

# CrossCheck Travel

## FEE MANAGEMENT

### User Release Notes



## CrossCheck Travel Fee Management

To assist with the handling of Customer Service Fees and other Transaction Fees in CrossCheck Travel, there is a new Tab within the Trip File for generating Fees:



Fee	Sales Code	Service Type	Supplier Id	Amount	GST	Fee Total	Source
DOM ITN	Domestic	Service Fee	ZZ	10.00	1.00	11.00	USER
							Chg: Y Del: Y
Total:				10.00	1.00	11.00	

Fees created in this area can then be converted into a *Quote* item or directly into a Cheque Requisition. For any Fees to be charged to customers, the agency administrator needs to setup standard fee types in CrossCheck Travel which will become available for all users in your office.

The number of Fee Types that can be setup is unlimited, but they must be linked to one of these new fees related Service Types.

Transaction Fee
Merchant Fee
Amendment Fee
Service Fee
Management Fee
Cancellation Fee

(The linking of these new Service Types to the *Fee Rules* is explained later within these notes).

### New Supplier Codes

The creation of new Fee Types is dependant on there being at least one Supplier per each of the fee related Service Types. The upgrade process automatically creates six new Suppliers with a Code of ZZ which are aligned with the six fee related Service Types. If electing to use these new codes for your Fee processing, these ZZ Supplier Codes will need to be updated via the *Maintain Suppliers* screen. Alternatively, you may elect to create a different Supplier code (or set of Suppliers) for each of the new fee related Service Types.



If you have existing Supplier Codes for processing Service Fees, then these codes will need to be replicated within the Supplier table for each of the six new fee related Service Types. That is, a supplier code cannot be transferred between Service Types, they need to be unique codes for each selected Service Type.

Whether utilizing the system generated 'ZZ' codes or creating your own agency specific set of codes they will all need to have assigned a default Creditor and a default Commission rate set as 100%.

### Default Creditors

Within the *Maintain Supplier* screen you will be required to enter a default Creditor which can be selected from your existing set of Creditor Codes or a specific Creditor for each fee type could be created eg SERVFEES.

The screenshot shows the 'Maintain Suppliers' window. At the top, there is a 'Filter' section with 'Service Type' set to 'Transaction Fee' and a 'Search' section with 'Code' and 'Name' fields. Below this is a table with columns: Service Type, Code, Name, Numeric Code, Sales Code, and Creditor. The table contains one entry: 'Trans Fee', 'ZZ', 'Transaction Fee'. Below the table is a 'Details' section with the following fields: Supplier Id: 'ZZ', Service Type: 'Service Fee', Name: 'Service Fee', Numeric Code: (empty), Sales Code: (empty), AB Number: (empty), ABN Ext: (empty). Underneath the details is a 'Defaults' section with Creditor: 'SERVFEES', Commission: '100.00', and Override: '.00'. At the bottom of the window are buttons for 'New Supplier', 'Delete', 'Addresses/Phones...', 'Save', 'OK', and 'Cancel'.

