CrossCheck Travel Enterprise

Client Management Reference Guide

Galileo
by **Travelport**

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Trademarks

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Authoring

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Revision History

Revision	Status	Date	Update Summary
1.0	Original Release	23 Aug 2006	
1.1	Released	6 Sep 2006	Minor corrections
1.2	Update	14 Nov 2006	Correction and Changes by Alan Berry
1.3	Rebranded	14 Feb 07	Rebranded only

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Introduction

CrossCheck Travel Enterprise (CCT Enterprise) allows multiple agency (branches) locations to access a single CrossCheck Travel database.

All accounting data from Trips, Creditors, Debtors and Cashbook is centrally located allowing consolidation of accounting and reporting functions.

Users can access files such as Clients, Trips and Debtors for the branch they are working in and if security permissions are granted they can also access files in other branches.

About this Guide

This guide is intended to highlight the new features and benefits of CCT Enterprise. It is assumed that persons utilising this guide will be conversant with the functions of previous releases of CrossCheck Travel.

Overview

The following Modules and setting will be applicable to all Branches:
- One set of Cashbook Accounts
- One set of Creditors
- One set of Debtors (Branch access can be restricted if required)
- Security settings
- Custom Field settings
- Trip Nanny settings
- Mandatory Trip settings
- Mandatory Client File settings
- Itinerary Narratives

The following will be unique to each Branch:
- Header for documents and reports
- Canned Remarks and Comments
- Trip Files (can be accessed by another Branch if security permits)
- Client Files (can be access by another Branch if security permits)

Access Rights

User Access Rights are set and amended by the Supervisor User in Branch.
There are four different levels of access which are described below:

Home

Each User has a **Home Branch** which is the prime location where most work is performed. Client and Trip Files created by a User will have the Home Branch set in the Branch Key by default.
Accounting transactions created by a User will show the **'created in'** Branch on the Trip Accounting Tab as the Users **Home Branch**.

Should a User move to another location in the Agency Group the Home Branch can be changed by the Supervisor.

Important: If a Users Home is changed the Client and Trip Files create by the User will still have the original Branch in the Branch Key. The Branch Key can be manually changed on files that need to be move to the new Home Branch. This can only be performed by a User who has the applicable security permissions (normally User in the Manager Group).

Access

A User can be given Access to other Branches in the database by the Supervisor. This is useful for Consultants who move between offices or for Senior Management, and Accounting/Administration Staff to access information in Branches other than their Home.
Files and Transactions in a Branch a User has Access to can be opened, changed and deleted in the same manner as in the users Home.
Accounting transactions created by a User on Files from another Branch will show the **'created in'** Branch as the Users **Home Branch**.
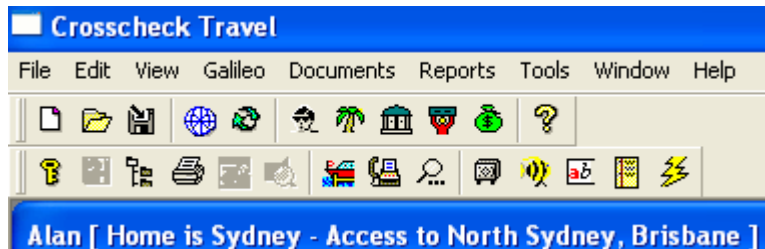
Read Only

A User can open and view files in a Branch where they have **Read Only** status. They will not be able to make any additions or changes.
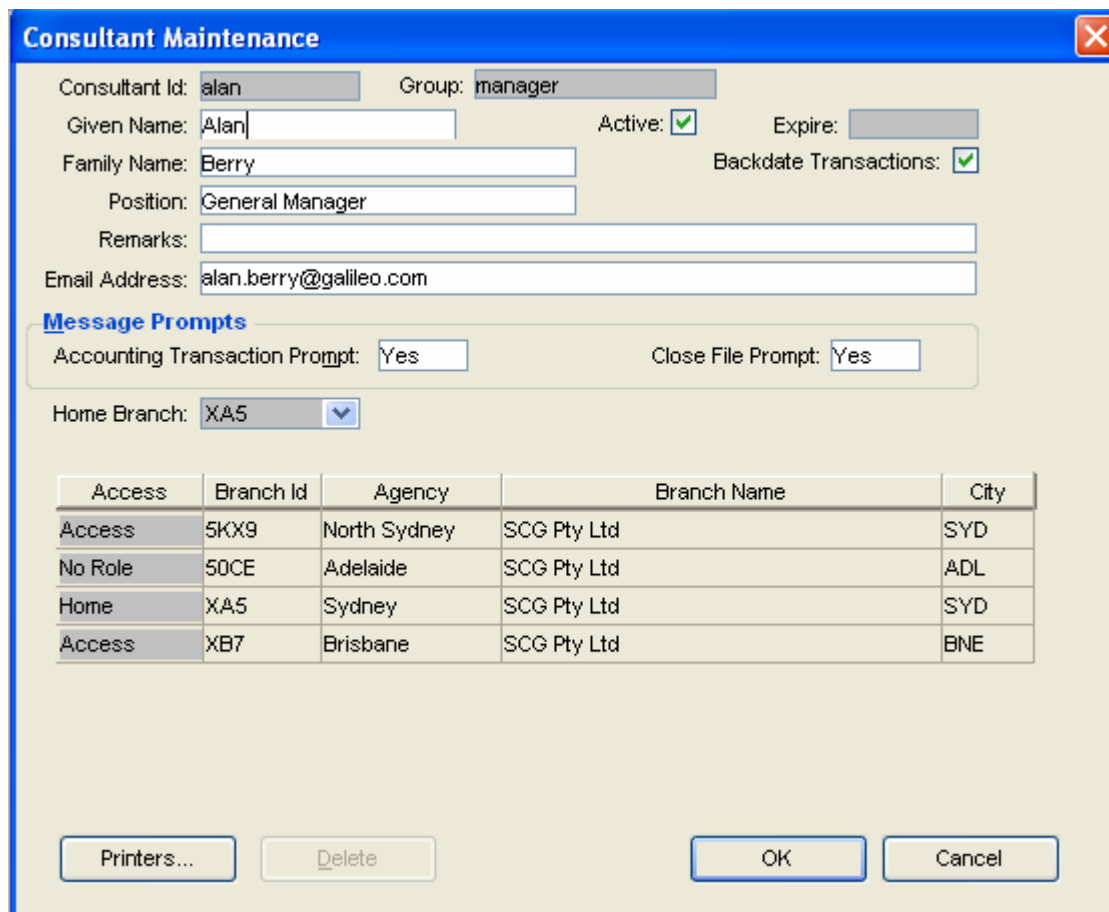
No Role

