in your NON-BSP Return area against the ORIGINAL Creditor.

These should equal the value of commission due. When the Agency Card has been charged at NETT then two related items found in the matching window should balance back to Zero.

When Creditor has paid commission to the Agency it must be receipted under Supplier Receipt (Other Commission) selecting to update Non- BSP Creditor.

Once updated, your Receipt Entries flow to the Non-BSP Matching area to balance against commission due.

These amounts should be cleared from Non-BSP as a Zero value Non-BSP Return Cheque.