



TRAMS Back Office **Advanced Payments & Cleaning Up Balances** *Shirley Sweeney, TRAMS Trainer*

Class Description:

This class is designed to assist you in entering payments in TRAMS Back Office and in cleaning up your Core Reports. Demonstrated are the following:

- Navigating the payment screen, using the Client and vendor setting.
- Creating Client Negative Vouchers
- Using a voucher to close an invoice
- How to close off a group of client invoices on different client profiles using a single payment
- How to close off a group of vendor invoices on different client profiles using a single payment
- How to close off a group of vendor invoices using the Vendor Group
- How to close off a group of invoices using the Invoice Group
- Writing off a Client Balance
- Writing off a Vendor Balance
- How to clear up an Unapplied Balance

Suggested for Intermediate, Advanced

Track: Anyone new to TRAMS Back Office

1) General Tips on Cleaning up balances

- Select a “Clean up Date”
 - o This is the date you want to make sure your balances are correct
 - o In some cases this may be the date that you are starting to use your General Ledger

- Clear up client balances before vendor balances
 - o A Client payment can effect your vendor balance
 - o If client payment is credit card - vendor balance will be the same as the commission amount

- Core Reports
 - o Reports should be run with the format set to “Detail”
 - o Selecting the “AS OF” date range
 - Enter the current date (or the clean up date). This will allow you to see the invoices open on that date
 - It is also a good idea to run the report with the “As Of” date left blank. This allows you can see if the client or vendor balance was paid after your current date or clean up date. Example if a payment was entered on 12/31/06 instead of 12/31/05.
 - o Options to limit the results of the report
 - Select a single Client and/or Vendor name
 - Select a Branch
 - Select a Client and/or Vendor group

- Determine the actual Payment Amount
 - o Positive Balance due will be a payment received
 - o Negative Balance due will be a payment made

- Once you have cleaned up the balance, review Balances on a Daily or Weekly basis
 - o Watch for changes to the reports to maintain the correct balances

2) Creating a Client Negative Voucher

- This can be used to track a balance due your agency from the client.
 - The check the client gave you was returned by the bank, and you do not want to void the original check because it is attached to a deposit
 - You used your agency credit card to pay for the client's invoice and the client has not paid you yet.
- In order to use a negative Client Voucher, you will need to go to Utilities | Setup | Global Defaults and click on the prompt tab.
 - If you have a check mark by allow client unapplieds, remove that check mark
 - Add a check mark to the "Allow Negative Client Vouchers"
 - Click ok to save.
- To create the voucher, go to Payments | Made
 - Enter the Amount
 - Enter the date
 - The payment method will be other
 - Enter the client name
 - Enter a remark indicating why you are creating the voucher
 - Save the payment and create the vouchers
 - You will be prompted for a journal entry, Examples of accounts are: NSF, Bounced Checks or an Agency Credit card wash account.
- When the client pays your agency, you will go to Payment received
 - Enter the Amount
 - Enter the date
 - The payment method will normally be cash/check
 - Enter the client name
 - Close the voucher and save the payment.

3) Using a voucher to close of an invoice

- Use this method when you have a Client or Vendor profile that has an open invoice and an open voucher on the same profile.
 - o Enter the Amount of the payment.
 - If the invoice and the voucher have the same value, the amount will be \$0
 - If the value of the invoice and the value of the voucher are not the same, and this is a client profile, you have a couple of options.
 - If the value of the invoice is greater than the value of the voucher
 - Enter a payment for the amount of the variance and close the invoice and the voucher
 - If this is a client profile, enter a \$0 payment, close the voucher and enter a partial payment on the invoice
 - If the value of the voucher is greater than the value of the invoice
 - Enter a payment for the amount of the variance and close the invoice and the voucher.
 - Enter a \$0 payment and close the invoice and the voucher, create a new voucher for the variance
 - On a client profile, you also have the option to enter a \$0 payment and close the invoice and enter a Partial Payment on the voucher. The applied amount will be entered as a negative value (Example -150.00) as you are reducing the amount of the voucher
 - o Select the payment type (either Received or Made)
 - o Enter the payment date
 - o Enter the Remarks
 - o Select the correct bank account (if the amount is \$0, use the default bank account)
 - o Payment method will be either Other, cash or check
 - o If a check is involved with his payment, enter the check number.
 - o Select the Profile type
 - o Enter profile name.
 - o Query for open invoices
 - o Toggle the appropriate invoices and vouchers closed
 - o If the amount is \$0, you will be seeing a prompt that reads "Payment Amount Is Zero - - Continue?" Click OK
 - o If the amount is \$0 and you are prompted for a journal entry, say no, or cancel the journal entry
 - o Check the balance at the bottom of the payment and verify the accuracy and then click OK to save the payment

4) How to close a group of client invoices on different client profiles using a single payment

- Enter Amount
- Select Payment type
- Enter Remarks
- Select Bank Account
- Enter Pay method
- Enter Check Number
- Select Profile Type – Client
- Enter a Profile name, this is a required field
 - o It is recommended that the profile name be the same as the payee (person or company who is paying your agency)
- Middle portion of screen
 - o Select a Group of Clients
 - o Enter the Group name

Client Settings

Show Invoices/Bookings For...