### Default Commission

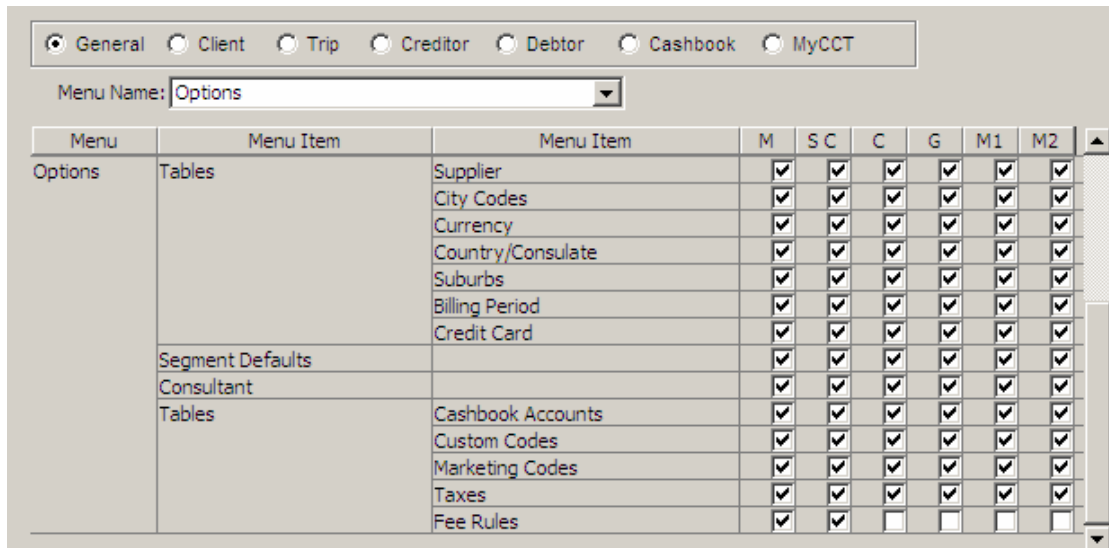
A Default Commission Rate of 100% is set for the Service Fee Suppliers so that fees entered against this Supplier generate the full amount of the fee as agency revenue (less applicable GST). The Default *Override* percentage should not have any relevance to fee calculations so should be left at .00 percent.



## Fee Maintenance

Before entering any Fees in Trip File, the agency administrator will need to create standard fee types which will then become available to all users in your office.

To access the Fee Rules, you will need to have Manager or Senior Consultant status or alternatively Consultants could be given access to this area by updating the relevant Branch Security settings.

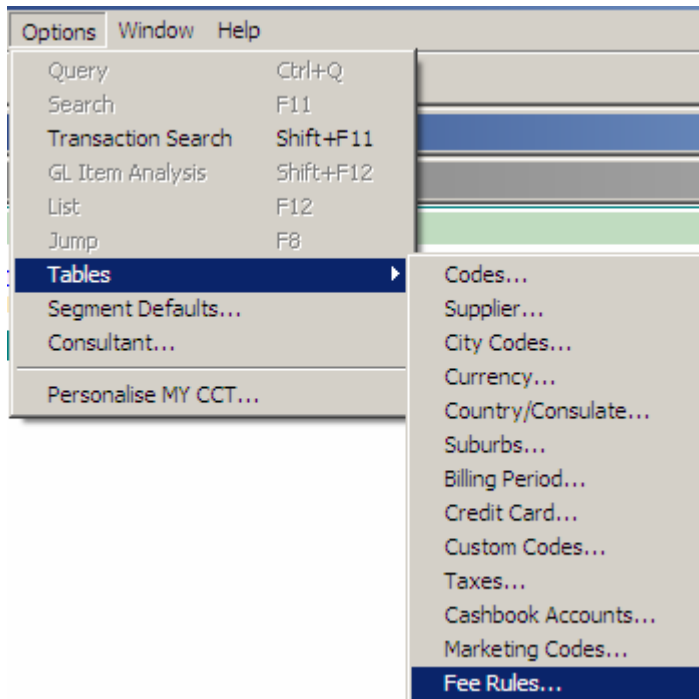


The screenshot shows a software interface for Fee Maintenance. At the top, there are radio buttons for 'General', 'Client', 'Trip', 'Creditor', 'Debtor', 'Cashbook', and 'MyCCT'. Below this is a dropdown menu for 'Menu Name' set to 'Options'. The main part of the interface is a table with columns for 'Menu', 'Menu Item', and security settings (M, S, C, G, M1, M2). The 'Fee Rules' item is highlighted at the bottom of the table.