If a user has **No Role** in a Branch they cannot open or view any files belonging to that Branch.

Viewing Access Status

The title bar shows the users Home Branch and other Branches they have Access to or Read Only Access to.

A User can display their full details by selecting **Tools/Consultant** from the **Menu Toolbar**.

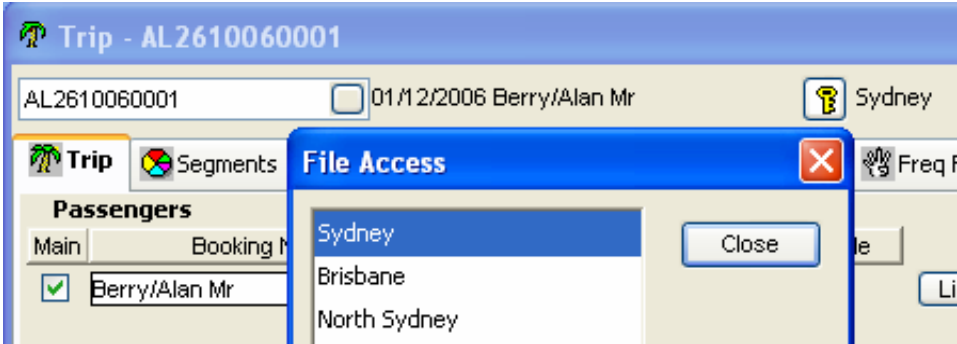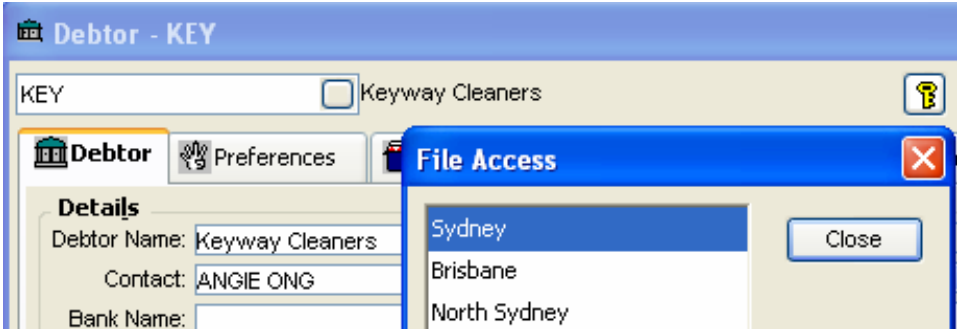The **Consultant Maintenance** screen is a view only screen.
No User Group (eg) Manager, Senior Consultant, Consultant has Access to all Branches by default. Each User ID is given Access to Branches on an individual bases upon create by the Supervisor and can only be changed by the Supervisor.

The Branch Access File

Client, Trip and Debtor Files have a Branch Access Key. The default security settings allow Users in the Manager User Group to change the Branch Access.

Client and Trip Files can only have one Branch defined in the Branch Access Key. This is normally the Home Branch of the User who created the file, but can be changed when required.

Debtor Files can have multiple Branches defined in the Branch Access Key. The Home Branch of the User who created the file is automatically saved in the file. After saving a Debtor the Key is opened to give access to other Branches.

By default Users in the Senior Consultant and Consultant User Groups do not have rights to make these changes.

Module / Function	Explanation
Client and Trip / Change Branch	Users in the Manager User Group have rights to change the Client and Trip Branch. Select the Branch Key to open the File Access Screen. Branches the User has Access to will appear. The current Branch is highlighted, select the required Branch then 'Close' and 'Save'. Only Branches the User has Access to will appear in the File Access window.
Debtor Branch Access	Users in the Manager User Group have rights to give a Branch Access. Select the Branch Key to open the File Access Screen. Branches the User has Access to will appear. The current Branch(es) are highlighted, select the required Branch(es) then 'Close' and 'Save'. Multiple branches can be selected.

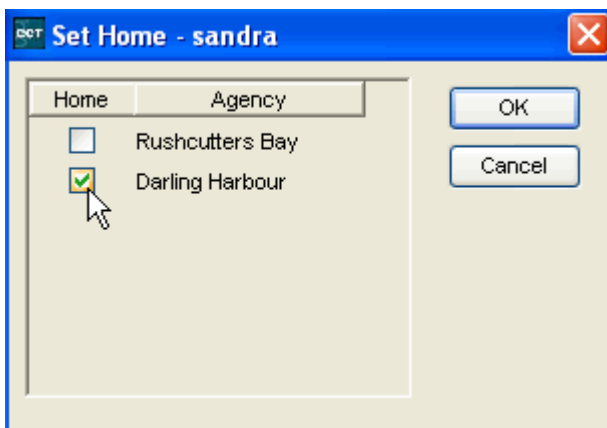# Set Home

The **Set Home** function allows a User to change the **Home** branch. The default security setting allows only Users in the Manager User Group to make this change.

