CrossCheck Travel Enterprise

Account Management Reference Guide

Galileo by Travelport

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Introduction

CrossCheck Travel has been enhanced to allow multiple branches to be accessed from one database. It enables consultants and managers to work concurrently in multiple branches linked to one physical location.

Overview

One database will cater for all branches and will include one
- Cashbook and one set of Creditors
- Set of Transaction ID's
- Security tab
- Custom field tab
- Mandatory Trip and Client file settings
- Set of unique Consultant, and Debtor ID's

Each Branch will have its own:
- Header for documents and reports
- Canned Remarks and set of Comments
- Branch and Consultant tab

Branch Key

Client, Trip and Debtor files can be created in each Branch, and every file will have a **Branch Key** to show were it was created.

Merged Databases

The **first database** to merge will keep their transaction numbers. e.g. 1-10,000

The **second database** to merge will have their transaction numbers renumbered to follow the first. e.g. 10001 – 20000

All **new transactions** created in the merged database will take on transaction numbers following those already created for database two. E.g. 20001- 30000

Sites which have their transaction numbers renumbered e.g. original was 456 new 30456 will have this information displayed in the transaction banner.

Access Rights

Access rights to all branches are set up under the supervisor settings and can be altered by the manager as required. **Consultants** and other **Users** can be given access to as many Branches as required.
There are four different levels of access as described below.

Home

The branch where the consultant does most of their work is referred to as the **Home** Branch. All users can have **only one Home** branch. The manager can change the Home status from one branch to another if required.

Access

All users can be given **Access** rights to any number of branches. They can open, change and delete any information they have been authorised to access within the branch by the Supervisor. They can manage files in the **Access** category in much the same way as those in the **Home** status with the exception of uploading and downloading.

Read Only

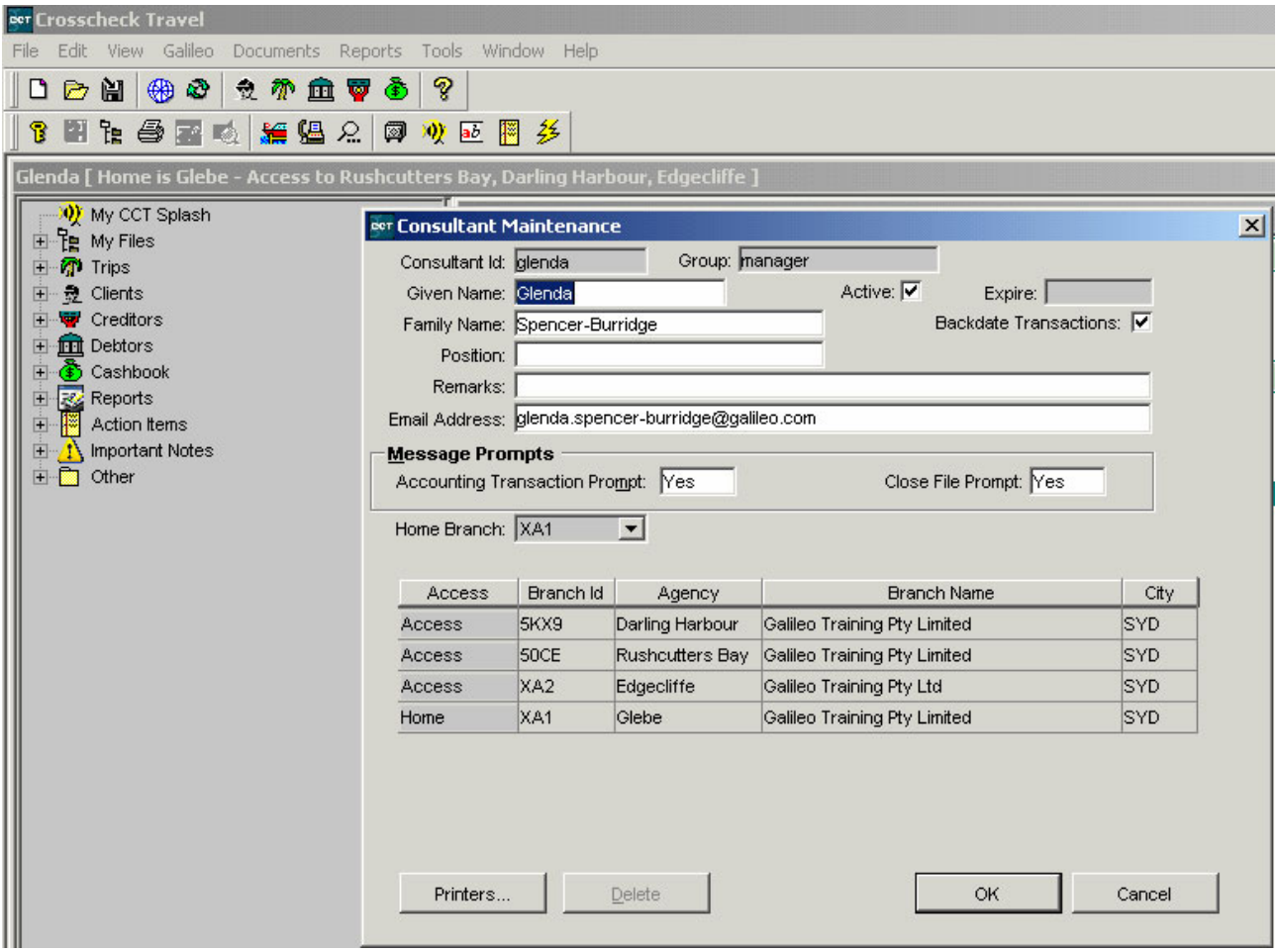
A user can open and view files in a branch where they have Read Only status, but not make any additions or changes.

No Role

If a user has **No Role** status they cannot open or view any files belonging to that branch. They can view the Cashbook and Creditors (if they have been selected in the supervisor settings to use these modules) for the No Role branch along with all other branches. The Cashbook and Creditors files are shared by the entire network.

Viewing status

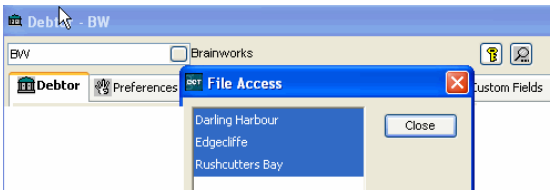
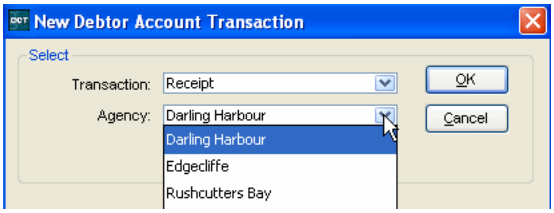
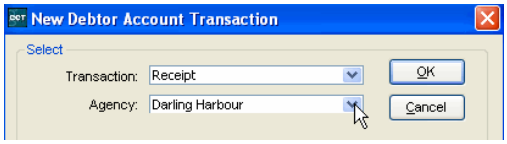
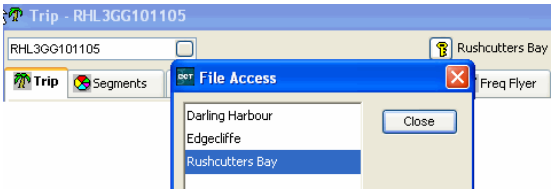
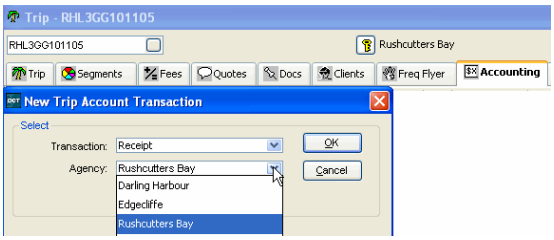
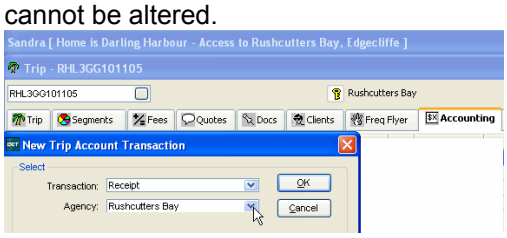
The title bar shows a summary of the users' access rights. They can also check their status with each branch either by clicking on the **Other** folder in the **MyCCT** area and selecting the **My Details** folder, or by clicking on **Consultant** under the **Tools** heading on the menu bar.



The **Consultant Maintenance** screen is a view only screen. The Manager can alter the status a user has with each branch and set password expiry dates through the Supervisor settings.

Users in the **Manager** Group do not see all Branches in the CCT database by default in the Branch Key or the Agency Field of Transactions Windows. The Branches a Manager can view is determined by the selection in the **Consultant Maintenance** screen shown above and must be selected in the same way as for any other User Group.

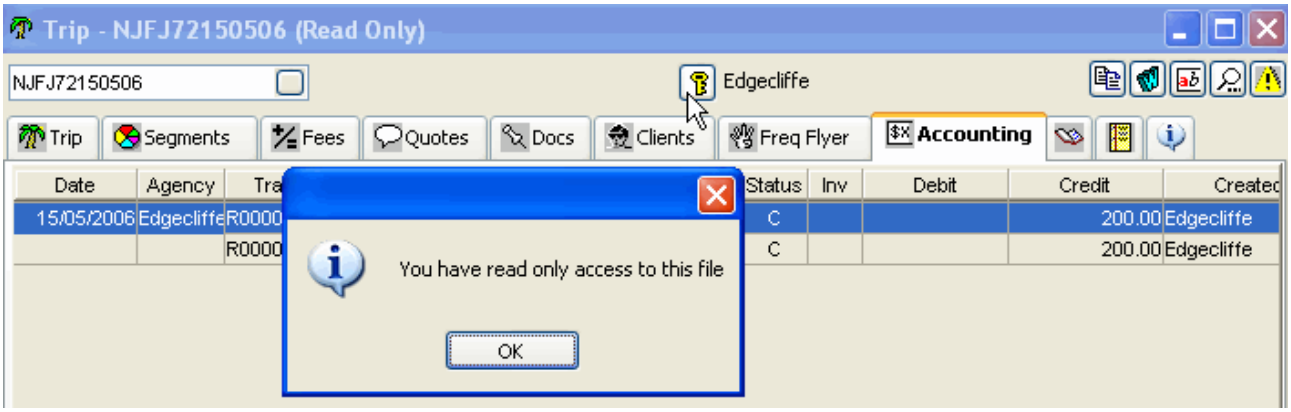
The default setting for transactions and file identity are listed in the following table.

Module	Manager	Snr Consultant and Consultant
Debtor Change Agency	**Yes**  Click on the **Key** and highlight the Agencies who will be able to Access this Debtor. Multiple Agencies can be selected.	**No** Will see the Agencies selected by the Manager and will not be able to alter this selection.
Debtor Change transaction Agency	**Yes** Defaults to Agency that is selected first on the Debtor Agency key but a different agency can be selected in the New Debtor Account Transaction window.  	**No** Defaults to Agency that is selected first on the Agency key and cannot be altered. 
Trip and Client files Change Agency	**Yes** A change can be made by selecting the new agency from the Agency key. Only agencies with Home and Access status will be available for selection.  	**No** Will only be able to view the assigned agency and will not be able to open the key to make any changes.
Trip Change transaction Agency	**Yes** Defaults to the branch the trip file belongs to, not the Users' Home branch but a different branch can be selected from the scroll.  	**No** Defaults to the branch the trip file belongs to, not the Users Home branch and cannot be altered. 

Read Only and No Role

If a user has **Read Only** or **No Role** access at a particular branch, the branch will not show in the Agency transaction field or the Agency Key field.

If a user has **Read Only** rights to a branch they will be able to access files but will not be able to double click on any areas to view or add additional data.



Transaction Banners

All transaction banners will display the branch the transaction was created in.

When direct deposit has been selected as the form of payment the transaction banner will show the bank account ID when re-opened.

Once the Receipt has then been reconciled to a Bank Statement it will appear as below.

Supervisor Section

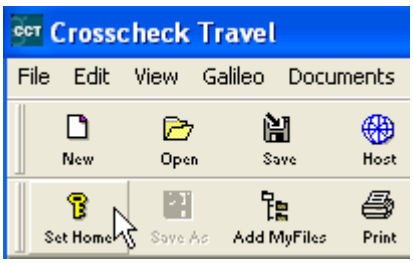
There is only one **Supervisor** section in CCT for the entire network. Details about this section have been included under the heading of System Administration, in this guide.

Set Home

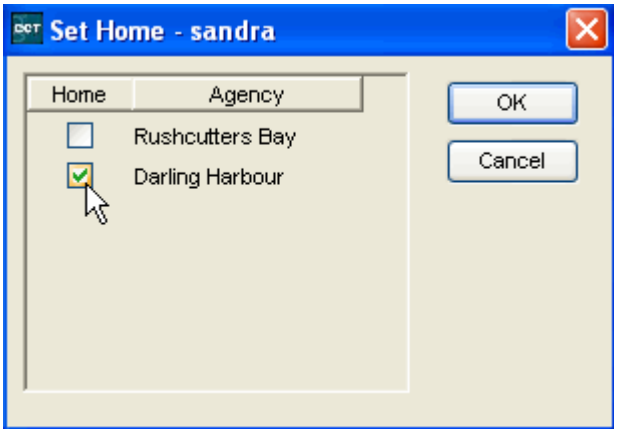
The **Set Home** function allows the user to change the **Home** branch. This function may only be available to managers and supervisors. Altering this setting will effect the creation of new files, transactions and access to certain files.

The title bar always shows the users existing access rights for all branches.

Click on the **Set Home** button on the **MyCCT** toolbar to alter the users Home branch.



Tick the radio button to select the new Home branch and click **OK** to save the change.



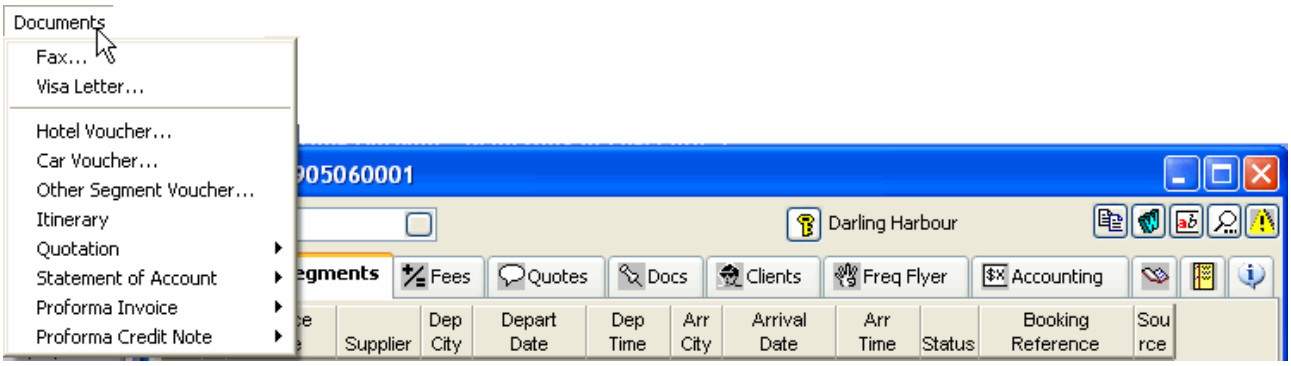
The title bar will reflect this change.

Transaction Search

When a transaction search is performed a user can only view accounting transactions that were created in the users **Home** branch or a branch where their status is **Access.**

Should the user try to open a transaction from a branch where they have **Read Only** status, a prompt similar to the following will be displayed.

Documents



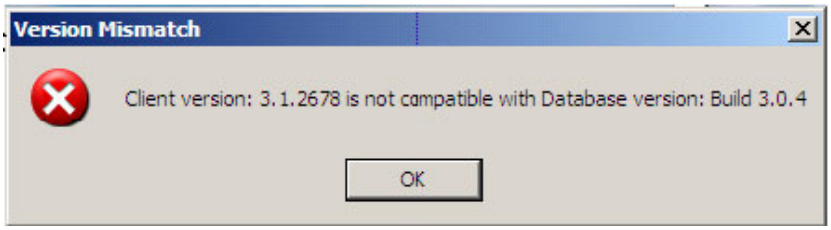
When a document is opened from the **Menu bar** it will use the **logged in users Home** branch for the letterhead, regardless of where the file was created. This also applies to Itineraries created by clicking on the **W button** within the Trip file.

When a previously created document is re-opened from the **Documents Tab** the Home branch of the original user will print in the letterhead, not that of the logged in user. More information about the Document tab has been included later in this guide.

Login Changes

Version Mismatch Message

When logging in to CrossCheck Travel, the system will check that the workstations and database match. If they are the same version the login will proceed. If a message appears similar to the example below with a title Version Mismatch it means that either the Workstation or Server upgrades were not completed successfully.

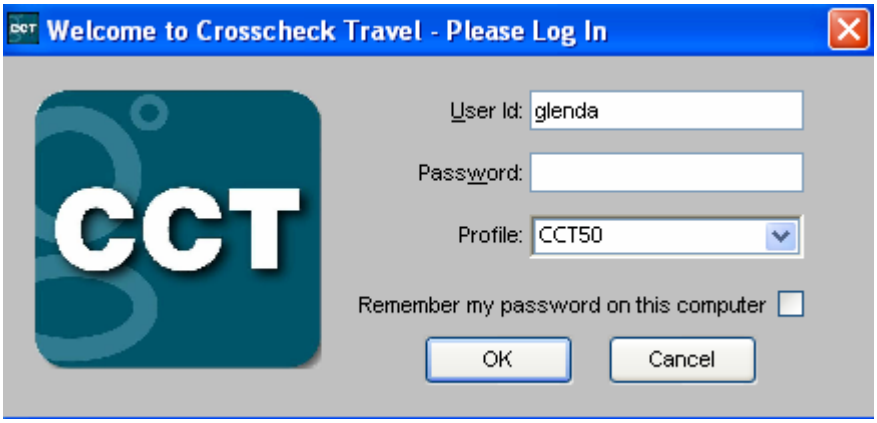


To rectify this situation, the best solution is to re-run both the Server and Workstation upgrades then try logging into CrossCheck Travel again.

Remember My Password

The **Remember my password on this computer** box will appear on all log-in screens through out the network, and cannot be disabled.

If a user has ticked the "**Remember my password on this computer**" box, CCT will open automatically when the **User Id** is entered.



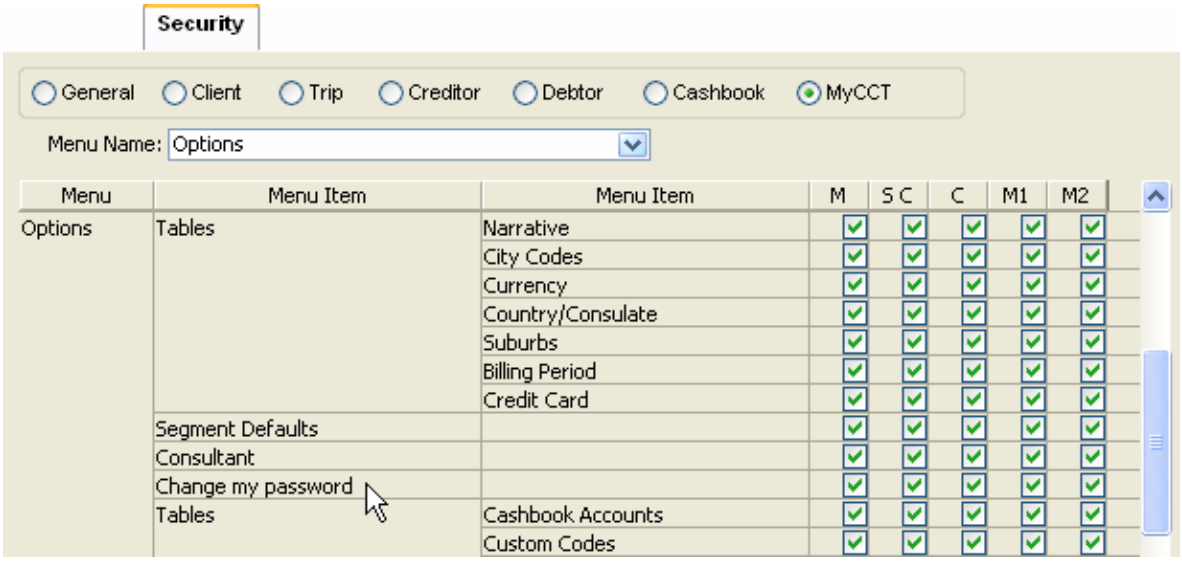
Profile

Select a **Profile** from the scroll attached to this field. If there is only one data-source, the drop-down arrow on this field will be greyed out and no entry will be required.

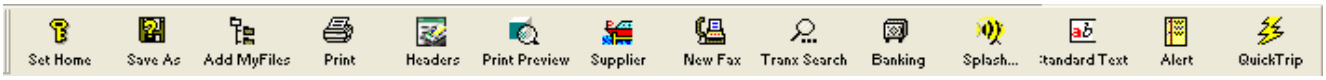
Change My Password

The user must log in with their existing password and then click on the **Tools** heading on the menu bar and select **Change my password**, and complete the dialogue box.

The rights to change the password for a user group can be adjusted in the **Supervisor** setting, under the **Security** tab **MyCCT** module, with the **Options** Menu Item selected.
Details about Security settings are included later in this guide.



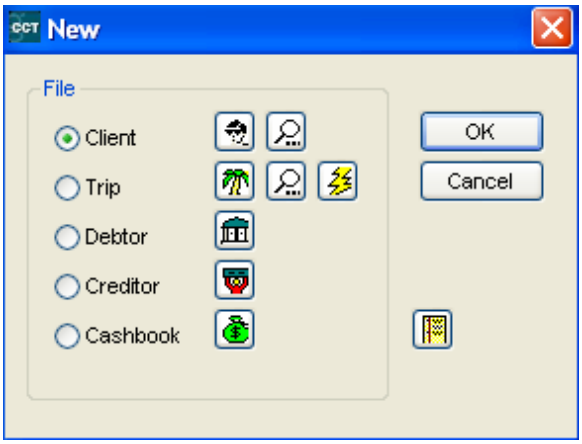
Toolbar



The MyCCT Toolbar has two new items, **Set Home** and **Add My Files**. All toolbar functions have been listed below for revision.

Creating New Files

The **New** icon on the standard toolbar has more options for creation of new files.



System Administration

Log in as Supervisor to access the System Administration area of CrossCheck Travel.

Branch and Setup Areas

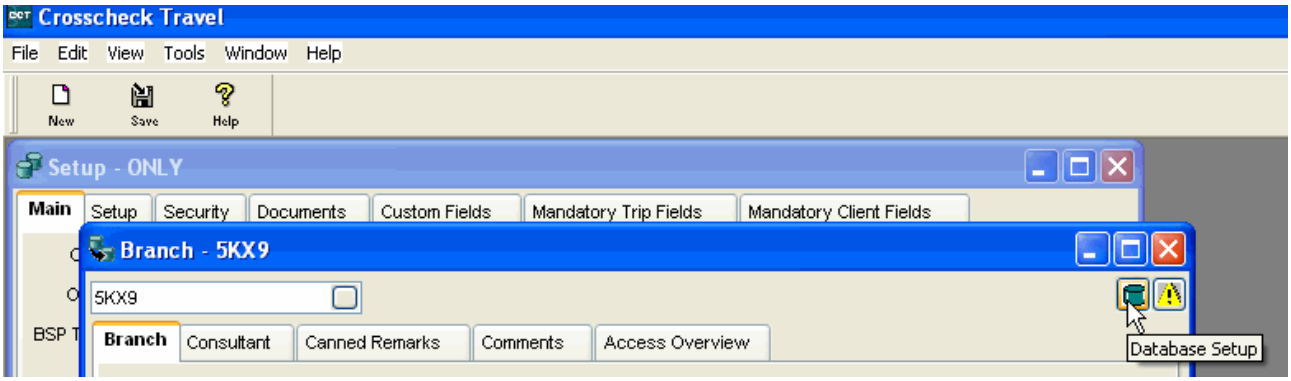
The **Branch** and **Setup** screens allow the System Administrator to carry out system maintenance functions, e.g. recording new branches, adding or modifying the agency name and address details, creating users and passwords, setting up security levels and customising documentation.

- The **Set-up Only** section contains settings for the entire database or network, for all branches.
- The **Branch** section contains information relating to each individual branch or agency.

In order to add, modify, or delete **Branch** and **Setup** data, the System Administration must log in to CrossCheck Travel using the **Supervisor User Id** and **Password.** (the password is available to managers only from the Service Centre)

Structure

CCT will open with one section overlapping the other. The **Branch** section will open on top and the **Set-up–Only** section is visible in the background.
Move from one section to the other by clicking on the visible screen in the background. You can also move from the **Branch** screen to the **Setup** screen by clicking on the **Database Setup** button in the top right hand corner of the Branch screen.



Unchanged Tabs

The Setup, Custom Fields, Mandatory Client Fields, and Comments tabs are the same as in CrossCheck Travel 3.1 and have therefore been omitted from this guide. The settings under these tabs apply to the entire network with the exception of the Comments tab which relates to the individual branch.

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Setup - Only

Some of the **Setup-Only** tabs; will have default information already included as recommended by Galileo Southern Cross, whereas others will require the supervisor to enter choices for this network.

Main Tab

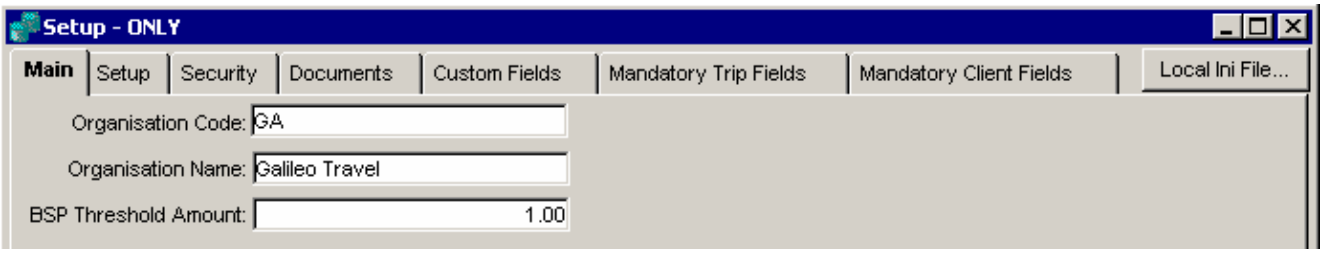
Enter an **Organisation Code.** This code must be 3 characters. It is not linked to any other fields so can be the user's choice.

Enter an **Organisation Name.** This is a free text field and is not linked to any other fields.

Enter the **BSP Threshold Amount**. The Threshold Amount is the amount of allowable difference in the balance payable of each ticket. Any minor discrepancy between the amounts showing in the BSP File and the value of the tickets downloaded into and created in CCT will then be accepted within the Reconciliation Process but an ADM or ACM transaction is automatically created in the Trip File for the difference.

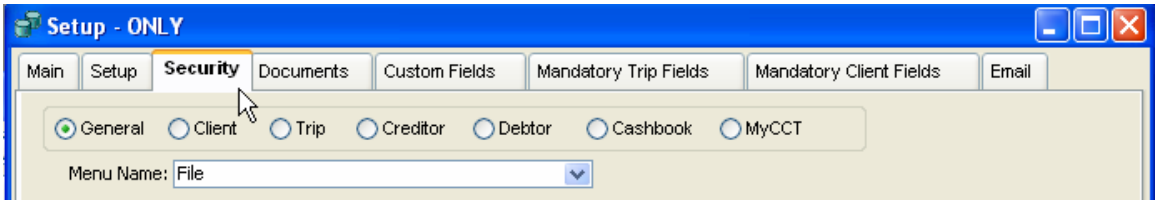
e.g. If the Threshold is set to 1.00 this means when doing the BSP reconciliation any discrepancies </= 1.00 automatically approve. Anything greater than 1.00, do not approve.

To save your entries, click on the **Save** icon on the main toolbar or press the **CTRL+S** keys.



Security Tab

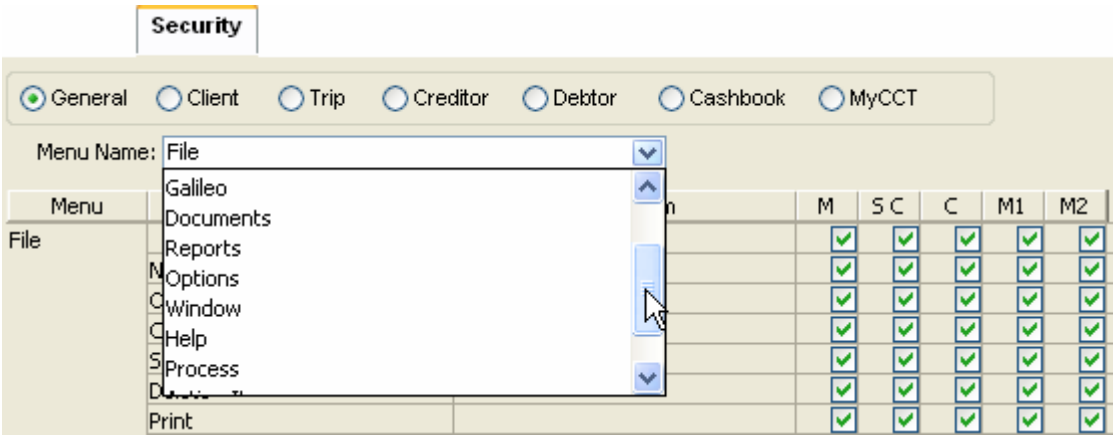
The settings in this tab apply to **all** users in the network and **cannot** be configured for each branch.
The Security Tab allows complete modules or individual menu items in CrossCheck Travel, to be enabled or disabled for specified user groups. This section relates to functions in CCT and not to individual consultants access rights at each branch.



Field	Description
Security	Select which section of CrossCheck Travel you wish to view or change. This selection will determine which menu items become available. General Client Trip Creditor Debtor Cashbook MyCCT
Menu Name	Select the menu item required from the drop down list.
Security Box	This field displays a grid where the various security options can be selected. The columns on the right hand side indicate the 6 users groups: **M** Manager **SC** Senior Consultant **C** Consultant **M1** Miscellaneous 1 **M2** Miscellaneous 2 M1 and M2 can be used to set up additional groups if required. **The ✔ symbol in a box indicates that this option is available to all users in that group. A blank box indicates that the option is not available.**

Structure

Each module has its own set of items, as well as items common to all modules. As the radio button is clicked for each module, the displayed items will change according to what is applicable for that module and menu item selected.



Menu Names which produce the same list for each module are:

- Galileo, Edit, Window , Help ,File, Reports
- Options (except the MyCCT module)
- Documents (except the Trip and Debtor and Client)

Menu Names which produce different lists are:

- **View and Process**. It is under these two categories that the supervisor might find many of the items they wish to adjust.

Additional Menu Names

The following **Menu Names** appear only under specific modules:

- General Action Items and View Everyone – appear only under the General module.
- File Open Warning appears only under the MyCCT module.

“Other” appears only under the Client Module.

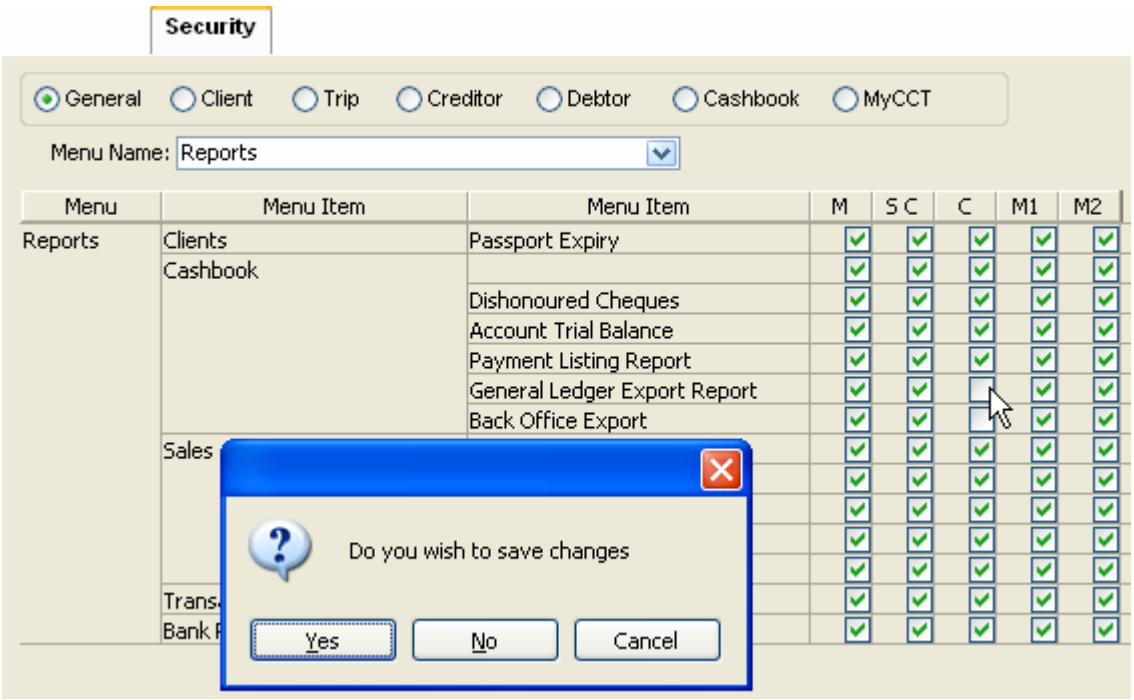
Procedure

1. Select the **radio button** for the appropriate module.
2. In the **Menu Name** box, select the menu required.
3. **Tick or un-tick** a user group for each item in the displayed list.

The ✔ symbol in a box indicates that this option is available to all users in that group.
A blank box indicates that the option is not available.

Note

If you alter the selection in a **Menu Name** which is the same in more than one module, this Menu item must be altered under every module. E.g. Reports



After you have altered the settings a prompt will as you to save the changes. Click **Yes** to save the alteration.

Complete modules or individual items can be disabled for any user group for the entire network. This process cannot be completed at a branch level.

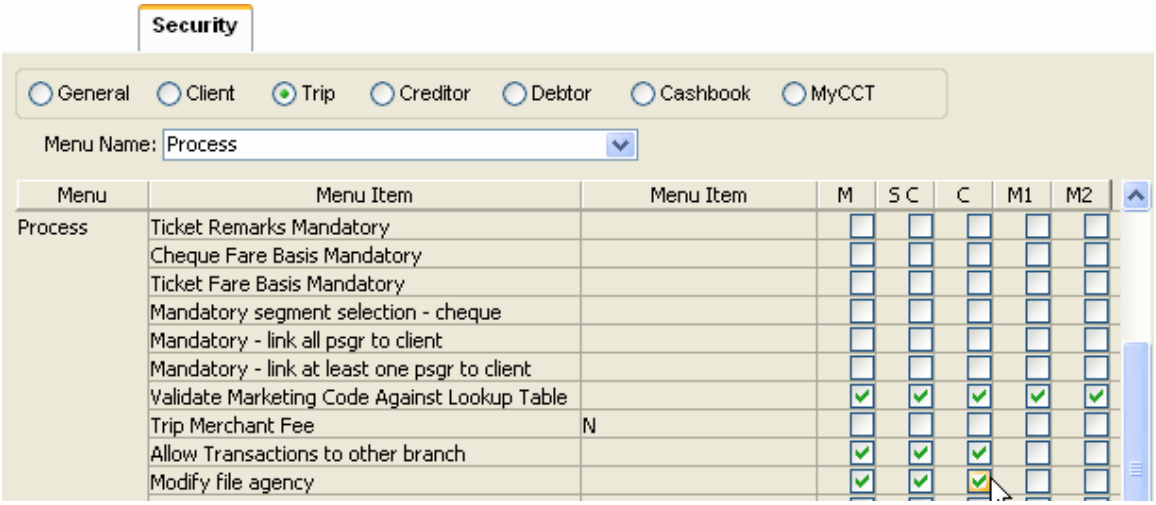
Many items under the **Security** tab have not changed from CCT 3.1 and have not been included in this guide; only items new to CCT Enterprise have been detailed.

Trip module

There are two important areas dealing with changing the **Branch** included under the **Trip** Module, Menu Name **Process**.

1) Changing the Branch Attached to a Trip File

Changing the **Branch** attached to a **Trip** file is a process reserved for the Manager group, indicated by the item **Modify file agency.**

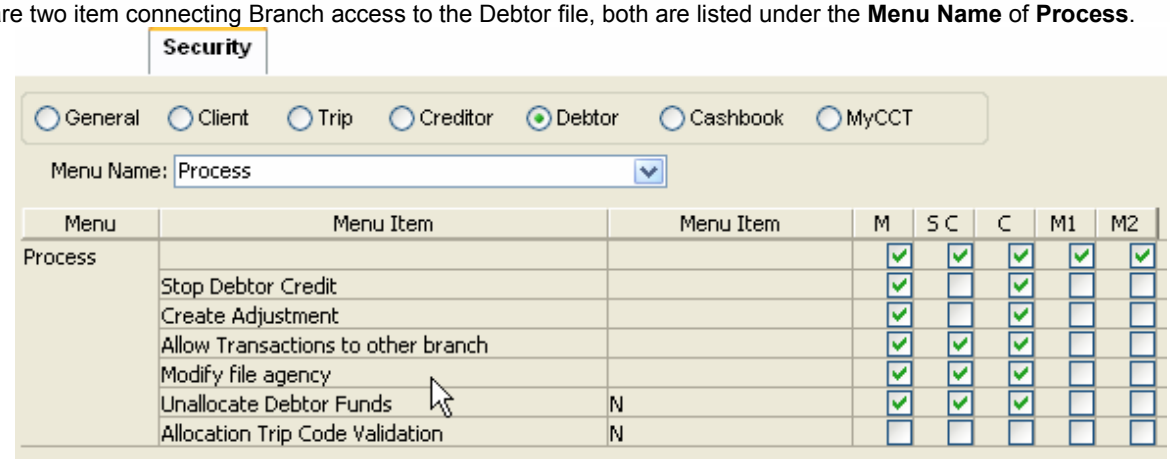


2) Changing the Branch Attached to a Trip Transaction

Changing the **Branch** attached to a **Trip file transaction** is a process reserved for the Manager group, indicated by the item **Allow Transactions to other branch.**

Debtor Module

There are two item connecting Branch access to the Debtor file, both are listed under the **Menu Name** of **Process**.



Changing the Branch Attached to a Debtor File

Modify file agency item when ticked allows the Branch or Branches attached to a **Debtor** file to be altered.

Changing the Branch Attached to a Debtor Transaction

The **Allow Transactions to other branch** item is included under the Menu Name of **Process**. This means a different **Branch** can be selected for any transaction in a Debtor file.

Debtor Un-allocate

Un-allocate – When this item is ticked the user can click on the Un-allocate button displayed under the Debtor account tab. This function will remove the allocation from the Debtor receipt.

Trip Code Validation

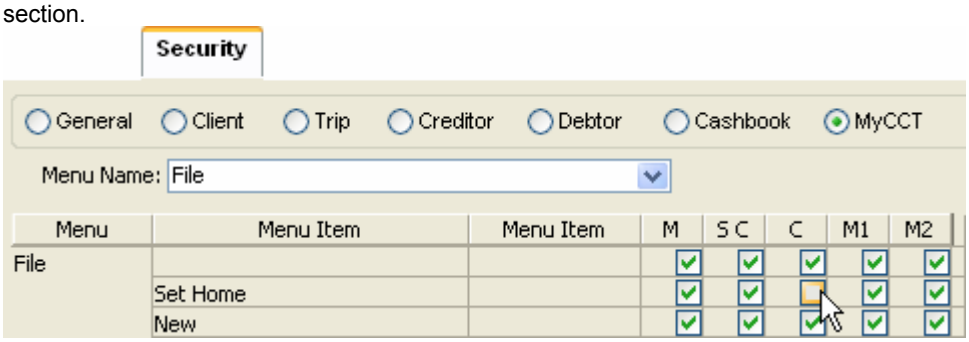
Trip Code Validation is the ability to match the receipt to the Trip file in the Debtor Receipt window. This function is not in use yet.

MyCCT Module

The following items appear under the **MyCCT** module, Menu Name: **File.**

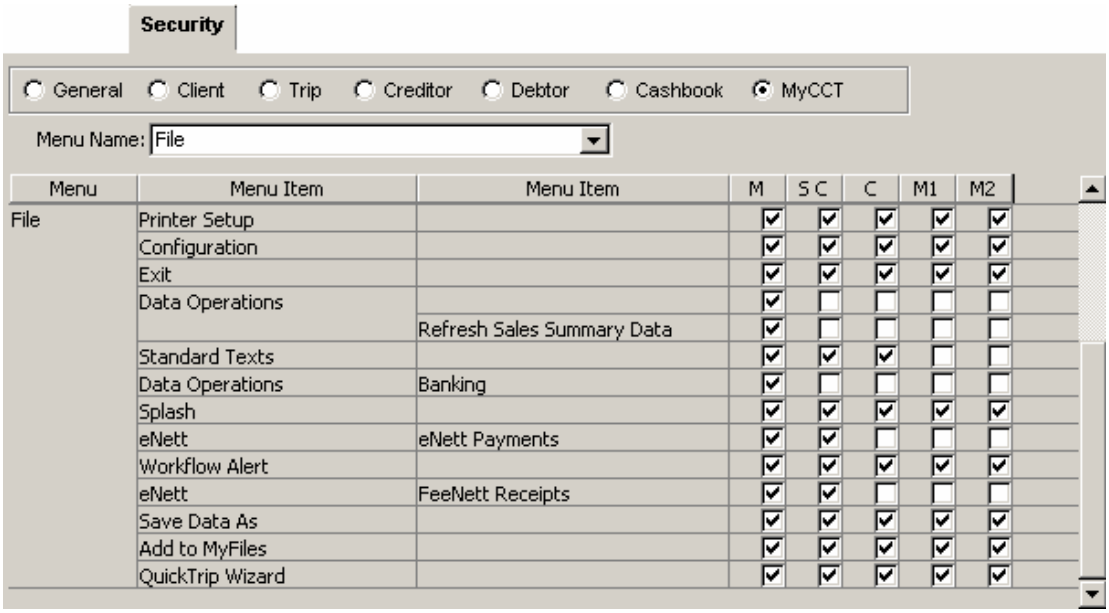
Set Home

All users can change their **Home** branch between any of the branches they have access rights to, by clicking on the **Set Home** button on the MyCCT toolbar. This function can be enabled or disabled for the entire user group by altering the default setting and saving the change.
When a user alters their **Set Home** in CCT then consultant record is moved to the corresponding branch in the Security section.



Process FeeNett Receipts and eNett Payments

The ability to process FeeNett Receipts integration and to process eNett Payments to Creditors is selected in this area.

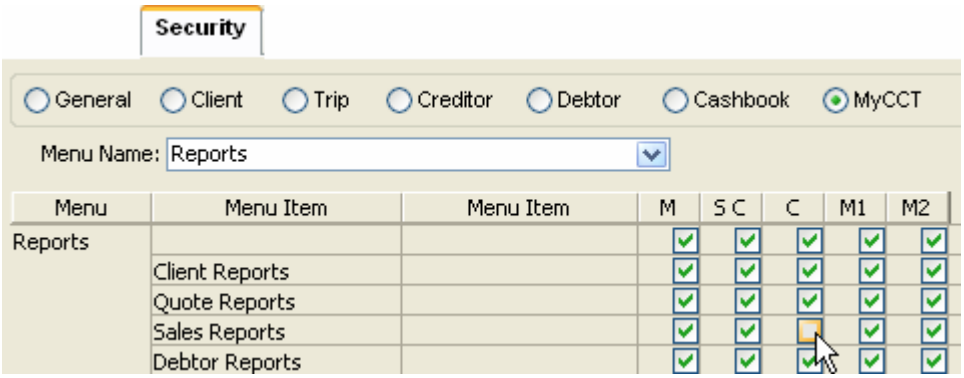


Add to MyFiles

The ability to create add to the **MyFiles** folders can be restricted in this area.

MyCCT Reports

Change the **Menu Name** to **Reports** to view the windows based reports available in **MyCCT** in the upper section of the displayed list as shown below. Other reports listed in this screen are those available from the Menu bar.



The default setting is for all user groups to have access to all reports; however this can be altered and the change saved.

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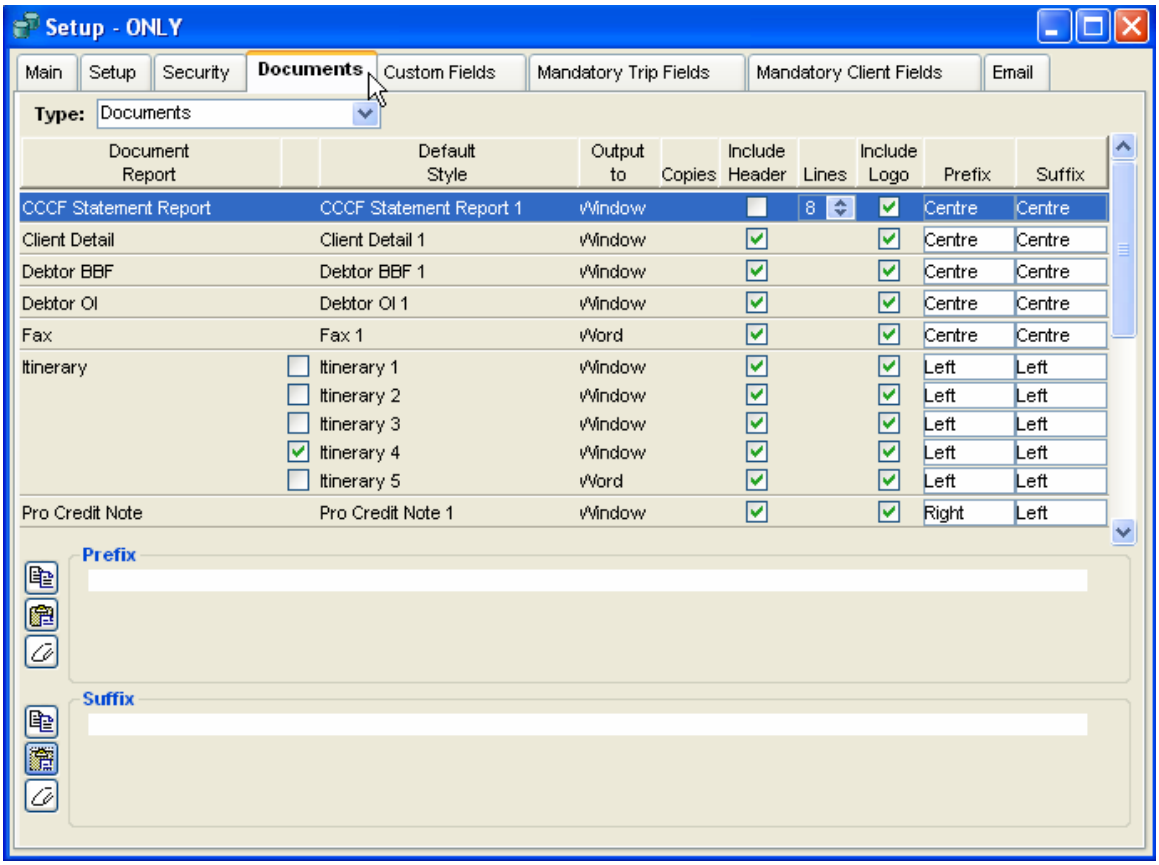
Documents Tab

The **Documents** tab gives the supervisor the ability to select the styles and to be able to add prefix's and suffix's to a wide range of documents and reports. The selected setting will apply to all Agencies or Branches in the network.

Main changes

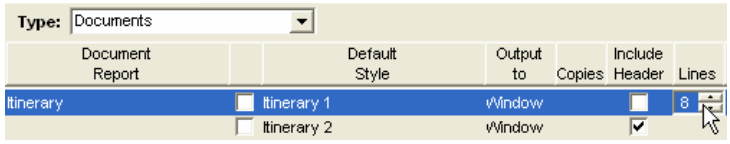
- The functionality is almost the same as in previous versions of CCT but the layout of the windows has been altered.
- You cannot select the Output device – it is set to Printer.
- You can select the number of default copies with some documents
- The ability to copy and paste prefix and suffix entries.



Procedure

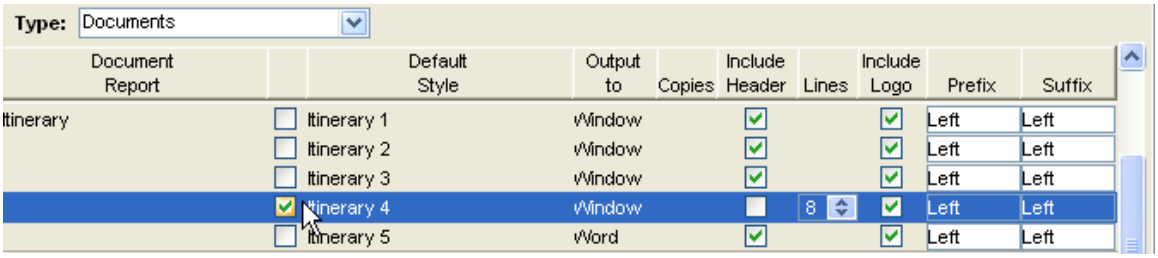
1. Select the Type required : Documents, Accounting or Reports
2. **Highlight** the individual document or report required
3. Tick or untick **Include Header**
4. Tick or untick **Include Logo**
5. Select the **Prefix** position
6. Select the **Suffix** position
7. **Enter a Prefix and Suffix** in the lower part of the screen
8. Click on the **Save** icon

The fields under the **Document tab** are

Field	Description
Type	There are three document categories to choose from **Accounting** e.g. Cheque Requisitions, Receipts **Documents** e.g. Fax, Itinerary, Invoices **Reports** e.g. BSP Report, End of Day Report
Document Report	Displays a list of documents or reports associated to the category which has been selected in the **Type** field
Default Style	Displays the default layout style for each item in the document and reports column. The Prefix and Suffix fields shown in the bottom section of this screen are attached to the highlighted item in the upper part of the screen.
Output To	This is a pre-determined field and is set to Word, Window or Printer.
Copies	The option to select the default number of copies is only available for accounting documents.
Include Header	When this box is ticked CCT uses the Agency stored details to produce a document header.  The box must be left unchecked if letterhead paper is being used; then an option will be displayed allowing the number of lines to leave at the top of the page before printing commences to be entered.
Include Logo	Tick this box if you wish to include your logo.
Prefix/Suffix	Click in the Prefix and Suffix fields and select the position for this item: Left/Centre/Right

Itineraries

Tick the Itinerary style required. This style will become the default itinerary style for all CCT users. Select **Include Header** and **Logo** if required.