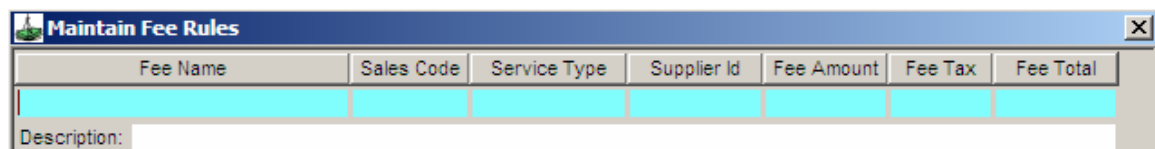
Menu	Menu Item	Menu Item	M	S	C	G	M1	M2
Options	Tables	Supplier	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		City Codes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Currency	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Country/Consulate	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Suburbs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Billing Period	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Credit Card	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Segment Defaults		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Consultant		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Tables	Cashbook Accounts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Custom Codes		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Marketing Codes		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Taxes		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Fee Rules		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



To open the Fee Rules screen from the Main Menu in CrossCheck Travel, select **Options, Tables, Fee Rules**.



Selecting the *New Button* in the *Maintain Fee Rules* screen will display the input screen for creating a new *Fee Rule*.



The *Maintain Fee Rules* screen has many of the mandatory fields that exist in *Cheque Requisitions* and *Quotes* which will assist in the eventual conversion of Fees into either of these Trip items.





## Fee Name

Each new *Fee Rule* requires an individual code which is entered into the Fee Name field. These codes may be any combination of alpha and/or numeric characters and spaces are allowed within the codes.

**Important Note:** For agencies that are also using the **Galileo Fee Manager** product, all Fee Names available in *Viewpoint* need to be replicated in CrossCheck Travel and must be identical (including spaces between characters where applicable).

## Service Type

Each Fee is assigned a *Fee Service Type* so that all fees are categorized into one of the six Service Types available for selection. These new Service Types will display within the reporting modules for analyzing the amount and breakdown of fees generated for any given reporting period.

## Sales Code

All Fees are assigned a *Sales Code* of Domestic, International or Sundry depending on the type of fee being setup. A Domestic Fee will automatically generate GST, while the options of International and Sundry permit the inclusion of GST on Fees to be optional.

## Supplier Id

Your upgrade to the latest version (3.0.4F or 3.1) of CrossCheck Travel automatically created a new Supplier Code 'ZZ' for each of the new six Service Types. You can elect to use this ZZ code for all your fee transactions or you may setup any number of new Suppliers from within the standard Supplier maintenance screen.

## Fee Amount

This will be usual amount charged for this particular type of fee. The amount saved as part of the setup will default into the new Trip Fees tab when selected but this amount may be edited for each new fee that is applied.

## Fee Tax

This is the applicable amount of GST that that will display when this fee type is used. The amount of GST will alter if the *Fee Amount* is changed in the Trip Fees Tab.



## Fee Total

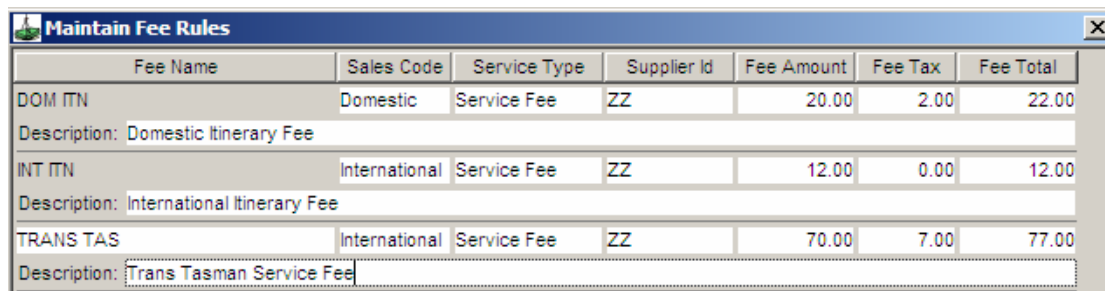
The *Fee Total* is just the addition of the *Fee Amount* and the *Fee Tax*.