Click on the **Set Home** button on the **MyCCT** toolbar to alter the users Home branch.
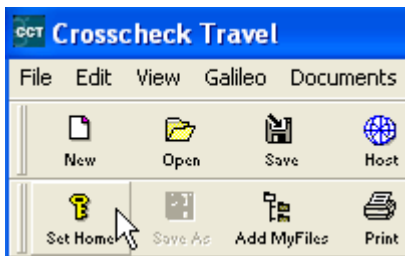
Tick the check box to select the new Home branch and click **OK** to save the change.

The title bar will reflect this change.

Read Only Files

Files that are accessed from a Read Only Branch will have a **'Read Only'** prompt on the Banner Line. The tabs of the File can be accessed (eg) Trip Accounting tab, however transactions on the tab cannot be opened.
Should an attempt be made to create a new transaction on the file (eg) File/New or Ctr + N a new blank file will open. The 'Read Only' file will still be open behind this new file.
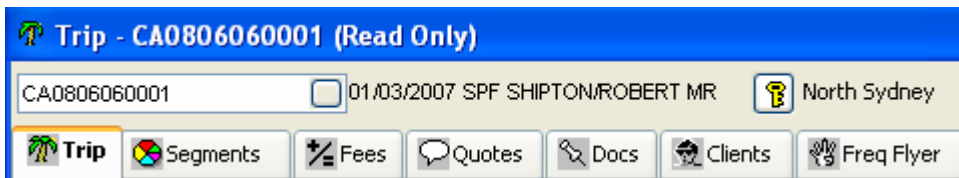
Transactions Search

When a transaction search is performed a User can only view accounting transactions that were created in their **Home** Branch or a Branch where they **Access**.
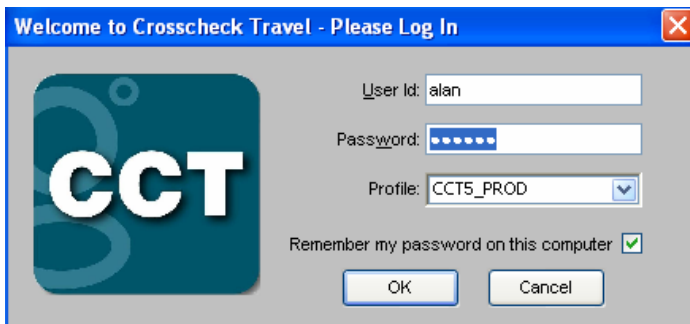
Should the User try to open a transaction from a Branch where they have No Role or Read Only rights the following prompt will be displayed.
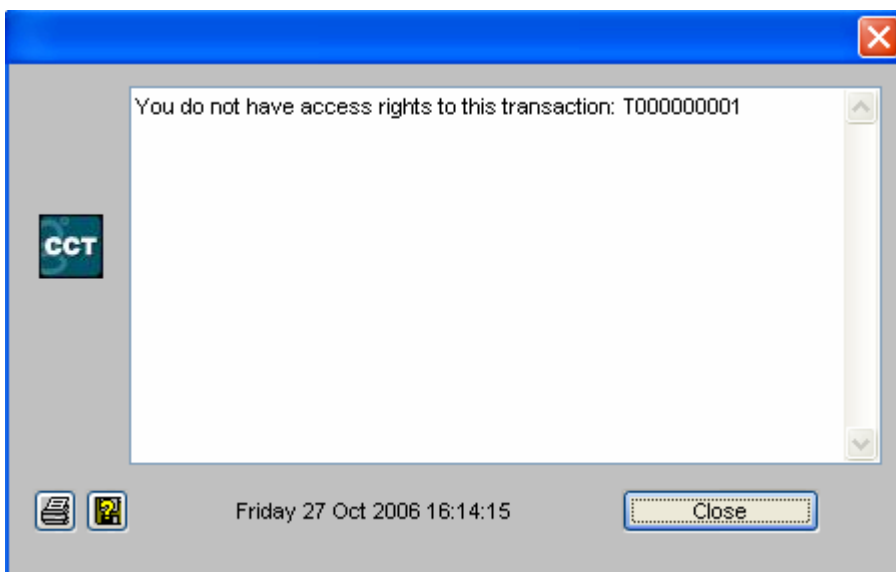
Login Changes

Remember my Password

The Remember my password on this computer box now appears on the login screen.
When the "Remember my password on this computer" check box is selected on opening the login screen the Users password will be complete. The User will only need to select 'OK' to login.
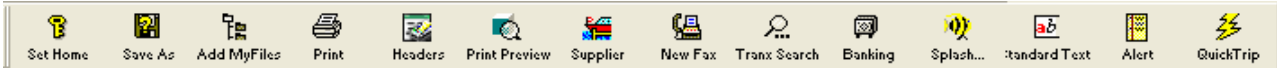

Change My Password

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.

Toolbar

The MyCCT Toolbar has two new items, **Set Home** and **Add MyFiles**. All other toolbar functions are the same as in the previous releases.

Button	Function
Set Home	Opens a selection screen so that the Home branch for the user can be changed. This function may only be available to users in the Manager group or the CCT Supervisor.
Add MyFiles	Creates a new folder in the MyFiles area of MyCCT

Creating New Files

The **New** icon on the standard toolbar has new options.