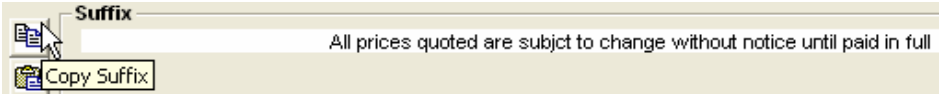
Adding Prefix and Suffix Entries

Every document can have a prefix and suffix attached as a default setting.

The **procedure** to create these entries is:

- **Highlight** the item required in the upper section of the screen.
- Type in or cut and paste the **Prefix** or **Suffix** required. If extra lines are needed press **Ctrl+N** with you cursor in this field.
- Click on the **Save** button on the toolbar or press **Ctrl+S** to save your entry.

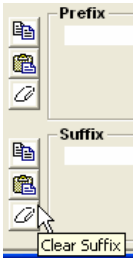
Both **Prefix** and **Suffix** entries can be pasted from other documents or an entry created for one document can be copied to another using the buttons aligned to these fields.



Click on the **Copy** button which is available for both Prefix and Suffix entries to reuse an entry.

Text can be copied from any other source and pasted into either the Prefix or Suffix fields.

Any displayed entry can be removed using the **Clear** button.



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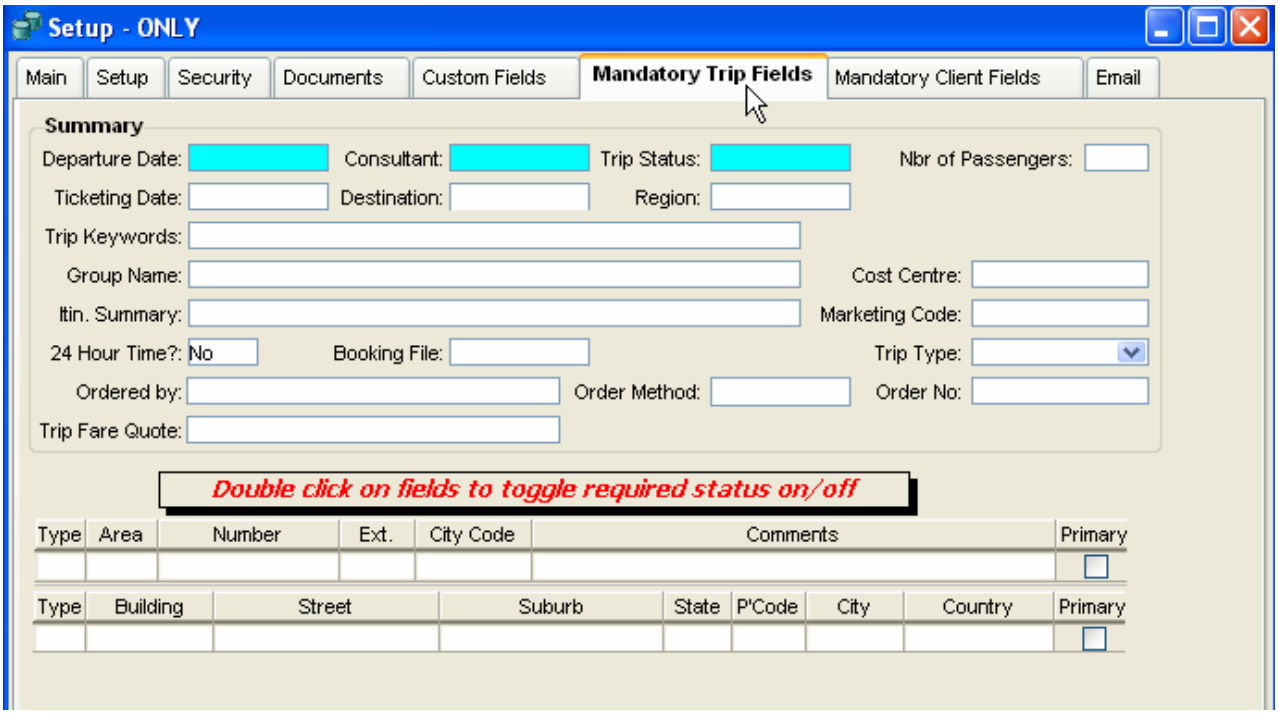
Mandatory Trip Fields Tab

The **Mandatory Trip Fields** tab allows the supervisor to select which fields are to be mandatory for all agencies in the network and cannot be selected per branch.

There are three default mandatory fields which cannot be altered.
To create additional mandatory fields, double click in the field and click the **Save** icon. To remove a mandatory field, use the same method.



The following fields are new to CCT Enterprise

- Trip keywords
- Ordered By
- Order Method
- Trip Fare Quote

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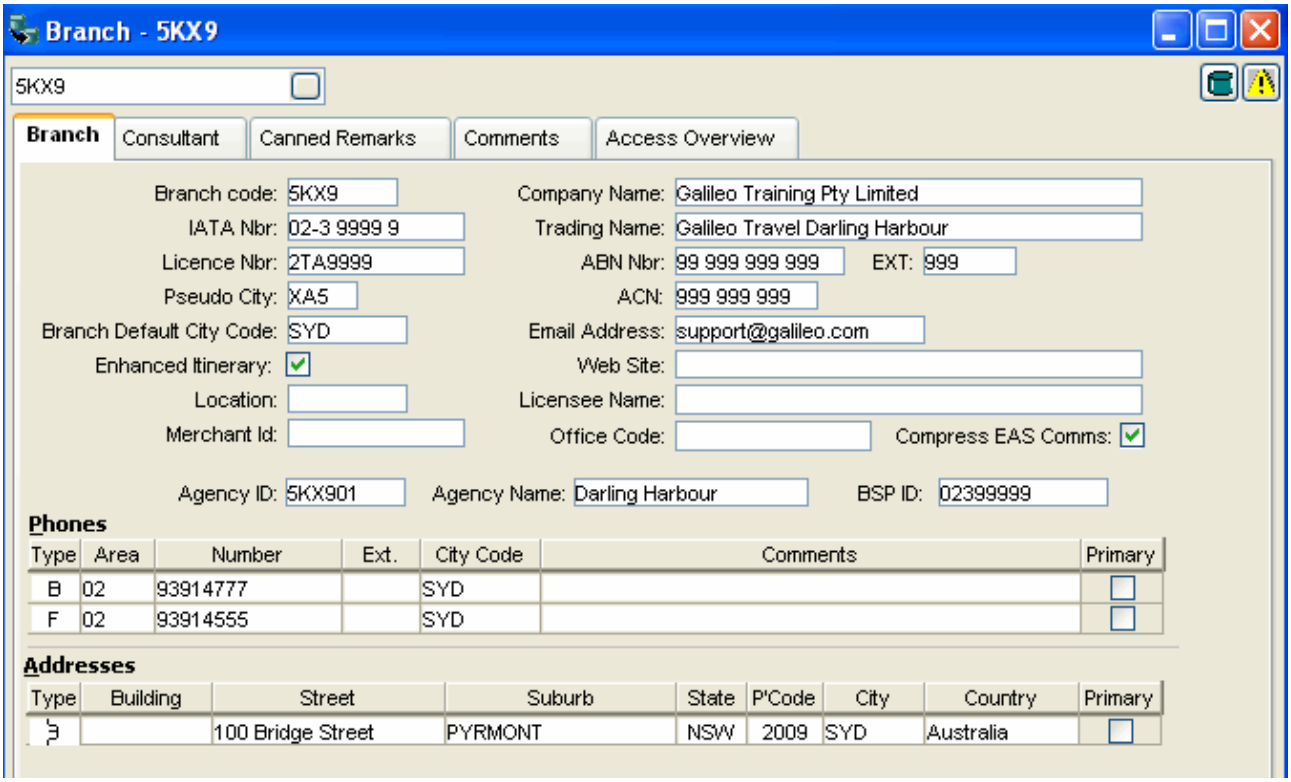
Branch

This section records information for each Branch or Agency within the network.
Each **Branch** has its own set of **Canned Remarks** and **Comments** and the **header for all** documents is taken from the information entered under the Branch tab.
Consultants can have access to multiple branches and their access record is stored under their **Home** branch.

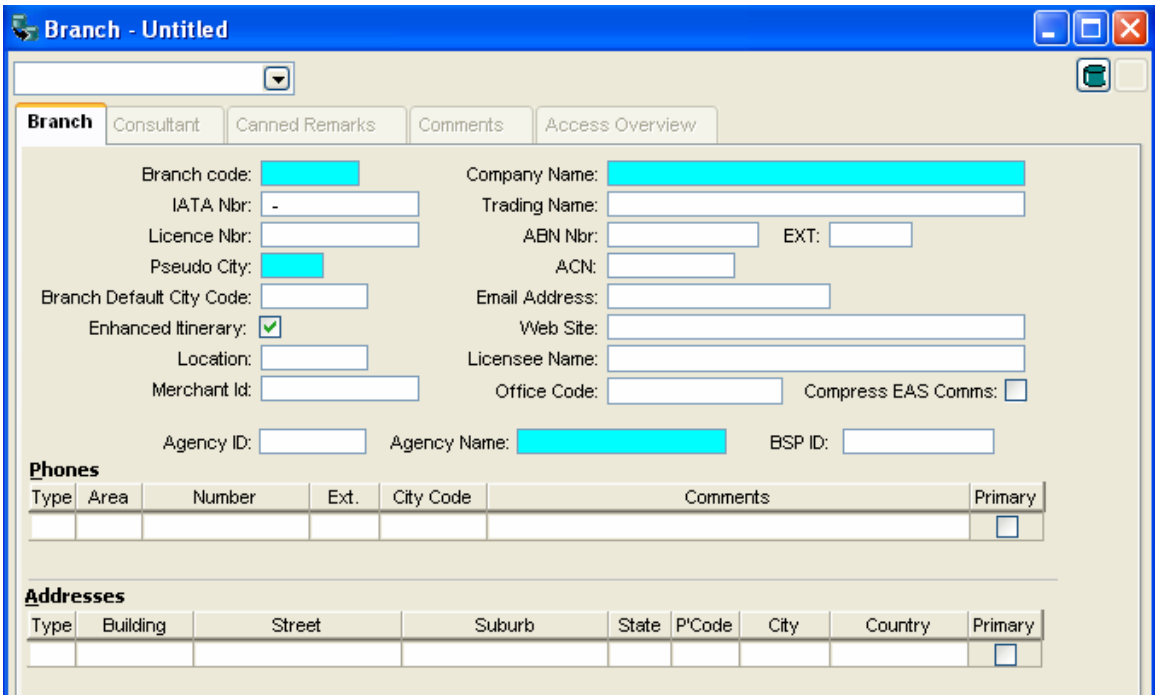


Accessing Different Branch Records

Click on the title bar to open a list of other branches in the network. Click on the branch name required to open the full records for this branch.

Creating a New Branch

Click on the **New** button on the toolbar or press the **Ctrl+N** keys with the cursor in the file title box to open a new branch screen. . The mandatory items are in blue.
This screen is used to record agency details and is initially completed by the Galileo Support Executive when installing CrossCheck Travel



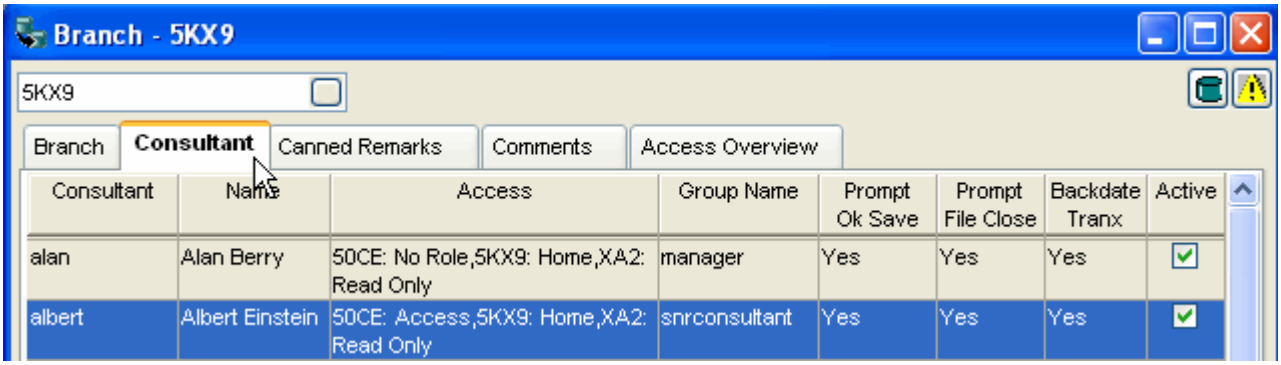
The Security field to "**Allow Password Remember**" has been removed, and the following new fields included.

Field	Description
Location	Enter the branch location. This field must be completed with 2 characters. The office locations must first be entered in Tables.
Merchant ID	Not in use at present – for future release.
Office Code	Not in use at present – for future release
Compress EASComms	Leave the default tick. This enables data to be compressed to increase application performance.
Agency ID	Created automatically with an additional zero once the Pseudo city code field has been completed**. The agency code cannot be changed after take-up.**
Agency Name	This name is used in the title bars in CCT and should be kept to the shortest possible unique name. It can be changed at any time.
BSP ID	Enter the IATA BSP number. This number can be changed. This field must be completed if the agency uses the Creditor BSP Report.

Consultant Tab

This is a view-only screen which lists all registered CrossCheck Travel users who have **Home** status in the displayed branch, along with their access rights to other branches. The Consultants classified as **Active** (Active box ticked) are listed first and any inactive consultants are listed at the end of the display. The consultant's record is only displayed under their **Home** branch.

A separate Consultant Input screen is used to add, delete, or modify details for each user. This input screen is displayed by pressing **CTRL+N**.

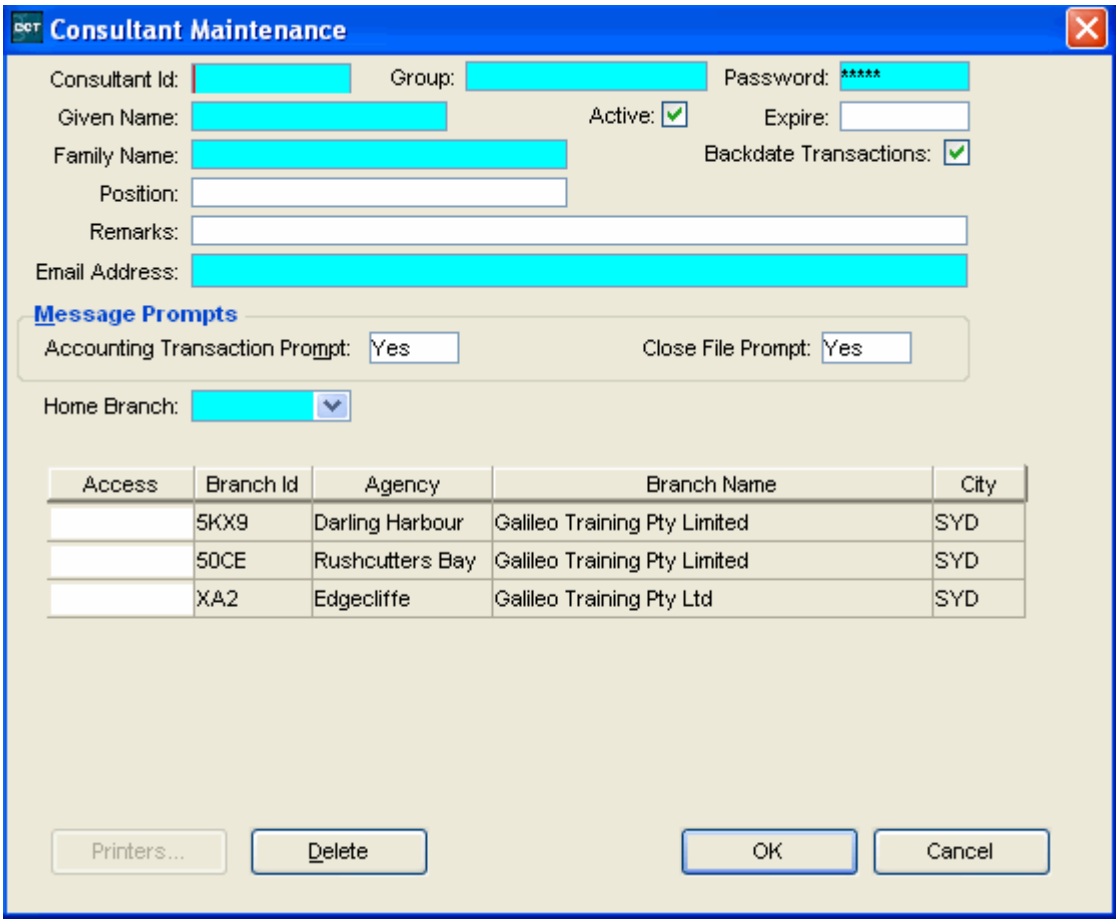


This screen displays the following information:

Field	Description
Consultant	User code for each system operator (mandatory lower case)
Name	User's full name
Access	A summary of the user access rights in each branch. Details are included in the next section on entering a new user.
Group Name	The user's category
Prompt OK on Save	**Yes** indicates that the user will receive a prompt message to confirm each save transaction **No** indicates that the prompt is not active
Prompt File Close	**Yes** indicates that the user will receive a prompt message to confirm closing each file **No** indicates that the prompt is not active
Backdate Tranx	**Yes** indicates that the user is permitted to create backdated accounting transactions **No** indicates that the user cannot create backdated transactions
Active	When the **Active** box is not ticked, the consultant cannot perform transactions and their name is removed from the Workflow Action Item folders

New Consultant

To create a record for a new user highlight the **Consultant tab** and click on the **New** button on the toolbar or press **CTRL+N,** to open the **Consultant Maintenance** input screen.



The mandatory fields are shown in blue.

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To set up a new user, complete the following fields;

Field	Description
Consultant Id	Using mandatory lower case, enter a unique consultant code. This code will appear in the created field on Files and displays on reports. The consultant's name appears in full on documents
Group	Enter the group the user belongs to for security purposes, e.g. Consultant or Manager
Password	Enter the consultant's password.
Expire	Enter a password Expiry date if required. If no date is recorded the existing password will stay active indefinitely. If a date has been recorded a prompt will be displayed and the user will need to change their password when they are logged in as themselves through the Tools menu, Change My Password item.
Active	When the Active box is not ticked the consultant cannot perform transactions and their name is removed from the Workflow Action Items folders
Given name	Enter user's given name
Family Name	Enter user's family name
Position	Record the users' position or job title (e.g. Senior Consultant or Manager). This will be used in document production, e.g. Visa letters
Remarks	Free format remarks applicable to user
Email address	Enter the user's email address
Backdate Transactions	When this box is ticked, the user can backdate accounting transaction as a part of the End of Month procedures
Accounting Transaction Prompt	Select **Yes** in this box to have an "Are you sure" prompt displayed when saving accounting transactions
Close File Prompt	Select **Yes** to have a prompt to "Close current file" when switching between files

The Printer button in the lower left of the Consultant Maintenance window is no longer available. Printer selection can be completed with the normal CCT access by selecting Consultant from the **Tools** menu and completing the selection in this window.

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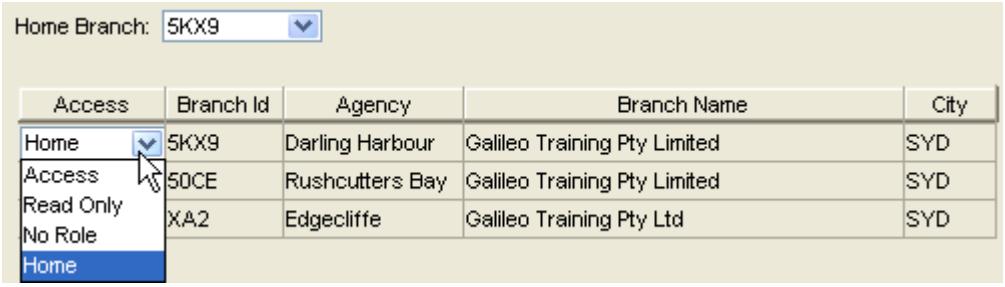
Branch Access

The lower section of the screen is where the user's access rights to each branch are recorded.

Click on the scroll attached to the **Home Branch** field and select the users Home branch. The Home branch is where the user does most of their work. Only one Home branch is permitted, but this can be easily re-set if the user group has been give use of the **Set Home** function.

Select the access required for each branch, by clicking in the **Access** field and selecting from the attached scroll. Refer to the introduction for a full description of the four categories of access rights.

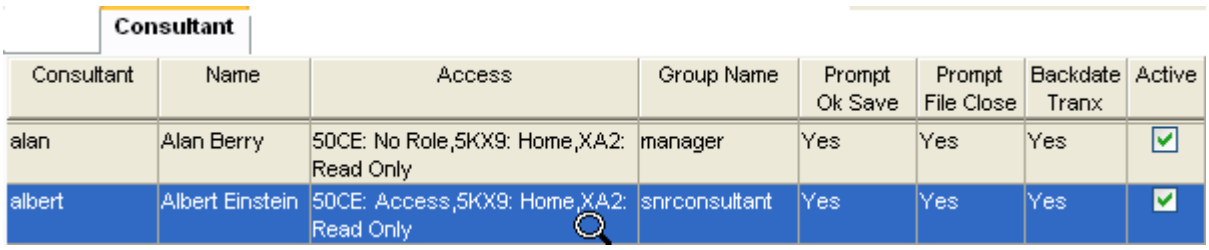
Select the access status required for each Branch or Agency and click on **OK** to save the entry.



All users can access **non-branch** related areas such as **Creditors** and **Cashbook,** regardless of their access status with each Branch or Agency, unless the entire user group has been denied access to these areas (e.g. Creditors and Cashbook) through the security settings.

Modifying User Information

User records can be modified any time, as long as the user is not logged into CCT when this process is being carried out.
To modify a record select the users **Home** branch record and highlight the **Consultant Tab** to display the list of Consultants.



Double click on the **Consultant** record to be modified. Make the required changes by overtyping or adding the new information. Click **OK** to save changes and exit.

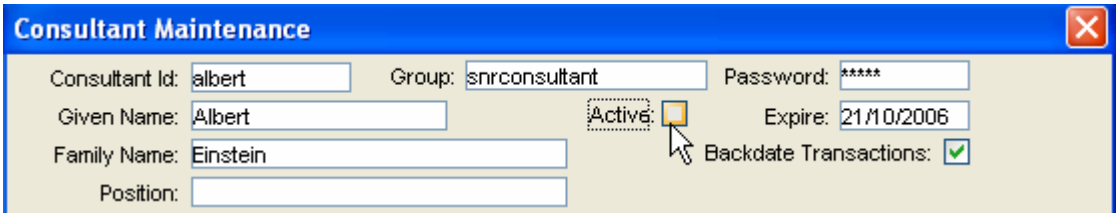
To delete a consultant, display the consultant's record and click on the **Delete** button. A prompt will be displayed asking for confirmation. Select **Yes** to delete the user and exit.

Note

A user cannot be deleted if the User Id code has been used anywhere in the system. In such cases a warning prompt will be displayed upon attempting to save the deletion.

Deactivating a Consultant

To deactivate a consultant, display the consultant's record and untick the Active box.
If the **Active** box is **not** ticked the consultant is unable to login into CCT and their name is removed from the Workflow Action Items folder.
The consultant's record is then moved to the bottom of the consultant list under the Consultant tab



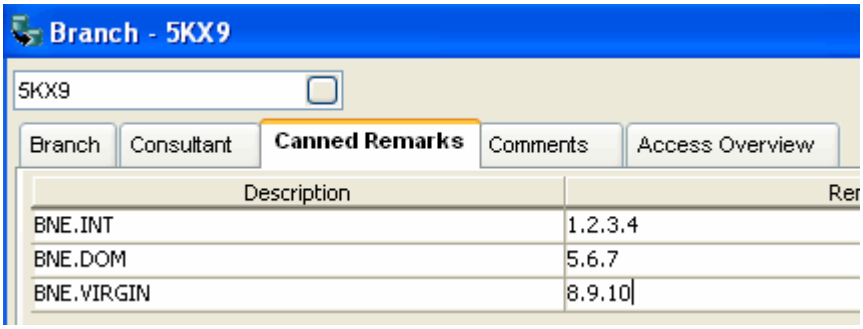
A consultant can also be disabled by changing the **Expiry** date for the password to a past date in this screen.

Canned Remarks Tab

Each Branch or Agency has its own set of **Canned Remarks**. These remarks are determined, entered and stored in the Galileo host system.

When logged in, the user is able to see Canned Remarks for any branches where they have **Home** or **Access** status. The Canned Remarks for the branches where they have **Read Only** status will not be displayed when a file is uploaded.

Remarks can be reviewed in the Viewpoint Command screen (via window\Galileo command) by entering RPFD/RMKS.



Host remarks can be initiated during client profile uploads.

To add a remark group to CCT:
Click on the **New** icon or press **CTRL+N**

Enter a description for the group of remarks, e.g. International BNE, Domestic SYD.

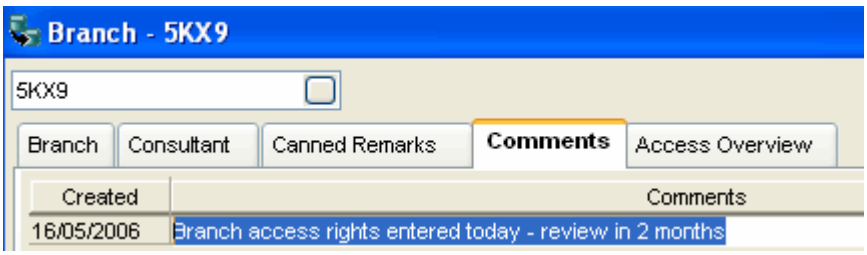
When the remarks are uploaded they will be listed for **all** branches where the user has Access rights. If all remarks are labelled as only International or Domestic, these items will be displayed for each branch, with no way of knowing which remarks belong to a given branch. To avoid this, follow each stored canned remark with branch identification.

Enter the number of each remark (in order) to be included in the group. Separate each remark with a full stop

Click on the Save icon on the toolbar or press Ctrl+ S to save the changes.

Comments Tab

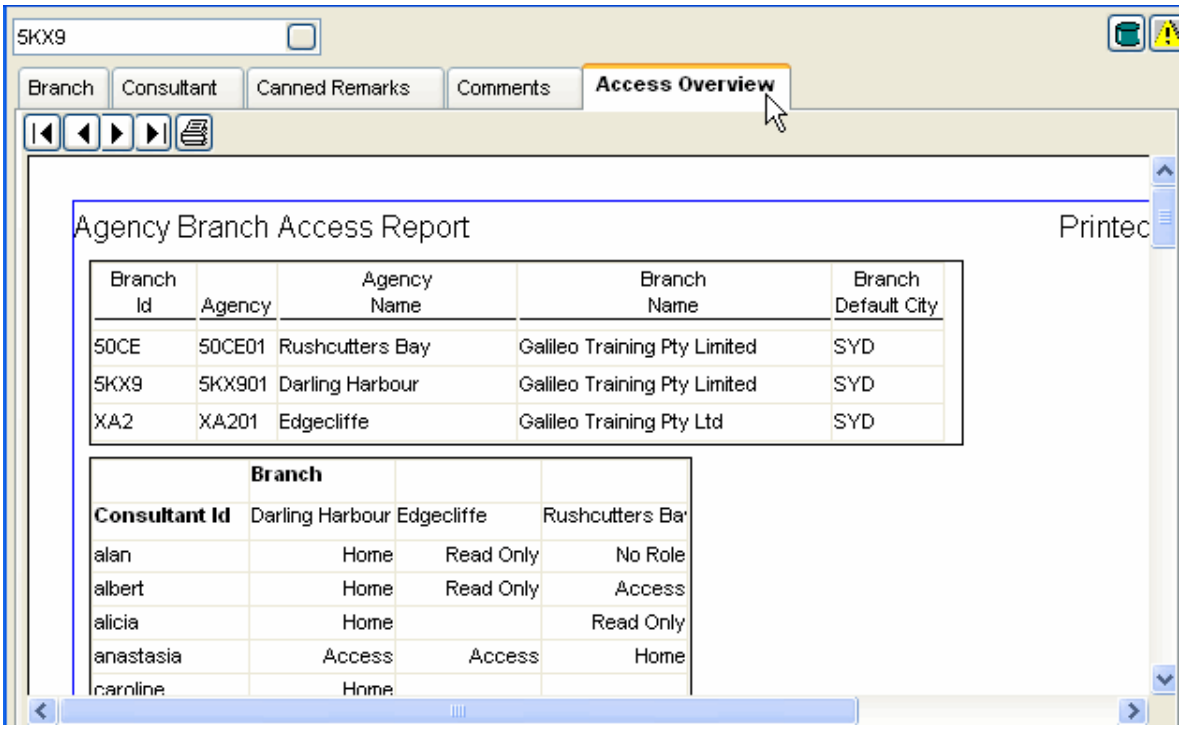
This screen stores any free format comments pertaining to this Branch only.



Enter a comment in free format text. Add new lines by pressing **CTRL+N**. When finished, click on the **Save** button on the toolbar or press **CTRL+S**.
The Created date is system generated on saving the entry.

Access Overview Tab

The **Access Overview** tab shows a record of all branches set up in the CCT database, with a list displaying each user's access rights at each branch.

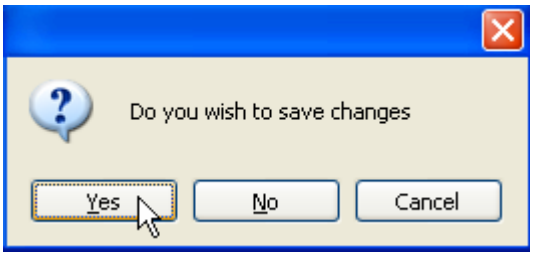


If the records for a Branch cover multiple pages, use the arrows at the top of the screen to move through this record, or the **Print** icon to print the record.

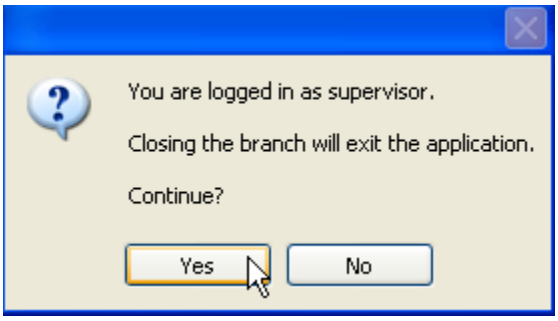
Exiting Branch and Setup Screens

When you are logged on as Supervisor, only the Branch and Setup screens can be viewed and edited.
To carry out other functions such as creating Table entries, exit CrossCheck Travel and log on with normal User Id and Password.

Upon exiting from the Branch Setup screen, the following prompt is displayed.



Click **Yes, No** or **Cancel** as required. This prompt will not be displayed if you have been continually saving changes in this application.



Select **Yes** to exit, or **No** to return to the Branch or Setup screens.

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Tables

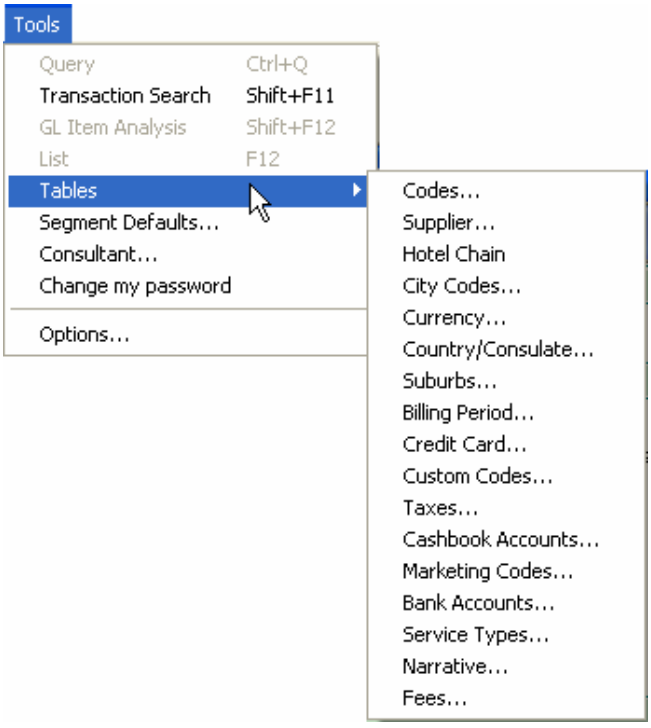
Tables contain the codes needed to complete many fields in the CrossCheck Travel screens. **There is one set of Tables for the entire network.**
The Table data is displayed in the List-Search screens and it is possible to add, delete or amend information as required through the Table Maintenance windows.
All codes in each table must contain a full and accurate description, as this description is often used in document production. In these cases, the system reads the code on the file then prints the code description on the document.

New to CCT Enterprise

The **Bank Accounts, Service Types and Narratives** tables are new to CCT Enterprise. The **Hotel Chain** table has been included in the table menu but is not in use. Many tables have an improved layout and include an extra field for the **Service Code**.
Only new table in CCT Enterprise or tables with new fields have been included in this guide.

Opening the Table Maintenance Screen

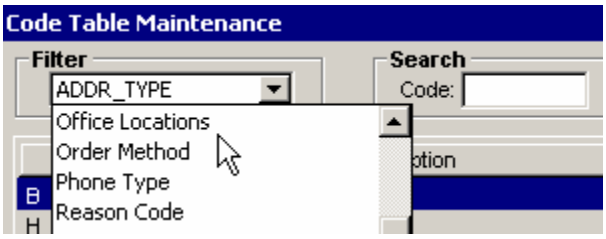
To open the **Table Maintenance** screens **DO NOT** use the supervisor login. Access to these tables is through the normal CrossCheck Travel User Id and Password.
From the Menu bar, select **Tools,** then **Tables** and then the table required.



Tables can be opened for the **Table Maintenance** button from the **Search** screen.

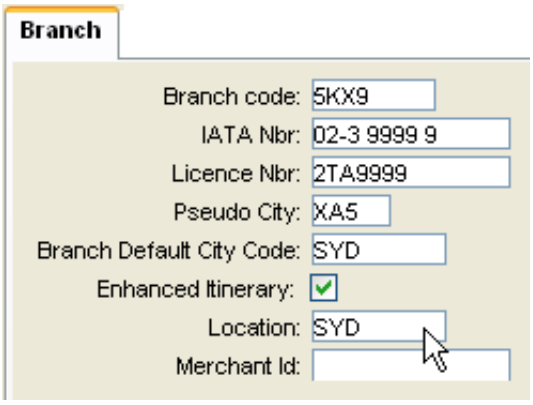
New Items in the Code Table

New **Code** table items with CCT Enterprise are **Office Locations,** and **Order Method.** The method required to create new items in unchanged from previous versions of CCT.



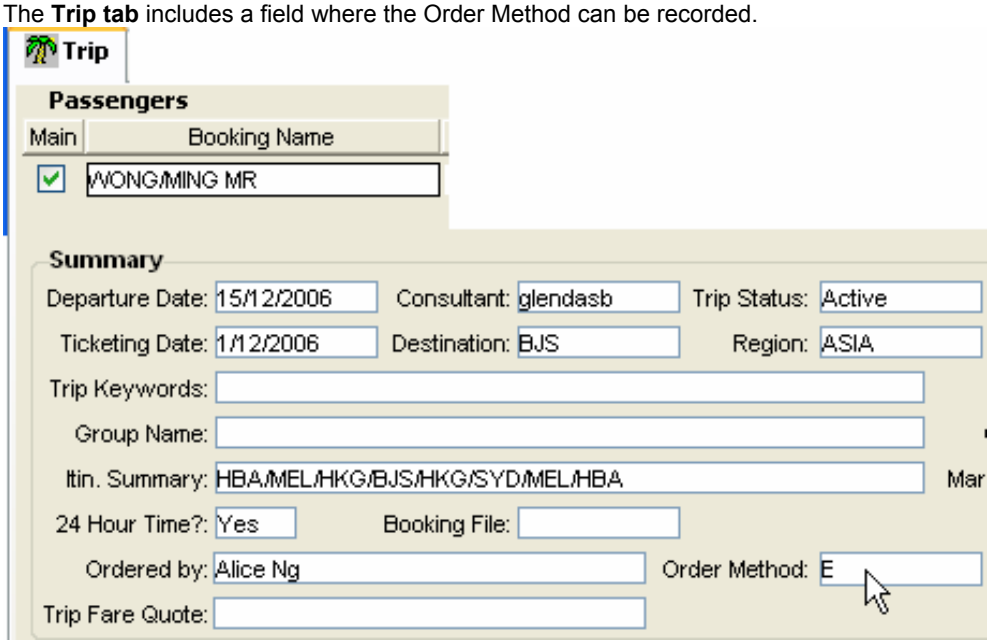
Office Location

The **Office Location** is recorded on the **Branch** tab in the Supervisor settings.



Order Method

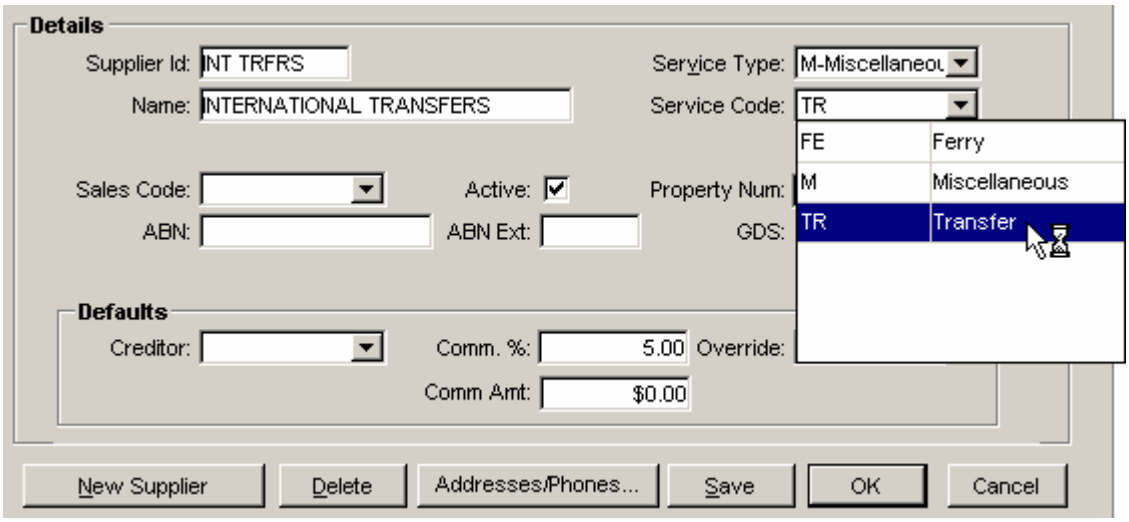
The **Trip tab** includes a field where the Order Method can be recorded.



Supplier Table

The **Maintain Supplier** has two new fields

- Active
- Service Code



Active box

The **Active** box defaults as ticked meaning that this supplier will be available for selection in any fields connected to this table. To deactivate a supplier, un-tick this box and save the change.
The Default Creditor does not have to be de-linked to be able to de-activate the Supplier.

Service Code

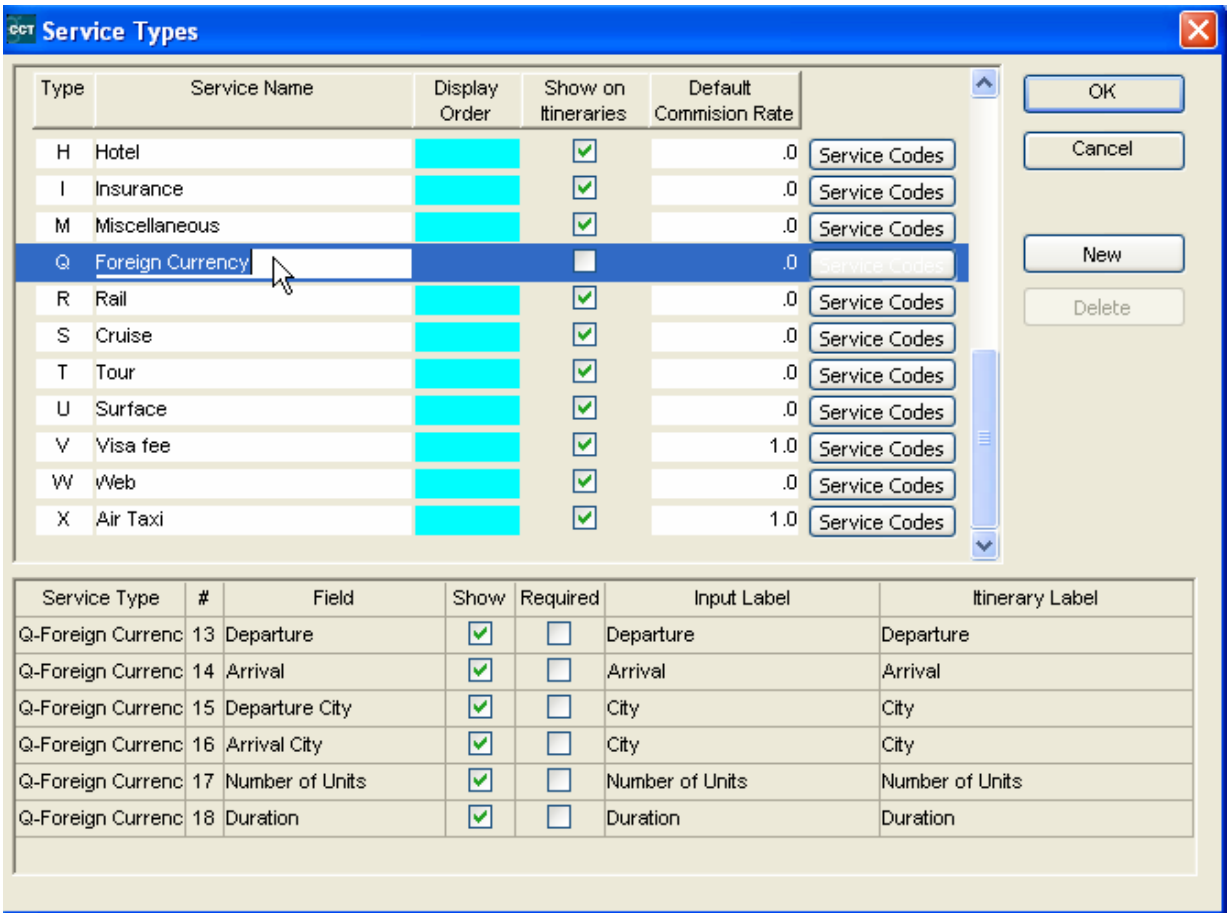
The service code gives the consultant the chance to select a more accurate description of the service type provided and will appear in the title section for each segment in the itinerary (depending on the itinerary style selected).

A specific Service Code can be selected for a Supplier by highlighting the service code required from the scroll attached to this field and clicking on the **Save** button. When an itinerary is printed using this suppler the service code selected will be included not the service type. E.g. the itinerary would include the heading of Transfer segment not Miscellaneous segment.

These codes are created in the Service Type Table.

Service Types Table

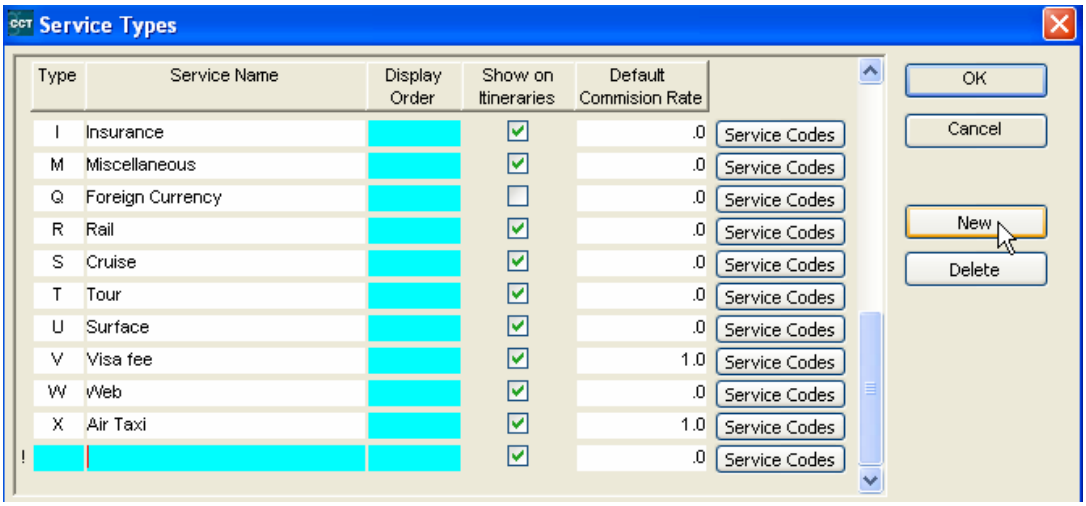
The Service Type table is new to CCT Enterprise and the default is for access to be by the Manager group only. Select **Tables** from the **Menu** bar and then the **Service Types** table.



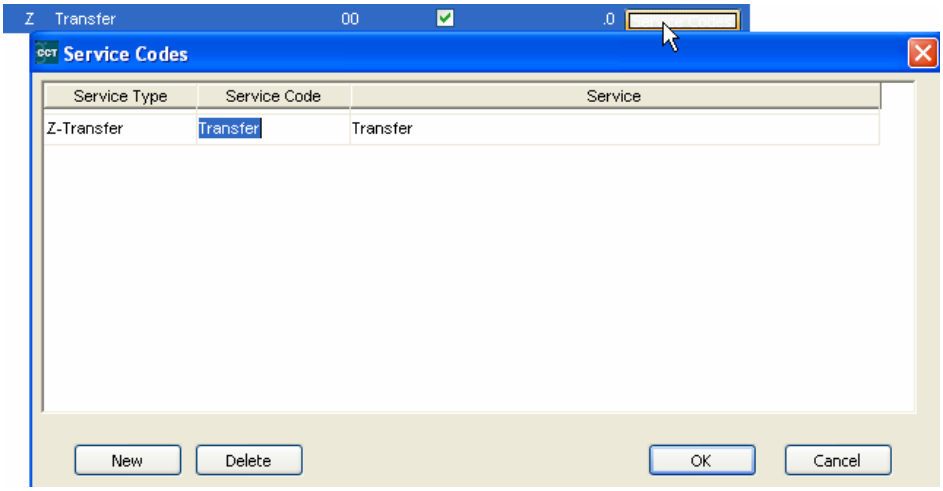
This screen will open with information displayed in the lower part of the window relating to the highlighted item in the upper section.

Creating a New Service Type

1. Click on the **New** button and a new line will appear after the existing entries.



2. Enter a logical **Type** code; alpha or numeric.
3. Enter the Service Name.
4. Enter a **Display Order**. This could be alpha or numeric. Numeric items appear before alpha when the service types appear in selection fields.
5. Tick the **Show on itineraries** box if this service type is to appear in the itinerary.
6. Enter a **Default Commission Rate** which is sourced from the Quick Trip screen.
7. Click on the **Service Codes** button and select from the displayed entries. A Service Code is automatically created to match the Service Type for the newly created entry. Click on this line and click **OK** in this window.



8. Click **OK** to save your entry and exit the table.

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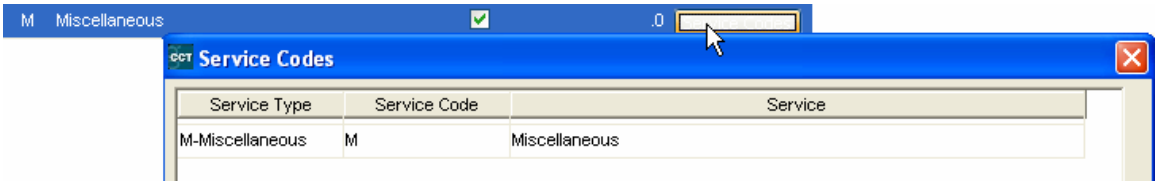
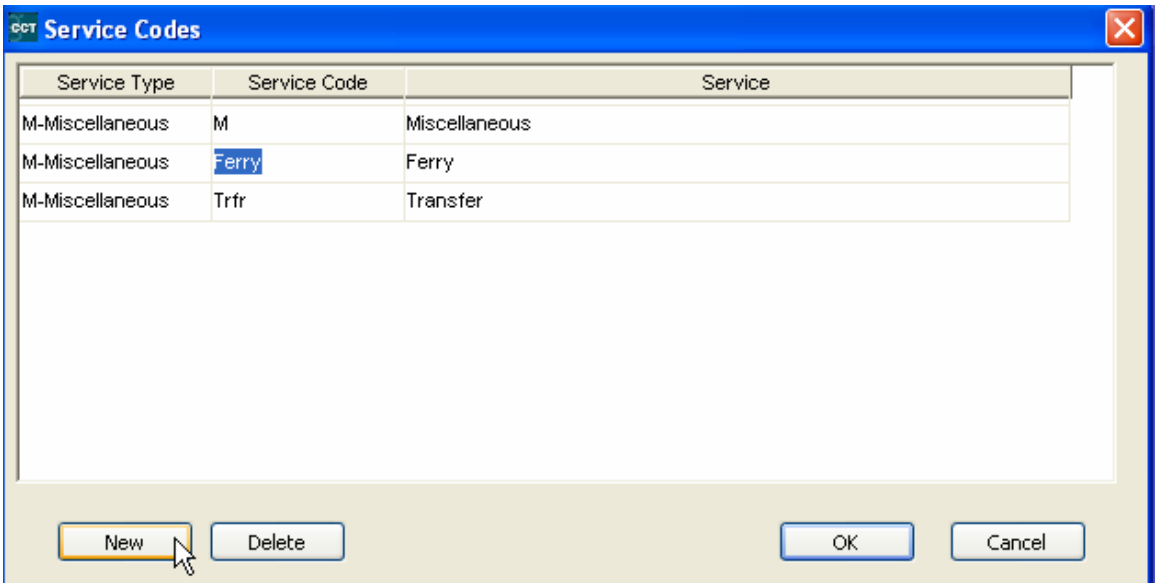
Adding Service Codes

All Segments will print the **Service Code** selected in the **Segment** creation window in the itinerary. Service Codes can be added to all segment types in this table.

Select **Tables** from the **Menu** bar and then the **Service Types** table.
Double click on the **Service Type** you wish to expand by adding more **Service Codes.**
Click on the **Service Codes** button adjacent to the **Service Type** required.
The **Service Codes** window will open with a code matching the Service Type already created.