A Different Client

A Group Of Clients

All Clients

ENTER GROUP NAME

- Click Query
- Highlight invoice
 - o Edit if necessary
 - o Toggle closed
- Missing an invoice, or a booking on an existing invoice?
 - o Minimize payment
 - o To Create a new invoice
 - Go to Invoice | Sale
 - Create new invoice
 - o To Create a new Booking or reservation
 - You can edit an existing invoice from the payment screen by clicking on edit to view the invoice then click on new.
 - You can also go to Invoice | Query
 - Query existing invoice
 - Click on NEW to add commtrack booking
- To return to the payment screen, go to Windows and select the payment
- Click on Refresh, not reset.
- Complete the payment and check balance, click OK

5) How to close a group of vendor invoices on different profiles using a single payment

- Enter Amount
- Select Payment type
- Enter Remarks
- Select Bank Account
- Enter Pay method
- Enter Check Number
- Select Profile Type – Vendor
- Enter a Profile name, this is a required field
 - o It is recommended that the profile name be the same as the payee (person or company who is paying your agency)
- Middle portion of screen
 - o Select Submit To
 - All, Supplier or Commtrack
 - o Select a Group of Vendors
 - o Enter the Group name

Vendor Settings

Submit To Date Payable To Host

Show Bookings For...

A Different Vendor

A Group Of Vendors

Vendors By Interface ID

All Vendors

- Click Query
- Highlight invoice
 - o Edit if necessary
 - o Toggle closed
- Missing an invoice, or a booking on an existing invoice?
 - o Minimize payment
 - o To Create a new invoice
 - Go to Invoice | Sale
 - Create new invoice
 - o To Create a new Booking or reservation
 - You can edit an existing invoice from the payment screen by clicking on edit to view the invoice then click on new.
 - You can also go to Invoice | Query
 - Query existing invoice
 - Click on NEW to add commtrack booking
- To return to the payment screen, go to Windows and select the payment
- Click on Refresh, not reset.
- Complete the payment and check balance, click OK

6) How to close a group of invoices using the invoice group

- Use this method to close out a group when the final invoice is one profile and the vouchers and/or invoices are on different profiles. In order for this method to work, all of the invoices and vouchers must have the same invoice group.
 - o Enter the amount of the final payment.
 - To verify the amount of the payment you can check the Balance due on the core reports.
 - o Select Payment type
 - A positive Balance due on the core report will be a payment received
 - A negative Balance due on the core report will be a payment made.
 - o Enter the payment date
 - o Enter your Remarks
 - o Select Bank Account
 - o The Branch is optional
 - o Enter Pay method
 - o Enter Check Number
 - o Enter the Payment Group
 - o Select the Profile Type
 - o Enter a profile name – normally the group name
 - o The name on check field is optional
 - o Select All Clients (or All Vendors)
 - o Go to the Global Settings and enter the invoice group name

Global Settings

Invoice # To Branch

Passenger Ticket No Confirm No

Issue Date To Depart Date To

Invoice Rec No Invoice Group Branch Group

Locate Invoice

- o Query to find all the open invoices and/or vouchers
- o Highlight each invoice and/or voucher for the Group and toggle closed
- o Check balance, and verify accuracy and then click OK to save the payment

7) Writing off a client balance

- Use this method to write off an unpaid balance on a profile. This could be a result of a client's inability to pay, or a "fam" trip for one of our agents balance.
 - o Enter the amount of the balance due from the Core Report
 - o Select Payment the payment type based on balance due
 - o Enter the payment date
 - o Enter Remarks
 - o Use the Default bank account
 - o The Branch is optional
 - o Select Payment Method of Other
 - o Select Profile type Client
 - o Enter the Profile Name
 - o Query for the open invoice or invoices
 - o Toggle the invoice or invoices closed
 - o Check balance and verify accuracy and then click OK to save the payment
 - o You will need to enter a journal entry
 - o If this is a payment received, this will be a Credit to Client and a Debit to your Expense account.
 - o If this is a payment made, this will be a Debit to your Client Balances and a Credit to your Expense account.
 - The exact expense account depends on why the client is not paying your agency. A couple of examples might be as follows:
 - ◆ Fam. Trips
 - ◆ Client Gifts
 - ◆ Bad debits
 - ◆ Agent Errors
 - ◆ Cost of Sales