> Client Search
> Trip Search
> New Quick Trip
> New Action Item
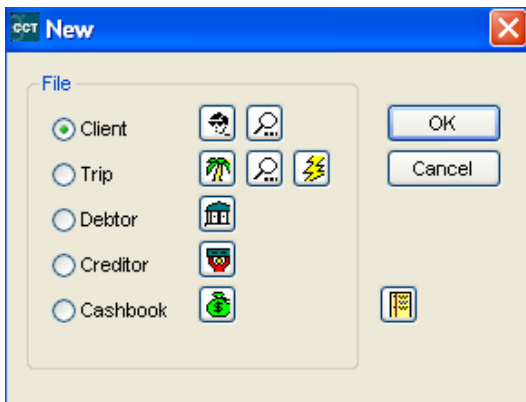
MyCCT

The **MyCCT** area has new functionality as well as modifications to accommodate multi-branches.

My Files

My Files is where Trip, Client, Creditor, and Debtor Files can be moved to Folders for easy reference. The Folders can only be viewed by the User who creates them.
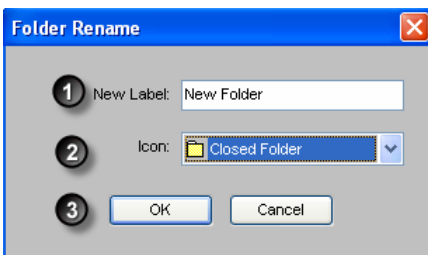To give a File to another consultant, place it in their Action Item folder.

Creating Folders

1. Right click on the **My Files** icon in the **MyCCT** and select the **New Folder** option from the drop down list.
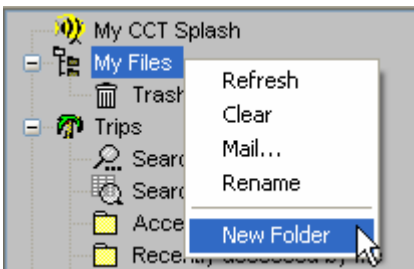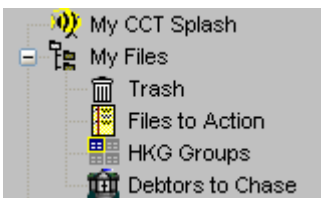

2. After selecting **New Folder,** a **Folder Rename** dialogue box will be displayed.

3. **New Label** field – add the name of the Folder (eg) *'HKG Groups'*
4. **Icon** field - from the dropdown on the right select the icon you wish to use
5. Press **OK**

The new folder will then be displayed when the **My Files** area in **My CCT** is opened, until it is deleted or changed.
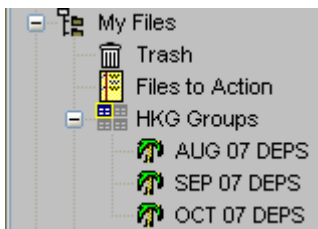
Creating Sub-Folders

1. Right click on an existing Folder and select **New Folder**.
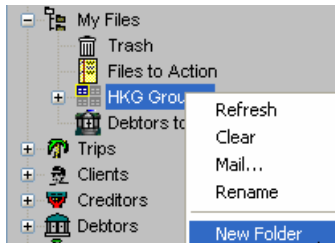
**2.** Follow the same Steps as 'Creating a Folder'

The new sub-folder will then display associated to the main folder.

Moving Files into the My Files Folders

Files can be dragged and dropped into the **My Files** folder and sub-folders from any Search Result or Pre-stored Search Result under Trips, Clients, Creditors and Debtors in **MyCCT**.

1. Create a search (eg) Trip Search or use a Pre-stored Search (eg) Debtors with Balances
2. From the Search Result List left click on the **File ID Code** (eg) Trip Code (the icon for the file type will display)
3. Use the mouse to drag the File to the destination Folder
4. Release the left mouse button to drop the File into the Folder
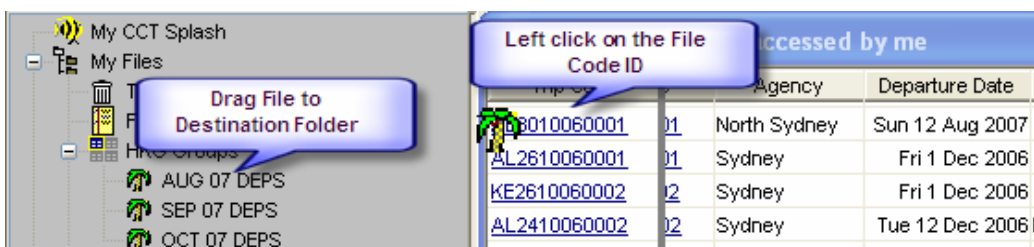
Saving a Displayed List