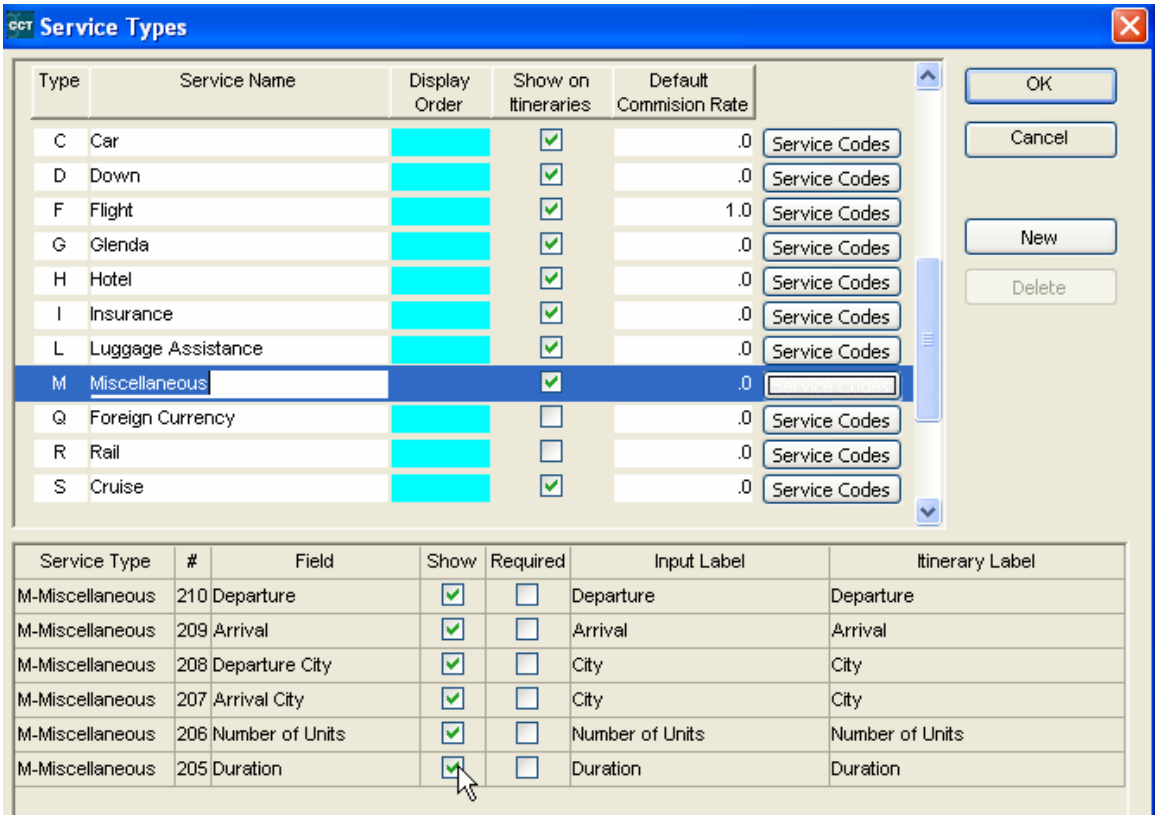
Click on the **New** button to open a new line.



Complete the **Service Code** and **Service** fields
Click on **OK** to save the entry and close this window.
Click **OK** in the **Service Type** window to save any changes and exit this table.

Completing Other Areas in the Service Code Table

Highlight the **Service Type** in the upper section of the screen to display the selected items for itinerary inclusion in the lower part of the screen.



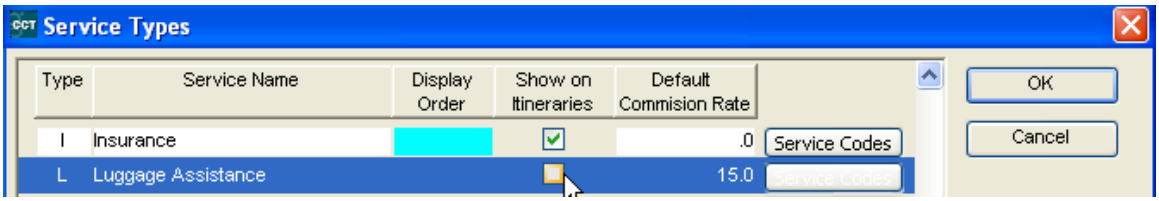
If you do not want a field to appear in the itinerary for a particular **Service Type** , untick the **Show** box in the lower section of this screen. E.g. a Miscellaneous sector for a transfer service might not require the Duration field.

You cannot take the ticks off the system generate standard Service types i.e. downloaded flight/car/hotel sectors, etc. Newly created Service types can have the tick removed.

Modify the lower section for any Service Types and click **OK** to save the changes and exit from the table.

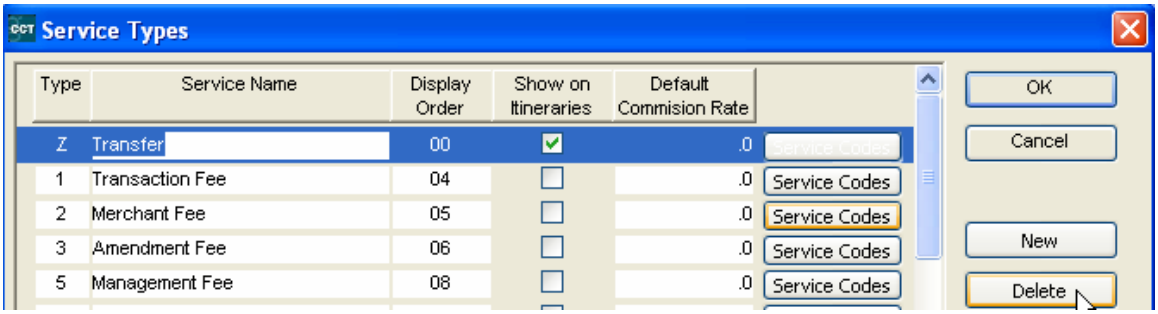
Changing a Service Type

Select **Tables** from the **Menu** bar and then the **Service Types** table
Alter the table as required
Click on the **OK** button to save the change and exit the table



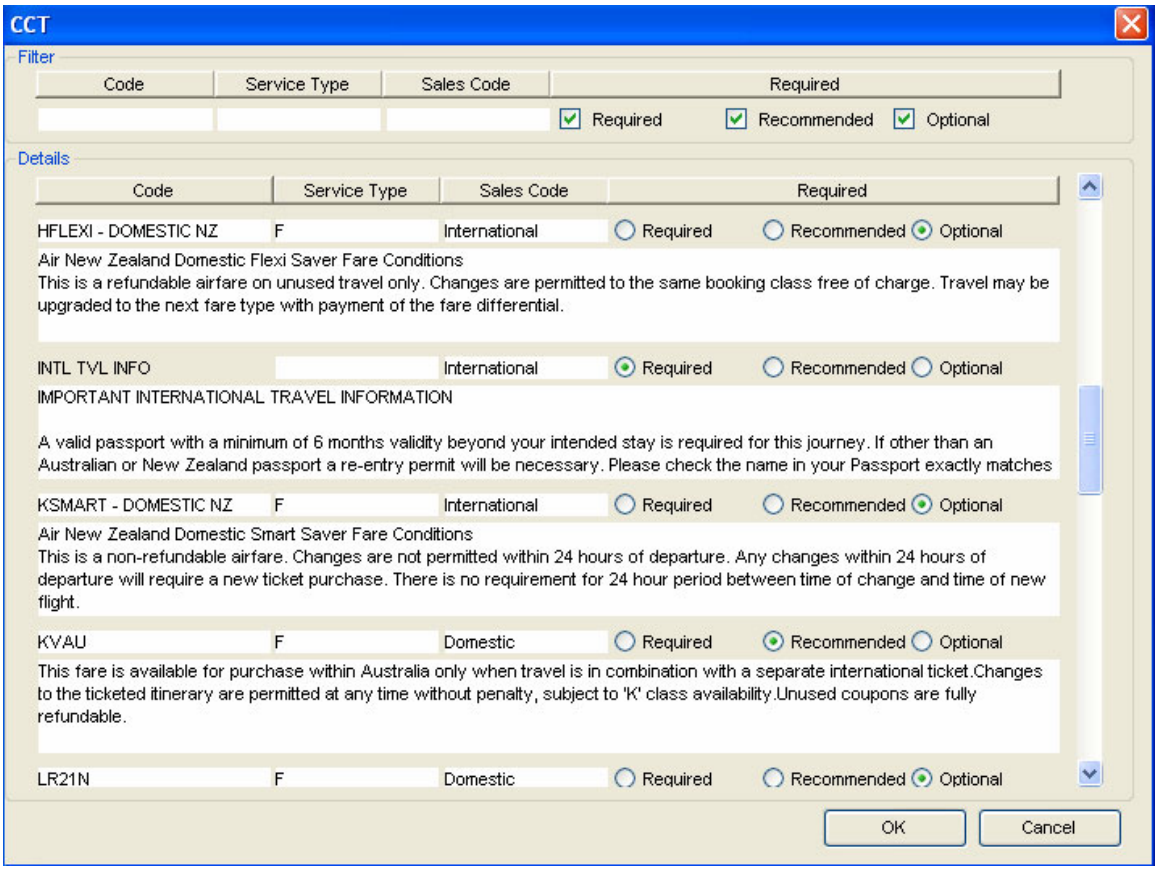
Deleting a Service Type

Select **Tables** from the **Menu** bar and then the **Service Types** table
Click on the Service Type required
Click on the **Delete** button
Click on the **OK** button to save the change and exit the table



Narrative Table

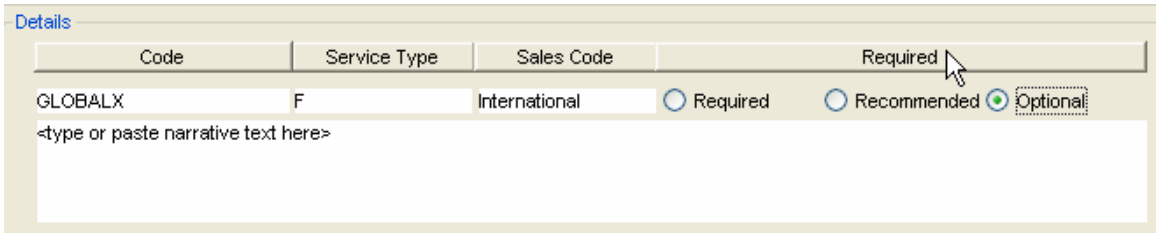
Select **Tables** from the **Menu** bar and then the **Narrative** table. This window will initially be blank so that the System Administrator can enter Narratives suitable to their business. Once Narratives have been created they will be displayed in this table in alphabetical order.



To add a new item

- Press the **Ctrl+N** keys
- Enter a code for your new narrative.
- Completing the **Service Type** and **Sales Code** fields is optional.

If a service type is selected, this narrative will only display if that particular service type is present in the itinerary. e.g. A Narrative for Virgin flight conditions could have the Service Type of Flight and Sales Code of Domestic attached.



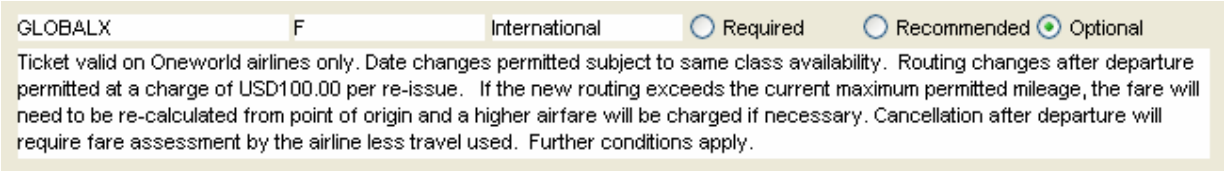
Under the **Required** heading, select the relevant category by clicking on one of the following radio buttons:

Required Narratives: this text will display in the **Prepare Itinerary** screen along with an asterix (*) meaning that the user cannot be deselected.

Recommended Narratives: this text will display on **Prepare Itinerary** screen labeled as recommended for the user to select.

Optional Narratives: this text will display on **Prepare Itinerary** screen for user to select if they wish.

Type or paste the Narrative required into the box below the radio buttons



Click **OK** button to save the new narrative and exit this window.

Deleting a Narrative

To delete a Narrative, highlight the code you wish to delete then press the CTRL+D keys or from the Menu bar select the File heading then Delete.

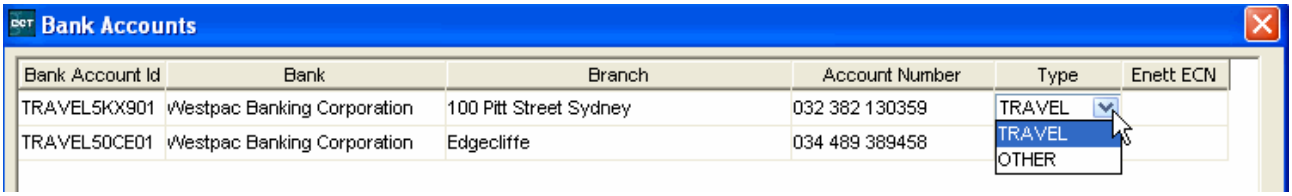
Click OK at the confirmation to delete prompt, and then click OK in the Narrative table window.

NOTE

Please see the Itinerary section in the Trip chapter to view an example of Narrative inclusion.

Bank Accounts Table

This item will only appear on the **Tables** submenu for the Managers group and allows for the creation of multiple bank accounts.
Before a bank account can be created in the Cashbook, the bank account details must be set up in this table. The **Travel** account is automatically set up in CCT.



To create a new bank account click on Tools/Tables/Bank Accounts
Click on the **New** button at the bottom of the screen to create an account and enter the following:

- Bank Account ID.

This is a unique identifier for this account. This field cannot be more that 12 characters. It is advisable to make the first character represent the type of account, followed by a code which identifies the agency. E.g. TravelSYD, TravelBNE.

- **Bank** where the account exists.
- **Branch** or suburb where the account exists.
- **Account** number
- Select the account **Type**. There are two types of accounts to choose from:

Travel

Choose this category for the GL Travel Account. You can create multiple bank accounts going to this one account.
Other

This category can be used for any other bank accounts that are not related to the Travel account e.g. a general bank account.
eNett ECN

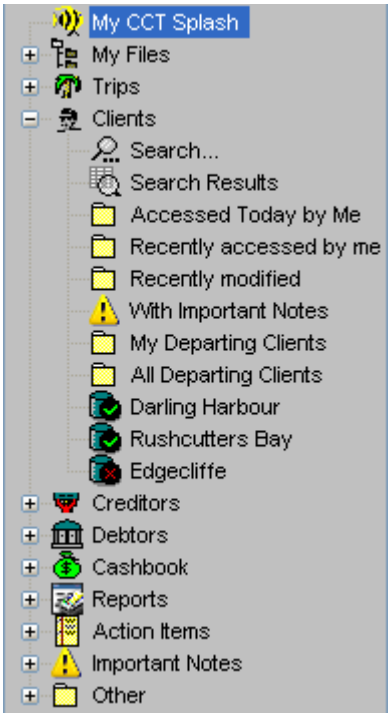
As Creditors are shared by all Branches the **eNett Customer Numbers** for each Bank Account must be associated to the applicable Bank Account in this table.

Add the **eNett Customer Number** even if only one bank account is used for all Branches. This will ensure that money is transfer from the correct bank account for the branch(es) for this payment.
Click on **OK** to **Save** the changes and exit this screen.

Once a bank account has been created and linked to an agency it CANNOT be DELETED. It can only be deleted if it has not been linked to a branch.

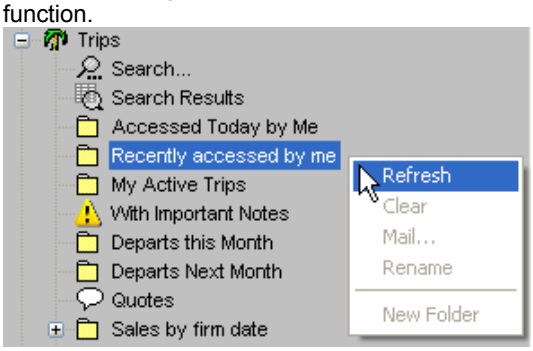
MyCCT

The **MyCCT** area has new functionality as well as modifications to existing tools to accommodate multi-branching.



My Files is a new item in **MyCCT** and **My Active Trips,** and **Depart next Month** are new folders under the **Trip** folder.
The **Other** folder has new sub-folder to assist with location identification.
Trip, Client and **Debtor** and **Action Items** folders are now grouped by branch.
Trip and **Client Search** windows include branch selection and other new fields and have new action buttons.

Refresh: All **MyCCT** areas except Reports and Splash can be updated by right clicking and selecting the **Refresh** function.

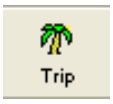


Please refer to the Client Management guide for detail.

Trip File

Opening Trip Files

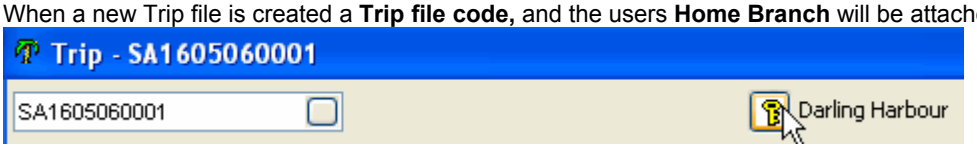
Trip Files can be accessed using the **Trip File icon** on the standard CCT toolbar or using the **MyCCT** pre-set or Trip search folders.



Trip Files can only be opened and changes or additions made when the branch status is **Home** or **Access**. A file can be opened when the branch status is **Read Only**, but no changes or additions can be made. Files from Branches with the **No Role** status will not appear.

Branch Identity

When a new Trip file is created a **Trip file code,** and the users **Home Branch** will be attached.



Agency Key

The yellow key icon will display the **Branch** where the file has been created and cannot be altered. As previously described this can only be changed by User Groups who have the applicable security rights.

This **Agency key** determines

1. Which branch the trip file will appear under on the Outstanding Balances report (regardless of transaction origin.)

2. The default branch displayed when starting a new accounting transaction. This branch assignment can be changed if the user has security access to do so.

The Agency Key should only be changed when either:

- the balance of the Trip is 0.00
- or there are no transactions

Other Trip File Changes

The Trip file has three new tabs as well as additions to some fields under existing tabs.
The new tabs are **Docs** and **Overview.** Details about the new tabs have been included later in this section.

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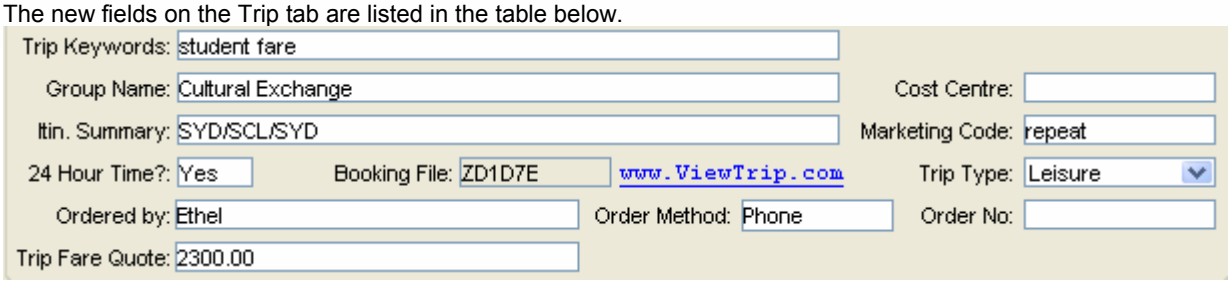
Trip Tab

The new fields on the Trip tab are listed in the table below.



Field	Description
Trip Keywords	This is a free text area. Trips can be retrieved by this field, and it is not overwritten with a download.
Ordered by	Enter the name of the person making the booking, as it may not be the passenger.
Order Method	Enter the way this booking was received – e.g. email, fax etc.
Trip Fare Quote	Enter the total amount quoted.

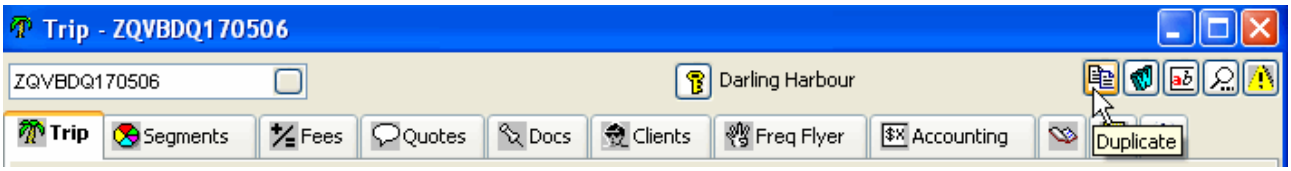
Duplicate Trip

The **Duplicate Trip** function is a time saving feature allowing users to copy some of the Trip file details into a new file.

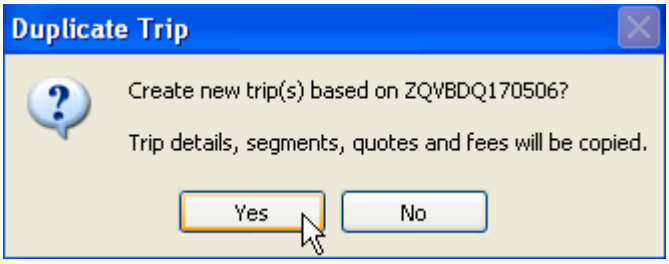
Items copied are **Segments, Quotes, User Comments** and the following items from the Summary section of the **Trip tab**; Destination, Departure Date, Region, Trip status, Order Number, Marketing Code, Number of passengers and Cost Centre.

Items not copied are the phone address and Trip Keyword fields, information stored in the Client, Frequent Flyer and Accounting tabs, Host Comments, Transit and SSR/Meal items and the contents of the Fee and Document tabs.

Click on the **Duplicate Trip** button to activate this process.



A dialogue box will ask you to confirm this action – click on **Yes** to proceed.



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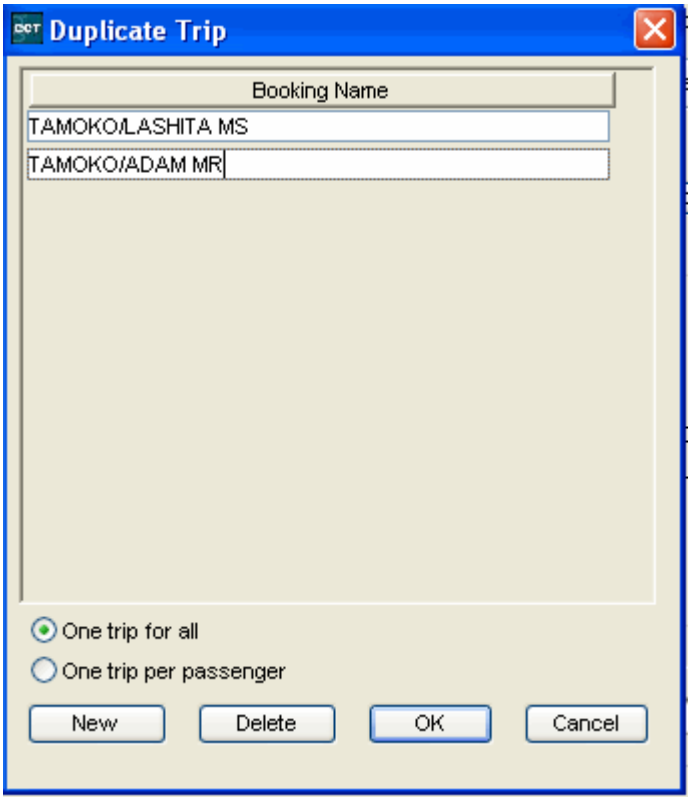
Duplicate Trip and Branch Identity

A duplicate Trip will be automatically created and Saved with the same **Branch** identity as the original file.

Enter the names for the new file in the **Duplicate Trip** window. Click on the **New** button to create additional names lines or use the **Delete** button if you need to remove a name.

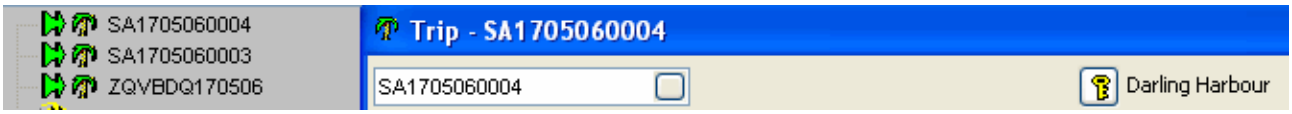


Select how you would like the new files created by choosing from:

- One Trip for all
- One Trip per passenger

Click on the appropriate radio button, and click **OK**.

When **One Trip per Passenger** has been selected, multiple files will be created at the same time and be open behind the original file.
The new trips will be listed at the top of the **MyCCT** area and can be Accessed from there, or by clicking on any part of the actual Trip window which is visible.



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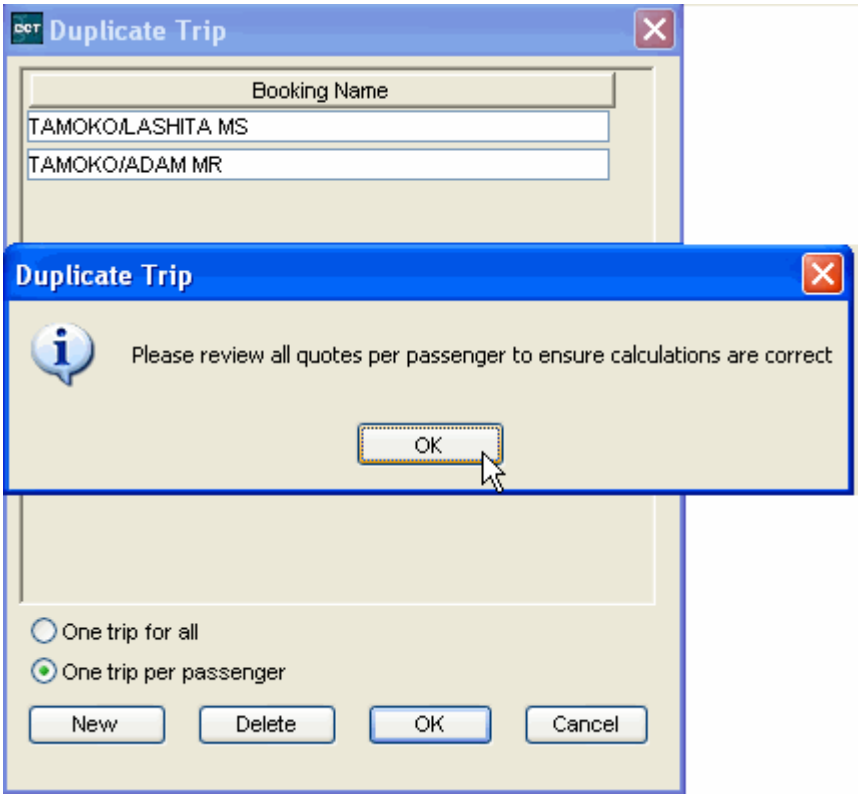
A prompt will be displayed to remind you to review the quotes. Click **OK** at the prompt, and review the quote.

Different number of Passengers

If the number of passengers in the new Trip file differs to that of the original the Segments and Quotes will have adjusted to the new number of passengers accordingly. A reminder prompt will also be automatically displayed to alter the consultant to check that the detail is correct



All **Quotes** will need to be thoroughly checked and especially hotel quotes in case there is a need to amend the number of rooms. **Fees** may also need to be altered from the Total to Per Person or visa versa.

Rebooking

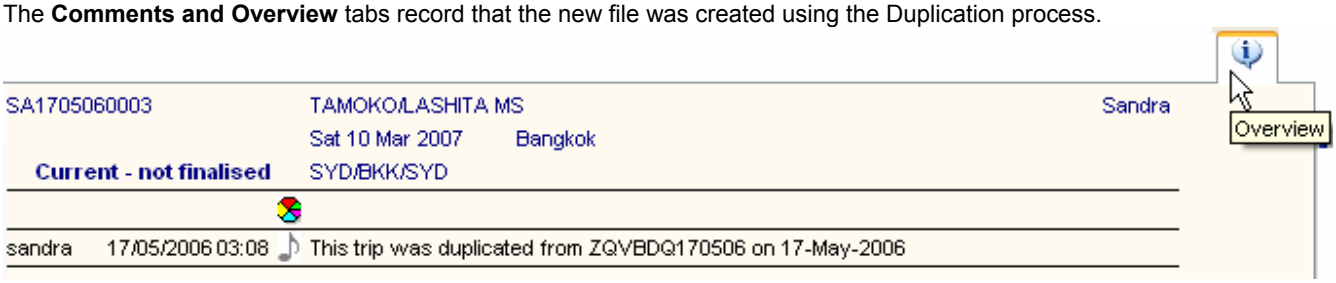
There is no re-booking process in this functionality. The user must re-book all segments and should then update the Status code and enter a Booking Reference
The segments will duplicate the Source code from the original booking, and the Status of L meaning Local.

If a Trip is duplicated and you have not booked and confirmed Services with Suppliers, it is recommended that **Action Items** and **Important Notes** are used to set reminders and prompts to follow up confirmation

Segments

Nbr.		Service Type	Supplier	Dep City	Depart Date	Dep Time	Arr City	Arrival Date	Arr Time	Status	Booking Reference	Source
1	F	Flight	TG	SYD	10/03/2007	17:05	BKK	10/03/2007	22:20	L		G
2	F	Flight	TG	BKK	18/03/2007	23:20	SYD	19/03/2007	12:20	L		G

The **Comments and Overview** tabs record that the new file was created using the Duplication process.



Notes

- A copied file can be recopied to create another file. The **Comments** field and **Overview** tab will store cross reference to both copied files.
- A Trip without segments and quotes can also be duplicated.
- Two existing Trip files cannot be copied into one new Trip.
- You cannot duplicate a Trip file in a branch where you have Read-Only status.

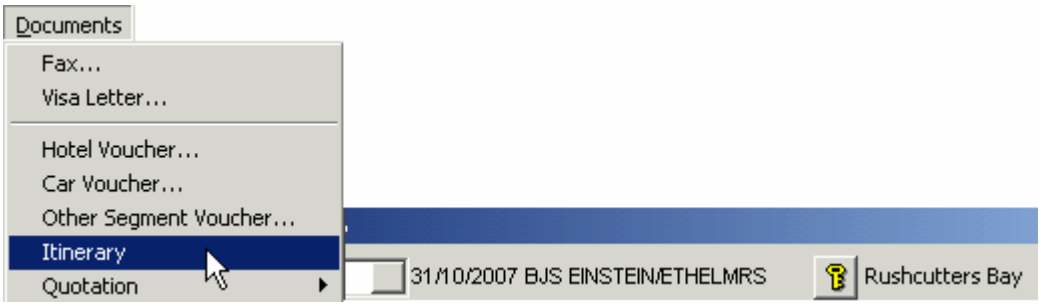
Itineraries

Text can be added to an itinerary in a multiple ways in CCT Enterprise as listed below. The itinerary on the next page illustrates the location of these entries in the Itinerary document.

Entry Type	Entered in	Applies to	Shown in
Prefix & Suffix's	**Security** settings	The entire network	Blue
Standard Text	CCT from the icon on the MyCCT toolbar	The entire network	Pink
Narratives	Tables and selected in individual itineraries	The entire network	Green
Trip Text	in each individual itinerary	The open itinerary only	Red

Default Itinerary style

All itineraries will open in which ever default style has been selected in the supervisor settings whether they have been opened from the **W** button within the **Trip** file or by selecting **Itinerary** from the **Document** heading on the **Menu** bar. Both opening methods result in the **Prepare Itinerary** window being displayed.



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PYRMONT NSW 2009
Tel: 02 93914777 Fax: 02 93914555

International passengers please make yourself available at the check-in desk approximately 3 hours prior to your departure. Domestic passengers please make yourself available at the check-in desk approximately 1 hour prior to your departure.
Luggage allowances vary between airlines. To avoid excess charges please check your documentation.
Please advise details of your airline membership at the time of booking.
Seat allocations can be done on request or at time of flight re confirmation.

ITINERARY

ITINERARY ESPECIALLY PREPARED FOR ETHEL **and BARNEY EINSTEIN**

DATE OF ISSUE	21 August 2006	**OUR REFERENCE**	VS66RC160506
CONSULTANT	Glenda Spencer-Burridge		

Please check all aspects of this itinerary and give me a call if you need clarification of any items

CONFIRMED FLIGHT SINGAPORE AIRLINES SQ 222

31 Oct 06	Tue	Check in at Sydney Terminal 1		Booking Reference	VS66RC
31 Oct 06	Tue	**Depart**	Sydney	17:00	Economy/Coach
31 Oct 06	Tue	**Arrive**	Singapore	21:55	Non-stop

Total Journey Time 7hrs 55mins
Vegetarian meals have been requested for Barney on all flights.

CONFIRMED FLIGHT SINGAPORE AIRLINES SQ 221

29 Nov 06	Wed	Check in at Singapore Terminal 2		Booking Reference	VS66RC
29 Nov 06	Wed	**Depart**	Singapore	20:40	Economy/Coach
30 Nov 06	Thu	**Arrive**	Sydney	07:15	Non-stop

Total Journey Time 7hrs 35mins

ARRIVAL DOCUMENTS
For international flights, when required, arrival documents will be handed to you at check in or distributed by cabin crew during the flight. For arrival at an Australian international airport you will receive a Passenger Card that you will need to complete ready for presentation with your passport at passport control.
PASSPORT
All passengers require a passport for international travel, regardless of destination. Your passport must be valid for 6 months past the duration of your journey. If you are not holding an Australian passport please advise your travel consultant immediately as additional visas may be necessary for other passport holders.
When you depart from Australia you will need to present your passport and boarding pass to immigration and customs.

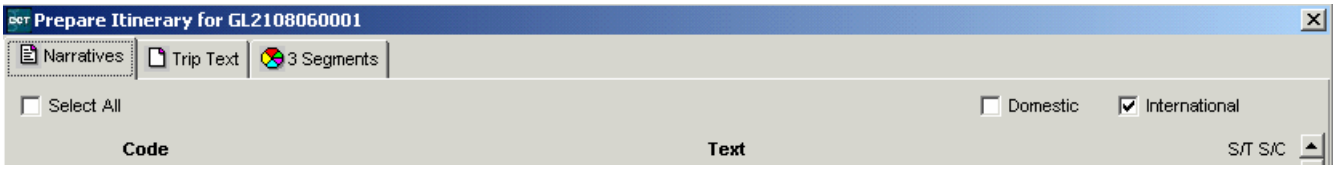
Airline Reference	**Airline**
M8SUBD	Singapore Airlines

We wish you healthy and happy travels and look forward to hearing about them on your return.
This itinerary is compiled from current schedules and is subject to change without notice. It is therefore essential to reconfirm all flights at least 72 hours prior to your departure. Failure to do so could result in the cancellation of your flights.

The **Prepare Itinerary** window has three tabs

- Narratives
- Trip Text
- Segments

The **Prepare Itinerary** window will open at the Narrative tab.



Narratives

Narratives are commonly used remarks applying to either international or domestic itineraries.
There are three types of Narratives created by the Supervisor in the Narrative table. These are:

Required Narratives: this text will display in the **Prepare Itinerary** screen along with an asterix (*) meaning that user **cannot** deselect that narrative.

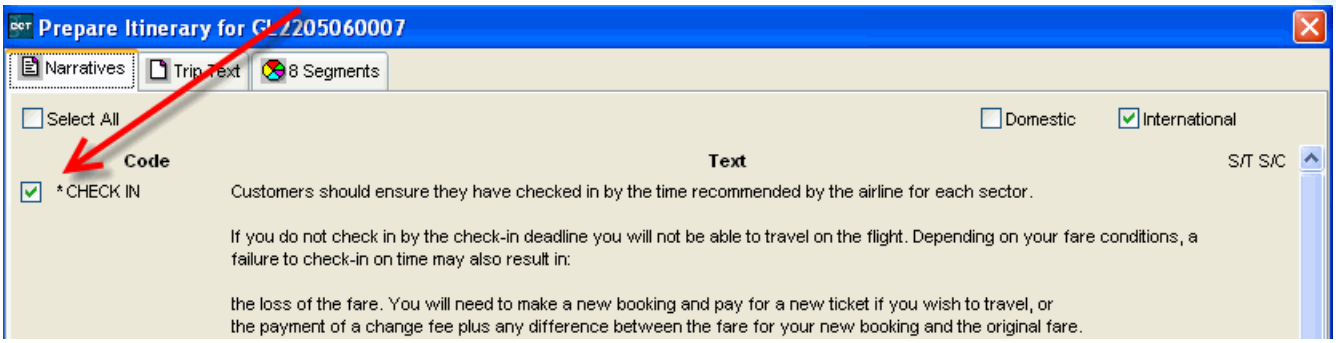
Recommended Narratives: this text will display on **Prepare Itinerary** screen along with an asterix (*) but the user **can** deselect this narrative.

Optional Narratives: this text will display on **Prepare Itinerary** screen for user to select if they wish.

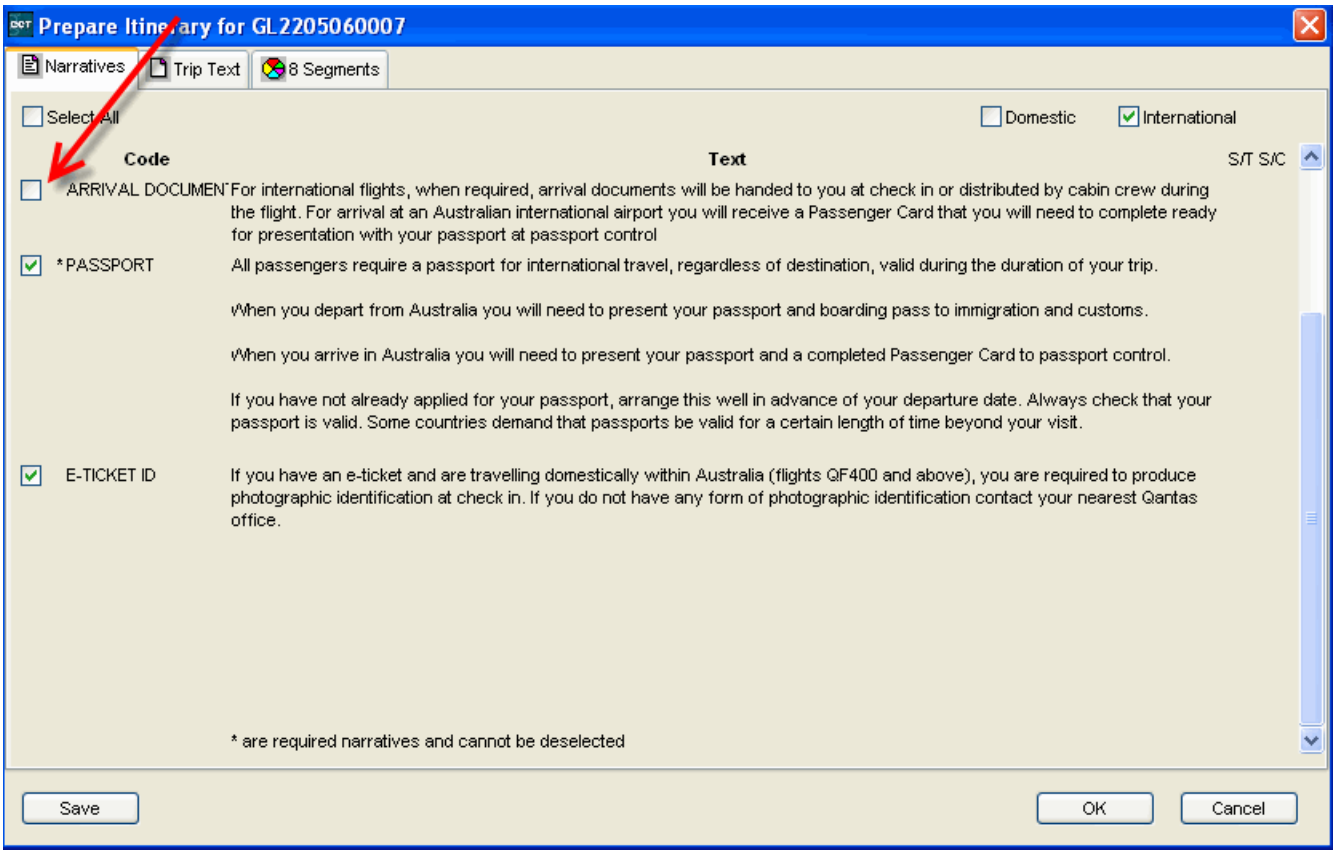
Note

Narratives selected for an itinerary will apply only to that Trip file and will appear on all itineraries produced in that Trip file. The Narratives can be amended as required.
The process of selecting Narratives must be repeated for each Trip file.

The **Narrative** tab will open with the **Required Narratives** at the top as indicated by the tick and the asterisk.



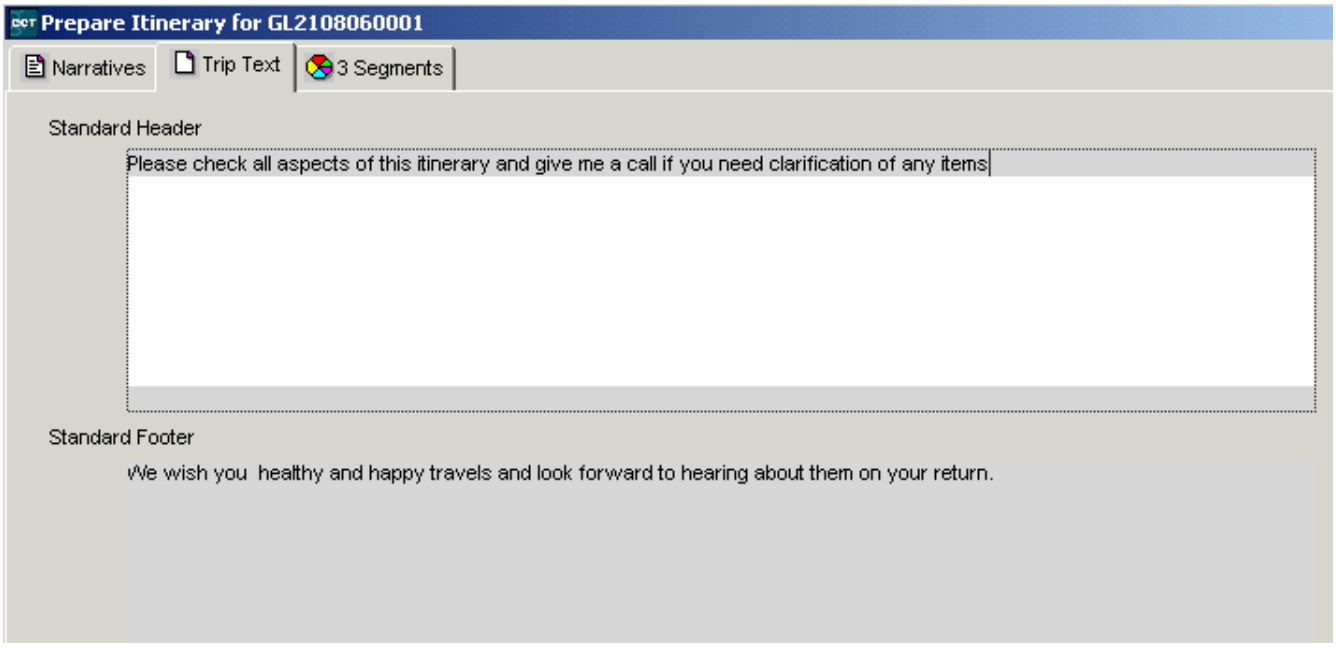
Other Narratives will be listed after the Required Narratives and can be viewed by using the scroll bar. Select any other **Recommended** or **Optional Narratives** by ticking the box next to the **Code** for the items required then click on the **Save** button.



All **Narratives** will be displayed at the bottom of the itinerary and are headed with the selected Narrative Code.

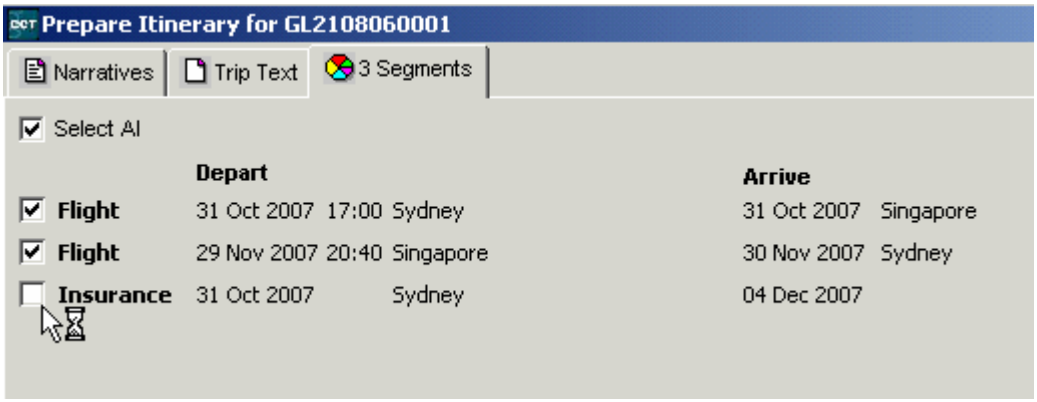
Trip Text Tab

Click on the **Trip Text** tab to view any items already transposed from the Standard Text button. Type in any additional **Header** or **Footer** text required and click on the **Save** button.



Segment Tab

Click on the **Segment** tab and tick the items to be included in this itinerary and click on the **Save** button.



Click on the **OK** button at the bottom of the **Prepare Itinerary** window to generate the itinerary.

Segment Changes

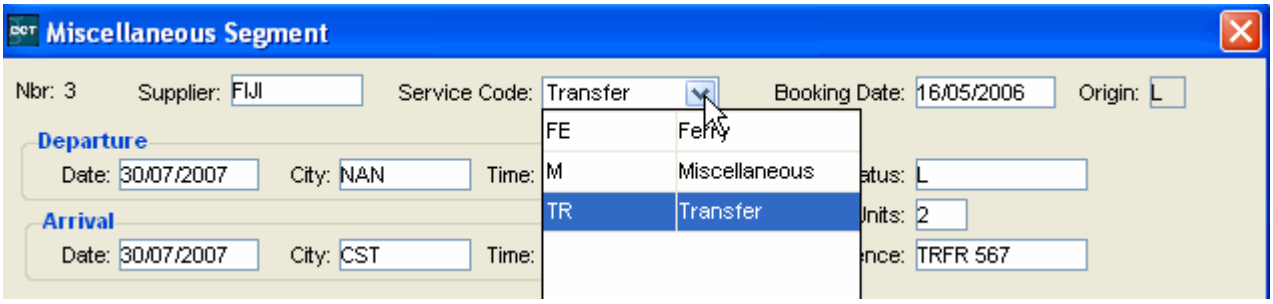
The changes in Trip Segments are
- all segments have a new field called **Service Code**
- the **Hotel Segment** has the addition of a **Cancellation Policy** field
- Importance of completing the **Booking Reference** field

Service Codes

Each Segment has the addition of a **Service Code** field which will print on the itinerary if selected to do so in the tables. This allows the user to be more specific in the description of some segments. E.g. instead of the segment title of Flight it might be Chartered Flight.

Each segment will have a **Service Code** identical to the **Service Type** as well as any additions Service Codes added in the table by the Supervisor.

After entering the **Supplier Code**, tab to the **Service Code** field and select from the scroll attached to this field. Complete all other fields in the segment screen as required.



Nbr.		Service Type	Supplier	Dep City	Depart Date	Dep Time	Arr City	Arrival Date	Arr Time	Status	Booking Reference	Source
1	F	Flight	FJ	SYD	22/07/2007	13:10	NAN	22/07/2007	18:55	L		G
2	H	Hotel	HY	SUV	22/07/2007			30/07/2007		L	HY 763	L
3	M	Miscellaneou	FIJI	NAN	30/07/2007	10:00	CST	30/07/2007	11:00	L	TRFR 567	L
4	H	Hotel	YHA	CST	30/07/2007	10:00		7/08/2007	12:00	L		L
5	F	Flight	PC	SUV	12/08/2007	06:00	NAN	12/08/2007	06:25	L		G
6	H	Hotel	HY	SUV	10/08/2007	10:00		12/08/2007	05:00	L		L
7	M	Miscellaneou	FIJI	SUV	12/08/2007	05:00	SUV	12/08/2007	05:15	L	TRFR 451	L
8	F	Flight	FJ	NAN	12/08/2007	09:00	SYD	12/08/2007	12:25	L		G

The **Service Code** selected in the Segment window will be printed on the itinerary. Service Codes can be added to all segment types.

ITINERARY

ITINERARY ESPECIALLY PREPARED FOR
EINSTEIN/ETHEL MRS
EINSTEIN/BARNEY MR

DATE OF ISSUE 24 May 2006 OUR REFERENCE GL2205060007
CONSULTANT Sandra Delaney

Check all details in your itinerary and discuss any changes required with me as soon as possible.
Please advise if you wish to take your own dive equipment as I will need to advise Air Vanuatu.