Fee Amount	Fee Tax	Fee Total
20.00	2.00	22.00
100.00	0.00	100.00
110.00	0.00	110.00
12.00	0.00	12.00

When entering these default fee values, the amounts can be set by entering the *Fee Amount* which calculates the *Fee Total* and applicable GST or alternatively, enter the *Fee Total* and the proportion of GST and *Fee Amount* will be calculated.

## Description

The text entered into the Description field will print on documents that utilize Quotes and Cheque Requisitions created from Fee entries.



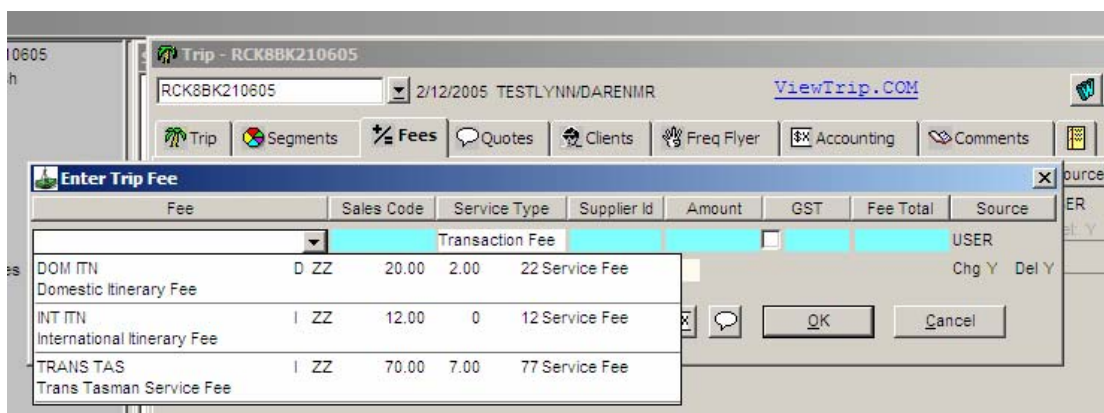
Fee Name	Sales Code	Service Type	Supplier Id	Fee Amount	Fee Tax	Fee Total
DOM ITN	Domestic	Service Fee	ZZ	20.00	2.00	22.00
Description: Domestic Itinerary Fee						
INT ITN	International	Service Fee	ZZ	12.00	0.00	12.00
Description: International Itinerary Fee						
TRANS TAS	International	Service Fee	ZZ	70.00	7.00	77.00
Description: Trans Tasman Service Fee						

More Fee Types can be added within this screen and the pressing of the Save Button will then allow these Fees to be available within the Trip Fees Tab. The default amounts may be updated at any time but these Fee Rules may only be deleted if they have not been used to create any Fees.

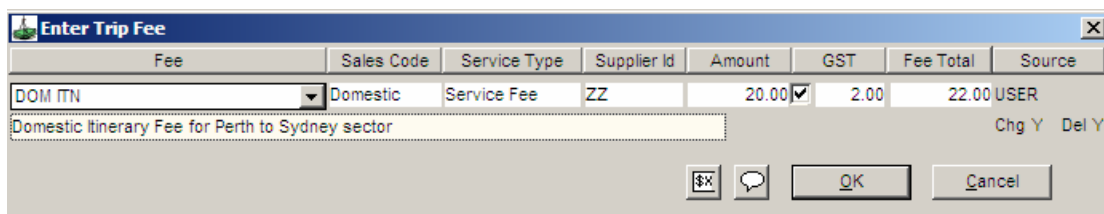


## Using the Fee Rules

When Fees are to be charged to the passenger(s) on the Trip File, the Fees Tab is accessed and the New button is selected. In the *Fee* field is a drop-down list of Fees Rules created by your agency administrator. These will appear in alphabetical order of the Fee Codes created.