The results of a Search can be saved on a given date as a static record.
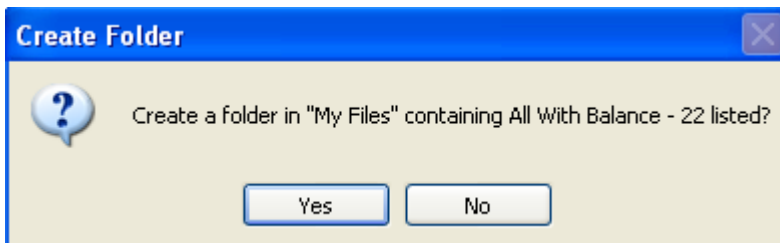
1. Create a search (eg) Trip Search or use a Pre-stored Search (eg) Creditors with Balances
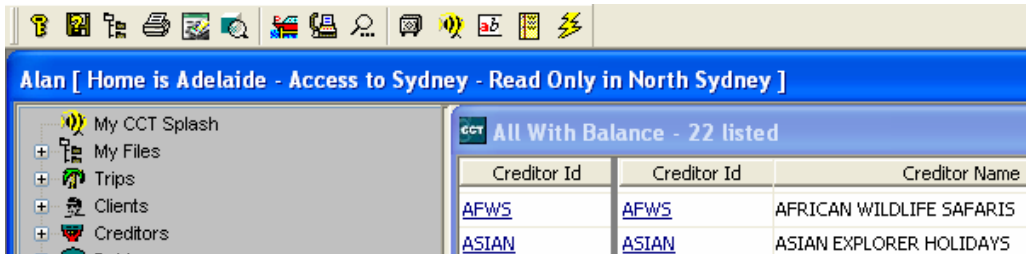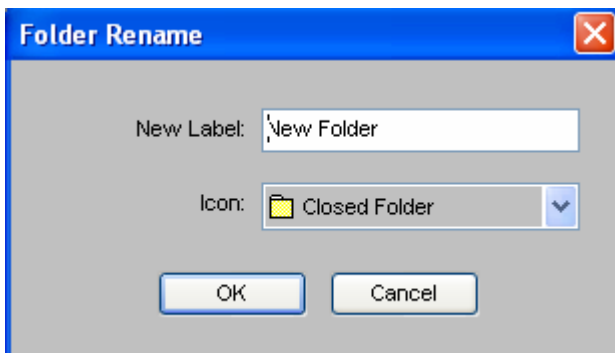

2. Select the 'Add MyFiles' icon

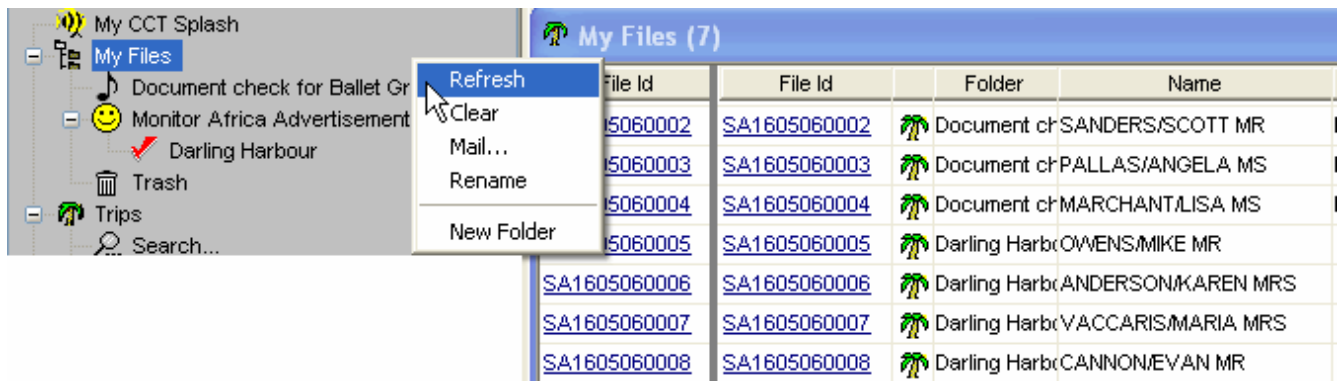**3.** Select 'Yes' on the Create Folder screen

4. The new folder can then be named and an icon attached as previously described

Changing My Files Folders

All items in the **My Files** can be updated by right clicking on the relevant folder and selecting one of the following actions from the drop down list:

Refresh -updates the contents of a folder. By clicking **Refresh** on the **My Files** icon, a list of all files in all folders in the **My Files** section will be displayed, with a column noting which folder they are in.
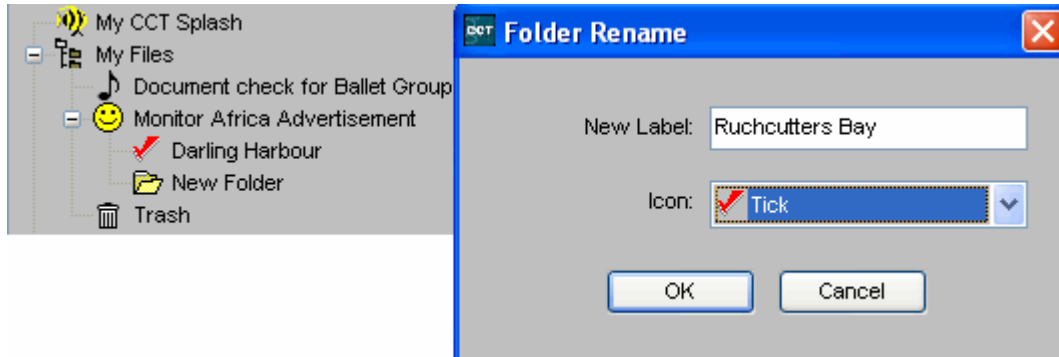
Clear – removes the content of the folder and puts it in the Trash folder

Mail – retrieves a list of files with the names and addresses displayed

Rename- renames a folder, with or without contents

New Folder –creates a new folder. If you are in an existing folder and this function is selected, the new folder will become a subfolder of the existing folder.