FLIGHT AIRPACIFIC LIMITED FJ 910

---

22 Jul 07	Sun	Check in at Sydney Terminal 1			
22 Jul 07	Sun	Depart	Sydney	13:10	Economy/Coach
22 Jul 07	Sun	Arrive	Nadi	18:55	Non-stop

Total Journey Time 3hrs 45mins

HOTEL HYATT

Booking Reference HY 763

22 Jul 07	Sun	Check in
30 Jul 07	Mon	Check Out

Hyatt
Suva
12 Lagoon Rd
Tel 096863543760 Fax 096367604355
8 nights accommodation - 1 - Deluxe Room(s) 1 Queen Size Bed

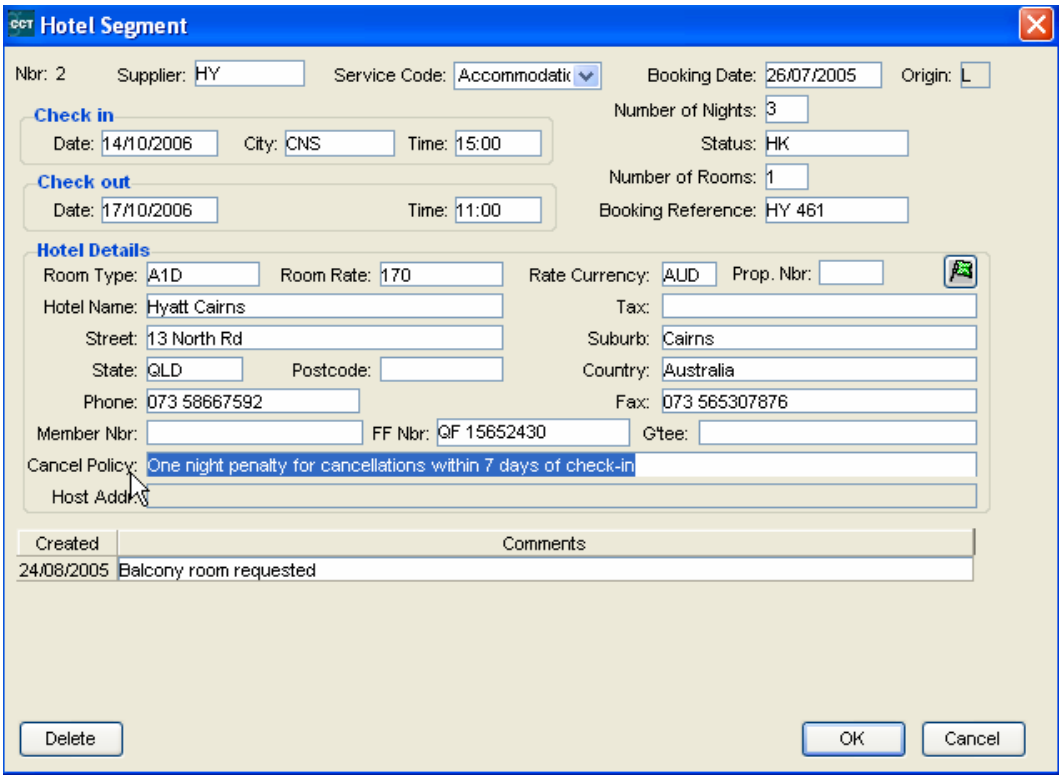
TRANSFER FIJII TOURISM BUREAU

Booking Reference TRFR 567

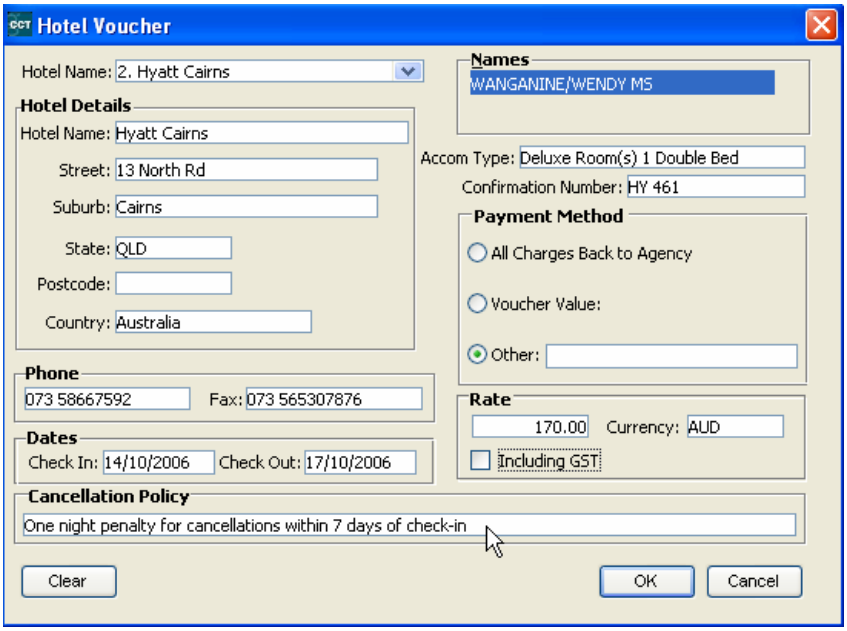
30 Jul 07	Mon	Nadi	10:00
30 Jul 07	Mon	Castaway	11:00

Hotel Segments

The **Hotel Segment** has a new field for the cancellation policy. This policy will print on the Itinerary, the Quote, the Statement of Account and the Hotel Voucher. Hotel segment which are downloaded from Galileo will include the cancellation policy when there is a policy applicable to the rate confirmed.



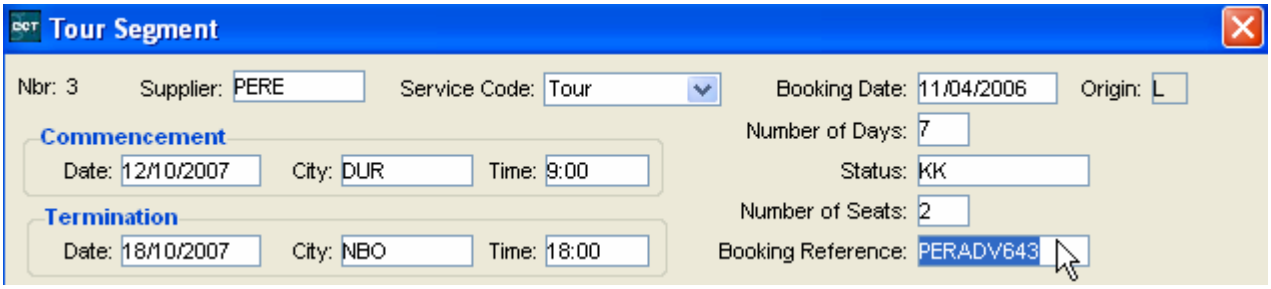
This field will be transposed into the Hotel Voucher window and onto the document.



Booking Reference Field

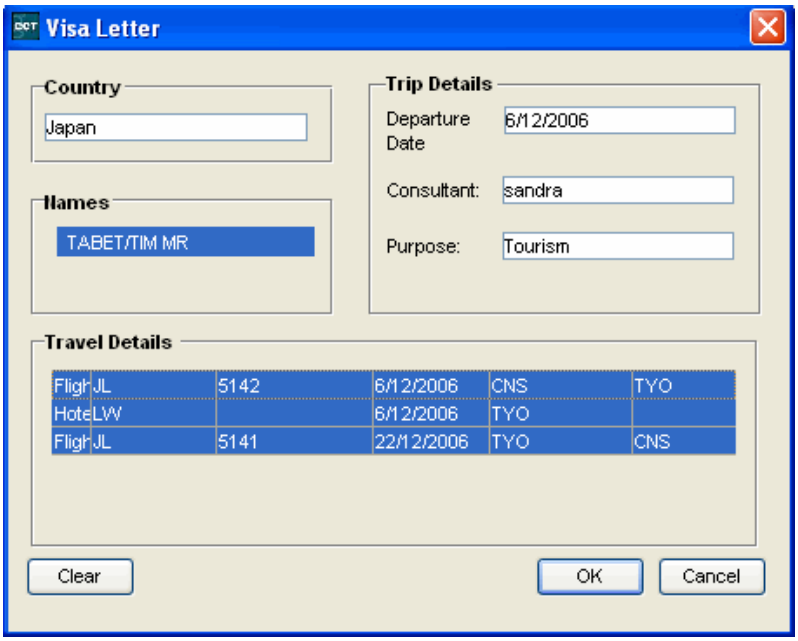
The **Booking Reference** field in every **Segment** that will be paid using eNett must be completed.

This Booking Reference is carried through to the ticket or cheque requisition and then to eNett. This reference is critical in the identification of each booking included in a payment file.

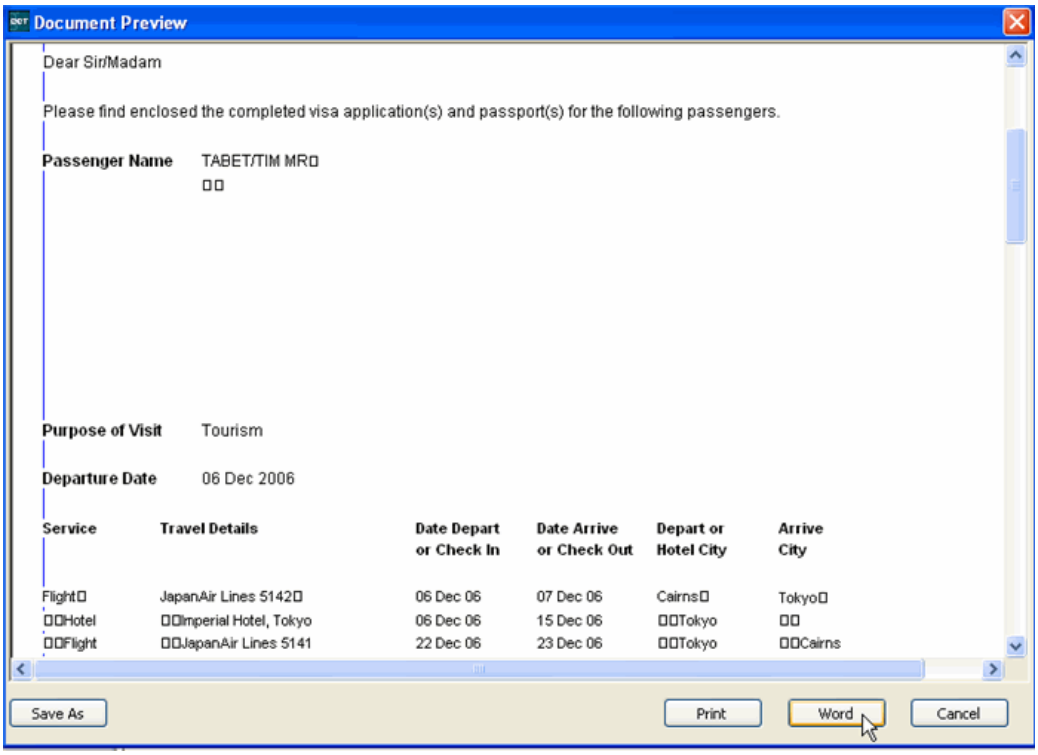


Visa Production

Click on the **Documents** heading on the Menu bar and select **Visa letter** to open a window relating to the segments in the open Trip file.



Complete the Country, Departure Date and Purpose fields.
Highlight the relevant segments in the **Travel Details** area and click on **OK**.
A **Document Preview** window will then be displayed.



Click on the **Word** button at the bottom of the **Document Preview** window to convert the file into a Word document or click the **Save As** or **Print** buttons.

The visa letter will then open in **Word** where it can be printed or saved.

Galileo Training Pty Limited
Trading As Galileo Travel Darling Harbour
100 Bridge Street
PYRMONT NSW 2009
Australia
Tel: 02 93914777 Fax: 02 93914555
Email: support@galileo.com
ABN: 99 999 999 999999 Licence No: 2TA9999

17 May 2006

Attention : Consulate General of Japan

14 Lake Drive
Canberra ACT 2601

Dear Sir/Madam

Please find enclosed the completed visa application(s) and passport(s) for the following passengers.

Passenger Name TABET/TIM MR

Purpose of Visit Tourism

Departure Date 06 Dec 2006

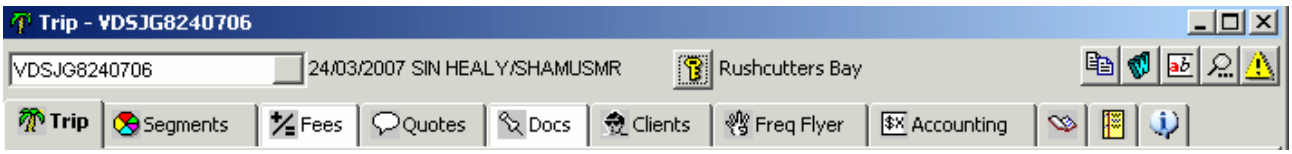
Service	Travel Details	Date Depart	Date Arrive	Depart or	Arrive
Flight	JapanAir Lines 5142	06 Dec 06	07 Dec 06	Cairns	Tokyo
Hotel	Imperial Hotel, Tokyo	06 Dec 06	15 Dec 06	Tokyo	
Flight	JapanAir Lines 5141	22 Dec 06	23 Dec 06	Tokyo	Cairns

I trust that this information is sufficient for the issuance of the visa(e). Should you require any further information, please do not hesitate to contact me.

Yours Faithfully

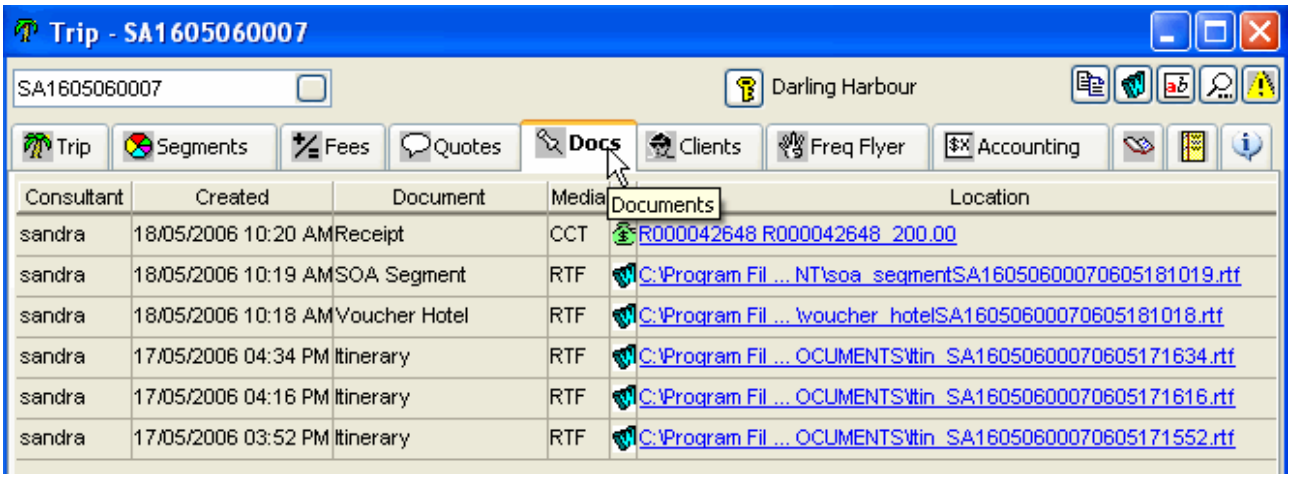
New Trip File Tabs

The **Docs** and **Overview** tab are new to CCT Enterprise.



Docs Tab

The **Document tab** provides a record of all documents issued for a **Trip** file. Each item is automatically stamped with the date and time of creation and the consultant ID. The re-issue of a document does not override a previously stored item e.g. an itinerary.
All documents are still issued in the normal way. This tab is a record area only.

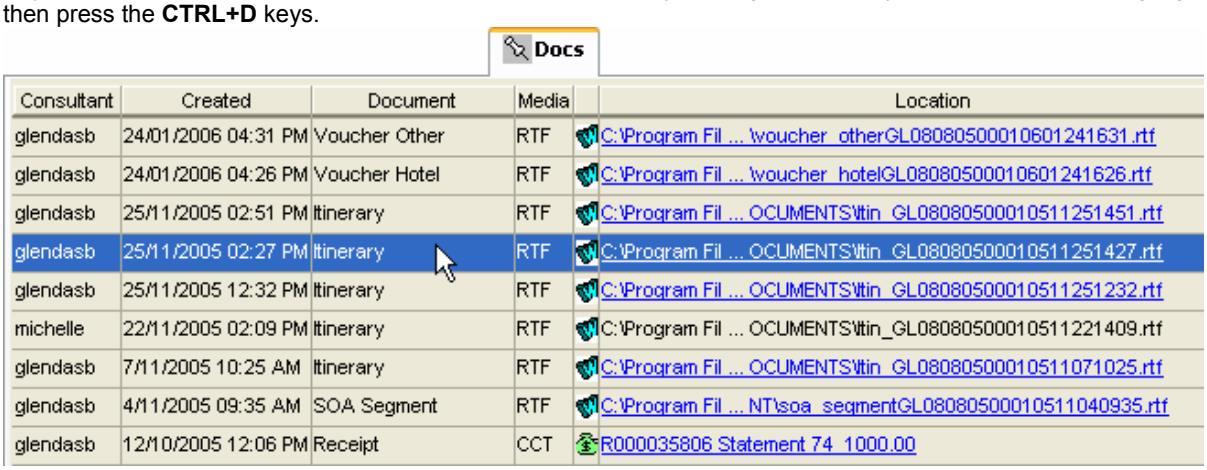


Reprinting Documents

Any item under this tab can be opened by clicking on the hyperlink in the **Location** column and reprinted if required. The reprinted copy will keep the original **Home** branch and **Created in** branch even if theses items have been altered. There is one exception; the **Itinerary**, which will alter these items to match the present users access rights. This means that the Itinerary letterhead on a reprinted Itinerary will be that of the logged in users Home branch.

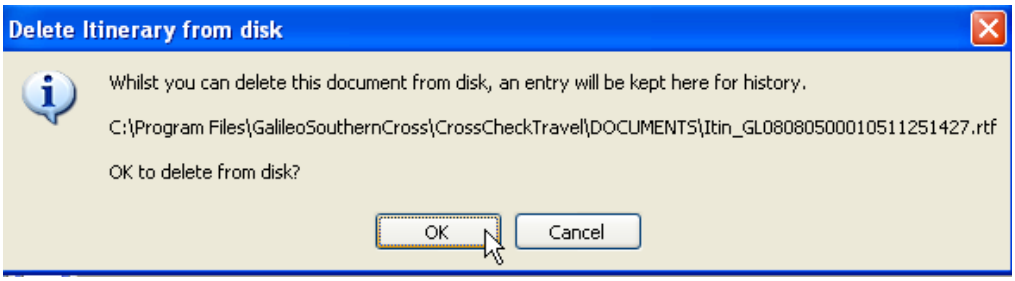
Deleting a Document

Any non-accountable document can be deleted from this tab by clicking on the line you wish to delete, to highlight it and then press the **CTRL+D** keys.

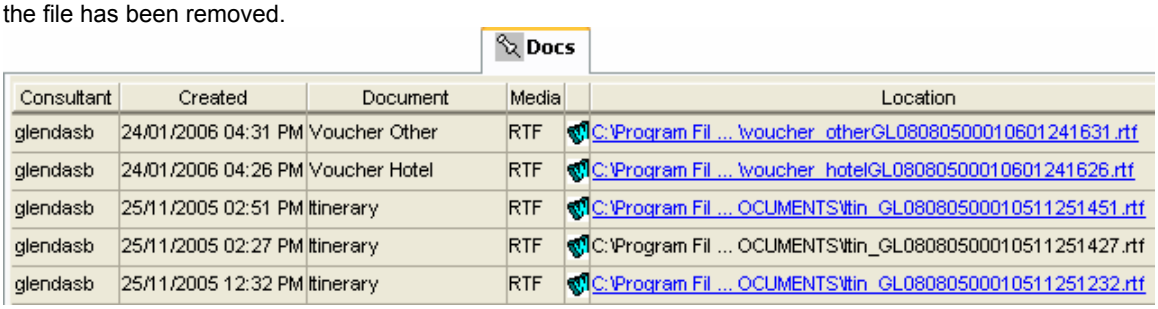


Consultant	Created	Document	Media	Location
glendasb	24/01/2006 04:31 PM	Voucher Other	RTF	C:\Program Fil ... \voucher_otherGL08080500010601241631.rtf
glendasb	24/01/2006 04:26 PM	Voucher Hotel	RTF	C:\Program Fil ... \voucher_hotelGL08080500010601241626.rtf
glendasb	25/11/2005 02:51 PM	Itinerary	RTF	C:\Program Fil ... OCUMENTS\Itin_GL08080500010511251451.rtf
glendasb	25/11/2005 02:27 PM	Itinerary	RTF	C:\Program Fil ... OCUMENTS\Itin_GL08080500010511251427.rtf
glendasb	25/11/2005 12:32 PM	Itinerary	RTF	C:\Program Fil ... OCUMENTS\Itin_GL08080500010511251232.rtf
michelle	22/11/2005 02:09 PM	Itinerary	RTF	C:\Program Fil ... OCUMENTS\Itin_GL08080500010511221409.rtf
glendasb	7/11/2005 10:25 AM	Itinerary	RTF	C:\Program Fil ... OCUMENTS\Itin_GL08080500010511071025.rtf
glendasb	4/11/2005 09:35 AM	SOA Segment	RTF	C:\Program Fil ... NT\soa_segmentGL08080500010511040935.rtf
glendasb	12/10/2005 12:06 PM	Receipt	CCT	R000035806 Statement 74_1000.00

The prompt below explains the deletion. Click on **OK** to continue at this prompt and on the one which follows.



The line selected will change to black indicating that this item has been deleted from the storage file and the hyperlink to the file has been removed.



Consultant	Created	Document	Media	Location
glendasb	24/01/2006 04:31 PM	Voucher Other	RTF	C:\Program Fil ... \voucher_otherGL08080500010601241631.rtf
glendasb	24/01/2006 04:26 PM	Voucher Hotel	RTF	C:\Program Fil ... \voucher_hotelGL08080500010601241626.rtf
glendasb	25/11/2005 02:51 PM	Itinerary	RTF	C:\Program Fil ... OCUMENTS\Itin_GL08080500010511251451.rtf
glendasb	25/11/2005 02:27 PM	Itinerary	RTF	C:\Program Fil ... OCUMENTS\Itin_GL08080500010511251427.rtf
glendasb	25/11/2005 12:32 PM	Itinerary	RTF	C:\Program Fil ... OCUMENTS\Itin_GL08080500010511251232.rtf

Note

When changes are made to segments and a new itinerary printed a new record is date stamped under the Document tab. If a previous itinerary had been printed this is not over-written under the document tab, but stored as history.
If a quote is altered or deleted under the Quote tab it does **not** automatically update the copy stored under the Document tab.

Overview Tab

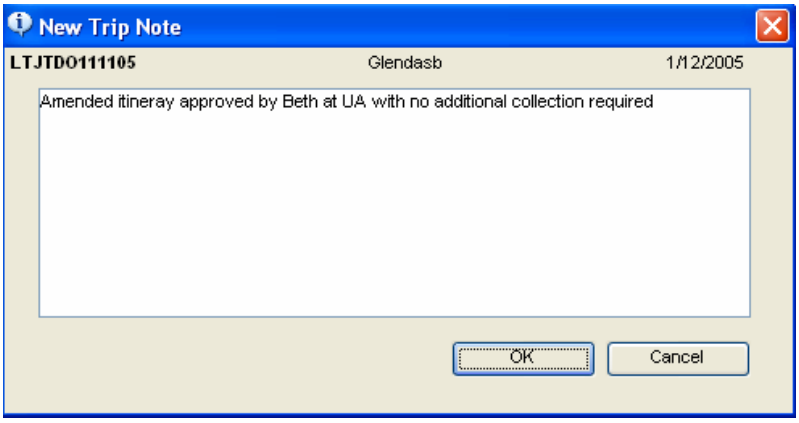
The **Overview** tab provides summary of all activities in the **Trip** file.

The upper section shown in blue includes the consultant name, the file status and an itinerary summary along with any Booking reference numbers taken from the **Trip** tab.

The lower section contains **User** and **Host Comments** and all **accounting transactions** on this file. Every entry has the user name, date and time attached, and symbols to assist in identifying the type of entry. e.g. “g” shows an entry has been downloaded.

Manual Addition

Notes can be added to this tab by clicking on the **Overview** tab and pressing **CTRL+N** or by clicking on the **New** icon on the toolbar. This is a free text screen. Type your note and click **OK** to save this addition.

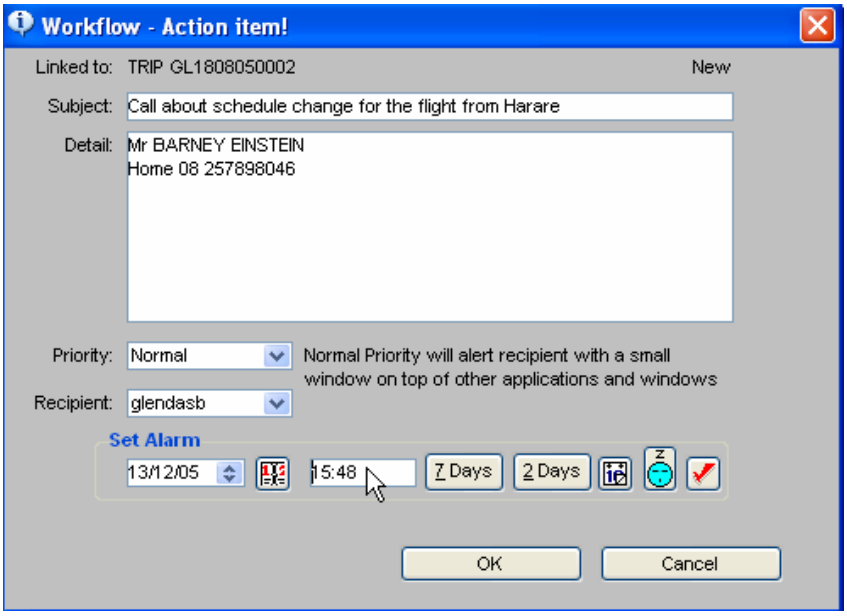


Deleting

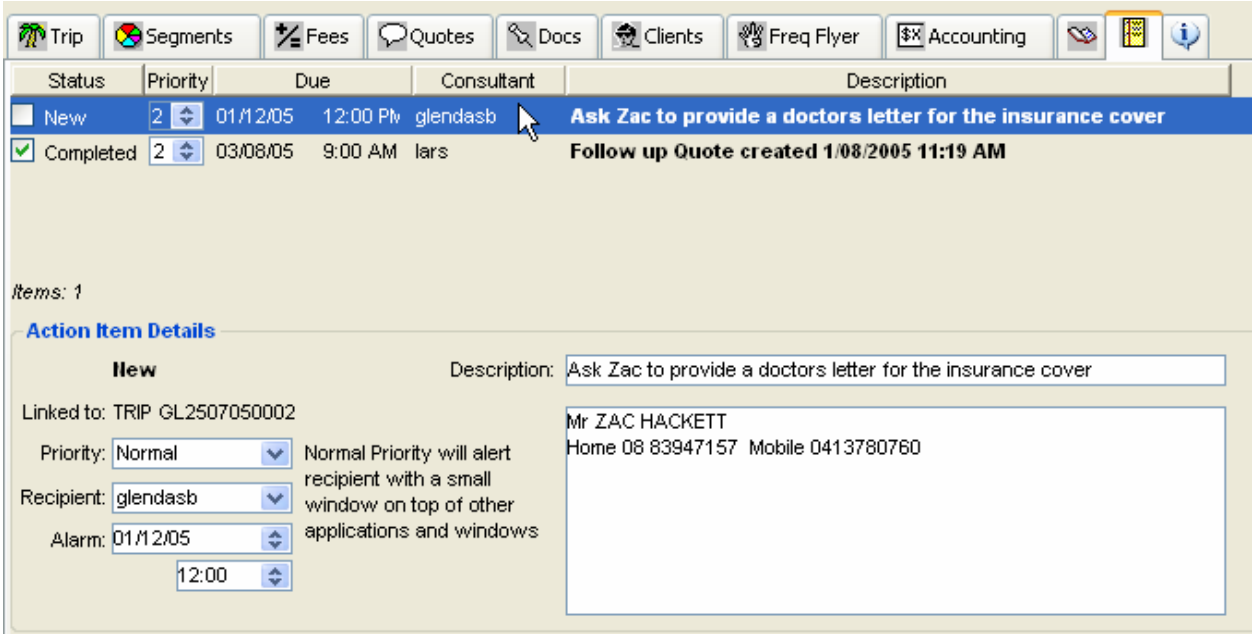
Entries cannot be deleted from the Overview tab however if a User Comment is deleted under the Comment tab it will also be removed from the Overview tab.

Workflow Action Items Tab

Workflow action items are created in the same way as is previous versions of CCT with one exception. The time in the **Set Alarm** area can only be altered by overtyping it and clicking on **OK**.



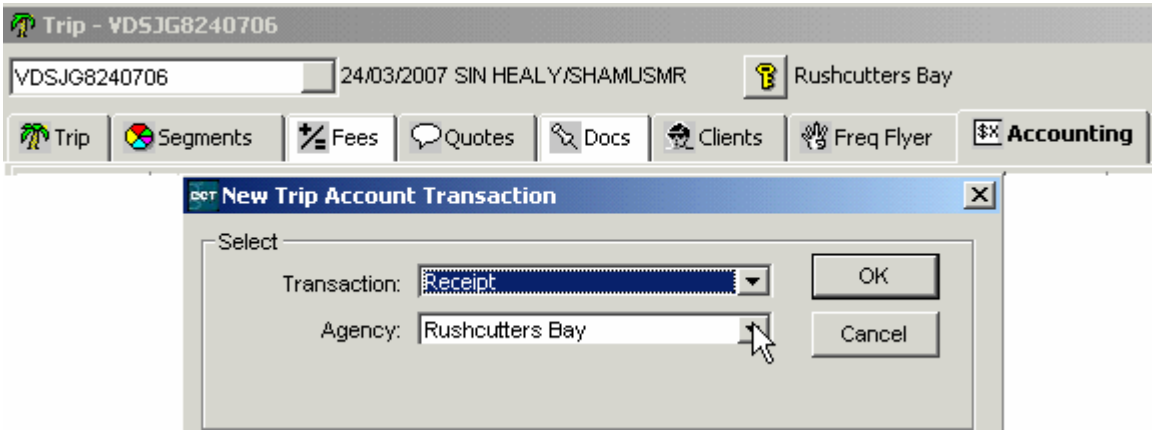
Summary information about the Workflow Action item can be viewed under this tab.
When more than one Action item has been recorded under this tab, the details for any item can be viewed in the lower section of the screen by clicking on the item required.



Creating Transactions

The **Agency key** determines the default branch displayed when starting a new accounting transaction. This branch assignment can be changed if the user has security access to do so.

The Trip Control account totals will reflect the transaction branch selection rather than Trip file Agency key.



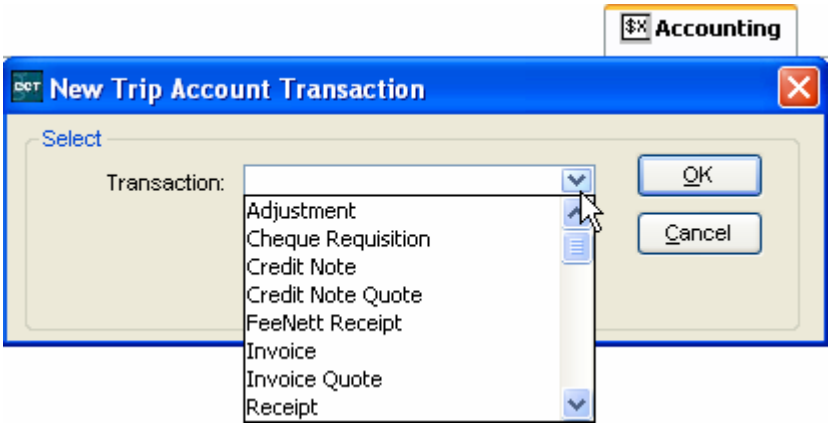
Before starting a transaction the following questions should be asked

1. Where is the users Home branch
2. Where is the branch bank account
3. Then – do you need to change the branch

Some branches might have the same bank accounts.
The possibilities are

1. Multiple branches – with a single bank account
2. Multiple branches – with a multiple bank accounts
3. Some branches sharing a bank account and others not

To create a new transaction from the Trip file's Accounting tab, click the New icon on the standard toolbar or press the Ctrl+N keys. The New Trip Account Transaction screen appears, providing a list of all transactions.



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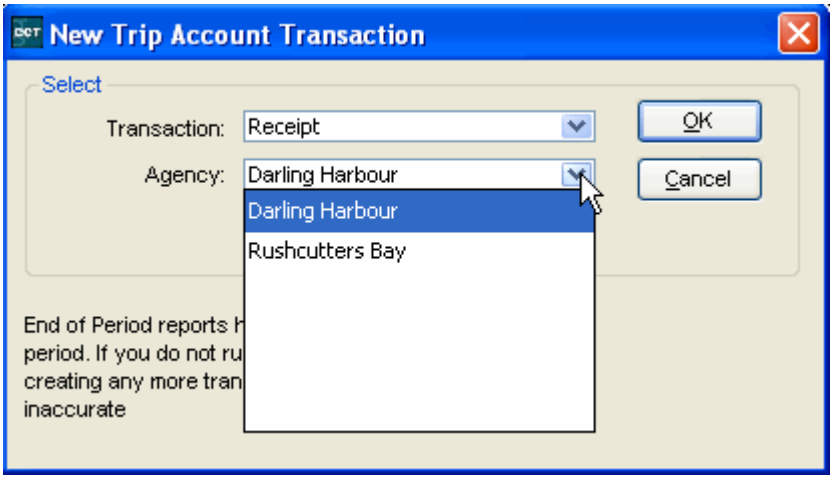
Click on the down arrow in the Transaction field and highlight your choice.
The Agency field only appears after the transaction type has been selected.



The **Agency** field will default to the Trip files **Home** branch. However, this can be altered by choosing another branch from the scroll attached to this field, if access right permit.

It is recommended that the ability to change the branch in the New Trip Account Transaction window be limited to high end users who will **only use this to fix an incorrect trip transaction** entry and who will be aware of the repercussions on the reporting if such a transaction takes place.

Reversing Transaction

When a transaction is reversed the Branch identity will default to the **Home** branch of the user who reversed the transaction.

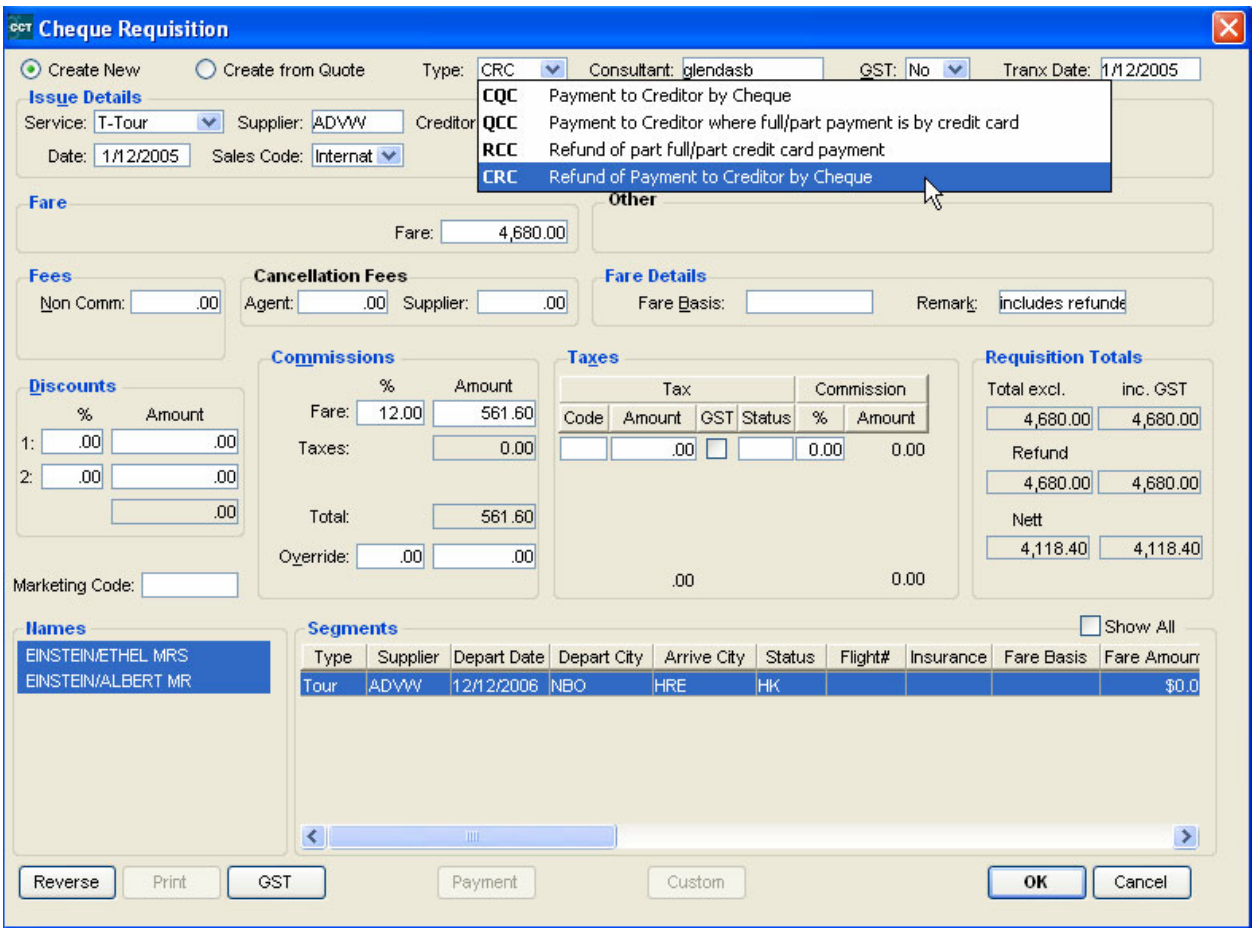
Cheque Requisition CRC

The Cheque Requisition has a new type: CRC for Refund of Payment to Creditor by cheque.

This type of **Cheque Requisition** is used when a refund is being processed when the original payment to the Creditor was by cheque. It was not paid by Credit card direct to the Creditor i.e. a QCC. A Creditor paid from their return statement (monthly, fortnightly or weekly) would have a refund transaction recorded in CCT using this CRC type.

Reversals

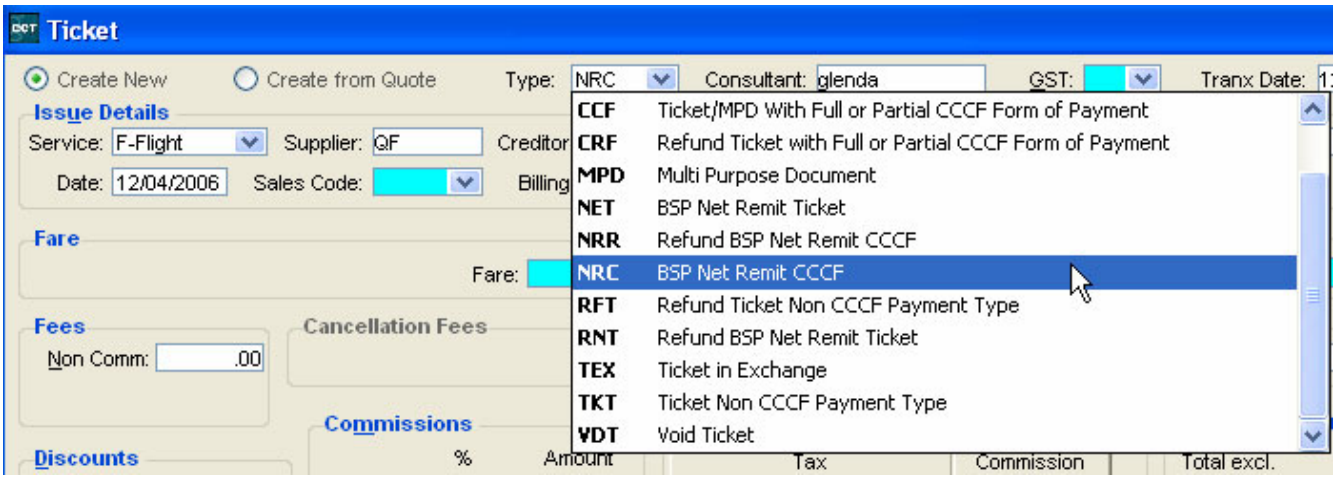
The following cheque requisition codes show the applicable reversal type codes :
CQC reversal code type = **CRC** **QCC** reversal code type = **RCC**



New Ticket Requisition Types

The Ticket Requisition has new Ticket Types to cater for Nett Remit tickets paid for with the passenger's Credit card.

NOTE
These ticket types should only be used for airlines that accept Credit Card as Form of Payment on Net Remit Tickets through BSP.



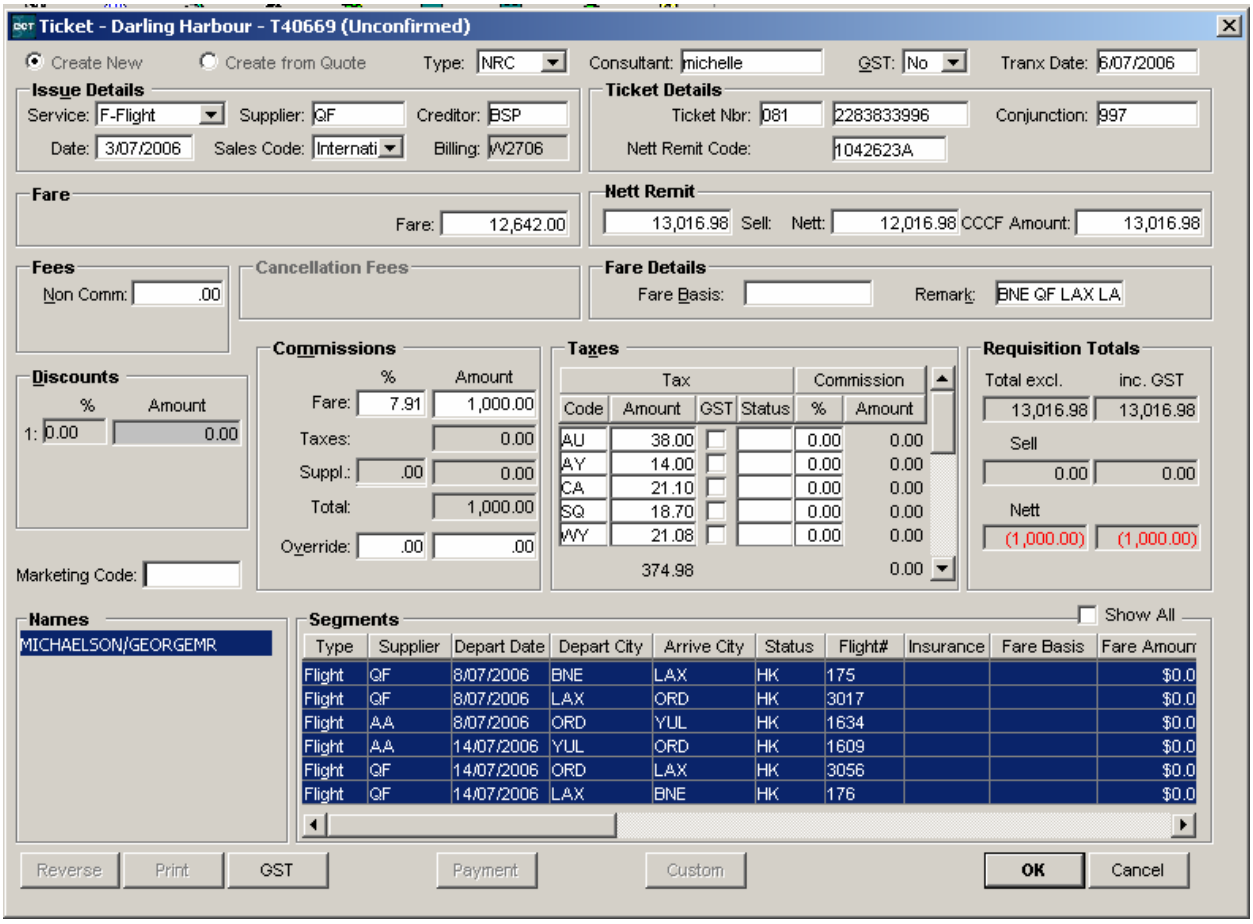
These codes are

NRC This code is used when CCCF BSP tickets need to be recorded at nett fare levels. The CCCF Tickets entered must be completed using the Nett fare levels. You **MUST** enter the relevant Nett Remit Code.

NRR This code is used to refund a CCCF BSP tickets recorded at nett fare levels.

Downloading and NRC

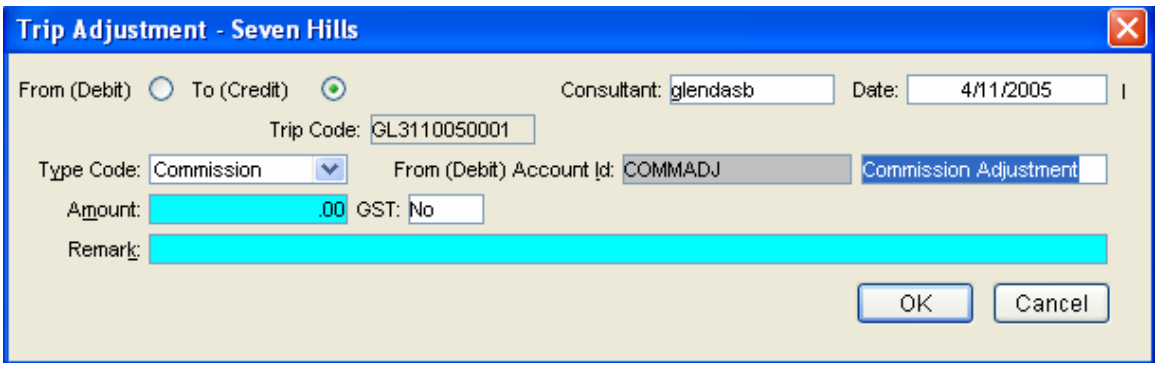
The **NRC** code is not automatically created on download.
On download an **Unconfirmed Ticket Requisition** will be created with the Type code of CCF. The **Type** code must be changed to **NRC.** The Actual Selling Fare is not downloaded, so the figures must be adjusted in the Ticket requisition.



Trip Adjustments

Adjustments

If adjustments needs to be made the branch selected should reflect that of the transaction requiring adjustment.
Trip File Adjustments screen has a GL account for Commission.

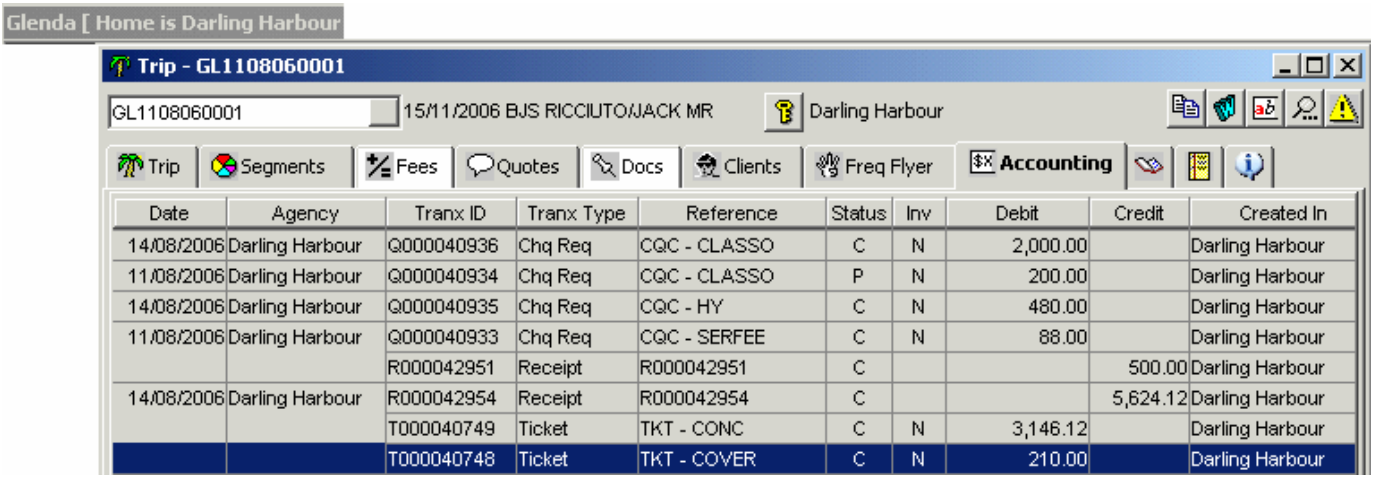


Accounting Tab

The **Accounting** tab lists all accounting transactions in relation to the open Trip file.

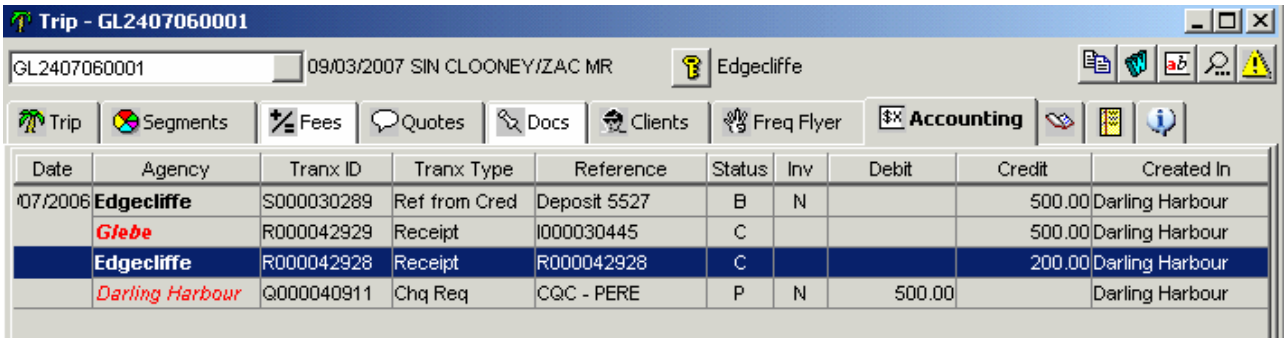
If a consultant is working only in their **Home** branch the accounting tab will display the same branch in both the **Agency** and **Created In** columns.