The selection of one of these Fee Codes will retrieve all the associated Fee data into the screen. This information can then be edited, particularly if needing to alter the amounts or change the Description so that it is customised to help explain the reason for the Fee being charged to the customer.



From within the Trip Fee window, a Quote OR a Cheque Requisition can be generated and the choice of these two options is likely to be dependant on the type of customer being charged.

That is, for a Corporate customer you are likely to go straight into creating a Cheque Requisition (then Invoice this transaction) while for a retail customer, a Quote could be created so that these amounts can be included in the overall Quotation to the customer. Otherwise, the Fees can be Saved without creating either a Quote or a Cheque Requisition. When the Service Fee items have been saved, they will display on the Trip Fees tab as individual items, similar to this example:





Fee	Sales Code	Service Type	Supplier Id	Amount	GST	Fee Total	Source
DOM ITN	Domestic	Service Fee	ZZ	10.00	1.00	11.00	USER Chg: Y Del: Y
DOM ITN	Domestic	Service Fee	ZZ	20.00	2.00	22.00	USER Chg: Y Del: Y
Domestic Itinerary Fee for Perth to Sydney sector							
Total:				30.00	3.00	33.00	

From this screen, the existing Fee items can be re-opened and edited or one of the four buttons at the bottom of the screen can be selected or the user may just exit the Fees Tab. When selecting any of the above four buttons the following will occur:

**New Fee:**

A new fee can be added to the Trip File at any time.

**Create Cheque Requisition:**

For the fees selected on the screen (which will be highlighted in dark blue), this option will create Chq Recs on the Trip File. The Chq Rec transaction number will display on the right hand side of the Fee Tab

DOM ITN	Domestic	Service Fee	ZZ	10.00	1.00	11.00	USER
							Chq Rec: Q8305
							Chg: Y Del: Y





**Create Quotation:**

If the Create Quotation option is selected, for the fees selected on the screen (which will be highlighted in dark blue), Quotes on the Trip File will be created. The Quote transaction number will display on the right hand side of the Fee Tab

DOM ITN	Domestic	Service Fee	ZZ	20.00	2.00	22.00 USER
Domestic Itinerary Fee for Perth to Sydney sector				Quote: 16970		Chg: Y Del: Y

**Refresh:**


The Refresh button has relevance when Fees generated through Galileo Fee Manager are downloaded into the Trip File.







## Galileo Fee Manager Integration

If using the Galileo Fee Manager product, fees generated in Viewpoint can be updated automatically into CCT as part of the Booking File Download process.

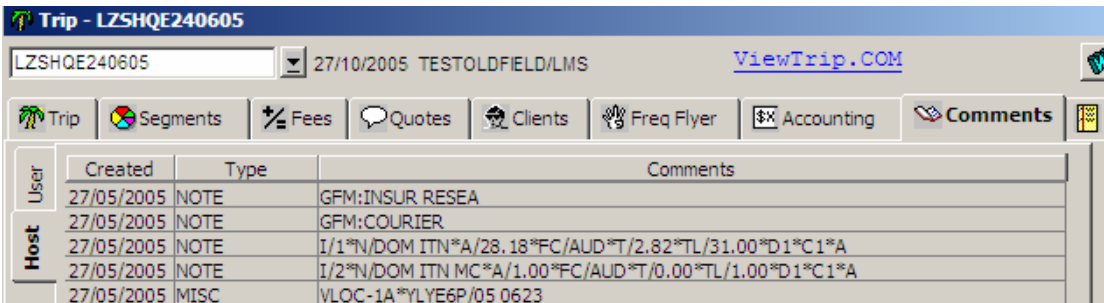
If fees have been generated in Galileo Fee Manager, these will display in Viewpoint as Service Fees under the *Remarks, Fees and Service Information* folder.