Clear and Delete a Folder

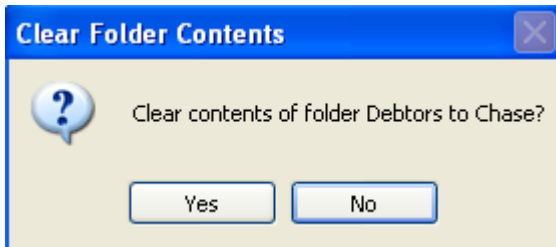1. Right click on the Folder and select **'Clear'** from the list

2. Select **'Yes'** to clear the contents of the Folder

3. If you wish to **delete** the Folder select **'Yes'**
   If you wish to **retain** the cleared Folder select **'No'**

If sub-folders are attached to a folder they will be deleted when you select **Yes**

Trash Folder

When you clear or delete a Folder the contents of that folder is moved to the **Trash** folder.
Right click on the **Trash** folder and select **Clear** to remove the contents.
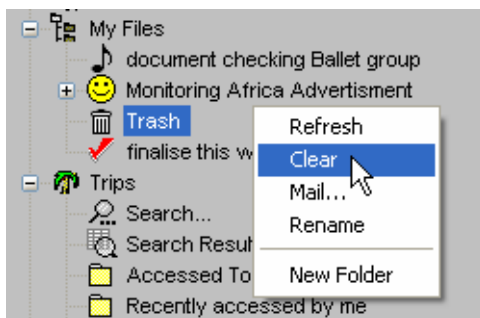
Deleting Files in the **MyFiles** area does not delete the file from the CrossCheck Travel database.

Mail Function

Choosing the Mail function for a folder will display a list showing the name and addresses for each file within that folder.

Trip files

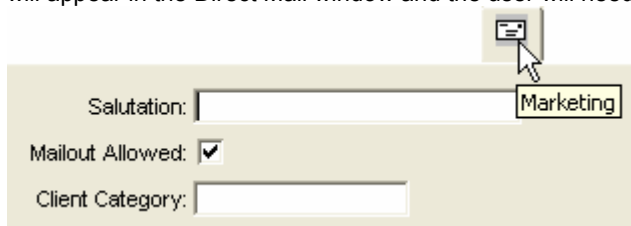Details are taken from the entries on the Trip tab. If a Given and Preferred Name have both been entered on the Trip tab, the Preferred Name will be transposed into this screen. The address list defaults to the Home address for the Trip file. If a home address has not been entered this file will not be displayed in the Direct Mail window.

Client files

The Mailing address is transposed into the Direct Mail window not the Home address. If Mailing, Invoice and Business addresses have all been recorded on the Client file, only the Mailing address will be transposed. If a Mailing address has not been entered and both an Invoice and Business addresses have been recorded, then both of these addresses will appear in the Direct Mail window and the user will need to remove one.

For a Client to be included in the Direct Mail window the "Mailout Allowed" box must be ticked under the Marketing tab in the Client file.

Removing

Any file can be removed from this list by clicking on the Remove button. Details can be amended in this window but they will not be saved back to the file.

CCT - Direct Mail

You can remove names from your list here. This will only affect this run and have no permanent impact. Equally you can modify the name and address details here, but the trip or client will NOT be modified.

trip	H		
		MR EVAN CANNON	1 of 4 in list
Remove		6 Edge Ave	
		MOSMAN	
		NSW 2088	

trip	H		
		MRS KAREN ANDERSON	2 of 4 in list
Remove		87 River Rd	
		REVESBY	
		NSW 2212	

trip	H		
		MRS MARIA VACCARIS	3 of 4 in list
Remove		45 Lansdowne St	
		PENSHURST	
		NSW 2222	

trip	H		
		MR MIKE OWENS	4 of 4 in list
Remove		10 Ada St	
		OATLEY	
		NSW 2223	

Addresses | Stationary | Labels

Printer Setup...

Click on the **Stationary** tab and select your requirements from the drop down scroll. After the Stationary settings have been selected the **Label** tab will become available, displaying the label format.

Click on the **Print Setup** button to choose to direct your list to a printer or photocopier, and click on the **Print Now** button if required.

Trip and Client Search

The Trip Search has two new search fields **Agency** and **Keywords**.

Agency

The dropdown will list the Branches the logged in User has access to. Selecting a Branch will search for Trips in that Branch only. This field will default to ALL and will search in ALL Branches the User has access to.

Keyword

This is a new free format field on the Main Trip Tab and can be searched on. The search can be on single or multiple words, but will only search for exact matches (eg) Prize Winner.

The Client Search also has an Agency field and acts in the same way as the Trip Search.

Search Results

The Trip Search Results screen now includes the following new columns:

Agency   Branch the Trip is located in
F   Indicates the number of Flight Segments in the Trip
H   Indicated the number of Hotel Segments in the Trip
C   Indicates the number of Car Segments in the Trip
Oth   Indicates the number of Other Segments in the Trip
Keywords   Displays the Keyword text

Trip Code	Agency	Passengers	Depart Date	Pax	F	H	C	Fees	Oth
AL0110050001	North Sydn	MANSFIELD/JANICE MRS,MANSFIELD/M	3 Sep 2006	2	2				1
AL0508060002	North Sydn	SLEAP/MATTHEW MR,WOOD/ILEANA M	18 Sep 2006	2		1			
AL0704060001	North Sydn	OLIVERIO/GIUSEPPEMR,OLIVERIO/CLAI	8 Jan 2007	4		1			
AL2105060001	North Sydn	ROUT/NAOMI-CLAIRE MISS 18YRS,RO	22 Sep 2006	4	2	2			1

Action Buttons

The four new Action buttons have the following functions:

New Search   Clears all fields in the mask to start a new search.
Search Now   Activates the search criteria entered.
Back   Re-display any previous search entries.
Forward   Once the Back button has been used, the Forward button will be displayed to enable
                      movement in both directions.

Preset Trip Searches

The new pre-set Trip searches:

My Active Trips – Searches for all Trips that have the status of **Active** created by the User in Branches they have access to.

Departs next month – Searches all Trips for ALL Users departing in the next month for Branches the logged in User has access to.

Action Items

The Action Items Folders have changed and new functionality to cater for multiple Branches.