The **Created In** field records the Users' Home branch.
The **Agency** column shows where this transaction was created



Date	Agency	Tranx ID	Tranx Type	Reference	Status	Inv	Debit	Credit	Created In
14/08/2006	Darling Harbour	Q000040936	Chq Req	CQC - CLASSO	C	N	2,000.00		Darling Harbour
11/08/2006	Darling Harbour	Q000040934	Chq Req	CQC - CLASSO	P	N	200.00		Darling Harbour
14/08/2006	Darling Harbour	Q000040935	Chq Req	CQC - HY	C	N	480.00		Darling Harbour
11/08/2006	Darling Harbour	Q000040933	Chq Req	CQC - SERFEE	C	N	88.00		Darling Harbour
		R000042951	Receipt	R000042951	C			500.00	Darling Harbour
14/08/2006	Darling Harbour	R000042954	Receipt	R000042954	C			5,624.12	Darling Harbour
		T000040749	Ticket	TKT - CONC	C	N	3,146.12		Darling Harbour
		T000040748	Ticket	TKT - COVER	C	N	210.00		Darling Harbour

The screen below and following table represent a network where **all Agencies or Branches share one bank account.**

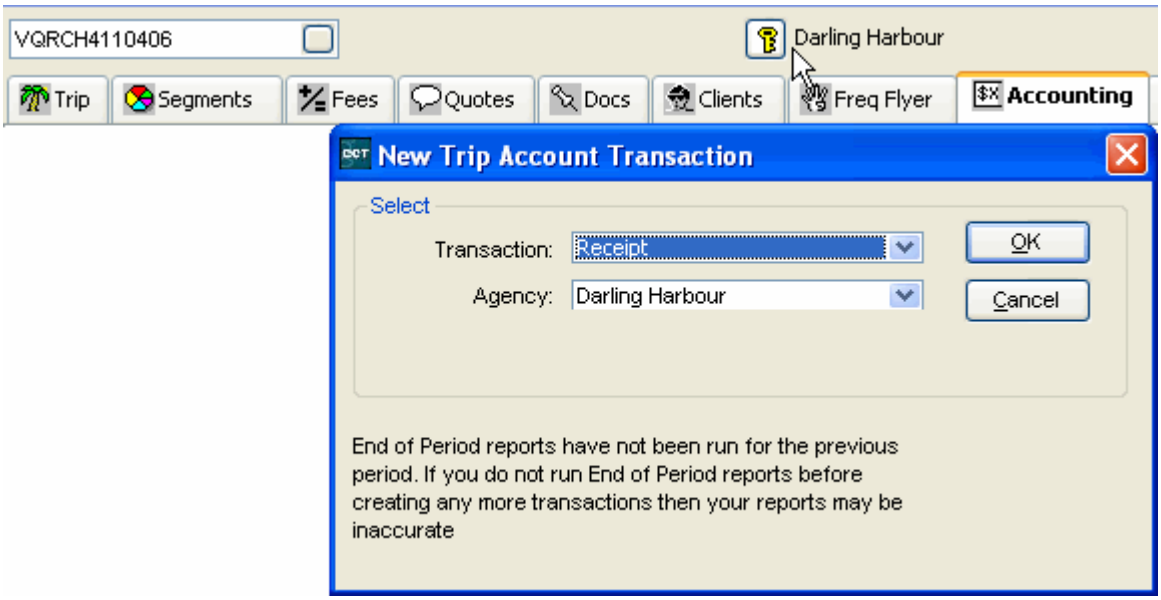


Date	Agency	Tranx ID	Tranx Type	Reference	Status	Inv	Debit	Credit	Created In
07/2006	**Edgecliffe**	S000030289	Ref from Cred	Deposit 5527	B	N		500.00	Darling Harbour
	Glebe	R000042929	Receipt	I000030445	C			500.00	Darling Harbour
	Edgecliffe	R000042928	Receipt	R000042928	C			200.00	Darling Harbour
	Darling Harbour	Q000040911	Chq Req	CQC - PERE	P	N	500.00		Darling Harbour

Field	Description (all Agencies or Branches share one bank account)
Created In	This field records the **users Home branch**.
Agency	Shows the agency **where this transaction** was created. There are 3 possible scenarios: 1) The **transaction agency** (Agency column) will show in **BOLD RED** if the Agency is different to the **Agency Key** **and** the **Users Home** branch (the Create In column.) e.g. Transaction agency =Glebe, Agency key = Edgecliffe, Users Home = Darling Harbour, 2) If the **transaction agency** (Agency column) is the **same** as the **Users Home** branch (Create In column) but different to the **Agency Key**, the Agency column will show in RED. e.g. Transaction agency=Darling Harbour, Users Home =Darling Harbour, Agency key = Edgecliffe 3) If the **transaction agency** (Agency column) is the **same** as the **Agency key** but **different** to the **Users Home** branch (the Create In column), the Agency column will show in **bold black**. e.g. Transaction agency= Edgecliffe, Agency key = Edgecliffe, Users Home = Darling Harbour.

Trip Receipts and Branch Identification

If user receipts money for another branch the money should be banked into the branch the trip file belongs to, which is identified by the **Agency Key**. The **transaction Agency** selected should be the same as the **Agency key**.



This situation should only occur if the branches involved share the **same bank account**. We recommend sending a Workflow Action Item be sent to the Manager if this scenario occurs as they may need to complete an Adjustment for the purpose of accurate reporting.

When this scenario occurs the wording on the **Receipt** confirms that money was taken on behalf of another branch.

RECEIPT - RETAIL

Date of Issue	18 May 2006	**Receipt**	**R000042650**
Received From	ORLIC/MIKAELMR	**Copy**	
Booking Reference	MF8K8Q180506	**Date Printed**	**19 May 2006**
Total Amount	**250.00**		
	Two hundred and fifty dollars only		
Being For	**Deposit for Car Rental**		
Money Collected at	**Rushcutters Bay on behalf of Darling Harbour**		
Passenger Name(s)	ORLIC/MIKAELMR		
Payment Details			
Cash			$250.00
		Payment Total	**$250.00**
Issued By	Anastasia Tsikas		
Signed	_____		

Uploading and Multi-branches

1. A User can upload a Client File when the **Branch Key** is set as
- The Users **Home** Branch
- A Branch the User has **Access** rights to
- A Branch the User has **Read Only** rights to

2. The Upload will use the **MAR** of the **Branch** the Client File has set in the **Branch Access Key**

When up loading a Client file from another Branch depending upon **Galileo Branch Security** one of following will occur:
- The MAR details will be the Branch the Client File has in it's Branch Access Key
- The MAR will not move and there will be no Agency Details

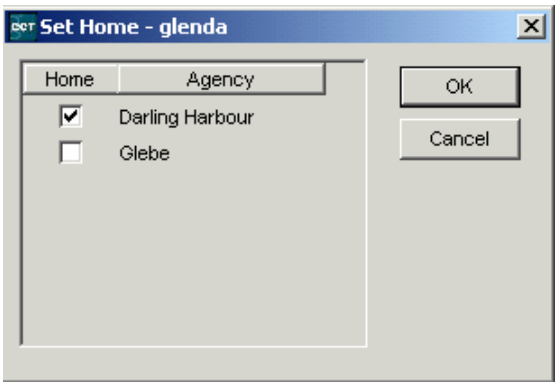
3. It is **recommended** to un-tick **MAR** on the **Upload Screen** when the **Branch in Client File Branch Access Key** is **NOT** the same as your **Home Branch**. After Upload and before you End Transaction manually Move the Mar into the Booking File

It is imperative the correct MAR appears in the Booking File.

Changing the Home branch

The user can change their **Home** branch using the **Set Home** function, provided they have been given access to this function by the CCT Supervisor under the Branch Security tab.

To change the **Home** branch, click on the **Set Home** button on the **MyCCT** toolbar or select **Set Home** from the drop down menu attached to **File** on the menu bar.



The tick indicates the **Home** branch. To change the **Home** branch click on the box next to the branch required and click on **OK**.

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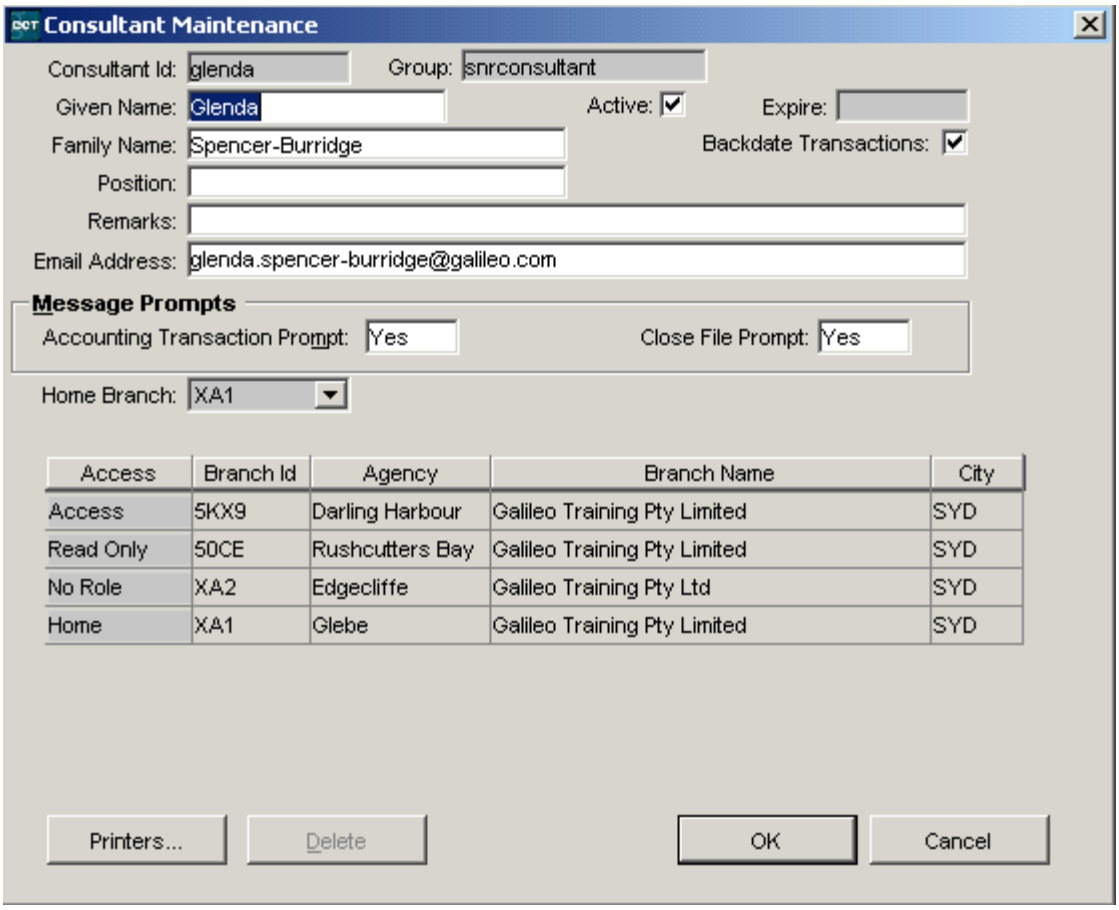
Viewing Changes to the Home Branch

There are three ways to confirm the change to a different Home branch.

1. The title bar with the users name will reflect the change

2. Click on **Consultant** under **Tools** on the menu bar to open the **Consultant Maintenance** window.



3. The **MyCCT Other**, **My Details** folder will also verify this change.

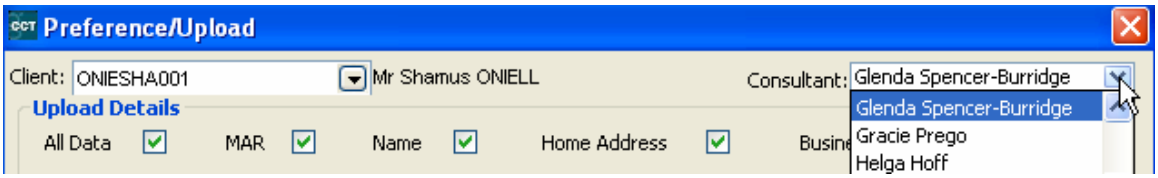
Branches with Read Only Status

A user can upload a file from a branch where they have **Read Only** rights. The file will take on the user's Home branch **MAR.**

Consultant field

If a consultant has been made **Inactive** in the **Supervisor** settings their name will not appear in the **Consultant** field in the **Upload** window for selection.

The consultants name will not appear if a they do not have access to the branch this file belongs to; e.g. a relief consultant might be working with a full time consultant and the full time consultant has access to a particular branch and has a file from this branch on the screen but cannot select the relief consultants name as they do not have access rights to this branch.



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Downloading and Branch Settings

Booking files will download into the branch that is set as **Home** for the logged in user**.** A user can re-set their **Home** branch to any branch with **Access** status, if they have been given the ability to do so.
A user cannot download into a Branch where they have **Read Only** and **No Role** status. A file uploaded from a Branch with a **Read Only** status will download with the user's **Home** branch.

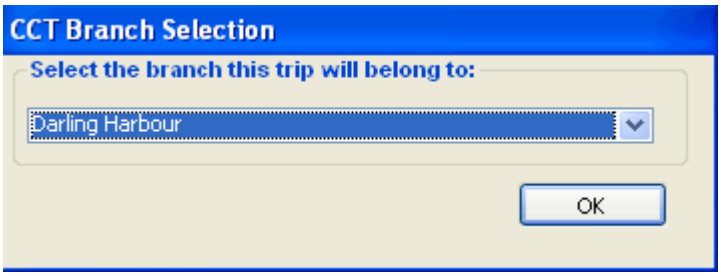
If a user had downloaded a booking file and another user with **Read Only** or **No Role** status for that branch tries to download the same file, a warning prompt will be displayed and the action prevented.

To download, display the booking file in Viewpoint and click the **Download** icon on the Toolbar.

If the user has access to **multiple branches** and this is the first download of a booking file, the **CCT Branch Selection** screen will be displayed.

The **Home** branch appears by default, select **OK** to create the **Trip** in the **Home** Branch.
To create the Trip in **another branch** the desired branch is selected from the dropdown scroll then click **OK.**

If a user has access to **one branch** only (the users Home) this selection screen is not displayed, and the **Trip** is automatically created in the **Home** branch.



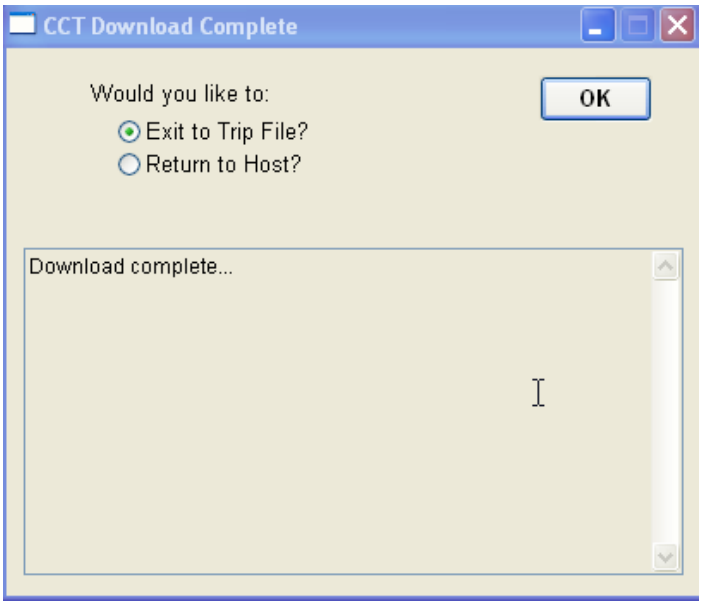
Downloading a ticketed booking

When a booking file is downloaded containing a ticket the unconfirmed ticket requisition will automatically open defaulting to **Create New** in the top left hand corner of the **ticket Requisition.**

Redownloading

Galileo Record Locators are recycled therefore the CCT application could already hold a Trip file using the Record Locator currently being downloaded. In this case, the download process performs an analysis using the segment dates, passenger name and the Record Locator.

If the Galileo Record Locator (*Reloc*)* is currently **not** held within a CCT Trip File and assuming that the Booking File contains all the necessary Passenger information, the download will complete successfully ending with this message box:



* The exception being PDQ (Past date) Bookings as explained later within these notes.

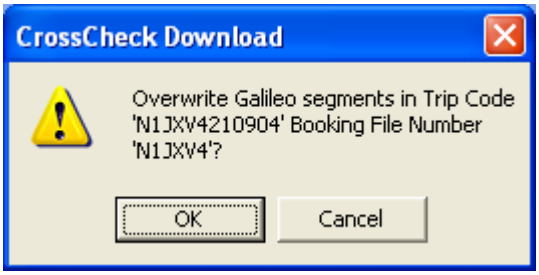
When a Galileo Record Locator (Reloc) is currently held within a CCT Booking File, the download of this Booking File is known as a Redownload.

In a Redownload, CCT will process the Booking File in a different way to a new booking and the system responses will be related to the individual circumstances of each booking.

The most common situations involving the redownload of Booking Files are as follows:

a) The Booking File has been amended in Viewpoint with a standard change to the itinerary, passenger details or the ticketing information. For example; change of flight, additional passengers, tickets issued, etc.

During the download the consultant will be prompted with a question to overwrite an existing file similar to the one shown below.



Selecting **OK** will then update the existing Trip File with the latest information contained within the Booking File.

Selecting **Cancel** will prevent any updates to the existing Trip File from occurring.

Exceptions

Exceptions to the above process will occur when the following scenarios arise:

1. There has been a name change within the Booking File
2. The Galileo Reloc reference number has been previously assigned to a CCT file
3. The Booking File as already been downloaded 'today'
4. It is a PDQ (Past Date) Booking File being downloaded for the first time
5. Same record locator different passenger name
6. More than one Trip file in CCT with the same record locator

The implications of these scenarios have been included in the Consultant guide.

Documentation Changes

Address format

The address field carried through to the documents listed below will be shown with the company details first and not the Clients name as shown below.

Galileo Southern Cross
P O Box 106151
Auckland
Attn: Fredrick Faulty

This address format change will apply to each of the following CCT documents.

- Invoice
- Invoice - Quote
- Credit Note
- Credit Note - Quote
- Proforma Invoice - Tax Invoice
- Proforma Invoice - Invoice - Quote
- Proforma Credit Note - Tax Invoice
- Proforma Credit Note - Invoice - Quote

Service fees

Service fees will appear as the last item(s) on all of the following documents:

Invoice(s)
Credit Note(s)
Proforma Invoice
Proforma Credit Note

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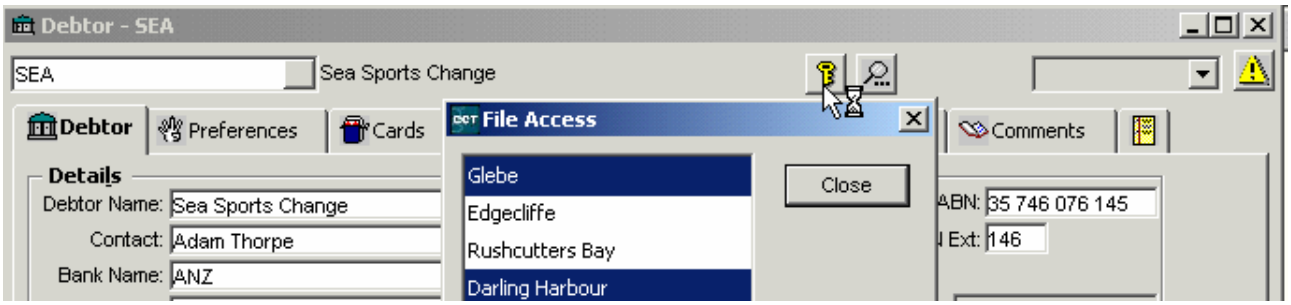
Debtors

When a Debtor is created in CCT it will be allocated with a unique code for the entire database. The Supervisor can select which agencies are given access to each Debtor.
American Express and **Diners** are available to all branches within the network.



New Debtor

When a new Debtor is created it takes the Users' Home branch. The Manager can then select which other Branches will have access to this Debtor. Open the **Agency key** to and highlight the **Branches** who will have access to this a Debtor, and save your selection by clicking on the Save button on the toolbar. Branches with **Read Only** and **No Role** rights are not included in this list for selection.

The default setting under the Supervisor log in gives the ability to change the access rights to a Debtor file to the Manager group only.

User's Access

A **User** with **Home** or **Access** rights to a branch which is connected to the Debtor can open and action the file. A user with **Read Only** rights will be able to view the file but not action it.

Default Settings

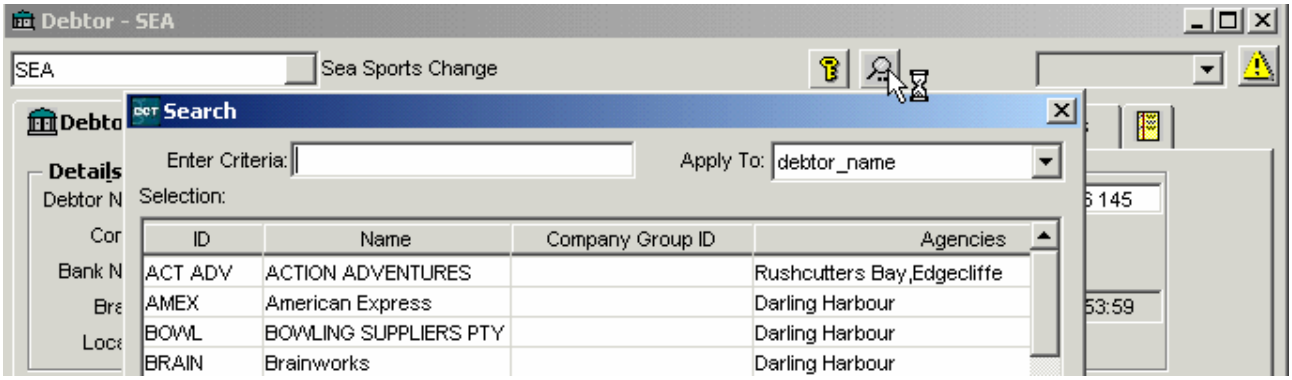
Only the Manager group can open the **Agency Key,** and **select the Agency** required in the **New Debtor transaction window.**

Debtor Location

The Debtor tab has a **Location** field which prints on documentation generated for this Debtor.

Debtor Search

Users can search for another Debtor file by clicking on the **Search** button within the Debtor file to open a **Search** window.



Highlight the Debtor required in the Search window and click on **OK** to open this Debtor file and close the file you have open.

Debtor Statements

The **Debtor Open Item and Balance Brought Forward Statements** have a **Save As** button. They can be saved in Excel and should be saved in **Excel 5**, as it provides the best formatting.

Debtor Transactions

Invoices and Credit Notes posted to Debtors will be assigned to a particular branch at **Trip transaction level.**

Receipts, Refunds and Adjustments can only be assigned to **one Branch** per transaction.

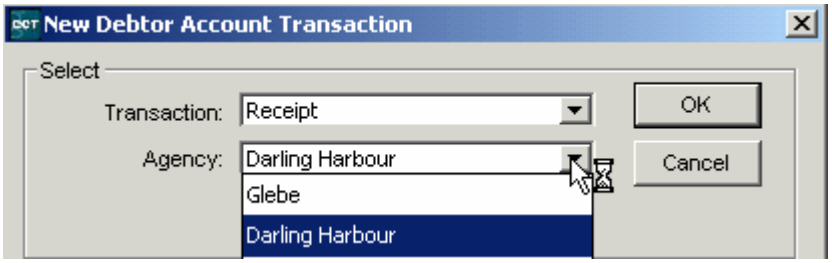
This can cause complications with **reporting,** including the Debtor Trial Balance, Debtor Aged Trial Balance and Account Trial Balance reports. It impacts the reported per branch totals of the Debtor Control and Travel (Bank) Account per branch.

If reporting Debtors/Bank Balance per branch for Balance Sheet accounts **is important**, it is imperative that all branch-related transactions be entered per branch.

If reporting Debtors/Bank Balance per branch for Balance sheet accounts **is not important**, the receipt could be entered into the system under either branch

New Transactions

After the User selects the Transaction type the Agency filed will become available. The user will need to select the **Agency** to match the transaction they are processing.



It is essential that if multiple bank accounts are in the database that a receipt is **not entered into the database to 'pay' for invoices belonging to different branches linked to separate bank accounts.**

If this mistake occurs the user should:

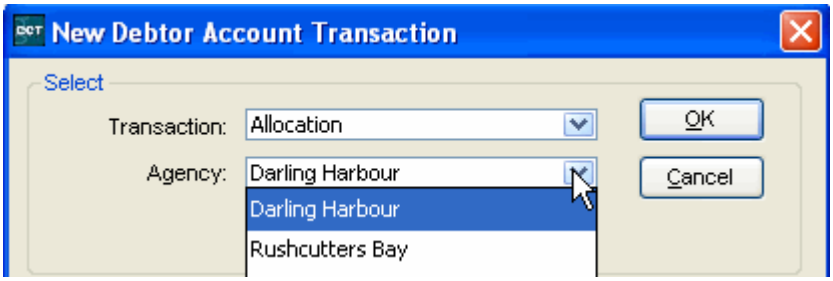
1. Create an **adjustment** for the amount paid to the other branch to indicate that the money has been received by the other account.

2. **Transfers money between bank accounts** (if desired) to zero out the difference.

More detail about rectifying such an error has been included in the Cashbook section on this guide.

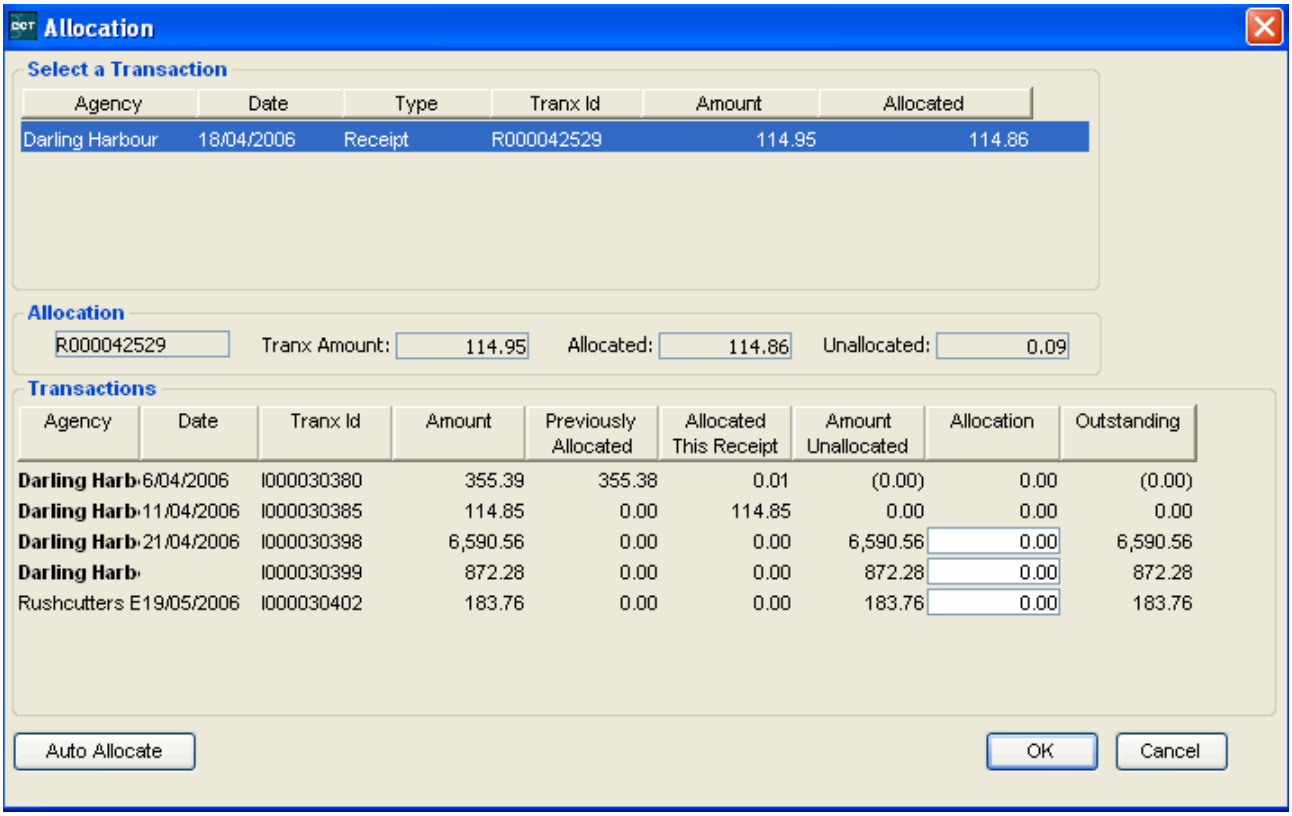
Allocations

Select **Allocation** and then the **Agency** you wish to conduct this transaction for from the **Agency** field.



The **Select a Transaction** area of the **Allocation** screen will match the **Agency** selected for this transaction, so **only** transactions created in the agency will be displayed in this upper section of the screen. If other Agencies have created transactions for this **Debtor** they will not be displayed until that particular agency has been selected in the **New Debtor Account Transaction** window.

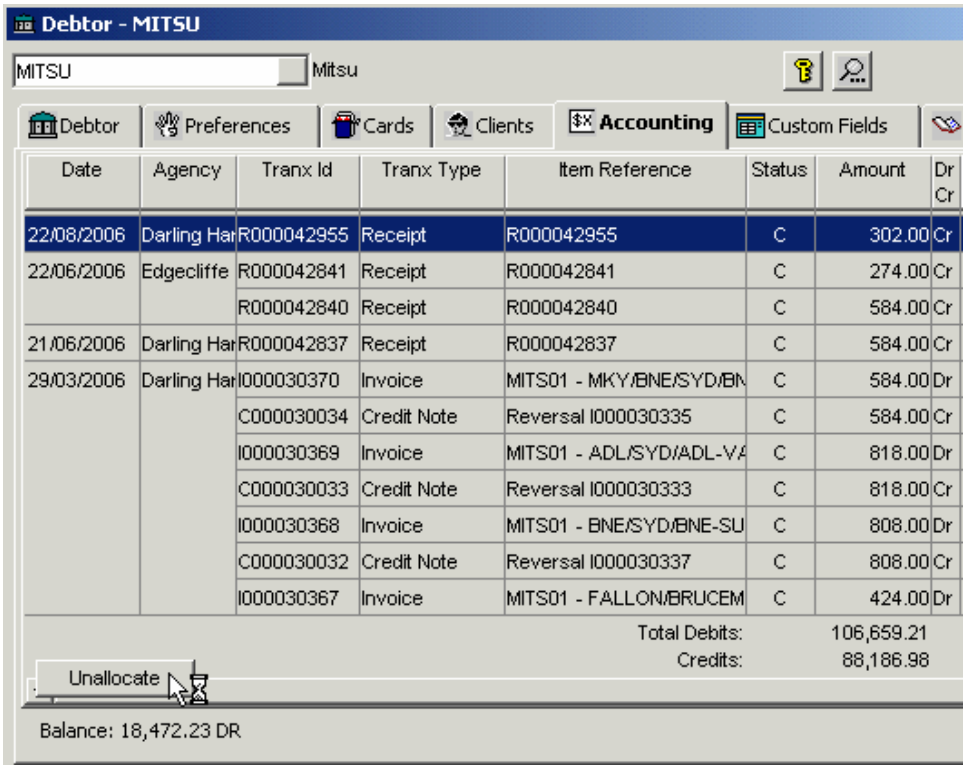
The **Select a Transaction** area of the screen displays receipts or credit notes, which are either unallocated, or partially allocated. Highlight the item to be allocated.



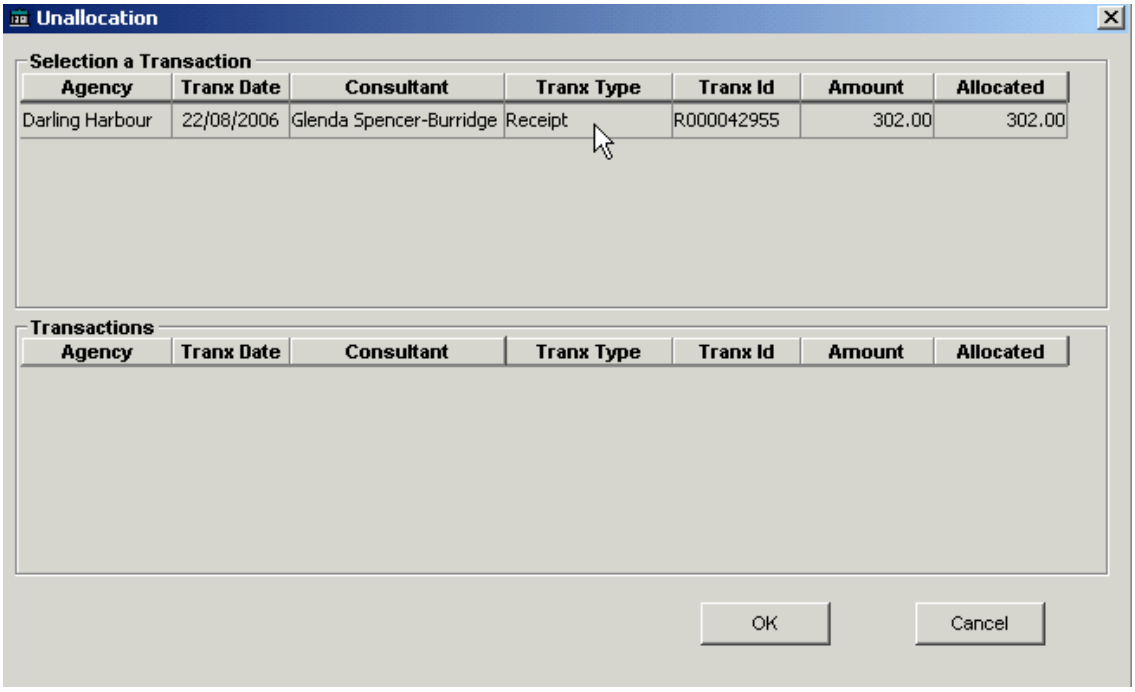
The bottom half of the allocation screen with the title **Transactions,** will show **all** transactions outstanding for the Debtor. The items relating to the **Agency** which has been selected from the **New Debtor Account Transaction** window will be shown in **bold**.

Unallocate

The **Unallocate** button allows for an error to be quickly and easily corrected. A user might have accidentally selected the wrong file when matching the receipt.
To begin this process click on the **Unallocate** button in the bottom left corner of the Accounting summary screen.



The **Unallocation** window will open with the transactions which have allocation posted against them showing in the upper part of the screen. Click on the item required to retrieve the allocation transaction in the lower part of the screen.



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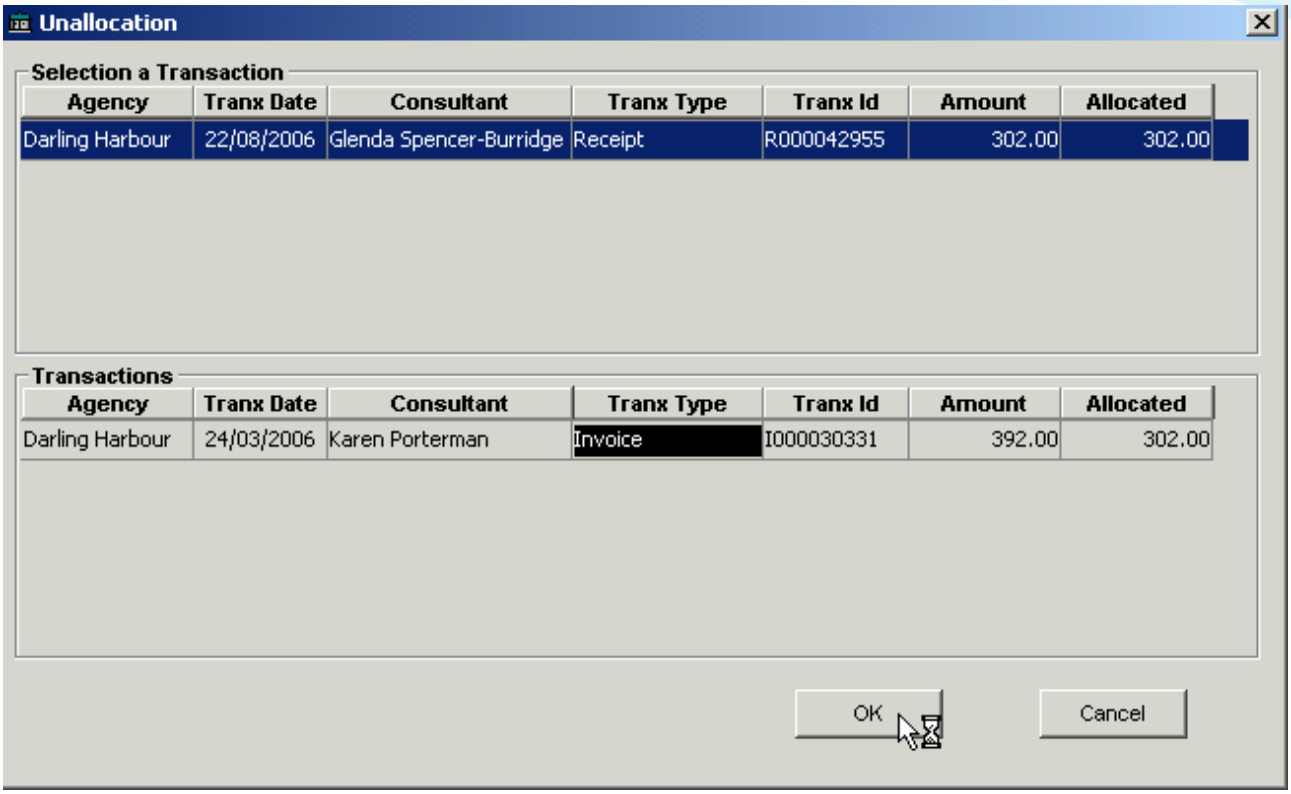
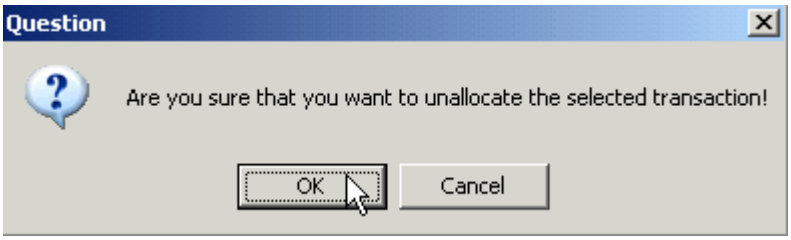


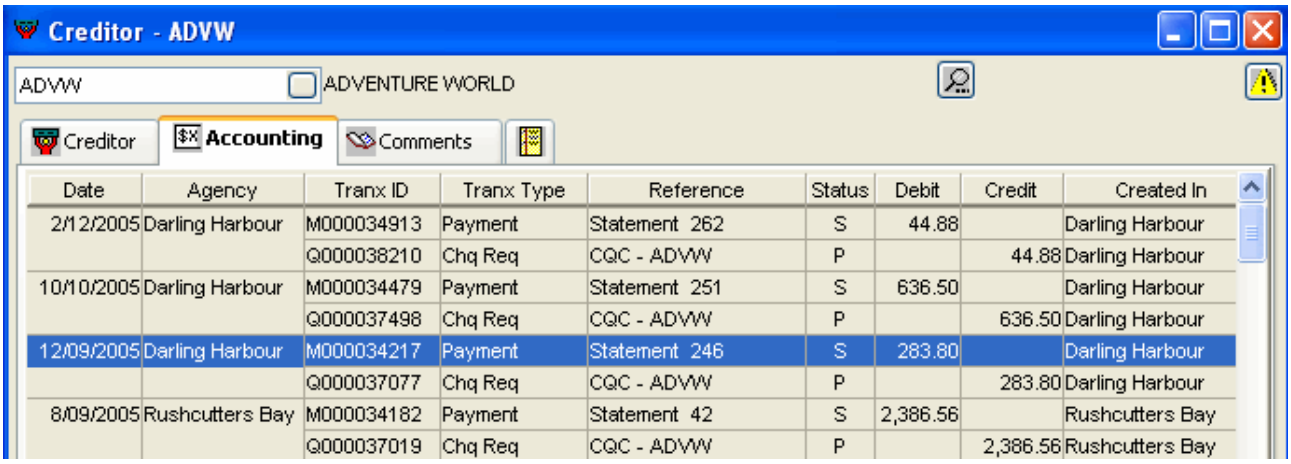
Highlight the transaction required and click on **OK**. This receipt will now be available for another allocation.



Click OK at this prompt to complete the Unallocation process.

Creditors

There is one set of **Creditors,** and one set of **Creditor ID** codes for an entire network or database. The Creditor file does not have an Agency key field and each **transaction** in a Creditor file will default to the User's Home branch unless another branch is selected for that transaction.

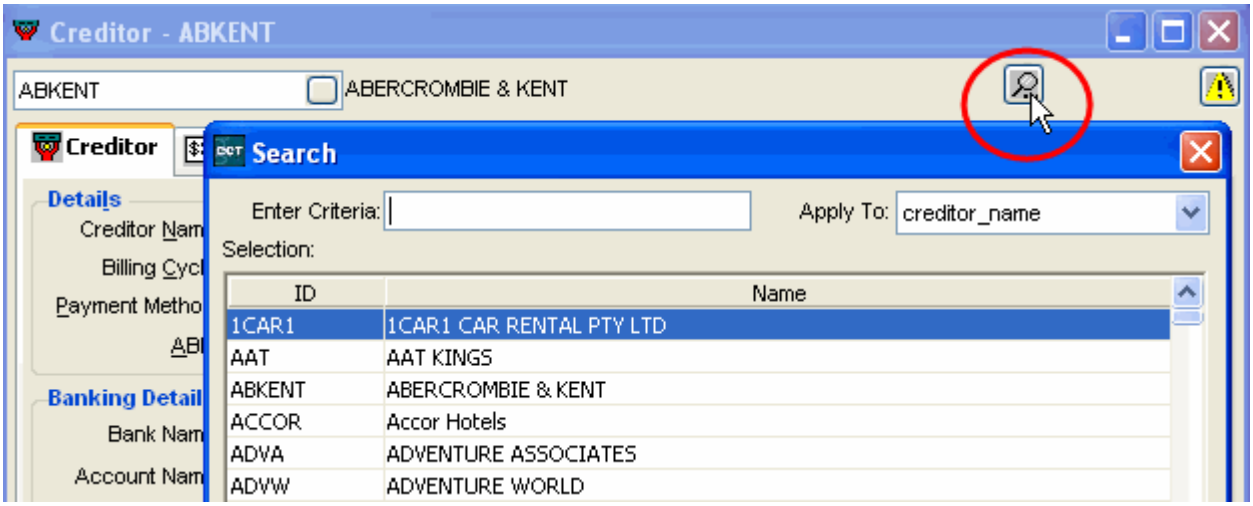


Date	Agency	Tranx ID	Tranx Type	Reference	Status	Debit	Credit	Created In
2/12/2005	Darling Harbour	M000034913	Payment	Statement 262	S	44.88		Darling Harbour
		Q000038210	Chq Req	CQC - ADVW	P		44.88	Darling Harbour
10/10/2005	Darling Harbour	M000034479	Payment	Statement 251	S	636.50		Darling Harbour
		Q000037498	Chq Req	CQC - ADVW	P		636.50	Darling Harbour
12/09/2005	Darling Harbour	M000034217	Payment	Statement 246	S	283.80		Darling Harbour
		Q000037077	Chq Req	CQC - ADVW	P		283.80	Darling Harbour
8/09/2005	Rushcutters Bay	M000034182	Payment	Statement 42	S	2,386.56		Rushcutters Bay
		Q000037019	Chq Req	CQC - ADVW	P		2,386.56	Rushcutters Bay

The **Accounting** summary screen will show the **Branch** where this transaction was created in the **Agency** column and the User's Home branch under the **Created In** column. When a different branch to the User's Home branch has been selected for a transaction, it will be displayed in **Bold** in the Agency column.

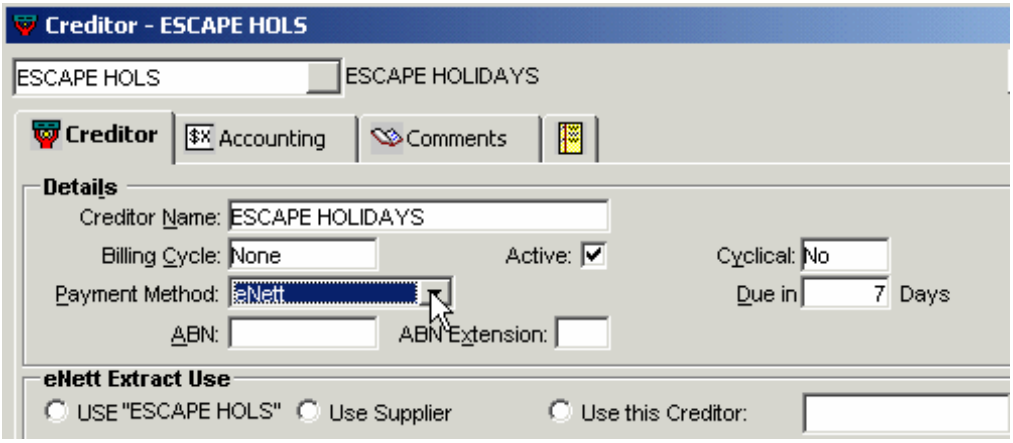
Creditor Search

Click on the **Search** button at the top of the Creditor file to open a **Search** window.
Highlight the Creditor required to open this file and to automatically close the file you have open.



Creditor Tab

The **Creditor** tab has new items for selection from the **Payment Method** field and a new field to accommodate a new payment method called **Cyclical** payment.
The **Payment Method** field should be completed to record the preferred method payment, either **Cheque, Bulk Pay** or **eNett.**



Selecting **eNett** (Galileo's electronic payment system) means that you are choosing to upload payment requests from CCT to the eNett website and to download and import payment details as received in emails from eNett. The import of the eNett payment data will automatically create payment entries in CCT, therefore saving time and increasing the accuracy of internet payment processing.

eNett Extract Use

After **eNett** has been selected in the Payment Method field the **eNett Extract Use** fields will be displayed.
By ticking the required radio button you are selecting the way that Creditor or Supplier codes will be extracted into the eNett Extraction file. You can choose from:

Option 1: USE *"Creditor name"*

Selecting this option means that this Creditor code will be used in the extraction process. This is the most common method and therefore the default setting.

Option 2: Use Supplier

This option might be selected when a single Creditor code in CCT caters for two different by allied travel companies. E.g. Globus and Cosmos. The eNett Payment Extraction will use the Supplier code recorded in the Cheque or Ticket Requisition.

Option 3: Use this Creditor

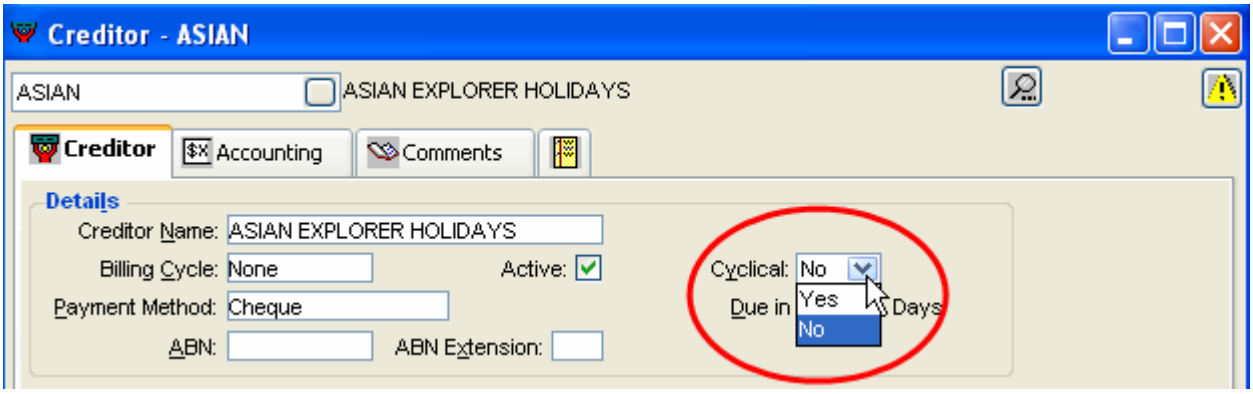
After ticking this radio button a list of alternative Creditors will be displayed in the adjacent field. Select the required Creditor. When Cheque or Ticket Requisitions are generated for payment through eNett the extraction file will be updated to the nominated alternative Creditor.
Instructions for processing eNett payments are available on the Galileo support website.

Bulk Pay

Selecting **Bulk Pay** in the **Payment Method** field signifies the use of electronic payment system such as, eNett (but not using the automatic upload/download functionality) Money Direct or tiastips. Selecting **Bulk Pay** means that the users must still complete the electronic banking tasks separate to CCT. Ticking this option does not preclude payment by Direct Debit or Cheque for this creditor it just enables this extra option.

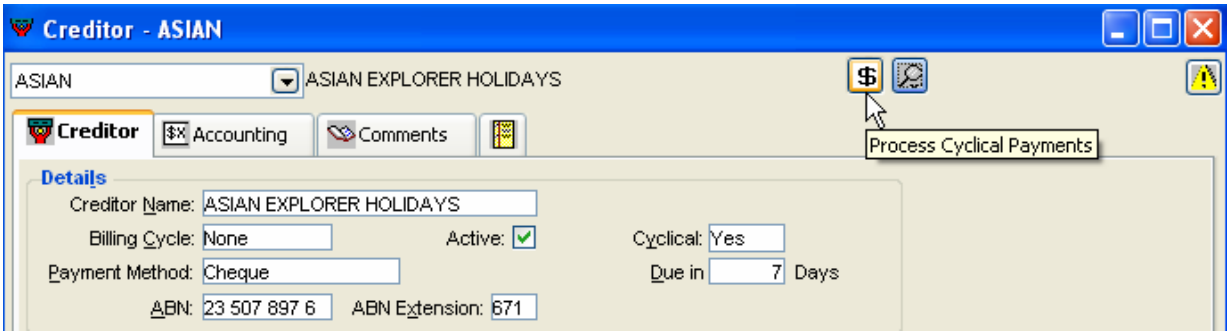
Cyclical Creditors

Paying a Creditor with the **Cyclical** option is a new feature to CrossCheck Travel.
To activate this Creditor for this method of payment select **Yes** in the **Cyclical** field and enter a number in the **Due in** field, to indicate the number of days in which payment is required by this Creditor. Detail about new payment methods has been included further on in this guide.



Enter the Bank Name, Account Name, BSB and Account number if required.
Always enter a **Mailing address** as this will print on any Remittance advice generated for this Creditor.

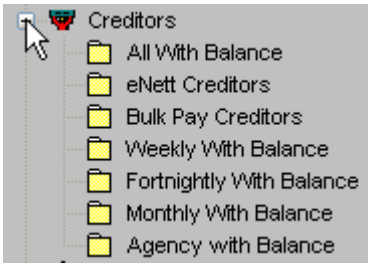
After the Cyclical field has been saved as Yes, a new button to **Process Cyclical Payments** will be automatically created. This button can only be accessed from within the Creditor file



Creditors in MyCCT

Click on the + sign next to the Creditor icon in the **MyCCT** menu to see the new search folders. Every Creditor file with a balance will appear in the **All with Balance** folder as well as in any other folders which match the preferred payment method and cycles indicated on the Creditor tab.

Any Creditors can be opened from the **Bulk Payment** and **eNett Creditor** folders to begin these payment processes for multiple Creditors.



The new Agency with Balance folder lists the balances for each Creditor as separate figures for each branch or agency.

Agency with Balance - 27 listed

Creditor Id	Creditor Id	Creditor Name	Creditor Balance	Agency	Agency Balance	Billing
ZD	ZD	Budget Rent-A-Car	-319.50	Darling Harb	-319.50	n/a
CORAL	CORAL	CORAL SEAS TRAVEL	-126.42	Darling Harb	-126.42	n/a
HERTZ	HERTZ	HERTZ	-124.23	Darling Harb	-124.23	n/a
SUNL	SUNL	SL HOLIDAYS	-121.68	Rushcutters	-60.12	n/a
SUNL	SUNL	SL HOLIDAYS	-121.68	Darling Harb	-61.56	n/a
TAST	TAST	TASMANIA'S TEMPTATIONS	-56.00	Darling Harb	-56.00	n/a
ESCAPE HOLS	ESCAPE HOLS	ESCAPE HOLIDAYS	0.00	Darling Harb	-335.40	n/a
ESCAPE HOLS	ESCAPE HOLS	ESCAPE HOLIDAYS	0.00	Rushcutters	335.40	n/a

Creditor Transactions

Introduction

1. Tickets and Cheque Requisitions posted to Creditors will be assigned to a particular branch in the **Trip transaction.**

2. When a Creditor Payment is made, the system will automatically assign the payment amount to each individual branch. Multiple branches can be paid from one creditor payment transaction providing the payment is coming from **one bank account**.