8) Writing off a vendor balance

- Use this method to write off an unpaid balance on a profile. This could be a vendor that has gone out of business or commission that will not be collected.
 - o Enter the amount of the balance due from the Core Report
 - o Select Payment the payment type based on balance due
 - o Enter the payment date
 - o Enter Remarks
 - o Use the Default bank account
 - o The Branch is optional
 - o Select Payment Method of Other
 - o Select Profile Vendor
 - o Enter the Profile Name
 - o Query for the open invoice or invoices
 - o Toggle the invoice or invoices closed
 - o Check balance and verify accuracy and then click OK to save the payment
 - o You will need to enter a journal entry
 - o If this is a payment received, this will be a Credit to Vendor Balances and a Debit to your Expense account.
 - o If this is a payment made, this will be a Debit to Vendor Balances and a Credit to your Expense account.
 - The exact expense account depends on why the vendor is not paying your agency. A couple of examples might be as follows:
 - ◆ Bad debits
 - ◆ Agent Errors
 - ◆ Cost of Sales

9) How to clear up an unapplied client balance

- In order to clear up an unapplied balance for a client, you must have the “Allow Client Unapplieds” checked on the Prompt tab. This tab is in Utilities | Setup | Global Defaults.
- To run a report showing the detail of the unapplied balance, go to Reports | Payment | Analysis. The date range will depend on when the unapplied balance first occurred. The profile type should be “all clients”.
 - o Enter the amount of the payment
 - The amount of the payment will depend on the amount of the unapplied balance and if there are open invoices.
 - If you are closing all invoices and clearing up the unapplied balance enter the amount from the Balance Due on the Client and/or Vendor balance report. Note: A positive balance will be a payment received, whereas a negative amount will be a payment made.
 - o Enter a Payment | Received (or Payment | Made)
 - o Enter the Payment Date
 - o Select the correct bank account (if the amount is \$0, use the default bank account)
 - o Enter your Remarks
 - o Select the Bank account
 - o Payment method will be either other, cash or Check
 - o Select the Profile Type Client
 - o Enter profile name and query for open invoices
 - o Toggle the appropriate invoices and vouchers closed
 - o Check balance, and verify accuracy and then click OK to save the payment
 - o Click on Yes if you are prompted “Payment Amount Is Zero - - Continue?”
 - o If your are prompted to create a voucher, say yes so you do not create a new unapplied balance
 - o If you have used a payment method of other, you will be prompted for a journal entry.
 - If your payment amount is \$0, say no, or cancel the journal entry.
 - If the payment amount is not \$0, and use payment method other, you will need to create a journal entry.
 - If this is a payment received, this will be a Credit to Client Balances and a Debit to your Expense account.
 - If this is a payment made, this will be a Debit to Client Balances and a Credit to your Expense account.
 - ♦ The exact expense account depends on why the original unapplied balance was created. A couple of examples might be FAM Trips, Client Gifts, Bad Debits, Agent Errors, or Cost of Sales.

10) How to clear up an unapplied vendor balance

- In order to clear up an unapplied balance for a vendor, you must have the “Allow Vendor Unapplieds” checked on the Prompt tab. This tab is in Utilities | Setup | Global Defaults.
- To run a report showing the detail of the unapplied balance, go to Reports | Payment | Analysis. The date range will depend on when the unapplied balance first occurred. The profile type should be “vendor”.
 - o Enter the amount of the payment
 - The amount of the payment will depend on the amount of the unapplied balance and if there are open invoices.
 - If you are closing all invoices and clearing up the unapplied balance enter the amount from the Balance Due on the Client and/or Vendor balance report. Note: A positive balance will be a payment received, whereas a negative amount will be a payment made.
 - o Enter a Payment | Received (or Payment | Made)
 - o Enter the Payment Date
 - o Select the correct bank account (if the amount is \$0, use the default bank account)
 - o Enter your Remarks
 - o Select the Bank account
 - o Payment method will be either other, cash or Check
 - o Select the Profile Type Vendor
 - o Enter profile name and query for open invoices
 - o Toggle the appropriate invoices and vouchers closed
 - o Check balance, and verify accuracy and then click OK to save the payment
 - o Click on Yes if you are prompted “Payment Amount Is Zero - - Continue?”
 - o If you are prompted to create a voucher, say yes so you do not create a new unapplied balance
 - o If you have used a payment method of other, you will be prompted for a journal entry.
 - If your payment amount is \$0, say no, or cancel the journal entry.
 - If the payment amount is not \$0, and use payment method other, you will need to create a journal entry.
 - If this is a payment received, this will be a Credit to Vendor Balances and a Debit to your Expense account.
 - If this is a payment made, this will be a Debit to Vendor Balances and a Credit to your Expense account.
 - ♦ The exact expense account depends on why the original unapplied balance was created. A couple of examples might be Bad Debits, Agent Errors, or Cost of Sales.