My Open Items

Lists the logged in Users Action Items in all Branches the User has access to and has created items in.

Everyone Overdue and Everyone Today

Both Folders will list all Actions Items in the database. If the User attempts to open an item in a Branch they have no access to they will not be able to open the item.

My Completed Items

Lists the logged in Users completed Action Items in all Branches the User has access to and has created items in.

Created by me – 90 days

Lists the logged in Users Action Items created in the last 90 days in all Branches the User has access to and has created items in.

Branch Folders

There will be a Branch Folder for each Branch the logged in User has access to. Open a Folder will list a Folder for each User in that Branch. The User Folder will contain that users Action Items

Other Folder

The **Other** folder in **MyCCT** holds statistics and tracking information for the current user and contains six sub folders.
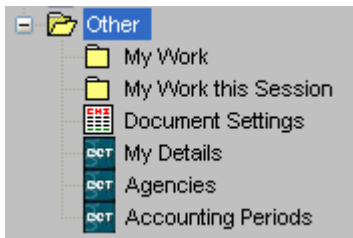
Selecting **My Work** provides a bar graph, depicting time spent on the various files and functions of CCT, broken down by date of operation.

The **My Work This Session** option shows a step-by-step breakdown of activities undertaken since starting the CCT application.

The **Document Settings, My Details, Agencies** and **Accounting Periods** folders are view only displays. They are used by the Galileo Service Centre to assist with travel agent queries.

The **Document Settings** folder displays a list of all documents and their settings. It is created with the Supervisor sign in.

The **My Details** folder shows the Access rights for each branch for the logged in User

The **Agencies** folder displays details about each agency in the Group, including the IATA and pseudo codes.

The **Accounting Periods** folder displays a list of accounting periods with their codes.

Trip File

Branch Access Key

When a new Trip File is created the Users **Home Branch** will be saved in the Branch Key.
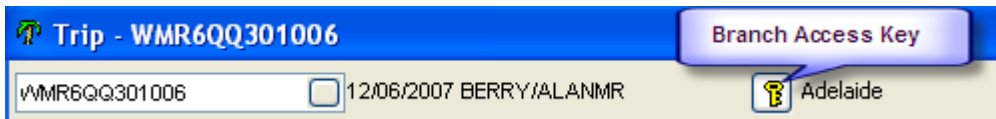
The default security settings allow only Users in the Manager User Group to change the Branch Access Key.

Trip Tab

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

Trip Keywords	Free format text field. A Trip Search can be performed on this field
Ordered by	Enter the name of the person making the booking if not the passenger
Order Method	Enter the way this booking was received – e.g. email, phone, internet This is a lookup field. The applicable types must be updated in tables
Trip Fare Quote	Enter the total amount quoted.
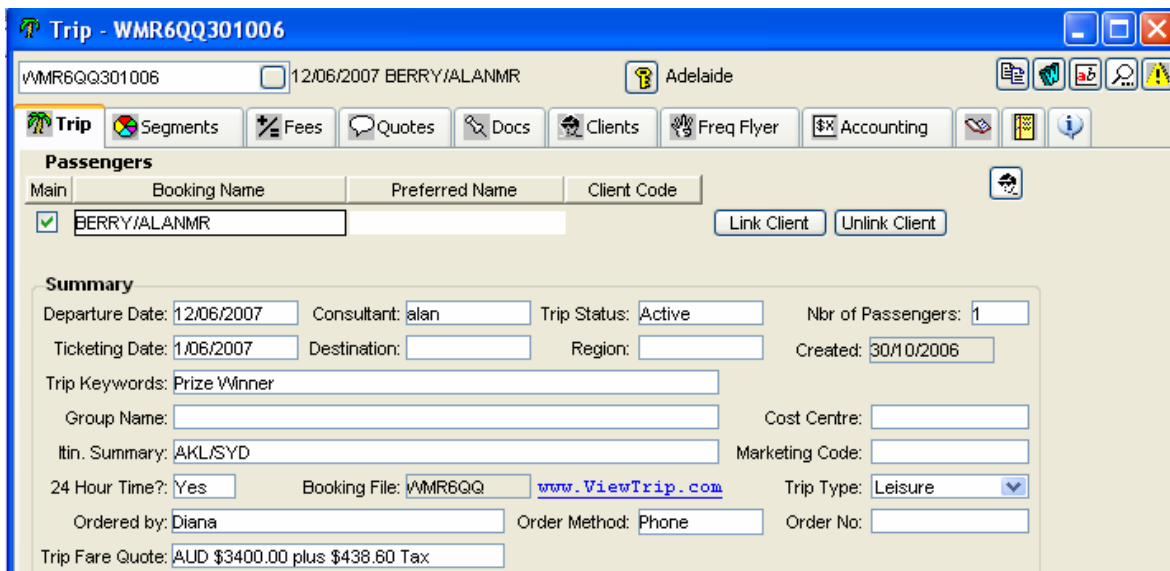
Duplicate Trip

Duplicate Trip allows users to copy 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.