3. **Receipts and Adjustments** can only be assigned to **ONE branch per transaction.** This can cause complications with **reporting**, including the Creditor Trial Balance, Creditor Aged Trial Balance and Account Trial Balance reports. It impacts the reported per branch totals of the Creditor Control and Travel (Bank) Account per branch.

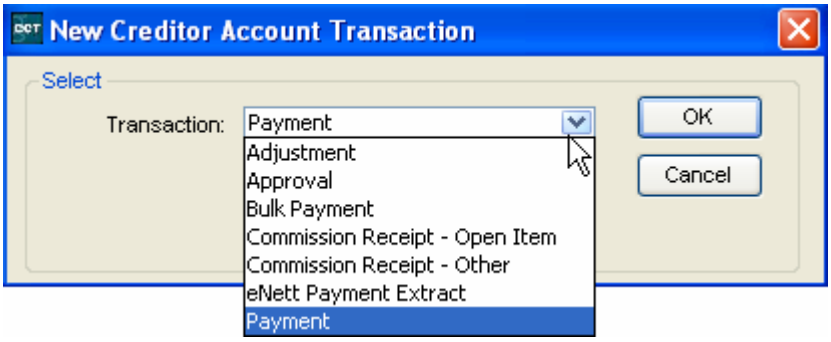
4. If **reporting** Creditors/Bank Balance per branch for Balance Sheet accounts **is important**, it is imperative that all branch-related transactions be entered **per branch**

   If **reporting** Creditors/Bank Balance per branch for Balance sheet accounts is **not important**, the receipt could be entered into the system under either transaction branch.

There are two new Creditor transactions in CCT Enterprise. These are **Bulk Payment** and **eNett Payment Extract** which have been detailed later in this section.

Opening Creditor transactions

Most Creditor transactions are selected in the same way as in CCT 3.1. With CCT Enterprise, this selection process will be followed by the new **Agency** field.



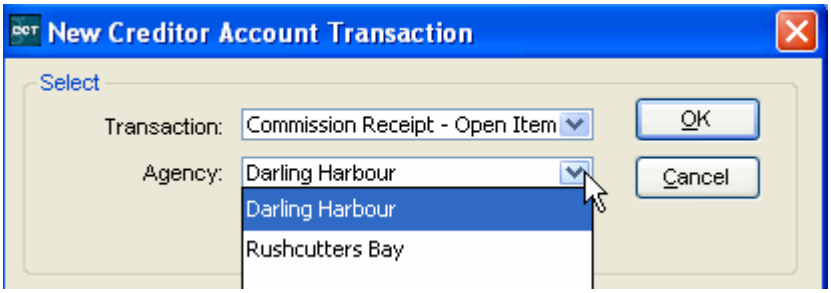
The **Agency** field will only be displayed in the **New Creditor Account Transaction** window for the following transaction types:

- Adjustment
- Commission Receipt-Open Item
- Commission Receipt-Other
- eNett Payment Extract

The **Agency or Branch** will **NOT** be displayed in the **New Creditor Account Transaction** window for the following transaction types:

- Approval
- Payment

Bulk Payment



Select the **Agency** required and click on the **OK** button.

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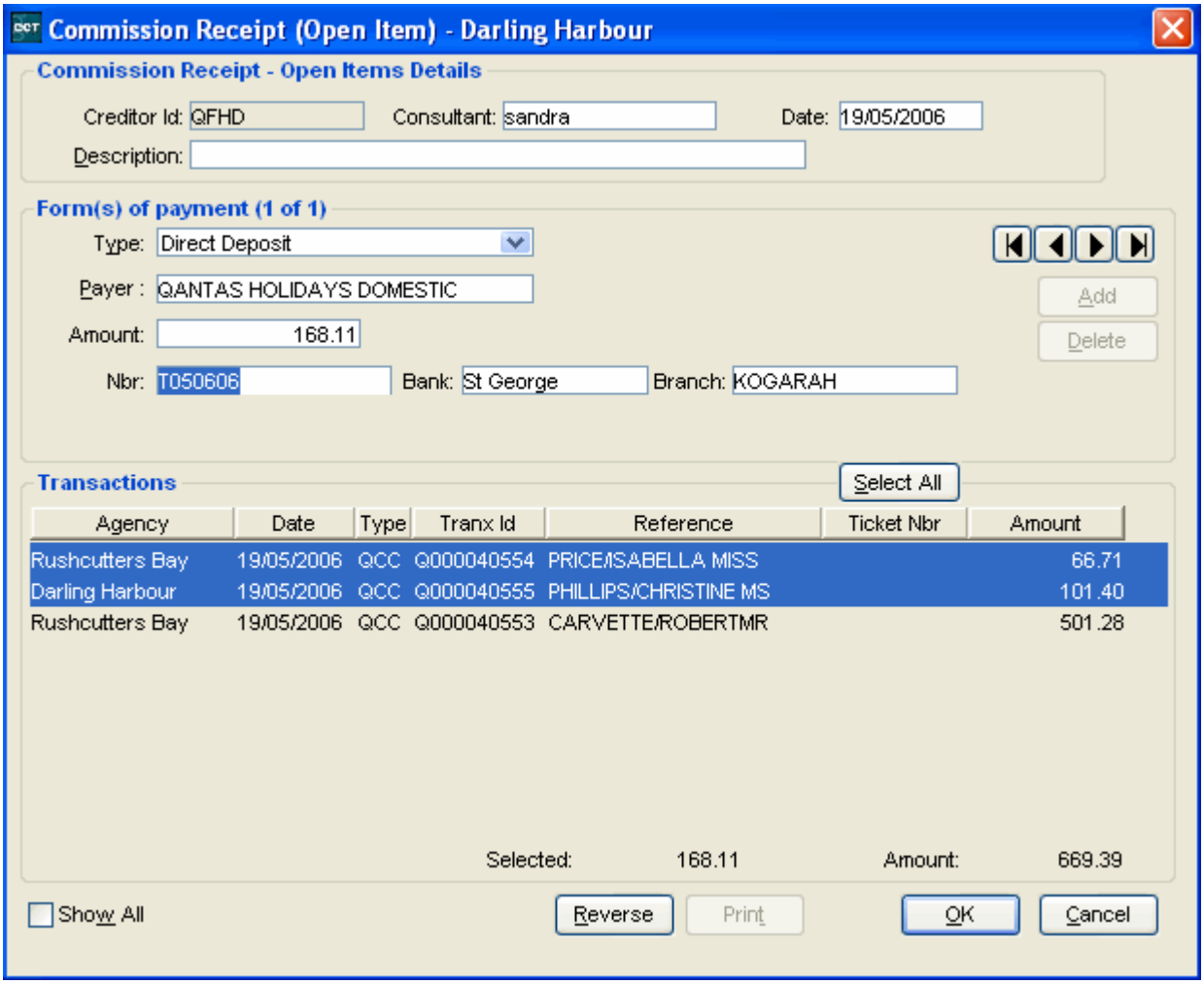
Commission Receipt Open Item

When a branch is selected at the **New Creditor Account Transaction** window, you are selecting which branch you are completing this transaction in, not the transactions you will be able to view.

The **Commission Receipt Open Item** screen will show transactions from **all** Agencies entered in the database with any Access rights, including, **Home, Access, Read Only** and **No Role.**

A Receipt should only include multiple branches if the branches selected share **one bank account**

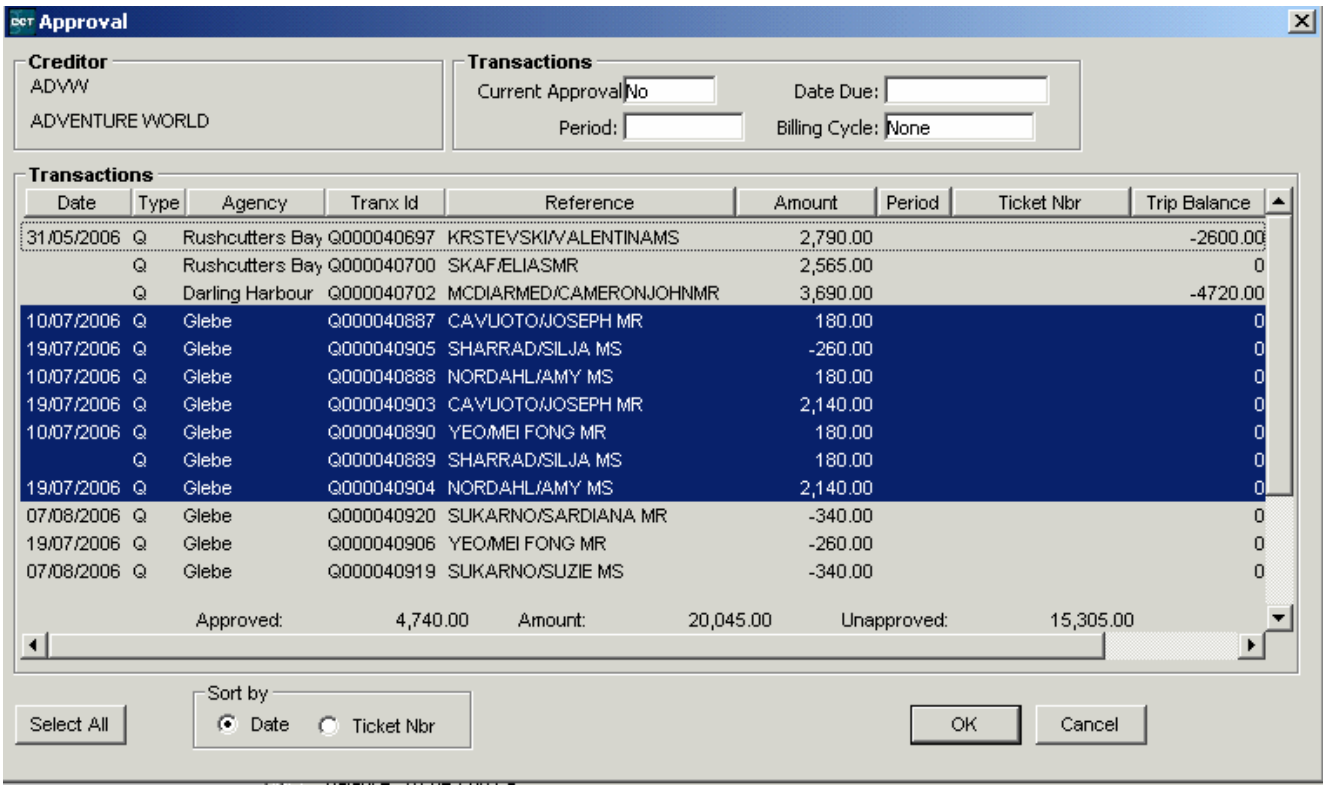


Only one **Commission Receipt Open Item** will be recorded under the Accounting tab even if multiple branches were selected in the Transaction area.

Approvals

The **Approval** window will display transactions from **all** branches or agencies. Multiple branches can be paid from one creditor payment transaction providing the payment is coming from **one bank account.**

Clicking on the **Agency header** sorts the transactions by **Agency or Branch**.



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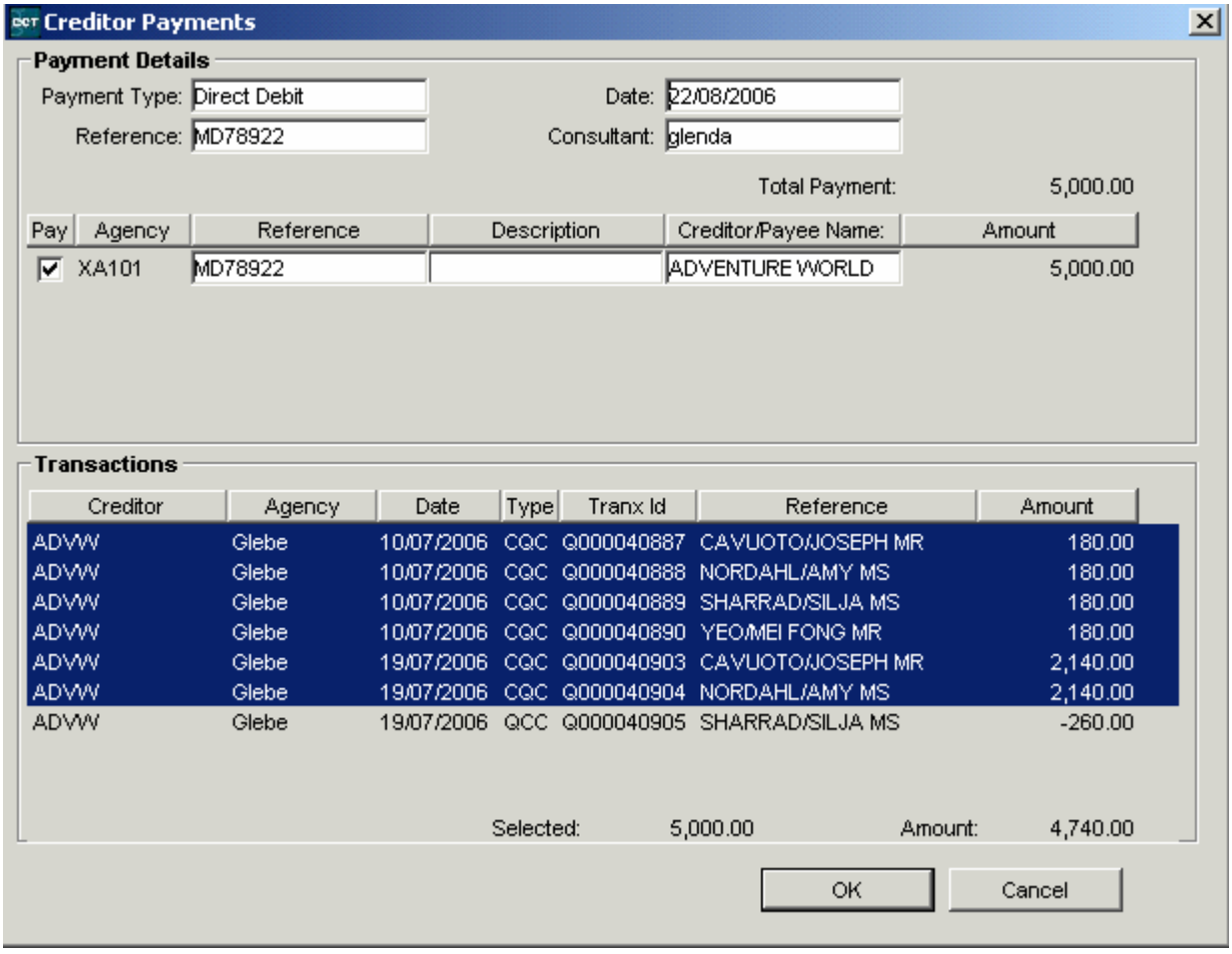
Payment

Prior to carrying out a Creditor Payment, the individual transactions which are to be paid must have been selected by carrying out the approval procedure. Only Approved transactions will be displayed for payment.

Payment can come from multiple branches as one payment, **PROVIDED** the payment only comes from **one bank account** for all branches.
And
Payment for an individual branch can only come from one account.

The **Creditor Payment** window will display transactions from all branches or agencies.
Click on the **Agency header** to sort the transactions by **Agency or Branch**.



When a Creditor Payment is made, the system will automatically assign the payment amount to each individual branch.

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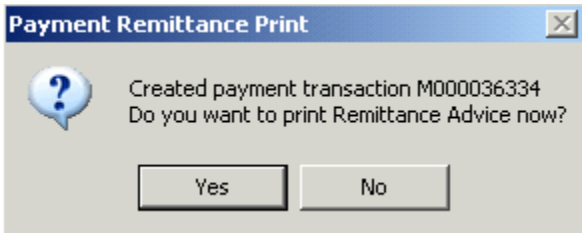
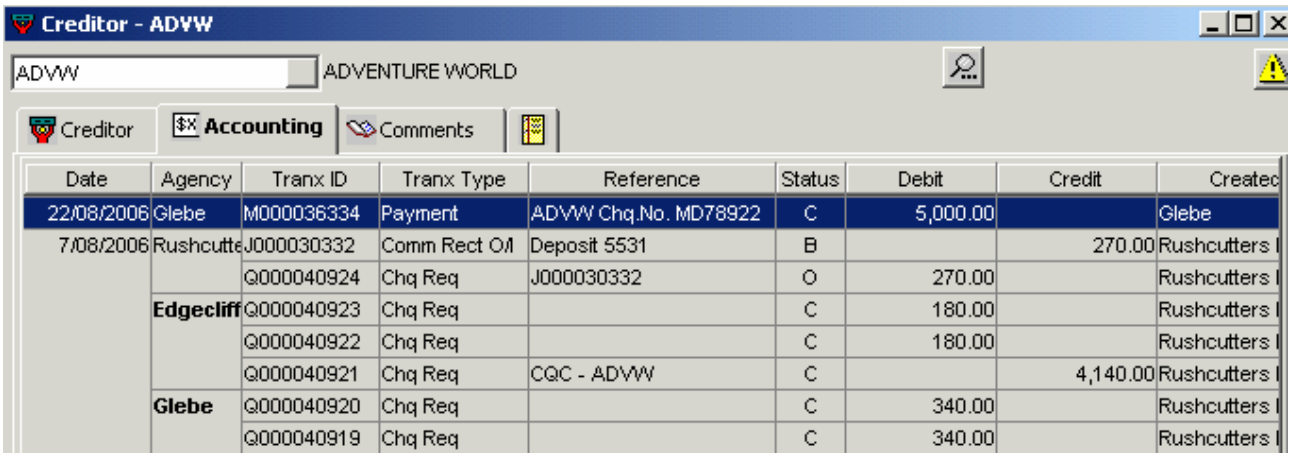
After clicking **OK** a prompt will ask if you wish to print a remittance advice, click **Yes** or **No** as required.



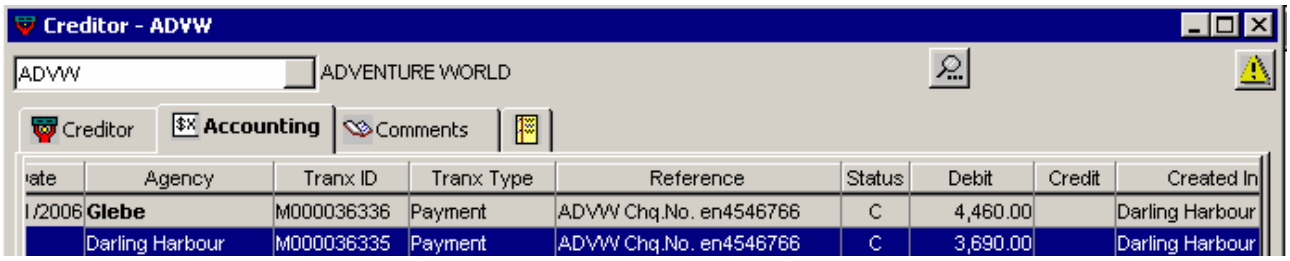
Accounting summary

All transactions selected in a payment have the accounting status code automatically changed to **P** for paid.
The **Reference** field will show the detail of the Direct Debit or Cheque payments in the Payment summary line.



Date	Agency	Tranx ID	Tranx Type	Reference	Status	Debit	Credit	Createc
22/08/2006	Glebe	M000036334	Payment	ADVW Chq.No. MD78922	C	5,000.00		Glebe
7/08/2006	Rushcutte	J000030332	Comm Rect O/I	Deposit 5531	B		270.00	Rushcutters I
		Q000040924	Chq Req	J000030332	O	270.00		Rushcutters I
	Edgecliff	Q000040923	Chq Req		C	180.00		Rushcutters I
		Q000040922	Chq Req		C	180.00		Rushcutters I
		Q000040921	Chq Req	CQC - ADVW	C		4,140.00	Rushcutters I
	Glebe	Q000040920	Chq Req		C	340.00		Rushcutters I
		Q000040919	Chq Req		C	340.00		Rushcutters I

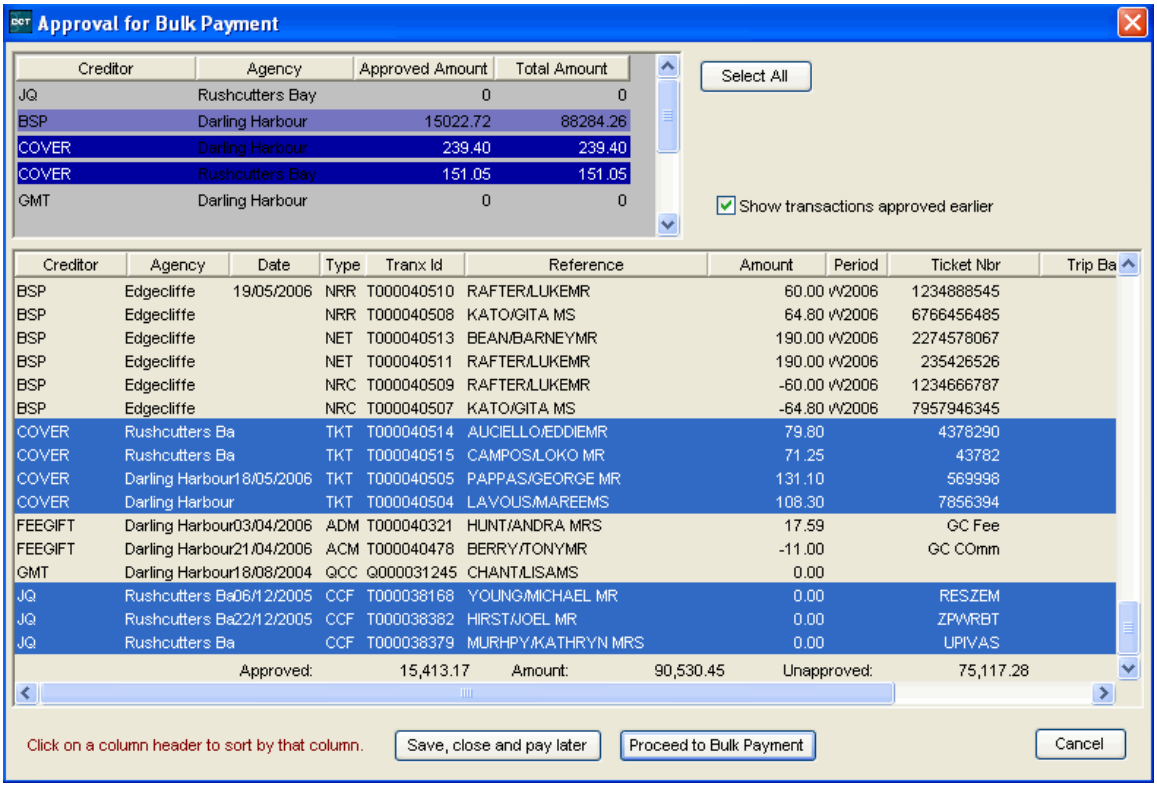
Payment and Bulk Pay transactions will be displayed with a separate line and identification number for each branch, if multiple branches using the same bank account have been included in the one payment.



ate	Agency	Tranx ID	Tranx Type	Reference	Status	Debit	Credit	Created In
/2006	**Glebe**	M000036336	Payment	ADVW Chq.No. en4546766	C	4,460.00		Darling Harbour
	Darling Harbour	M000036335	Payment	ADVW Chq.No. en4546766	C	3,690.00		Darling Harbour

Bulk Pay

Bulk Pay has replaced **ePayment.** The functionality is the same; the name has been altered to avoid confusion with eNett Payments. The **Approval for Bulk Pay** screen displays a list of all unpaid transactions for all Creditors allowing Bulk Pay from **all agencies or branches** in the network.
Payment can come from multiple branches as one payment, **PROVIDED** the payment only comes from **one bank account** for all branches.
And payment for an individual branch can only come from one account.

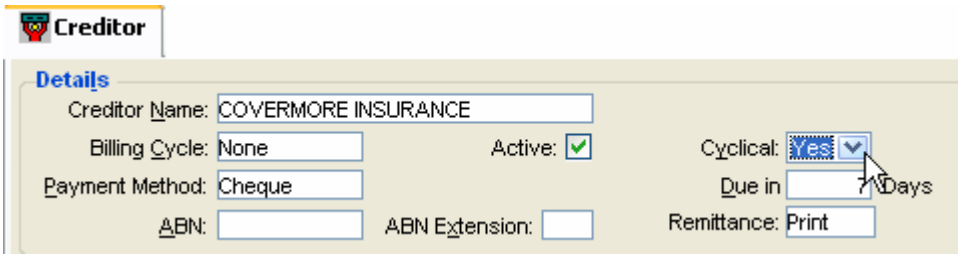


If a Creditor with a negative balance has been highlighted, the line is marked by the small **yellow icon.** If you proceed, a warning prompt will be displayed and the payment cannot be completed.

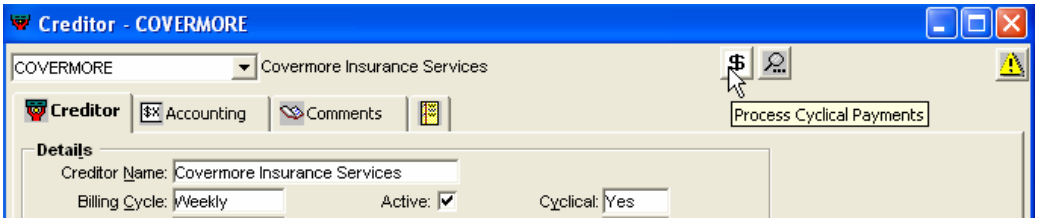
Previously approved transactions can be viewed by ticking the **Show** transactions approved earlier box.
When multiple creditors for multiple branches have been paid a separate remittance advice will print for each when Yes is selected at the Print prompt

Cyclical Payments

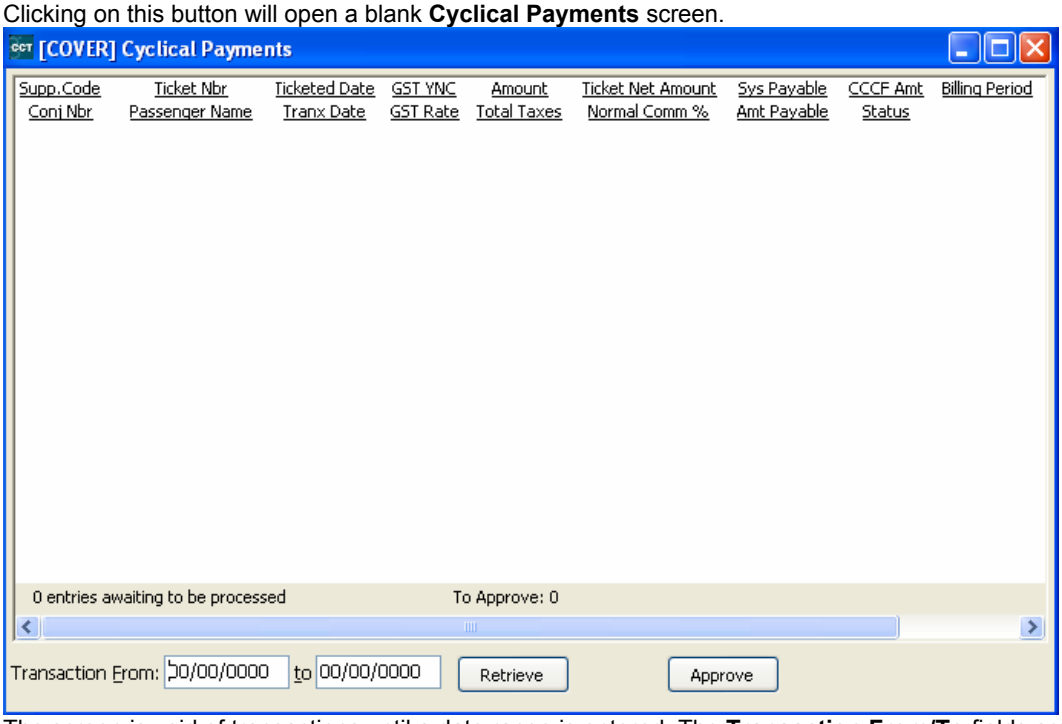
Payment to Creditors can be recorded using a new method called **Cyclical** payment if this field has been selected as **Yes** on the **Creditor tab**. It is an easy way to complete the **Approval** process for multiple transactions to a single Creditor from one screen. Another main function of this screen is to approve and to create ADM's / ACM's where applicable. The **Payment** of the items approved in the **Cyclical** window still needs to be completed in the normal manner as it does for any other approval.



This procedure is carried out **within** each Creditor by clicking on the **$** button. This button only becomes available on the file after the **Cyclical** field has been set as **Yes**.



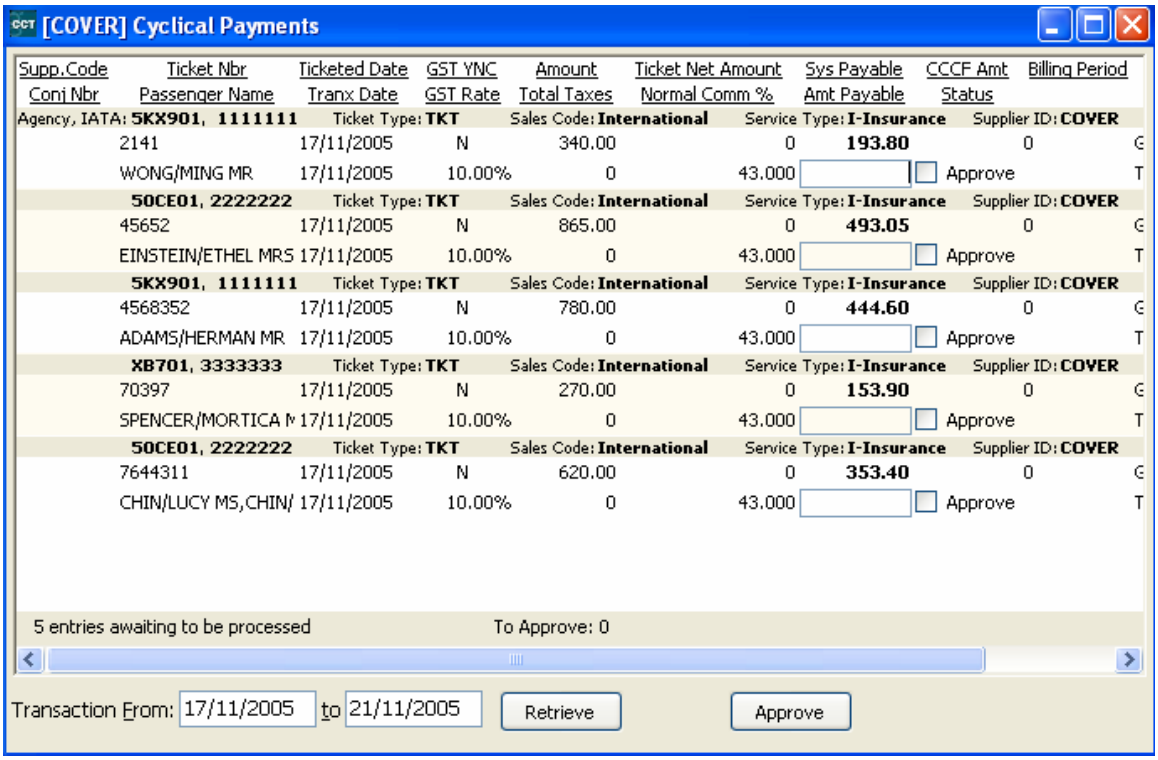
Clicking on this button will open a blank **Cyclical Payments** screen.



The screen is void of transactions until a date range is entered. The **Transaction From/To** fields are at the bottom of the screen. Overtype these fields with the dates required and click on the **Retrieve** button.

Displaying data

All outstanding transactions for this date range in the current creditor will be retrieved.



The dual columns (rows on top of one another) display the following

Supplier Code	Supplier code from the ticket or cheque requisition
Conj Number	Conjunction number of ticket
Ticket Number	Ticket number entered on the ticket or cheque requisitions
Passenger Name	Name associated with this transaction
Ticketed Date	Ticketed date
Transaction Date	Date transaction was created
GST YNC	Whether GST applies (Y=Yes, N=No, C=Commission)
GST Rate	Rate of GST (10%)
Amount	Fare amount
Total Taxes	Airline taxes entered on the Ticket Requisition
Ticket Net Amount	Net amount (if any)
Normal Comm %	Commission percentage taken by agent
SYS Payable	Total amount payable by agency
Amount Payable	If the amount payable does not match the **Sys Payable** amount displayed the correct amount can be typed in this field
CCCF Amount	Amount charged to a credit card
Status	Current transaction status
Billing Period	Billing period for the transaction
Trip Code	Trip file code /**Tranx Id** Unique **CCT** identification number

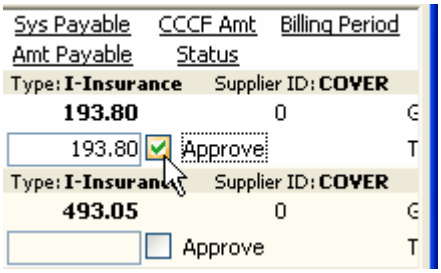
Display Method

Each transaction is sorted by Branch, followed by Ticket Type, Sales Code, Service Type and then Supplier. Columns can also be sorted by clicking the column headers, the first click sorts the list in ascending order the second click, in descending order.

How to Complete the Approval Process

Select any Creditor amounts to be paid.

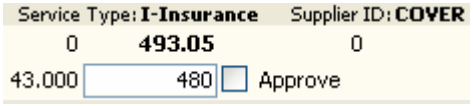
Each **Sys Payable** amount has a small box marked **Approve** beside it.
Tick this box to **Approve** the transaction for payment. When the box is ticked, the **Amount Payable** field will automatically populate with the same figure as **Sys Payable** figure.



Creditor Amounts payable which do not match Sys Payable amount

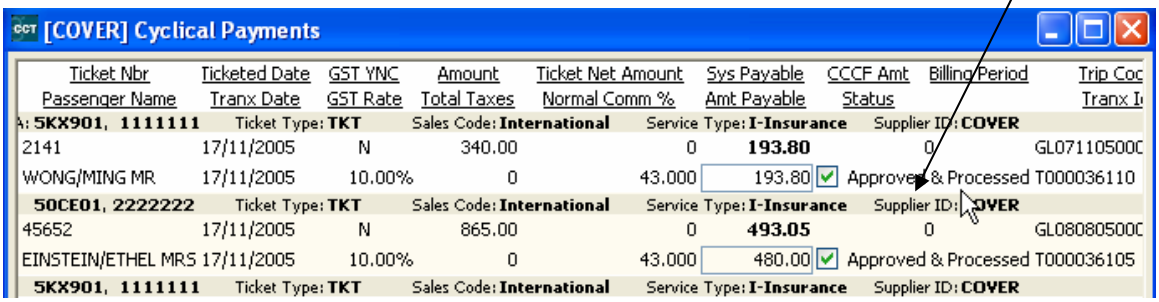
When a transaction is to be approved but the amount posted is not equal to the amount payable, the original transaction may be altered.

To alter a payment amount, do **not** click the Approve box. Instead, type the figure in the **Amount Payable** box and the **Approve** box will then automatically populate with a tick after you tab out of the Amount Payable box.

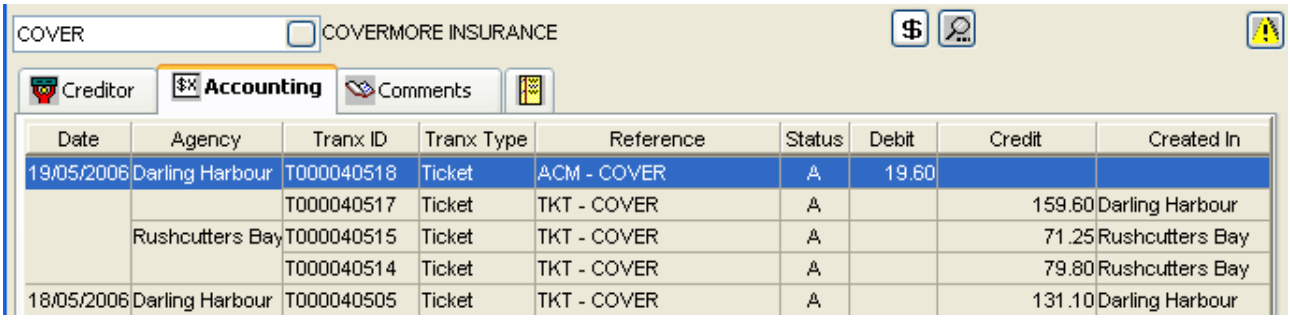


Once all required items have been entered, click the **Approve button** at the bottom of the screen.

The screen title does not change after the Approval button has been clicked but the status of each transaction will change from Approve to **Approved and Processed**.



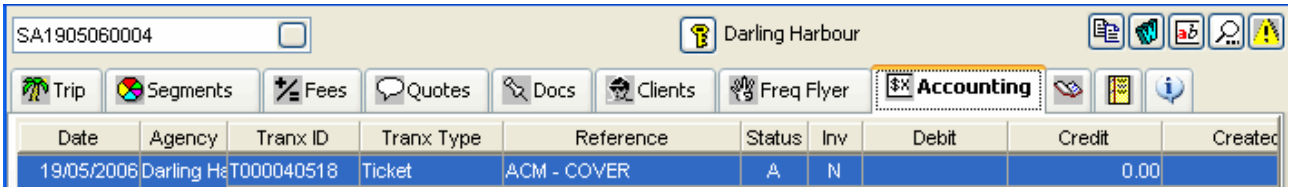
No further action is required in this window so you can close this screen.
This **Approval** action will change the status of all processed transactions under the Accounting tab to **A** for Approved.



Amended Amounts

Any amounts which were altered as they did not match the Sys Payable amount will automatically post an **ADM** or **ACM** entry (for the difference) from the **Creditor** to the original **Trip** file transaction. This is not an airline generated ADM or ACM, the code is used for its accounting functionality only in this circumstance.

On Trip file



NOTE

The Cyclical tool completes the Approval process only. The consultant must still complete a Payment transaction in the normal manner. When the Payment window is displayed all Approved transactions will be displayed including those approved using the Cyclical tool and any others previously approved in the normal manner.
ACM and ADM Transactions created by the Cyclical Payments processing will be available to include in the Payment.

eNett Payables Integration

CrossCheck Travel now has the ability to upload payment instructions to the eNett website and to download & import payment details as received in emails from eNett. The import of the eNett payment data will automatically create payment entries in CCT, therefore saving time and increasing the accuracy of internet payment processing.

The steps required to upload and download data between **CCT and eNett** are briefly described below. A full description of the instructions for integrating eNett with CCT is contained in the document titled **Integrating eNett Payables with CrossCheck Travel** available from the Galileo Support web site:

Step 1

Map your **CCT creditor** codes to the eNett Client Numbers (**ECN**s) on the **eNett** web site www.enett.com using your administrator login and password.

In eNett

Refer to the document titled **Integrating eNett Payables with CrossCheck Travel** available from the Galileo Support web site to complete all set up steps in eNett.

HINT

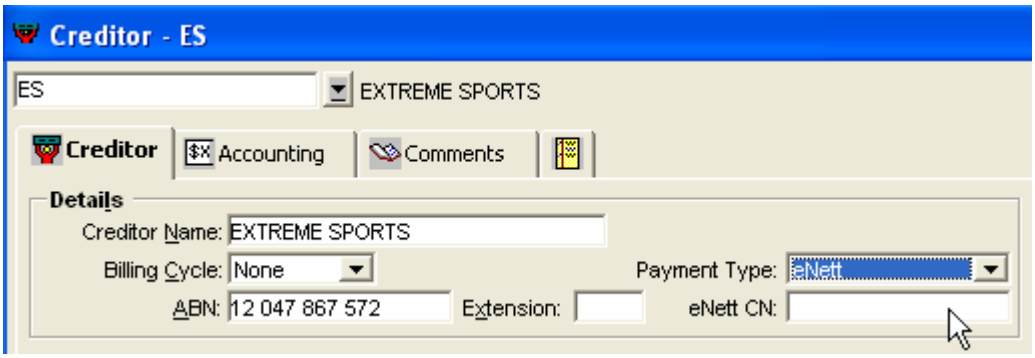
you can print out a list of **eNett** registered suppliers/creditors with their ECNs from the Support link on the eNett home page.

This screen shows the **Creditor** Codes and their matching eNett Client Numbers (**ECN**s).

Step 2: In CrossCheck Travel

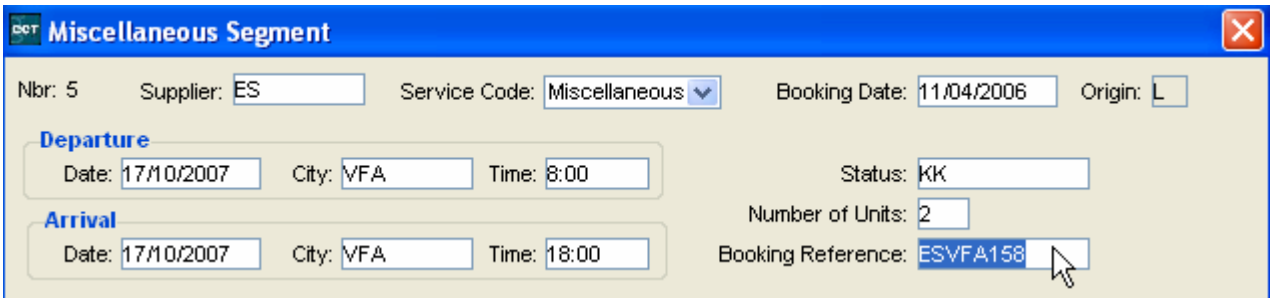
Open each of the Creditor files you will be paying via eNett and complete the following steps.

Select eNett in the Payment Method field.
After **eNett** has been selected the **eNett CN** field will be available. It is not necessary to populate this field as CCT will do this for you when you import a file containing a payment to this creditor
Click on the **Save** icon on the tool bar or press CTRL + S to save these entries.



Step 3: In the Trip Segment

Complete the **Booking Reference** field in every **Segment** that will be paid using eNett.
This field must be completed as this Reference is carried through to the ticket or cheque requisition and then to eNett.
This reference is critical in the identification of each booking included in a payment file.



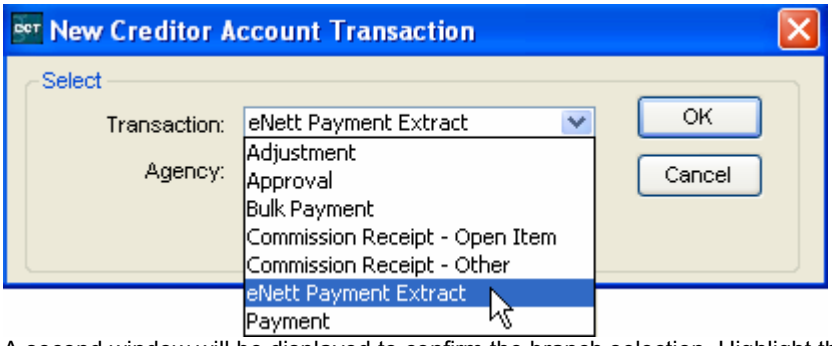
Step 4

Create **Cheque or Ticket Requisitions** for eNett Payments in the same manner as for all other Creditor payments.

Step 5

Open any **Creditor** in **CCT** and click on the **Accounting** tab.

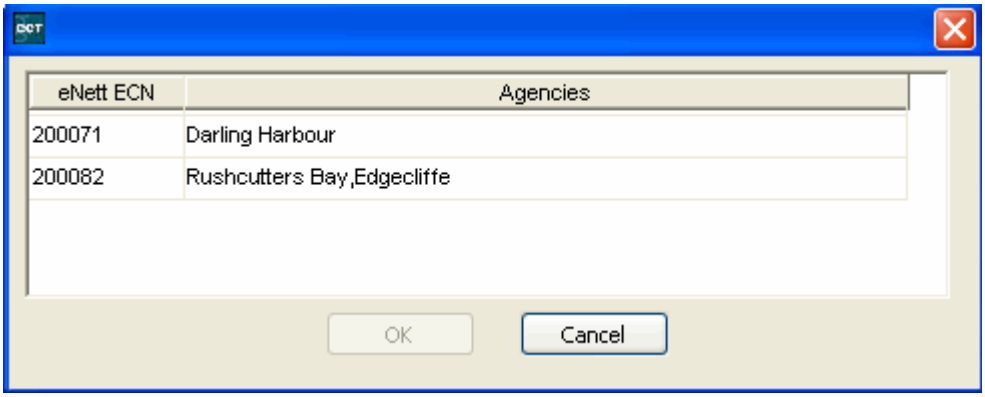
1. Select eNett Payment Extract in the New Creditor Account Transaction window.



A second window will be displayed to confirm the branch selection. Highlight the **Agencies** required and click **OK.**

2. Select the **Agency** for this transaction and click on **OK**.

- If you have one bank account and only one eNett account, select all branches.
- If you have separate eNett accounts for each branch you must select each branch individually and create a separate extract for each.



This selection will create the File for payments due today. This file will be created in the **eNett Payables Out** directory on your local drive.

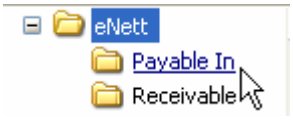
Refer to the document titled **Integrating eNett Payables with CrossCheck Travel** available from the Galileo Support for details about sending the payment requests to eNett.

Step 6

Go to www.enett.com and log on to your eNett account to **upload** the eNett Extract file to create the payments in **eNett**. If you have more than one eNett account you will have to log on to each separately and import the correct file.

Step 7

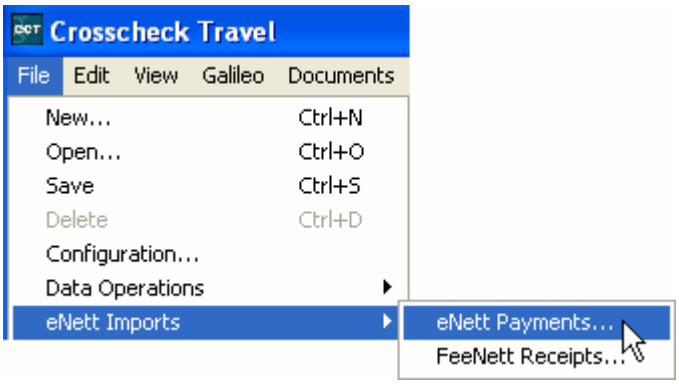
eNett will reply to you by e-mail. Save the attached file to the folder on your local drive called **eNett Payables In**.



Step 8

Close all files in **Cross Check Travel**.

- Open **File** on the **Menu** bar and select **eNett Imports** and then **eNett Payments** to import the record of files paid in eNett.
- All associated transactions in CCT will be automatically updated to the status of paid.

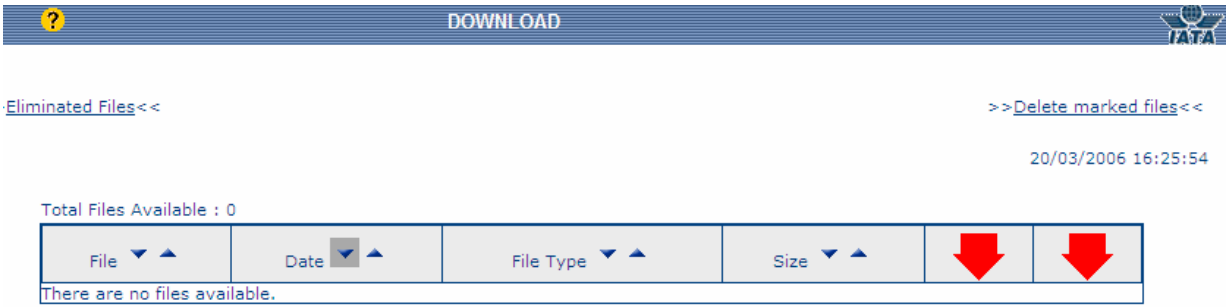


BSP Auto Reconciliation – update to allow reconciliation of ASCII Files

The BSP Reconciliation process allows for the reconciliation of BSP file types that have an extension of .ASC, (often referred to as 'S and T' files). The ability to reconcile these file types is available to all agencies that ticket through BSP.

You may need to send a request to IATA BSP by email to cssyd@iata.org for these files to be available on the BSP Link *Download* page.

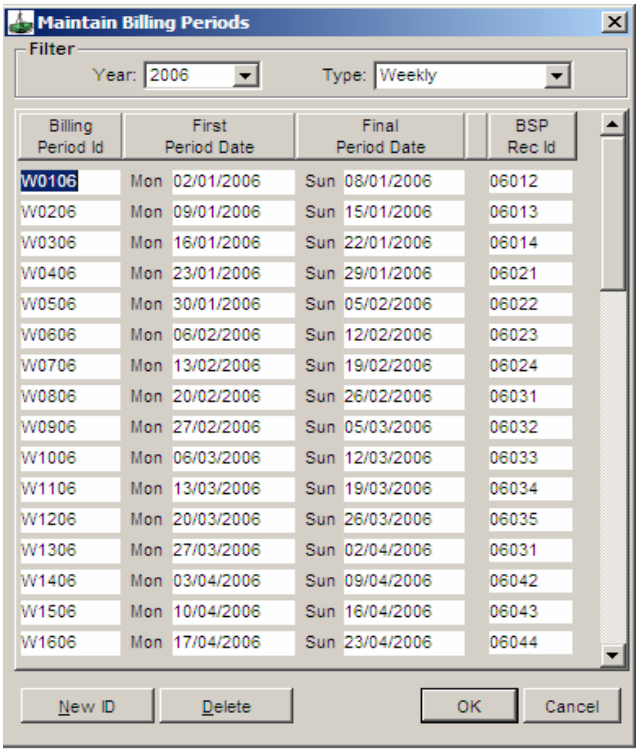
IATA download screen



Maintain Billing Periods in CCT

The **Maintain Billing Periods** table includes a new column called **BSP Rec Id**. The information entered in this field is the header record on the BSP ASCII files.
The BSP auto reconciliation in CCT will not function unless these numbers have been entered.

For the 2006 calendar year, the listing of applicable **BSP Rec Id's** has been supplied and implemented .In future years, the **BSP Rec Id's** will be supplied with CCT upgrades and/or these numbers can be manually entered.