[-]  **Remarks, Fees and Service Information**

- +  Vendor Locators
- +  Vendor Remarks
- +  General/Notepad Remarks
-  Service Fees

Fee Name	Fee Amt	Tax Amt	Fee Total	Currency	Del	Chg	Type
DOM ITN	28.18	2.82	31.00	AUD	Y	Y	Automatic
DOM ITN MC	1.00	0.00	1.00	AUD	Y	Y	Automatic

The Booking File download process will generate Host Comments into the Trip File that have the Fee Manager information in a specific format.

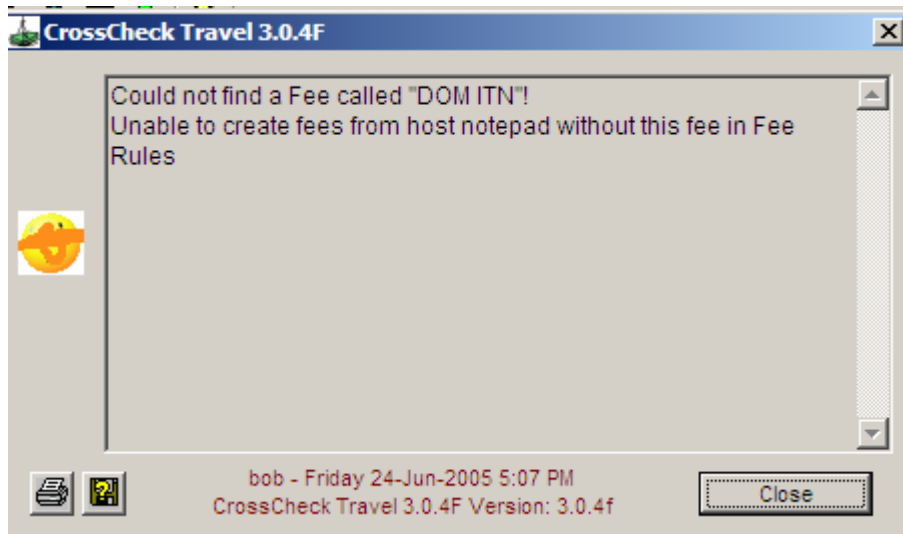


User	Created	Type	Comments
Host	27/05/2005	NOTE	GFM:INSUR RESEA
Host	27/05/2005	NOTE	GFM:COURIER
Host	27/05/2005	NOTE	I/1*N/DOM ITN*A/28.18*FC/AUD*T/2.82*TL/31.00*D1*C1*A
Host	27/05/2005	NOTE	I/2*N/DOM ITN MC*A/1.00*FC/AUD*T/0.00*TL/1.00*D1*C1*A
Host	27/05/2005	MISC	VLOC-1A*LYE6P/05 0623

Clicking on the Fees Tab will then generate these Comments into actual Fees within the Trip File.

If any of the Fee Codes used in Fee Manager did not exist in the CCT *Fee Rules*, one of these Fees will be created in CCT and an example of the error message that will display is below:





Once the Fee is setup in the CCT Fee Rules, the Refresh button in the Fees Tab can be selected to generate the Fees.

Fee	Sales Code	Service Type	Supplier Id	Amount	GST	Fee Total	Source
DOM ITN	Domestic	Service Fee	ZZ	28.18	2.82	31.00	GALILEO
Domestic Itinerary							Chg: Y Det: Y
DOM ITN MC	Domestic	Service Fee	ZZ	1.00	0.00	1.00	GALILEO
							Chg: Y Det: Y
Total:				29.18	2.82	32.00	

From there, these Fees can be converted into a Quote or Cheque Requisition as per manual fee entries,

Once the Fee information has been converted from the Trip File Comments into Fees within the Fees Tab, this information no longer appears within the Comments Tab.

User	Created	Type	Comments
	27/05/2005	NOTE	GFM:INSUR RESEA
	27/05/2005	NOTE	GFM:COURIER
Host	27/05/2005	MISC	VLOC-1A*YLYE6P/05 0623

Of course though, this information still exists within the Viewpoint Booking File.