BSP Processing

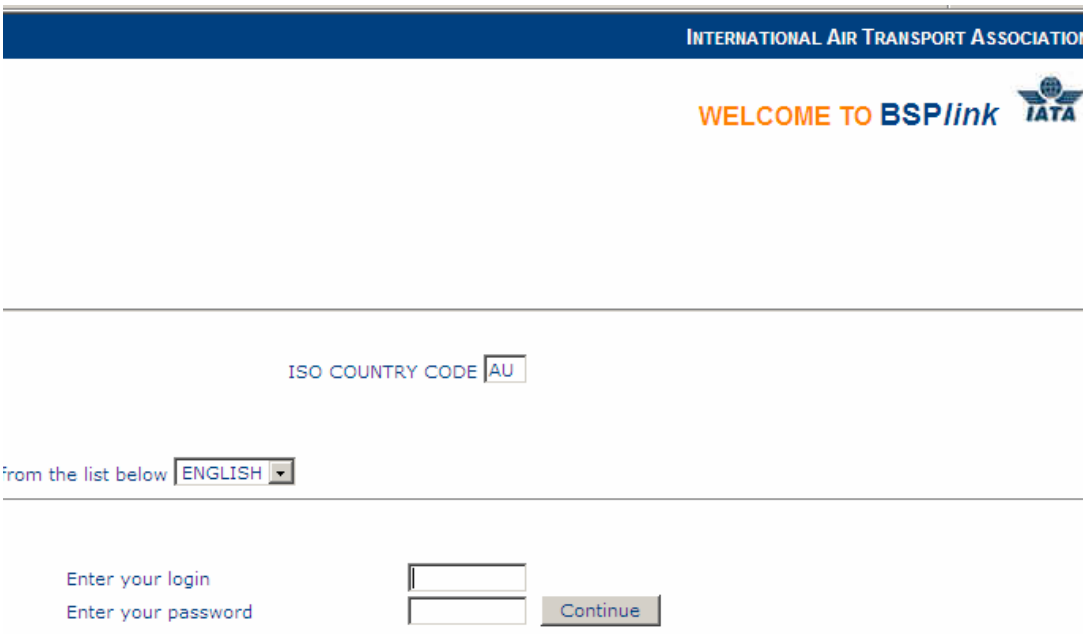
The actual BSP Reconciliation processes in CCT remain the same but the instructions for using this function have been updated as follows

The IATA BSP reconciliation can be processed by either:

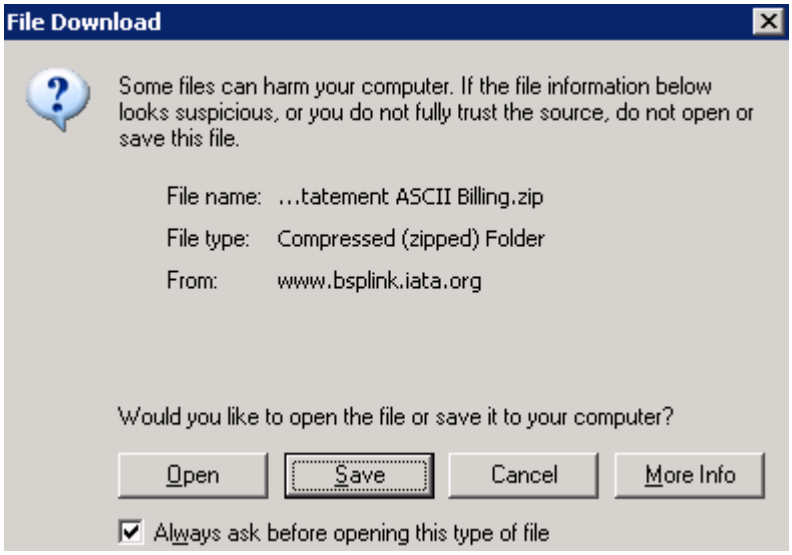
- downloading the IATA report using BSPlink and importing it into CCT
- using the normal Creditor Approval and Payment method

To downloading the BSPlink Files and Reports

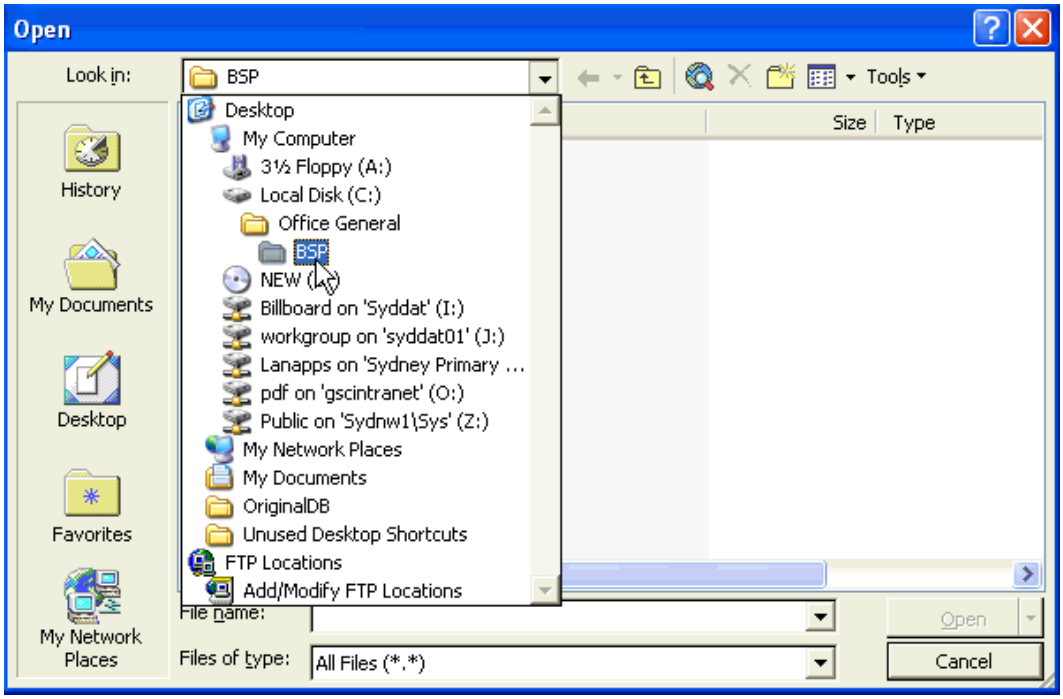
Go to the IATA BSP Web site at www.bsplink.iata.org.
Complete the User Id and Password screen



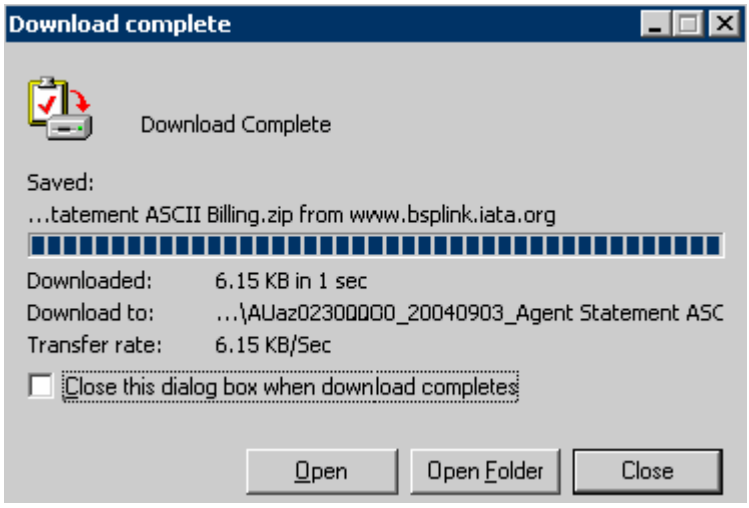
Open the **Download Files** page and select the latest BSP file available. A File Download screen will display a warning.



1. Click on **Save** and select the location for this file. A folder called BSP could be created on a common drive providing access for all users. The Save In box at the top must show the selected folder.



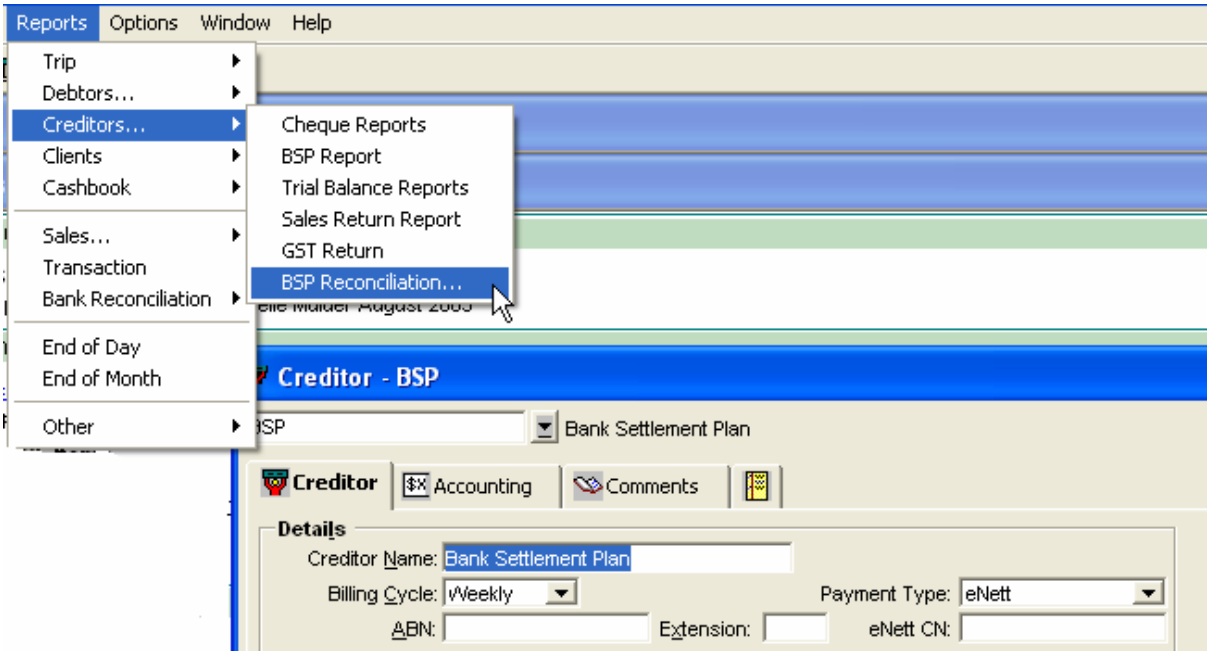
2. Click **Save** leaving the file name and **Save as type** as it is shown. The Download complete window will then be displayed.



3. When the files have been downloaded, they will need to be 'Unzipped' into the BSP Directory.

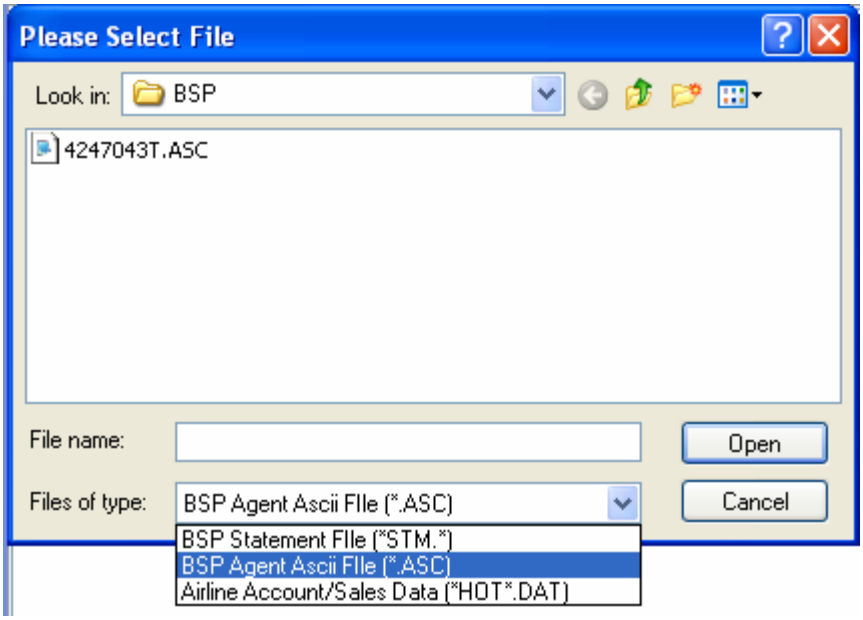
Processing BSP in CCT using the BSPlink File

Open the Creditor BSP and click on the **Reports** menu, **Creditors** and **BSP Reconciliation**.



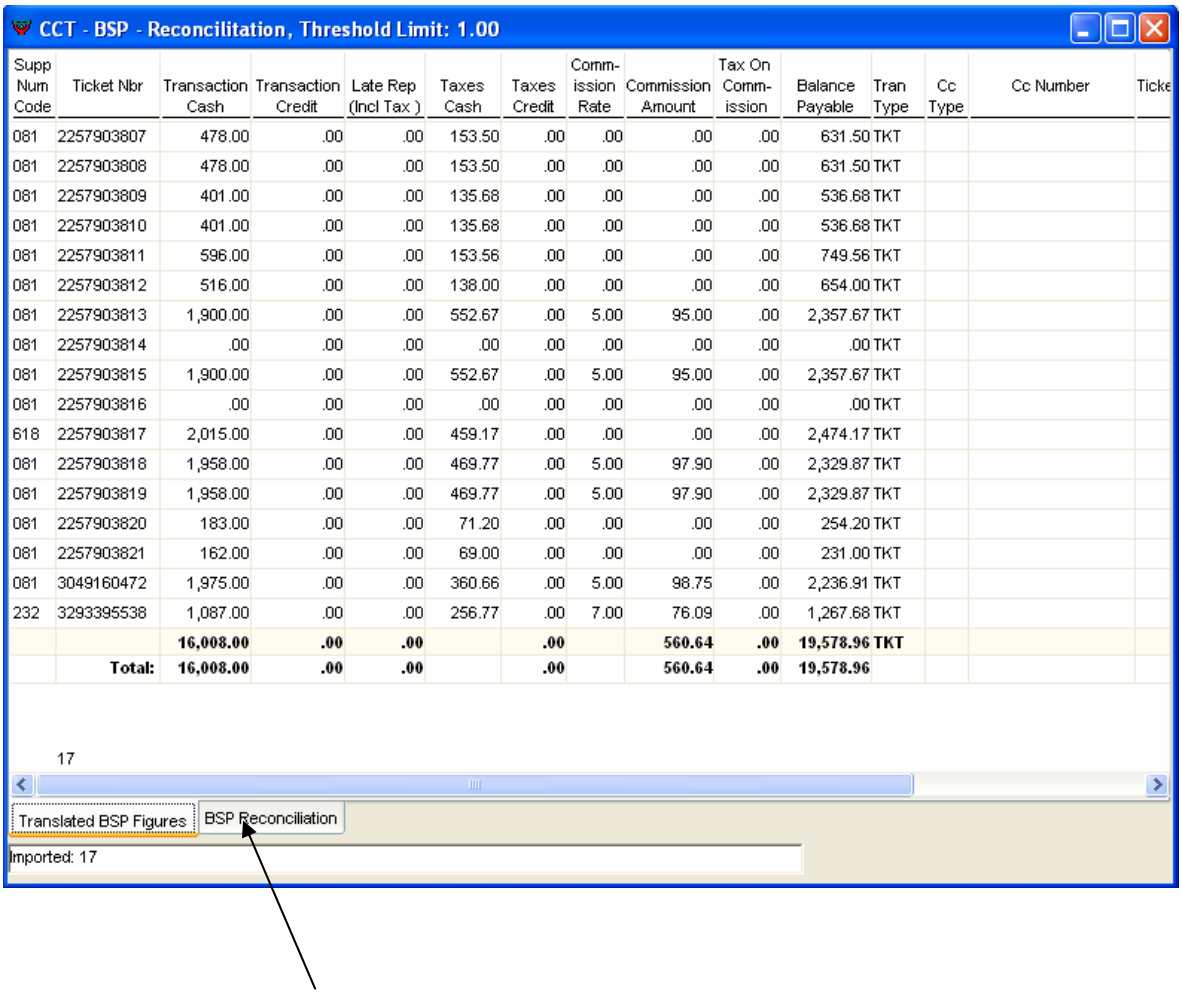
After selecting the **BSP Reconciliation** a screen will appear with **Select File** window open.

From the File Type drop down select **BSP Agent Ascii File [*.ASC]**
The ASCII File you have download from the IATA/BSP Web Site will appear in the selection screen. Click on the File then 'Open'



Translated BSP Figures Screen

The File is automatically translated into a format that CCT can use for the reconciliation.

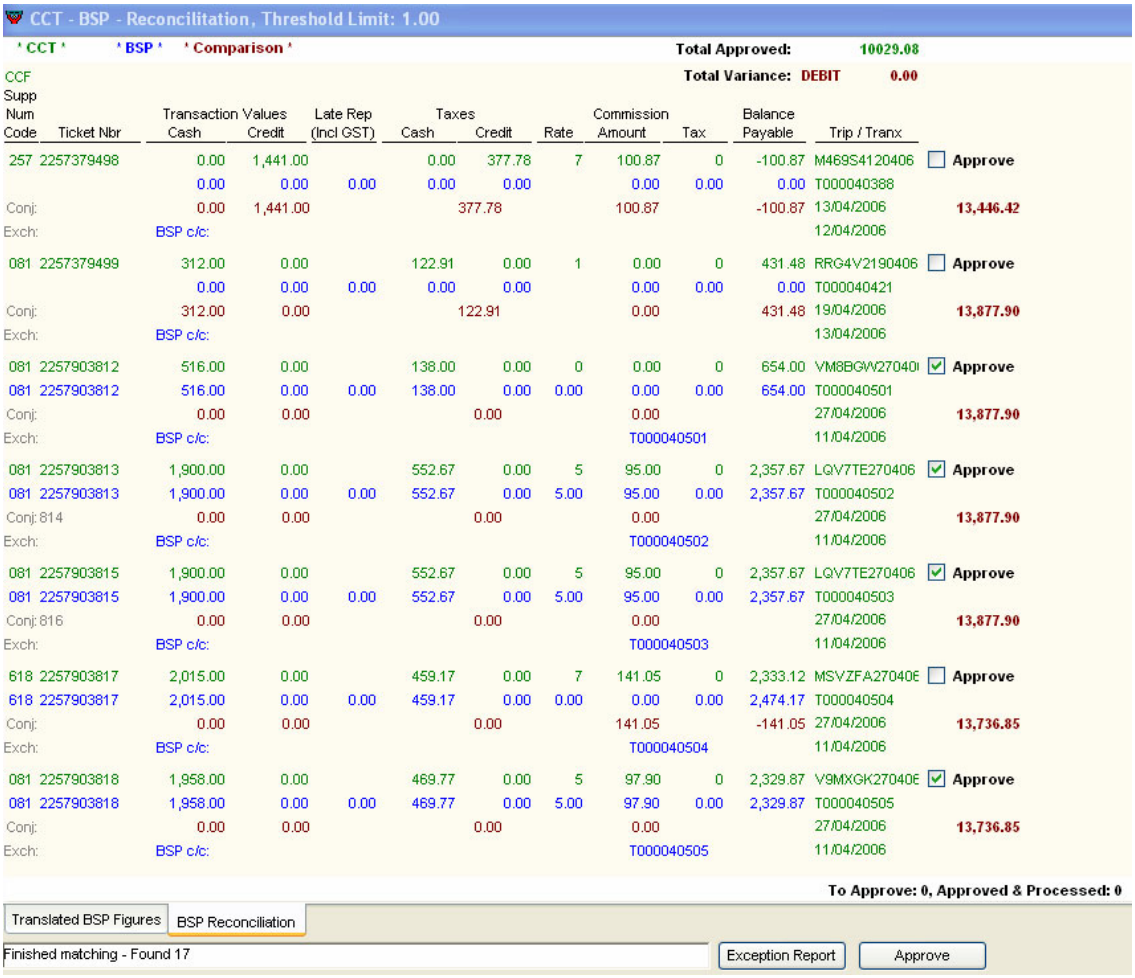


Supp Num Code	Ticket Nbr	Transaction Cash	Transaction Credit	Late Rep (Incl Tax)	Taxes Cash	Taxes Credit	Comm-ission Rate	Commission Amount	Tax On Comm-ission	Balance Payable	Tran Type	Cc Type	Cc Number	Ticke
081	2257903807	478.00	.00	.00	153.50	.00	.00	.00	.00	631.50	TKT			
081	2257903808	478.00	.00	.00	153.50	.00	.00	.00	.00	631.50	TKT			
081	2257903809	401.00	.00	.00	135.68	.00	.00	.00	.00	536.68	TKT			
081	2257903810	401.00	.00	.00	135.68	.00	.00	.00	.00	536.68	TKT			
081	2257903811	596.00	.00	.00	153.56	.00	.00	.00	.00	749.56	TKT			
081	2257903812	516.00	.00	.00	138.00	.00	.00	.00	.00	654.00	TKT			
081	2257903813	1,900.00	.00	.00	552.67	.00	5.00	95.00	.00	2,357.67	TKT			
081	2257903814	.00	.00	.00	.00	.00	.00	.00	.00	.00	TKT			
081	2257903815	1,900.00	.00	.00	552.67	.00	5.00	95.00	.00	2,357.67	TKT			
081	2257903816	.00	.00	.00	.00	.00	.00	.00	.00	.00	TKT			
618	2257903817	2,015.00	.00	.00	459.17	.00	.00	.00	.00	2,474.17	TKT			
081	2257903818	1,958.00	.00	.00	469.77	.00	5.00	97.90	.00	2,329.87	TKT			
081	2257903819	1,958.00	.00	.00	469.77	.00	5.00	97.90	.00	2,329.87	TKT			
081	2257903820	183.00	.00	.00	71.20	.00	.00	.00	.00	254.20	TKT			
081	2257903821	162.00	.00	.00	69.00	.00	.00	.00	.00	231.00	TKT			
081	3049160472	1,975.00	.00	.00	360.66	.00	5.00	98.75	.00	2,236.91	TKT			
232	3293395538	1,087.00	.00	.00	256.77	.00	7.00	76.09	.00	1,267.68	TKT			
		16,008.00	**.00**	**.00**		**.00**		**560.64**	**.00**	**19,578.96**	**TKT**			
	Total:	**16,008.00**	**.00**	**.00**		**.00**		**560.64**	**.00**	**19,578.96**				

Click on the **BSP Reconciliation** tab at the bottom of this screen to display the transactions entered in CCT for this Billing Period. An automatic match between the BSP Billing Received and the Transactions entered into CCT is then produced.

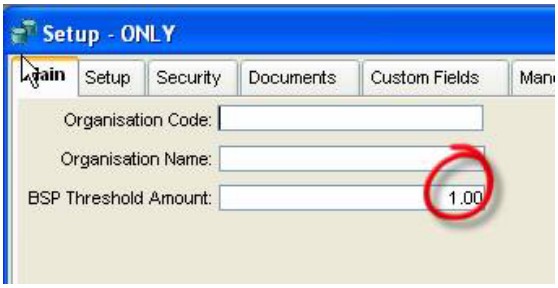
This report is color coding.

Green for CCT figures
Blue for the BSP billing figures
Maroon is the difference between CCT and the BSP billing.



1. Scroll through the report, approving tickets by clicking in the **Approve** box. CCT automatically ticks CCT transactions for approval which have a variation of ten cents or less either way. The total Variance amount is displayed at the top of the report.

BSP Threshold – this is set under the **Main** tab in the **Branch/Setup area.** The figure entered in this screen allows the Tickets that have a Variation within this Threshold to be automatically Approved.



2. Click the **Approve** button at the bottom of the screen to approve all ticked transactions.

- Tickets that are flagged as Approved will have the status changed to 'A'.
- Tickets that have a variance will have an automatically created ACM or ADM created on the Trip for the commission amount only.

3. Adjustments, reversals and re-entries can be made to any remaining tickets which must be approved in the normal way.

4. **Payment** is made in the usual manner via the Payment screen.

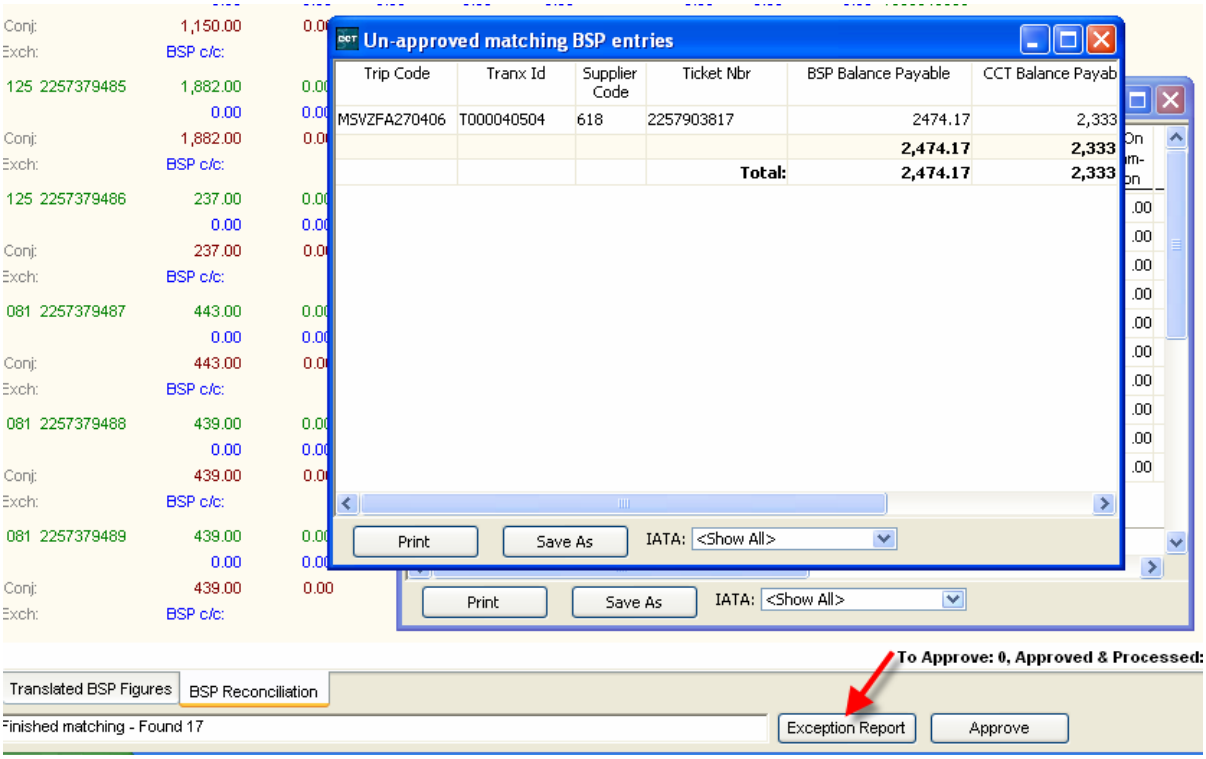
Exception Report

Click on the Exception Report button at the bottom of this screen to see

- **Non Matching Tickets** – these are ticket that are in BSP ASCII file but are not in CCT
- **Unapproved Tickets** – these are tickets that have not been automatically flagged as approved. Either they are not an exact match or they do not fall within the **BSP Threshold**.

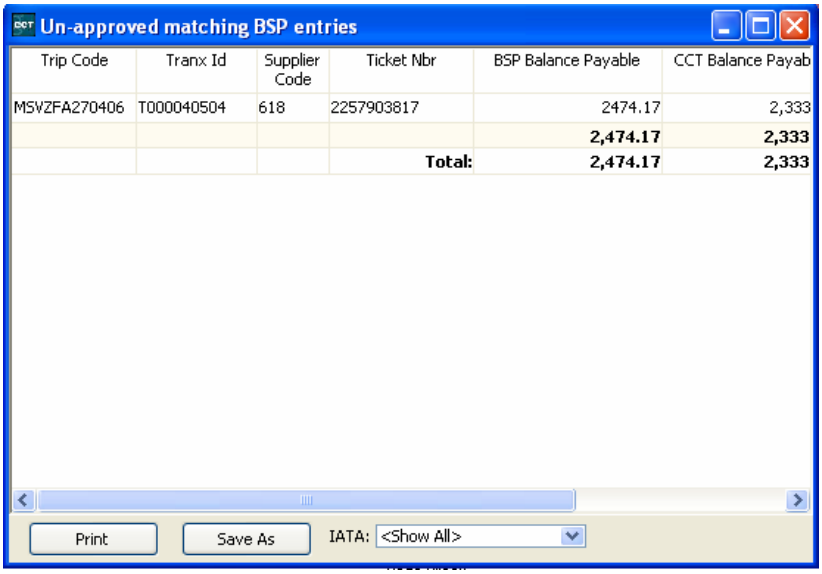
The report will open as two overlapping screens imposed over the BSP Reconciliation. Click on the screen required to toggle between the two.

These screens can also be minimized, maximized, or closed using the applicable window icons. They can also be printed or saved by clicking on the buttons at the bottom of each window.



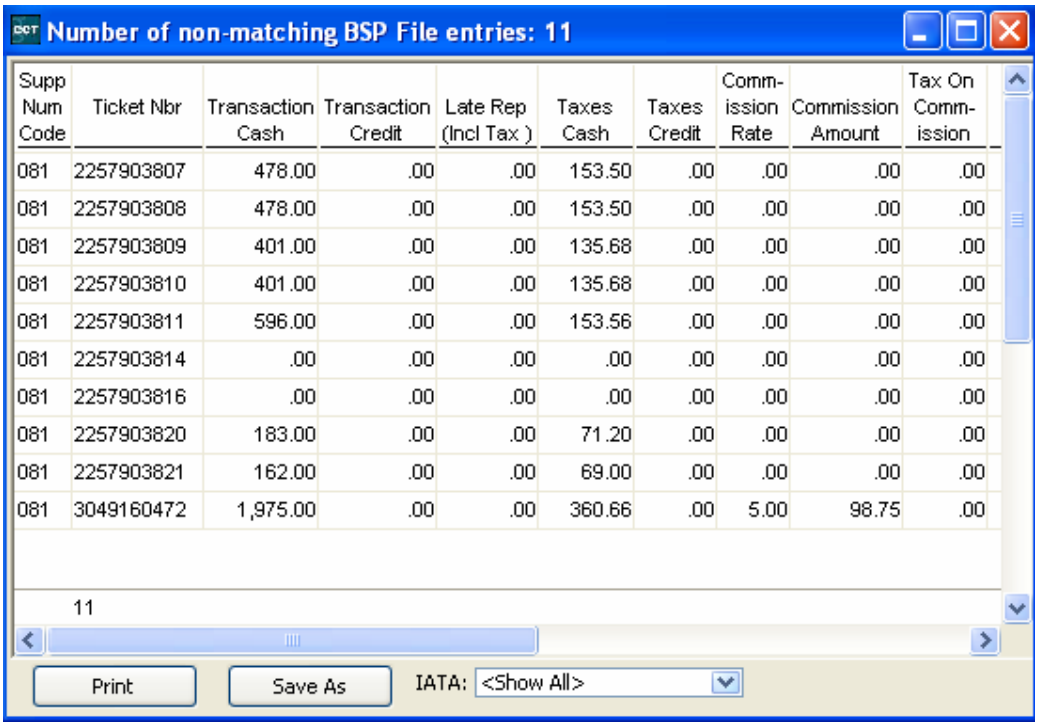
Exception Report – Unapproved Matching BSP Entries

This part of the report lists the tickets that have not been automatically Approved in this BSP File.



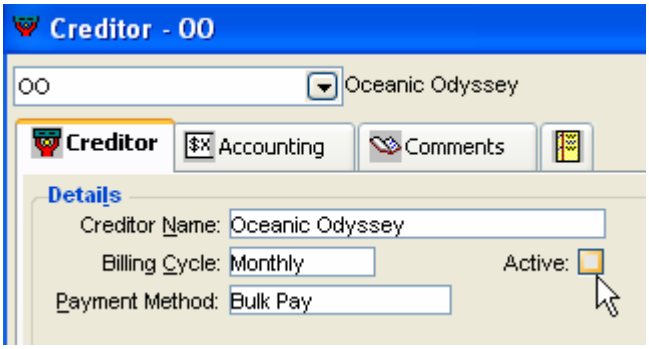
Exception Report – Non Matching BSP Files

This part of the report lists Tickets that exist in the BSP File, but not in CCT.



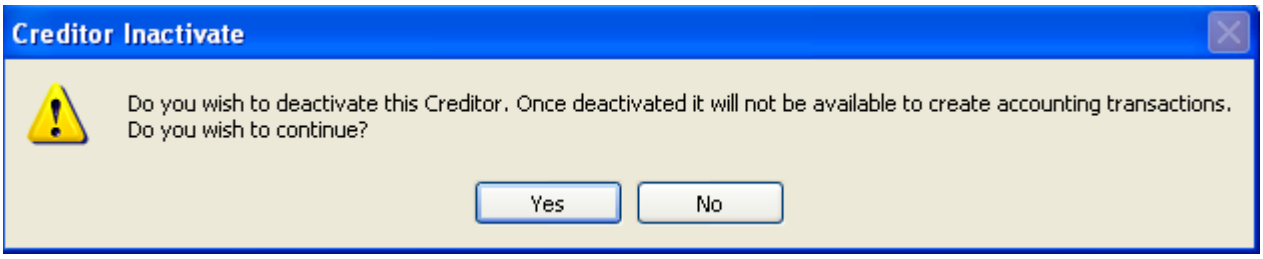
Deactivate Creditors

A Creditor may be deactivated by un-ticking the **Active** box on the Creditor tab. This Creditor will no longer appear in the **Search** windows for any Creditor fields or be able to be entered in the Creditor field on any **new** transactions.



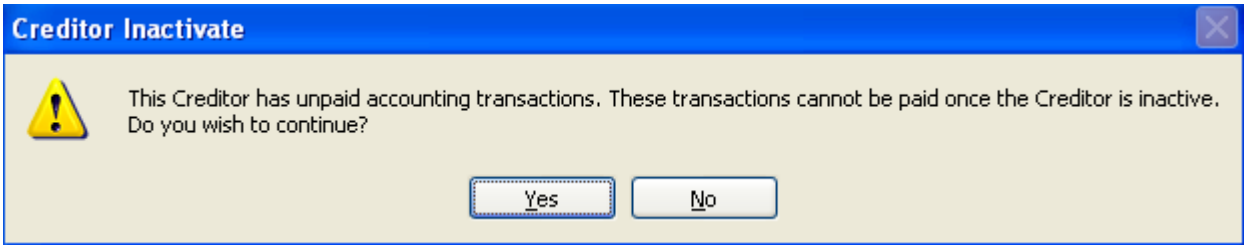
The possible responses to deactivating a Creditor depend on whether it has accounting transactions in progress and whether it has been selected as the default Creditor in the Supplier table. These possible responses have been displayed below.

Creditor with no attachments



This prompt will be displayed for a Creditor which has no Suppliers attached and no unpaid Ticket or Cheque Requisitions.

Creditor with payments owing



This prompt indicates the Creditor has unpaid accounting transactions. It is still possible to deactivate the Creditor however it will not be possible to create new transactions to the Creditor (e.g.) Payments.

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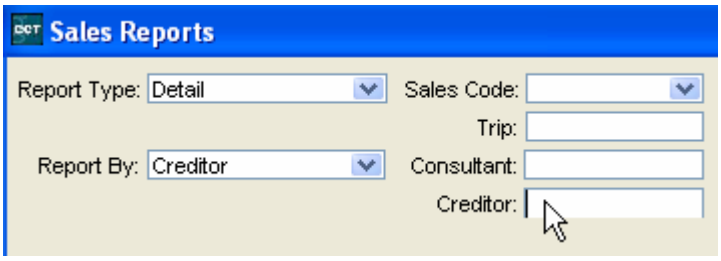
Creditor with a Supplier linked

This prompt indicates the Creditor has been attached to Suppliers. The Creditor cannot be deactivated until the Creditor is removed from all suppliers in the Supplier table.

To all of the above responses select **Yes** to deactivate the Creditor or **No** to abort the process.

Deactivated Creditors and Reports

Deactivated Creditors will be still be able to be selected in all reports both from the Menu bar and in the MyCCT reports.

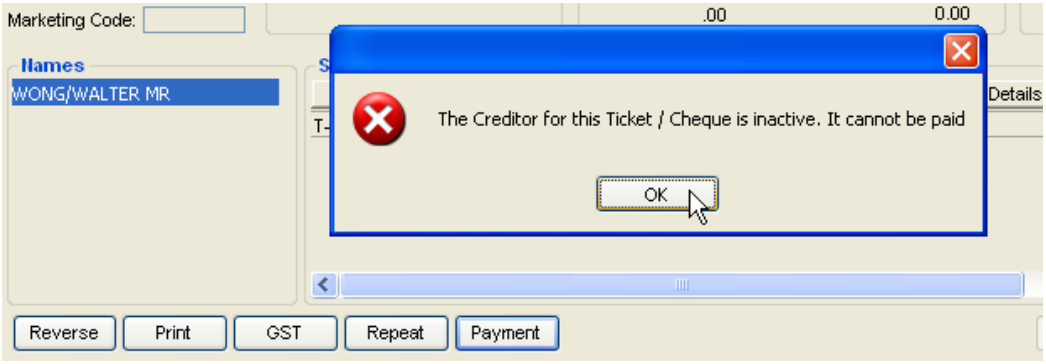


New transactions

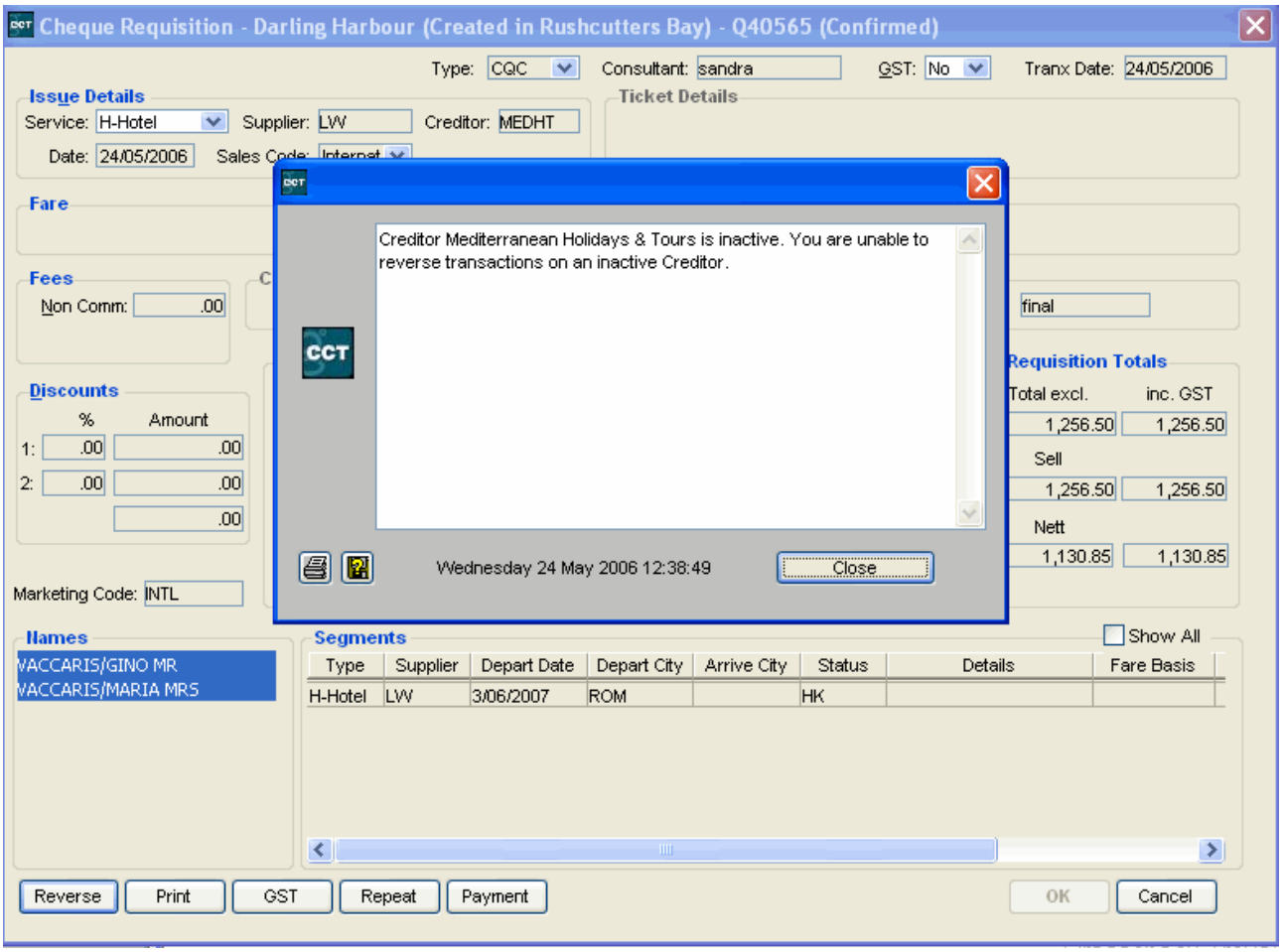
If a consultant tries to create a Quote, Ticket or Cheque Requisition for a de-activated Creditor the Table Maintenance window will automatically be displayed. The de-activated Creditor will not be listed in this **Creditor Search** window.

Previously created transactions

Ticket a Cheque requisitions linked to a deactivated Creditor cannot be reversed or paid.

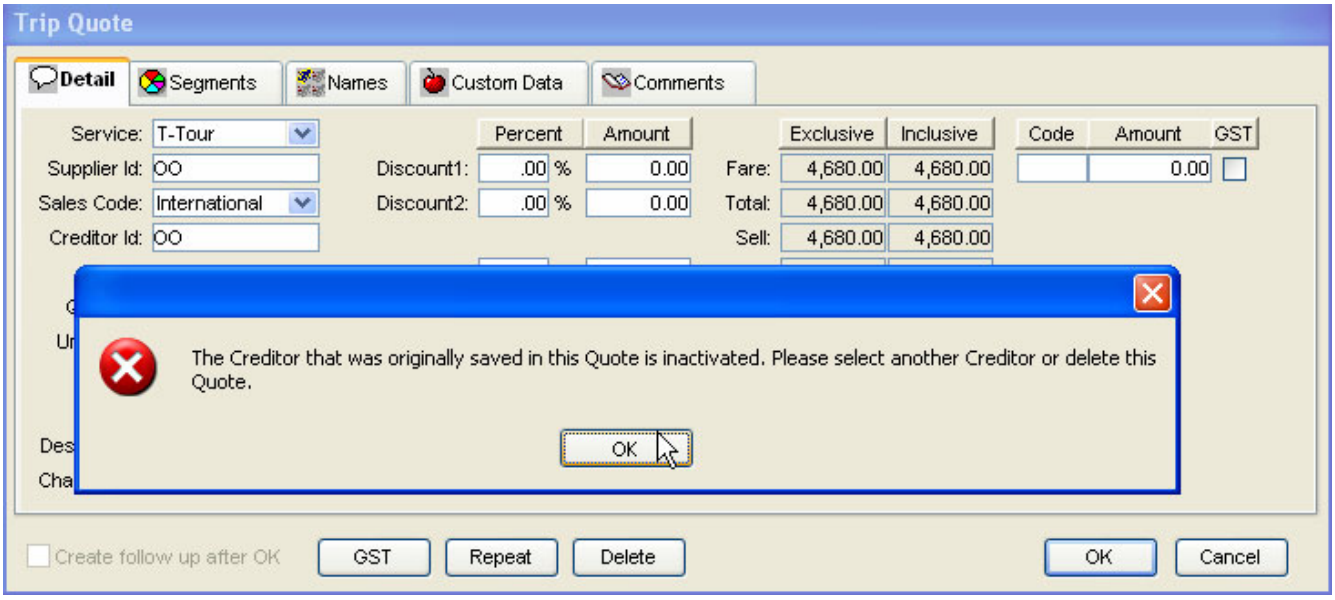


Prompts will displayed similar to those shown in these screens.

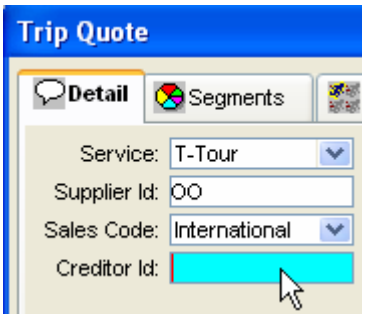


Saved Quotes

If a Quote is opened and it contains a deactivated creditor the following response is received.



Click **OK** on the prompt to set focus to the **Creditor Id** field. A new Creditor can then be selected and the Quote Saved.



Alternatively the Quote can be Deleted or the Quote screen can be closed by selecting Cancel. If the Quote is closed the same prompt will be displayed the next time the Quote is opened.

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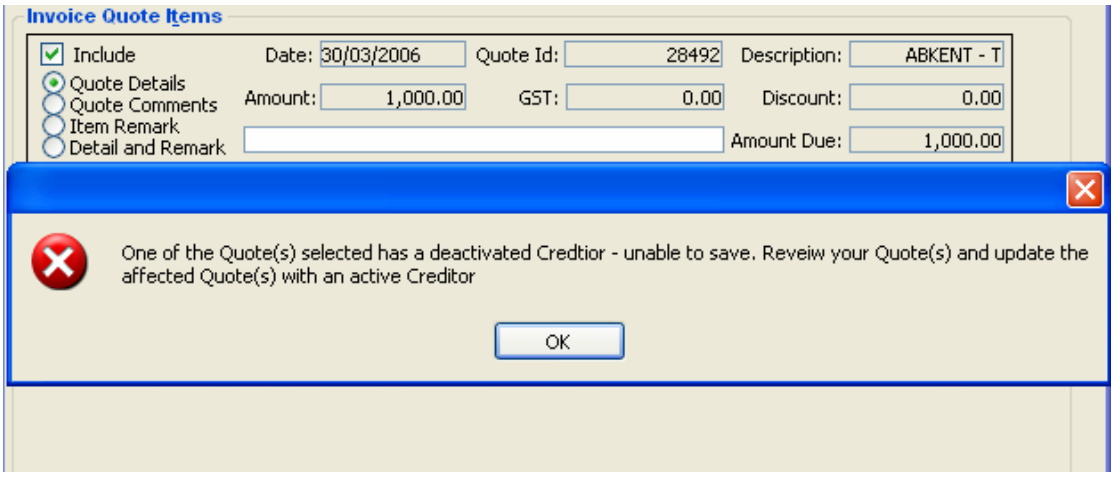
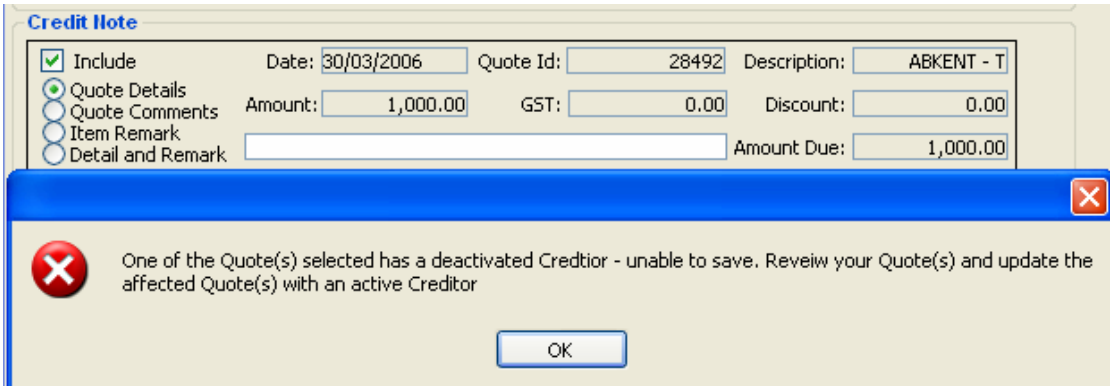
Invoices from Quote

When trying to create an Invoice from a Quote with a deactivated Creditor the following prompt will be displayed when you try to save the Invoice. Click **OK** at this prompt and amend your Creditor selection in the Quote.



Credit Note from Quote

When creating a Credit Note from Quote should a Quote be selected that has a deactivated Creditor on save the following prompt will be displayed. Click **OK** at this prompt and amend your Creditor selection in the Quote.



Cashbook

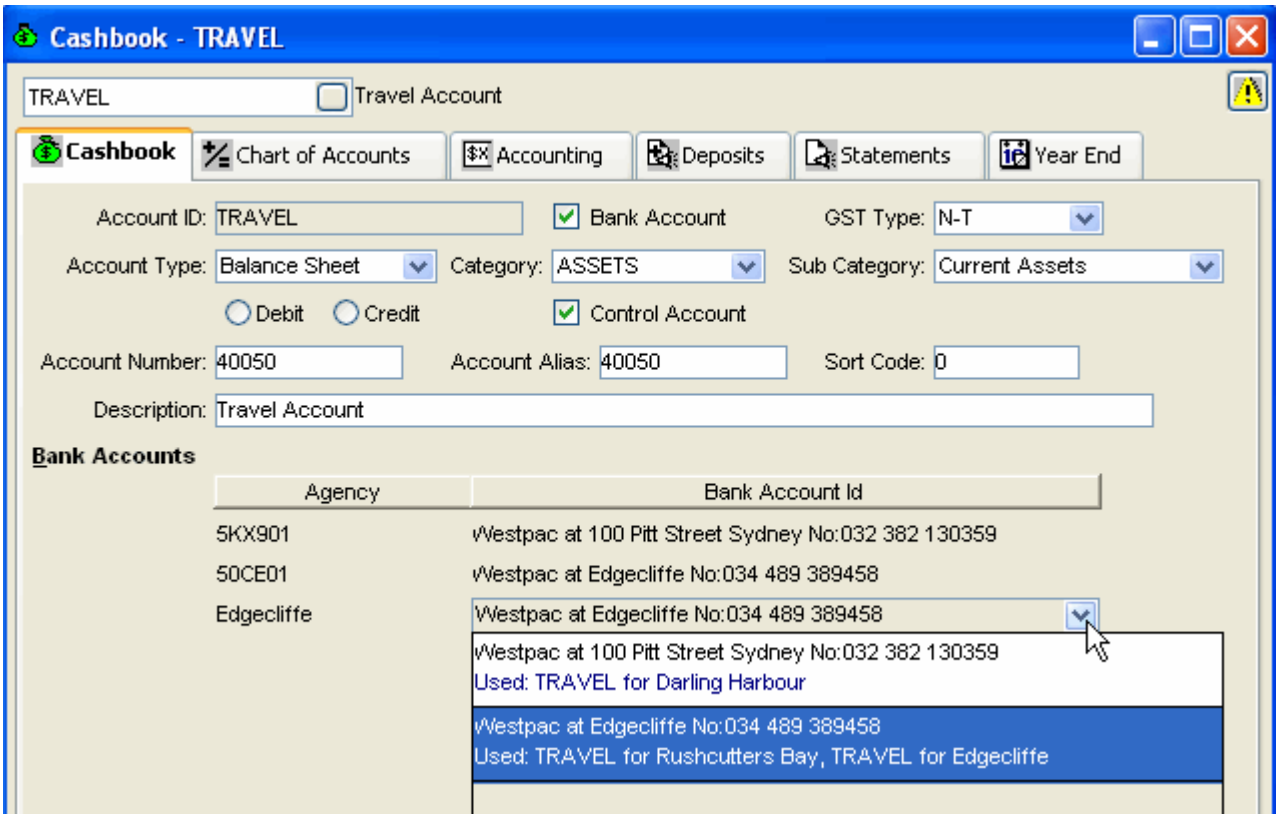
Cashbook files record the details of all CrossCheck Travel accounting transactions. There is one Cashbook for the entire network. Multi-branching allows multiple bank accounts with two options possible:

- All branches can be linked to one bank account
- Multiple branches can be linked to multiple bank accounts

Bank Accounts are categorised as either **Travel** or **Other** accounts and are set up in Tables. Setting up bank accounts and the implications of multi-branching are covered in the section on creating a new Cashbook account.

Viewing the Travel Account

The Travel Account is automatically set up in CCT, and can be set up with either bank account options mentioned above. Click under the Bank Account Id column next to the branch required to reveal a scroll where you can view the bank account details.



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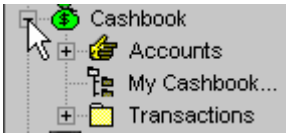
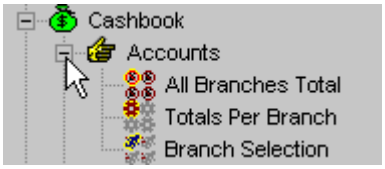
Cashbook in MyCCT

Clicking the **+** next to Cashbook In the **MyCCT** menu will display three folders: **Accounts**, **MyCashbook** and **Transactions**.



Selecting the **Accounts** folder will open three subfolders as shown below.



The **All Branches Total** folder displays the Chart of Accounts held within the CCT application, along with the current balances.

Cashbook Accounts All Branches Total

A/C #	Account Description	A/C Name	A/C Alias	A/C Type	Debit	Credit
10010	Sales Control	SALES	10010	P/L		8,048,748.66
10020	Agent's Cancellation Fee	AGENTCANX	10020	P/L		1,273.58
20060	Commission Adjustment	COMMADJ	20060	P/L	1,269.61	
20010	Discount Expense	DISCEXP	20010	P/L	57,764.17	
20020	Cost of Sales	COS	20020	P/L	7,217,111.58	

The **Totals Per Branches** folder displays the Chart of Accounts with the current balances shown per branch.

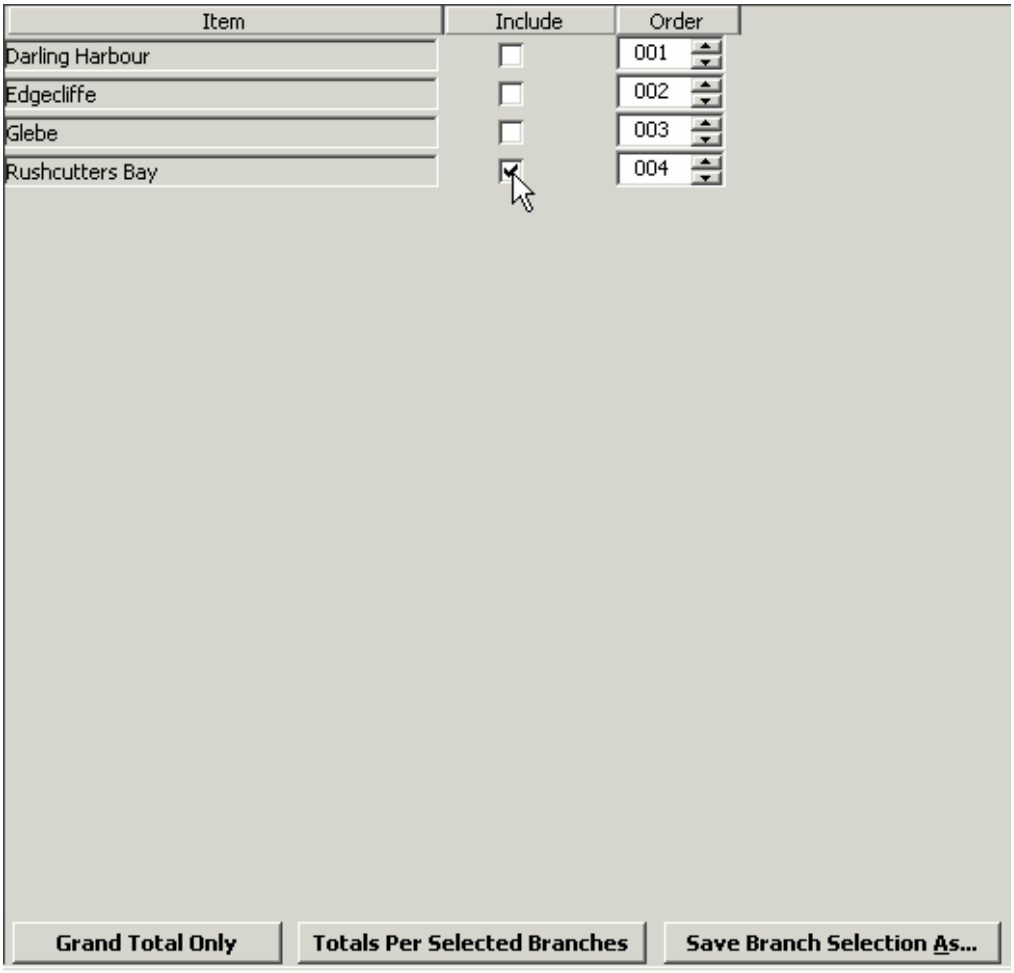
Cashbook Accounts All Branches Detailed

A/C #	Account Description	A/C Name	A/C Alias	A/C Type	Branch	Debit	Credit
010	Sales Control	SALES	10010	P/L	Darling Harbour		5,419,520.37
010	Sales Control	SALES	10010	P/L	Edgecliffe		112,605.15
010	Sales Control	SALES	10010	P/L	Glebe		72,330.15
010	Sales Control	SALES	10010	P/L	Rushcutters Bay		2,444,292.99

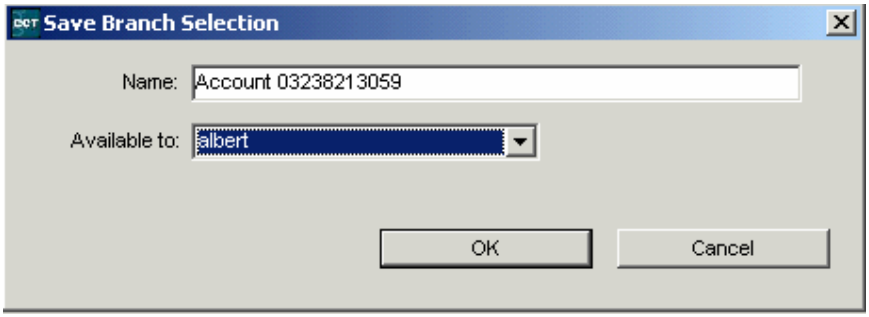
Clicking on the **Branch Selection** folder opens a selection screen. Tick the branch or branches required then choose between the following options by clicking the button at the bottom of this screen

- Grand Total Only
- Totals Per Selected Branches
- Save Branch Selection As

The Chart of Accounts will then be displayed in accordance with your selection.



Clicking on the **Save Branch Selection As** button will retrieve a window where you can name your own new folder. Click on the scroll attached to the **Available to** field to select who may view this information.



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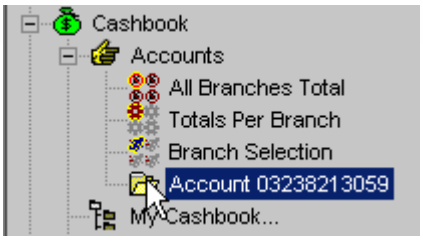
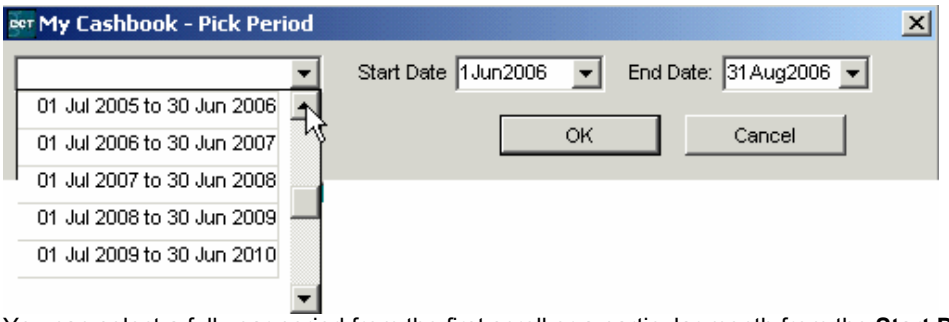
The new folder will be listed under the **MyCCT Accounts** folder.



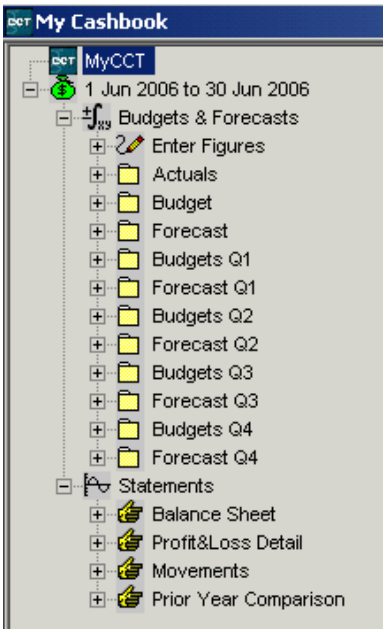
When this folder is re-selected, there will be two new buttons available that is to **Save** or **Delete** this folder.

My Cashbook folder

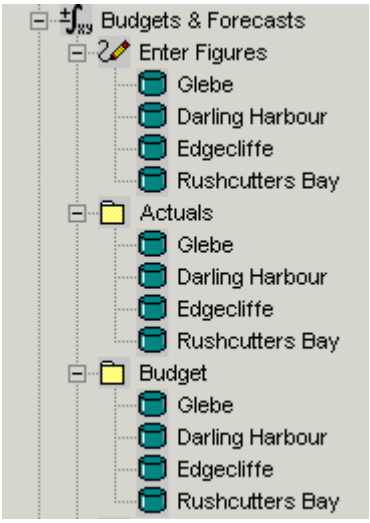
Clicking on the **My Cashbook** folder will activate a prompt to enter a date period and give access to budgeting, forecasting and cashbook statement functionality.



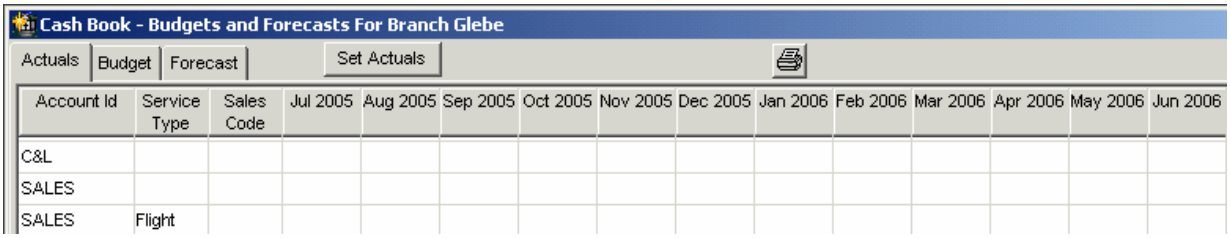
You can select a full year period from the first scroll or a particular month from the **Start Date** and **End Date** fields. Click on **OK** to transpose these dates into the Budget and Forecasting folders.



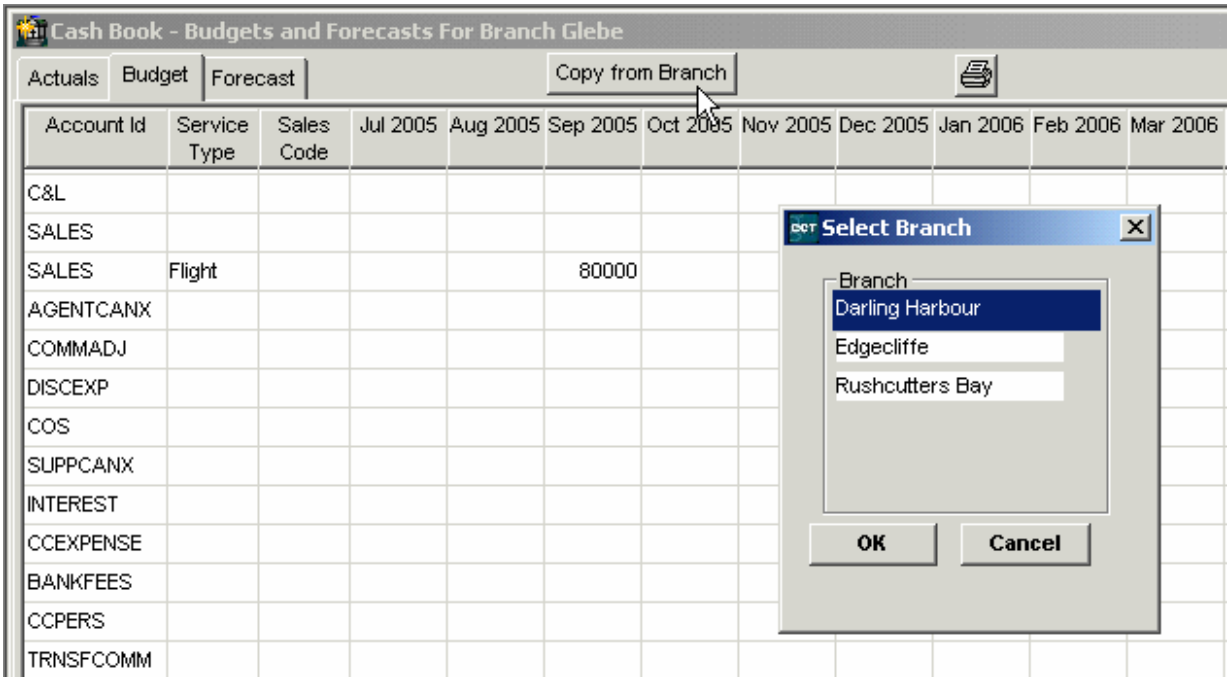
Each folder under **Budgets and Forecasts** has individual branch folders.



Click on the **Enter Figures** folder then select a branch folder to open the window where figures can be entered.



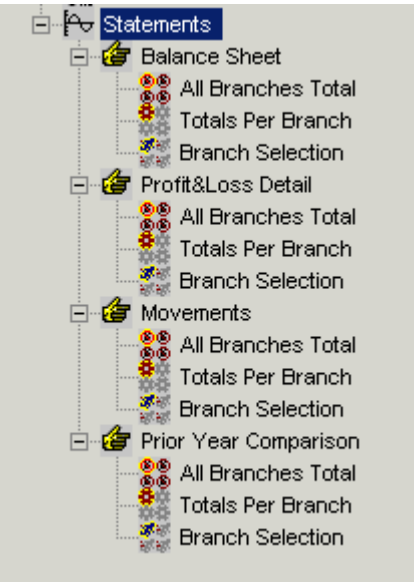
Clicking on the **Budget** or **Forecast** buttons will display the **Copy from Branch** button at the top of this window. Click on this button to select the Branch you wish to duplicate.



Statements

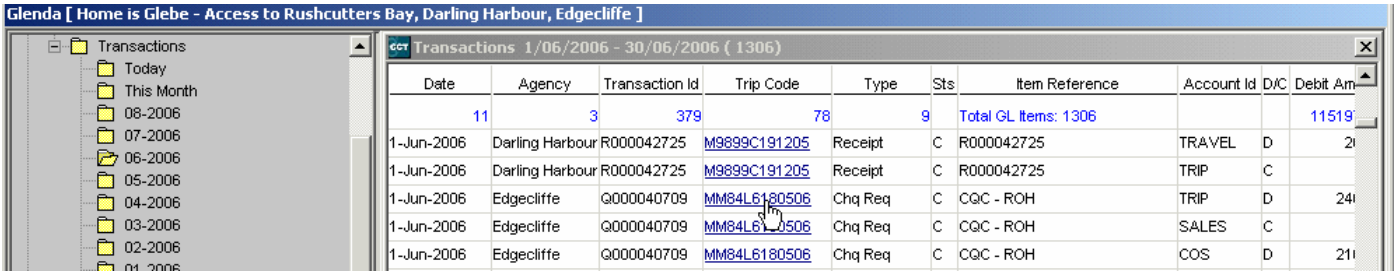
The Statements available are the same as in pervious versions of CCT; but with the additional of the following subfolders under each statement type:

- All Branched Total
- Totals Per Branch
- Branch Selection



Transactions Folder

When the **Transactions** folder is opened, a list of subfolders for various periods will be displayed. Clicking on these folders will display a list of all transactions for that period in the Work Area. Any file can then be opened with the hyperlink attached to the file code.



Cashbook Accounting Transactions

Introduction

It is essential that if multiple bank accounts are attached to branches that a receipt or payment is not entered into for branches linked to separate bank accounts.

If this error has been made in relation to any module the following may be necessary:
- Create an **adjustment** for the amount paid to the other branch
- **Transfers money between bank accounts** (if desired) to zero out the difference.

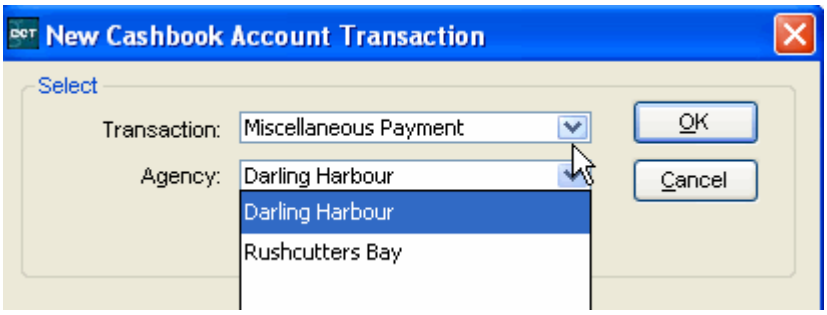
This will settle the account balances.

To get rid of these balances, the user could:
- Enter a **Misc Payment** in Branch B coded to the Money owed/payable to Branch B
- Enter a **Misc Receipt** in Branch A coded to the Money owed/payable to Branch A account

This is only a suggested introduction procedure, please contact your Galileo Support Executive for assistance and detail about these procedures.

New Transactions

After selecting a **New Cashbook Accounting Transaction**, the **Agency** field will become available so the user may select the applicable branch for this transaction.



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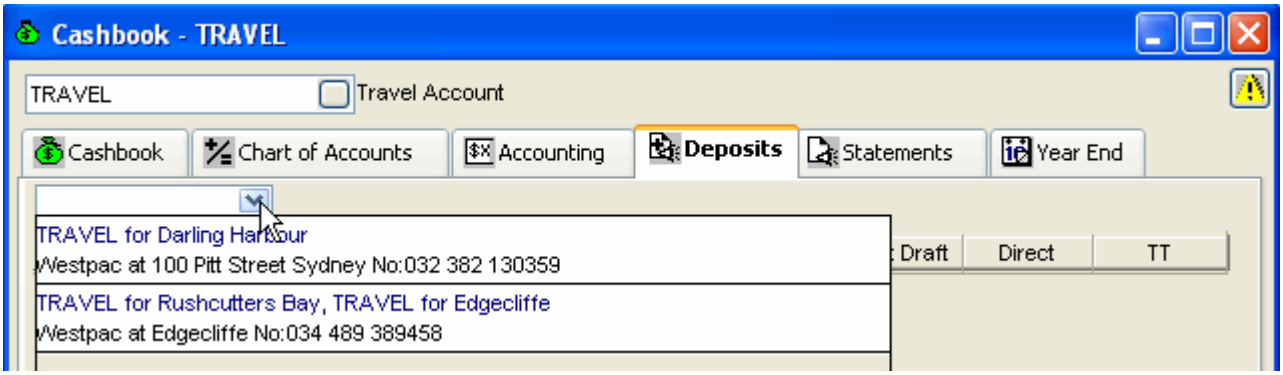
Bank Deposits

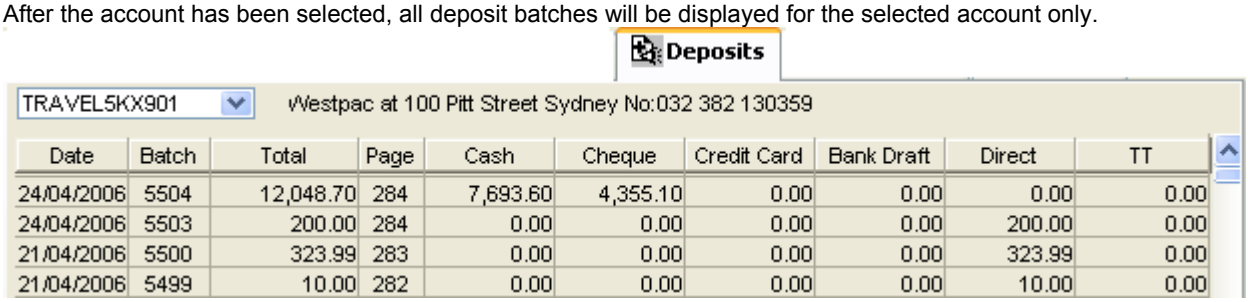
(Available only on **Bank** type accounts)

The **Deposits** tab provides a display of all Bank Deposits Batches that have been processed for the selected General Ledger Bank account and is also where the bank deposits are prepared.

Before viewing previous deposit batches, select the applicable bank account from the scroll. There is only one set of deposit batch numbers per database, but each bank account has its own sequence of numbers.



After the account has been selected, all deposit batches will be displayed for the selected account only.



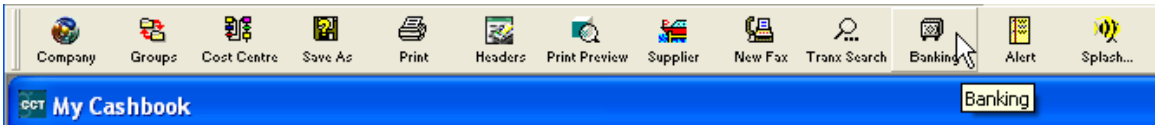
Date	Batch	Total	Page	Cash	Cheque	Credit Card	Bank Draft	Direct	TT
24/04/2006	5504	12,048.70	284	7,693.60	4,355.10	0.00	0.00	0.00	0.00
24/04/2006	5503	200.00	284	0.00	0.00	0.00	0.00	200.00	0.00
21/04/2006	5500	323.99	283	0.00	0.00	0.00	0.00	323.99	0.00
21/04/2006	5499	10.00	282	0.00	0.00	0.00	0.00	10.00	0.00

Close Off Banking (Bank Deposit)

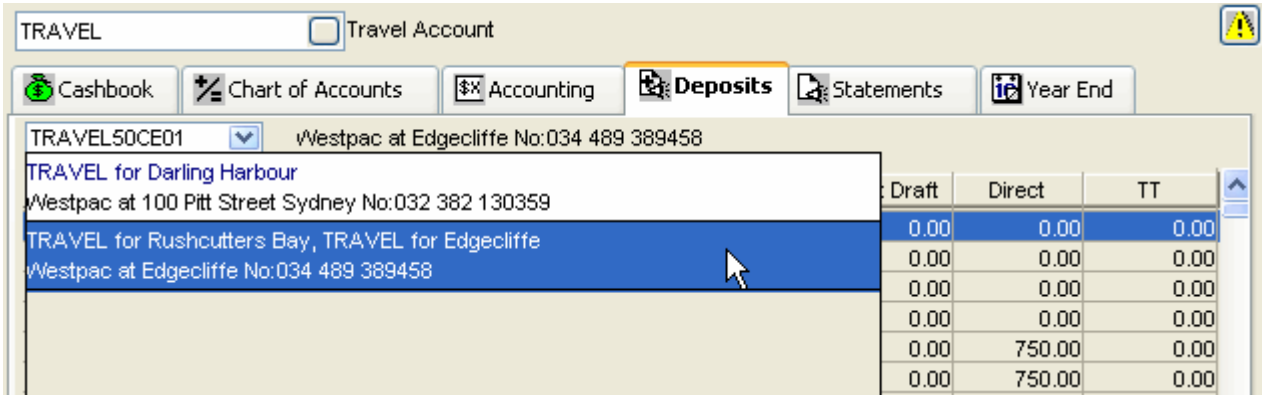
The Close Off banking procedure produces a bank deposit slip.
Open the **Cashbook Travel Account** or any other account for which a deposit slip is required. Click on the **Deposits** tab.

Shortcut

The **Deposits** tab can be opened by clicking on the **Banking Icon** on the **MyCCT** toolbar, or by clicking on **File** on the Menu bar and selecting **Data Operations** then **Banking.**



Multi-branching allows for multiple bank accounts, therefore a bank account must be selected from the drop down scroll. If a site has multiple bank accounts, the transactions relevant to that agency will show in the bank account attached to it.

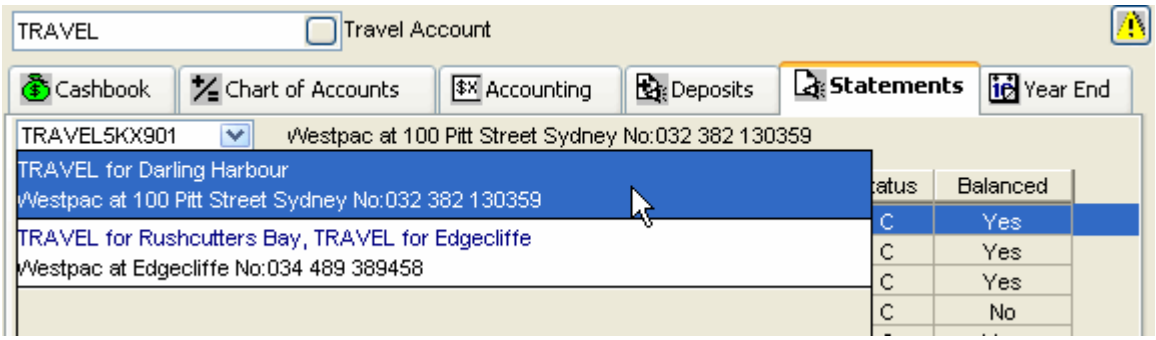


Click the **New** icon on the toolbar or press **CTRL+N** to open a new deposit Batch screen and proceed as normal.

Bank Statement

To view previous statements, open the **Cashbook** and display the **Travel Account**, or any account to be matched to a statement, and click on the **Statement** tab.

Select a bank account from the drop down scroll.



Click on the **New** icon on the toolbar or press **CTRL+N**.

Before a bank account can be created in the Cashbook, the bank account details must be set up in this table, as described earlier in this document. The **Travel** account is automatically set up in CCT.

Reports

Only reports with new functionality for multi-branching have been detailed in this section. General changes with this version of CCT are:

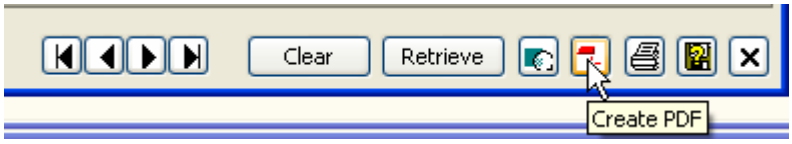
1. Menu bar reports and statements include the facility to select the **Branch** where applicable. This allows the retrieval of report data from all or individual Agencies (Branches).

   The user logged in will be able to select agencies they have **Access** or **Read Only** rights to. The users **Home Branch** is automatically highlighted in blue.

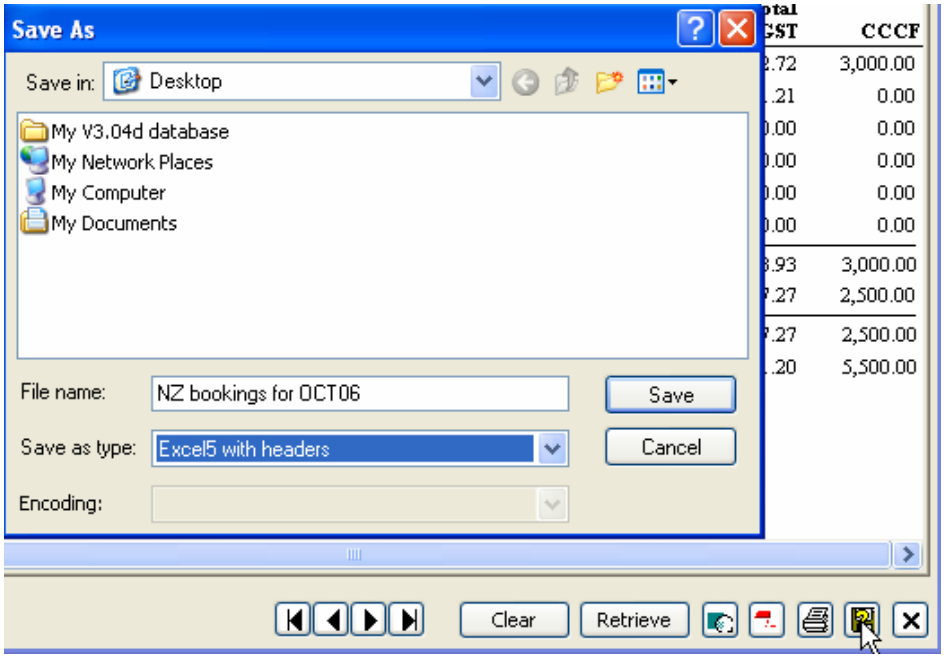
   To select/deselect other agencies use your mouse. Three agency names will display in the selection field a scrollbar will appear to the right if there are more agencies in the list.

2. To select all agencies in the list use **Shift + Home** or **Shift + End** on your keyboard

3. Standard reports have a button to create a **PDF** file.



4. All documents where a **SAVE AS** button is available should be saved to **Excel 5** as it provides better formatting.



Sales Reports

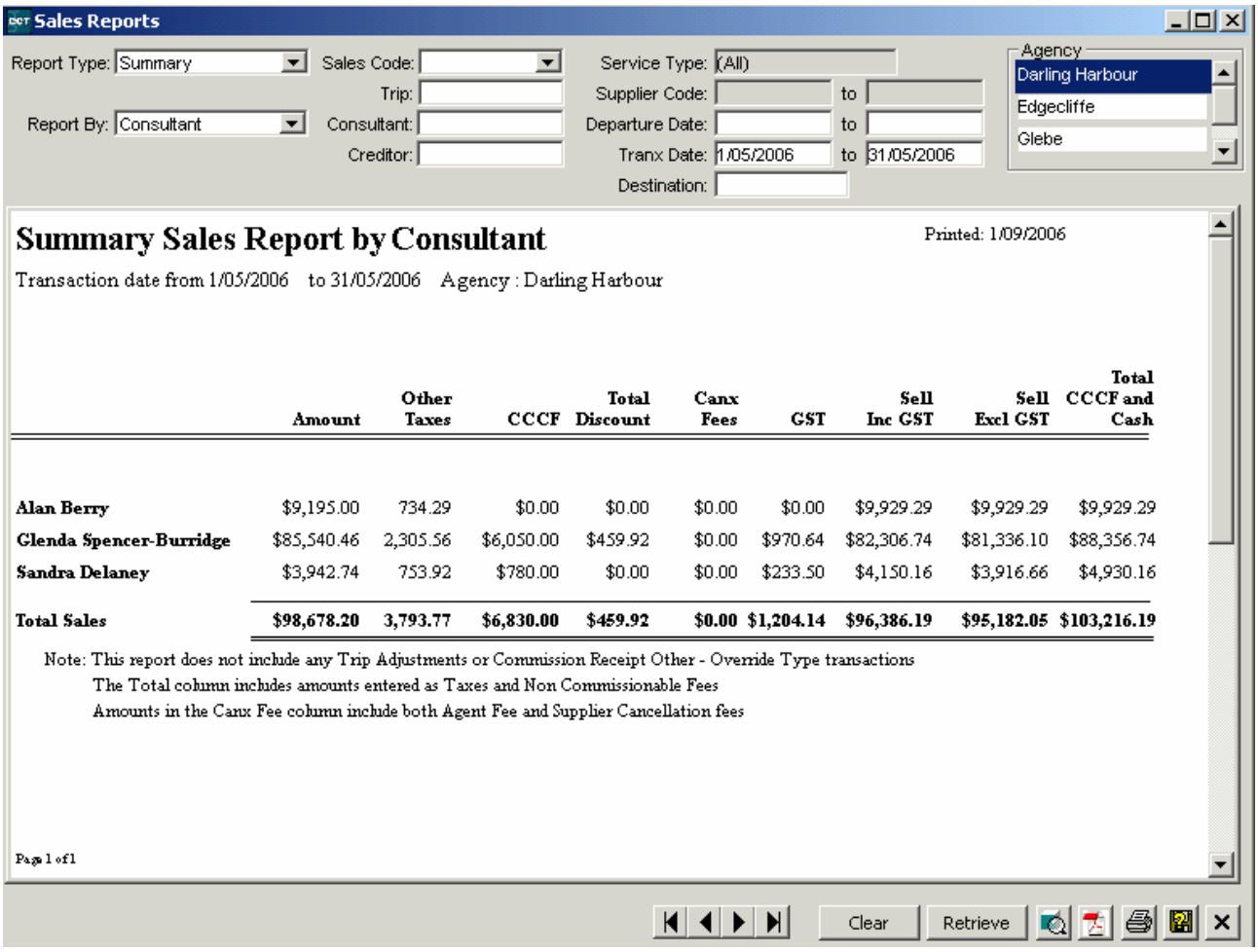
This report allows you to report on sales figure across multiple branches. The Grand Total in the report is a total for all Branches selected. Should figures be required for an individual Branch selected only that Branch in the Agency Selection Field (only single Branches can be selected).

The **Report by** field (with Consultant selected) will produce a sub Total for each consultant and will give a **Grand Total** for Branch(es) selected.

There should not be an expectation by users that just because multiple branches are selected a sub total will be automatically given for each Branch.

The selection below will produce Grand totals.

The selection below will produce Individual totals.



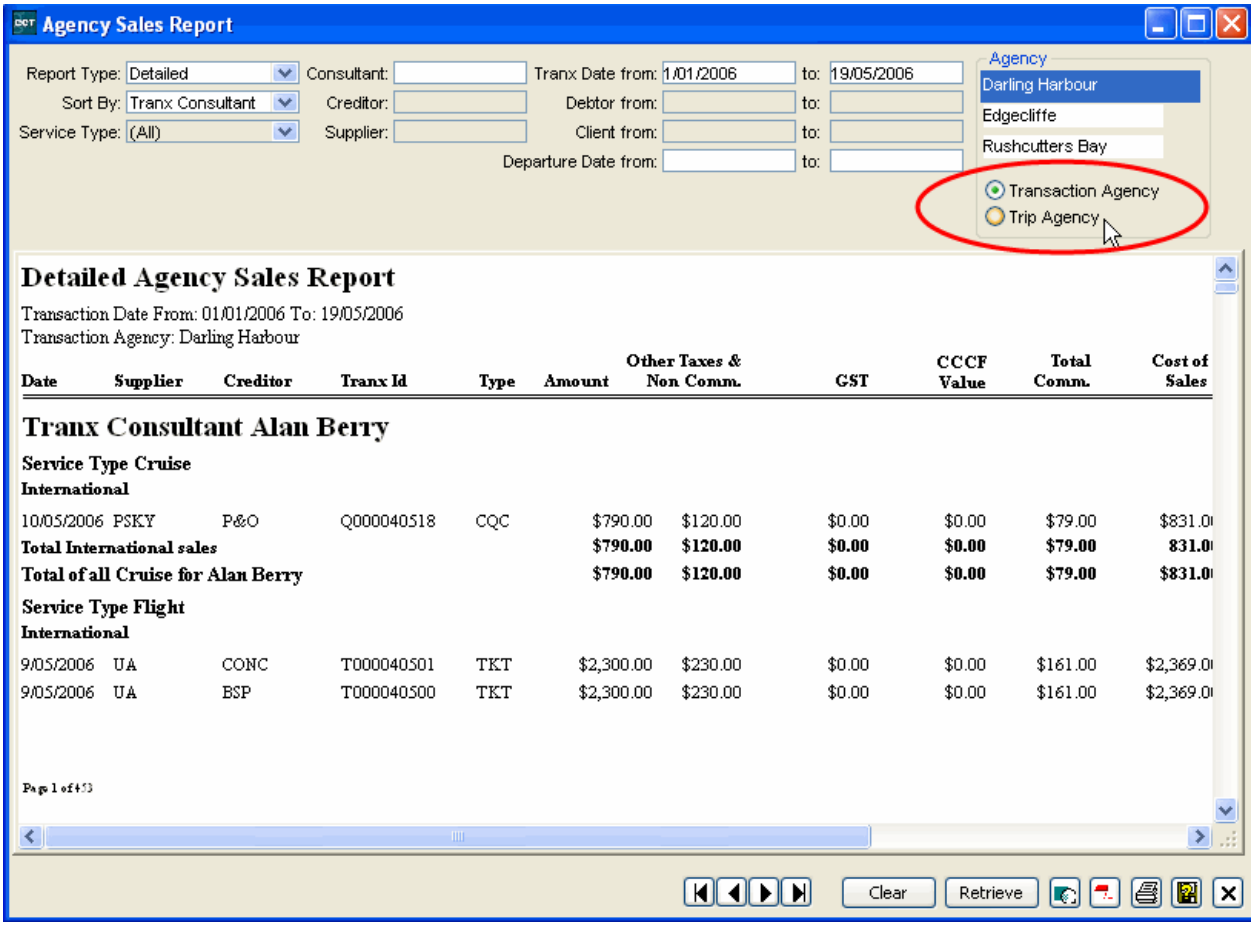
	Amount	Other Taxes	CCCF	Total Discount	Canx Fees	GST	Sell Inc GST	Sell Excl GST	Total CCCF and Cash
Alan Berry	$9,195.00	734.29	$0.00	$0.00	$0.00	$0.00	$9,929.29	$9,929.29	$9,929.29
Glenda Spencer-Burridge	$85,540.46	2,305.56	$6,050.00	$459.92	$0.00	$970.64	$82,306.74	$81,336.10	$88,356.74
Sandra Delaney	$3,942.74	753.92	$780.00	$0.00	$0.00	$233.50	$4,150.16	$3,916.66	$4,930.16
Total Sales	**$98,678.20**	**3,793.77**	**$6,830.00**	**$459.92**	**$0.00**	**$1,204.14**	**$96,386.19**	**$95,182.05**	**$103,216.19**

Note: This report does not include any Trip Adjustments or Commission Receipt Other - Override Type transactions
The Total column includes amounts entered as Taxes and Non Commissionable Fees
Amounts in the Canx Fee column include both Agent Fee and Supplier Cancellation fees

Page 1 of 1

Agency Sales Report

Data in this report can be displayed for either the **Transaction** or **Trip Agency** by selecting the appropriate radio button.

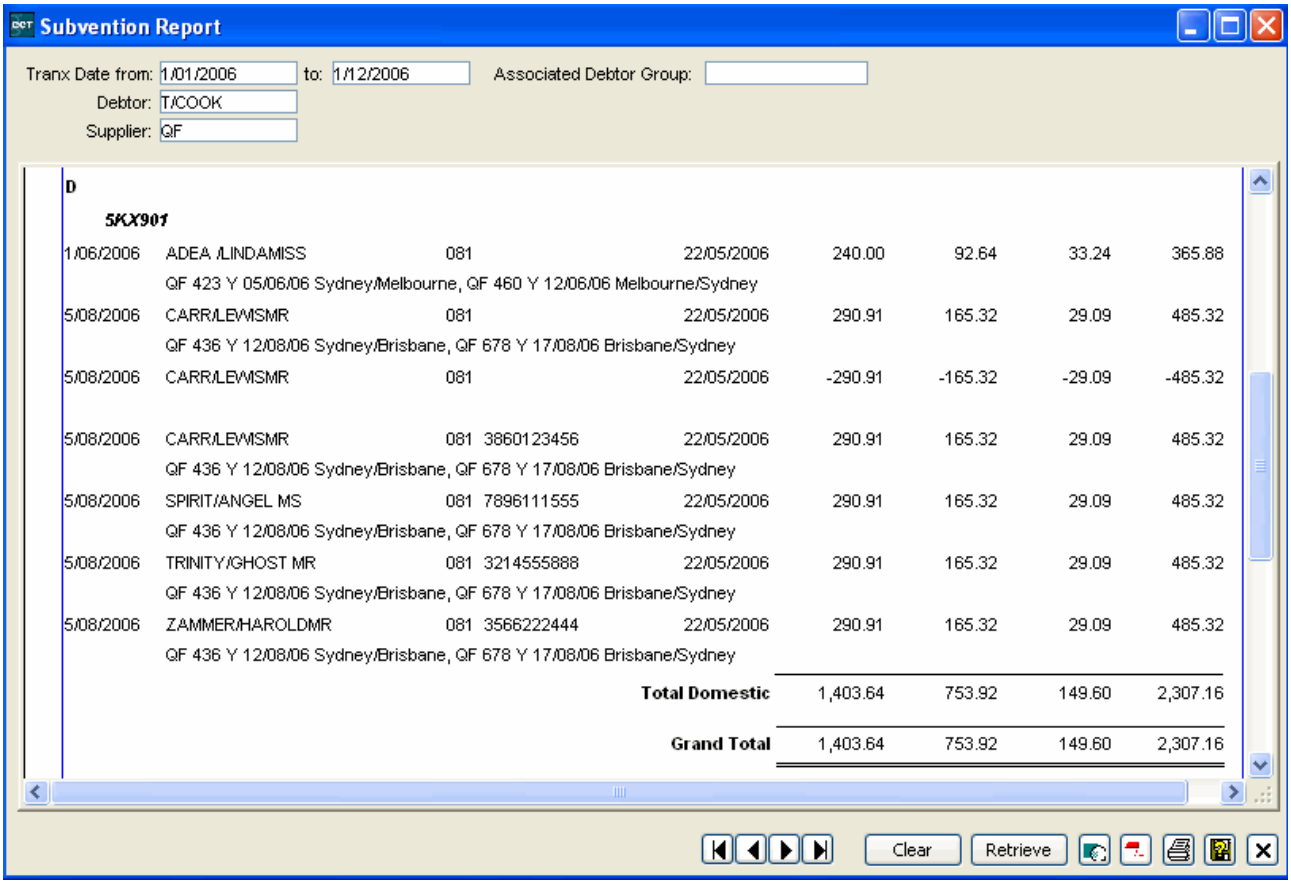


Debtor Reports

Debtor Trial and Aged Trial Balance reports shows totals per branch.

Subvention Report

This report has a field to enter any Associated Debtors. It does not have an agency sort field however the agency name is displayed under each Sales Code.



This report shows all tickets where the trip file is linked to a client which is linked to a debtor. Dates are based on the transaction date the ticket is created, and shows the segments attached to that ticket.

It will show all Service Types i.e. Domestic/International.

The Other suppliers, which shows at the bottom of the report - shows a total of any other domestic & international flight tickets that that debtor has also had - e.g. - if you pull the report for QF - and they have had Virgin flights - the total amounts of the Virgin flights would show as other suppliers. This is so that QF can see what market share the company is giving them. The report is designed to print and give to the airline that is paying the subvention.

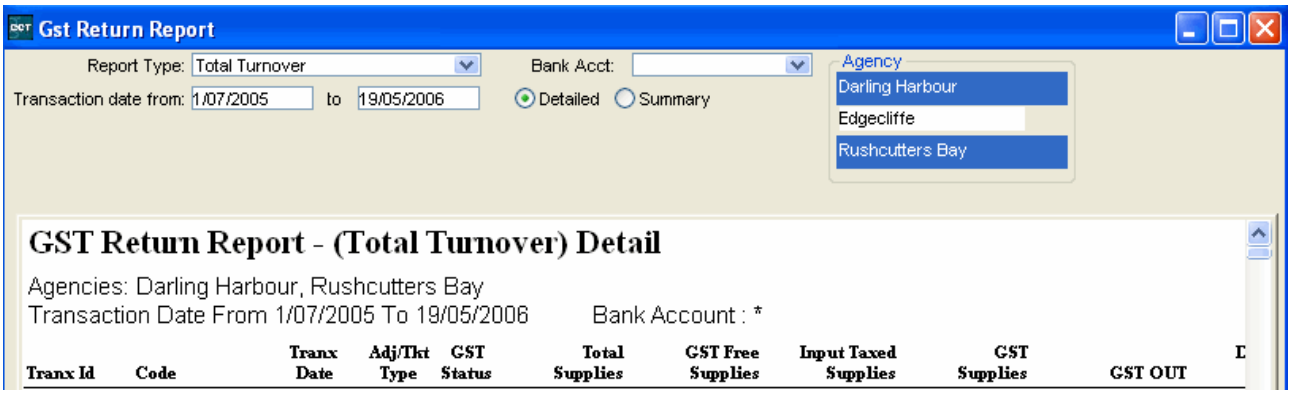
This report does not show Non Comm Fees, Discount, Agent Cancellation Fee, Supplier Cancellation Fee.

Creditor Reports

Creditor Trial and Aged Trial Balance reports show totals per branch.

GST Return Report

This report has a new field to select the **Agency** required for this report. Single or multiple agencies may be selected.



Complete the following fields as required

Report Type

Select from
- Total Turnover
- Commission Basis-Supplies
- Commission Basis-Acquisitions

Transaction Date

- Enter a transaction date range
- Select a **Detailed** or **Summary** report type

Bank Account

- Choose the bank account on which the report is to be based from the drop down list. If no account is selected, all will be accessed for this report.

Agency

- Select the agency/agencies required for the scroll attached to this field

Bank Reconciliation Reports

A branch can be selected in all the following reports:

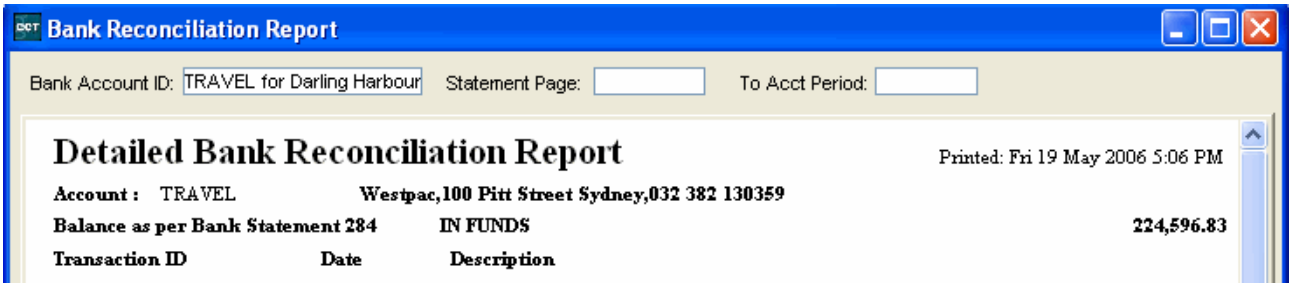
- Deposit batch rpt
- Unpresented Cheques
- Detailed Bank Reconciliation rpt
- Bank Statement rpt

If an account is not selected in the **Unbatched Receipts** report transactions from all branches will be displayed. If an account is selected then only transactions for the branch attached to the account will be retrieved.

Transaction Reports

Detailed Bank Reconciliation Report

The time the report was retrieved is displayed on this report.

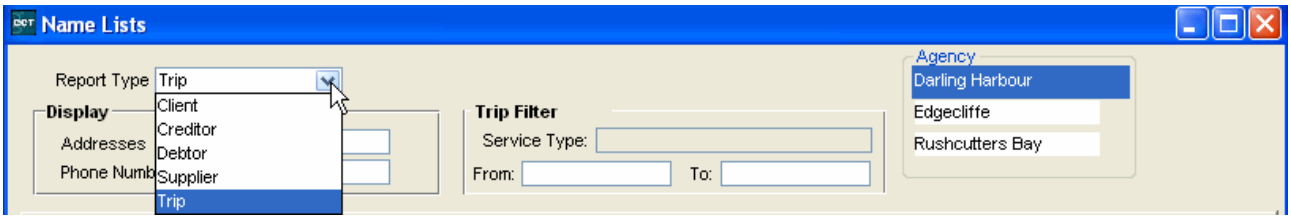


Other Reports

Listing Report/Trips

The Listing report has an **Agency** selection field for Trip Client and Debtor reports.
Data can be retrieved for single or multiple agencies.

The user can only retrieve information relating to agencies where the user has Home and Access, and Read Only rights.

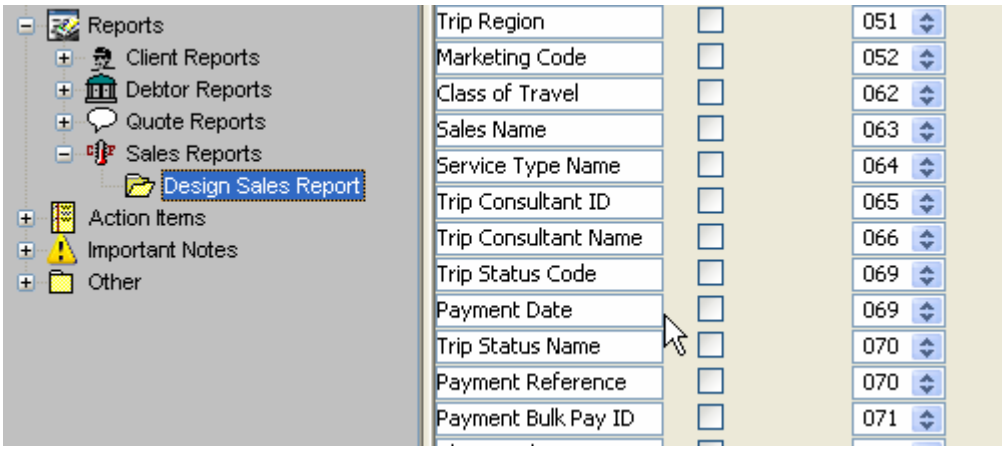


MyCCT (Design Your Own) Reports

All the **MyCCT Design** your own reports now include an **Agency** and **Creation** date fields.

The **Creation Date** is taken from the Trip file Creation Date.

The Refresh Sales Summary Data option needs to be run or rerun for all past reporting dates before viewing Sales reports.



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