1. Open the Trip you wish to copy and select the **Duplicate** icon

2. Select **Yes** on the following prompt to proceed
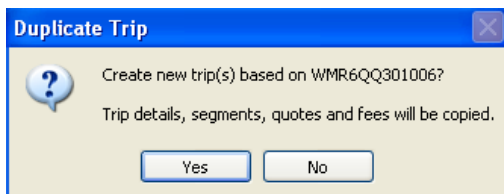
3. Add the passenger Names on the Duplicate Trip screen

To create addition lines select the **'New'** button or **Ctr + N**.
There are two options available for multiple passengers

- One trip for all
- One trip per passenger
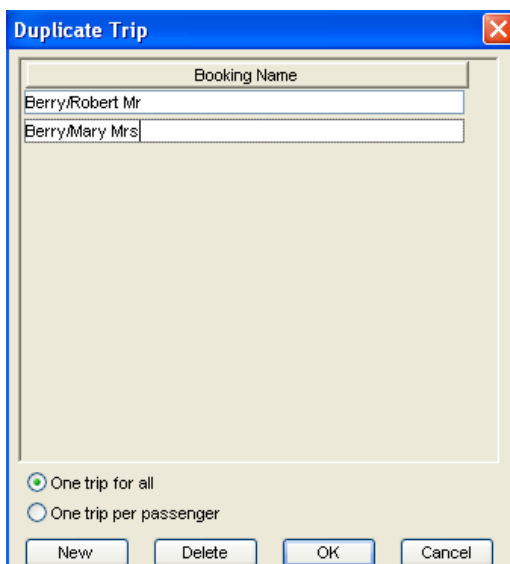
4. Select **OK** to finish the process

Different number of Passengers

If the number of passengers in the new Trip differs to that of the original a reminder prompt will be displayed to review the Quotes to ensure the cost details are correct
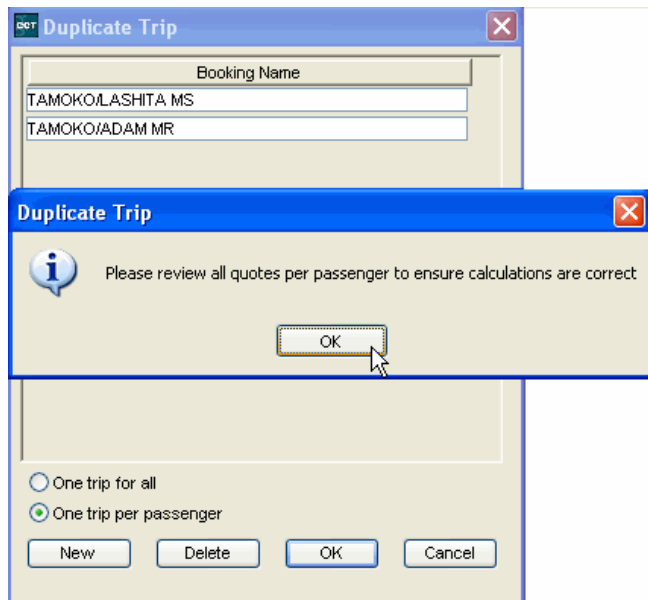
Rebooking

The Duplicate Trip process is an internal CrossCheck Travel function. All services such Flights, Hotels, Cars and Tours must be booked by the agent with the applicable suppliers for the new Trip(s).

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

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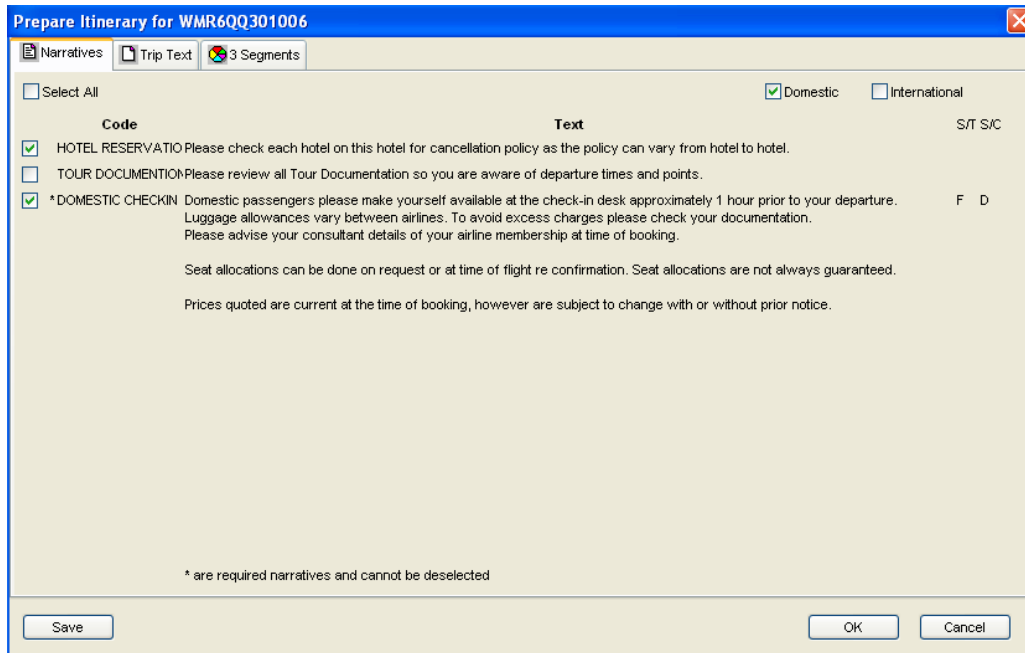
- A copied file can be recopied to create another file. The **Comments** field and **Overview** tab will store cross reference to both copied files.
- A Trip without segments and quotes can also be duplicated.
- Two existing Trip files cannot be copied into one new Trip.
- You cannot duplicate a Trip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

Prepare Itinerary

When an Itinerary is opened from a Trip the new Prepare Itinerary screen will display. This screen comprises of three tabs, Narratives, Trip Text and Segments

Narratives Tab

Narratives are commonly used remarks applying to itineraries.

There are three types of Narratives:

Required

The Narrative is automatically ticked with an asterix (*) indicating the Narrative cannot be deselected.

Recommended

The Narrative is automatically ticked. If not required the Narrative can be deselected.

Optional

The Narrative is un-ticked. If required on the Itinerary can be selected.
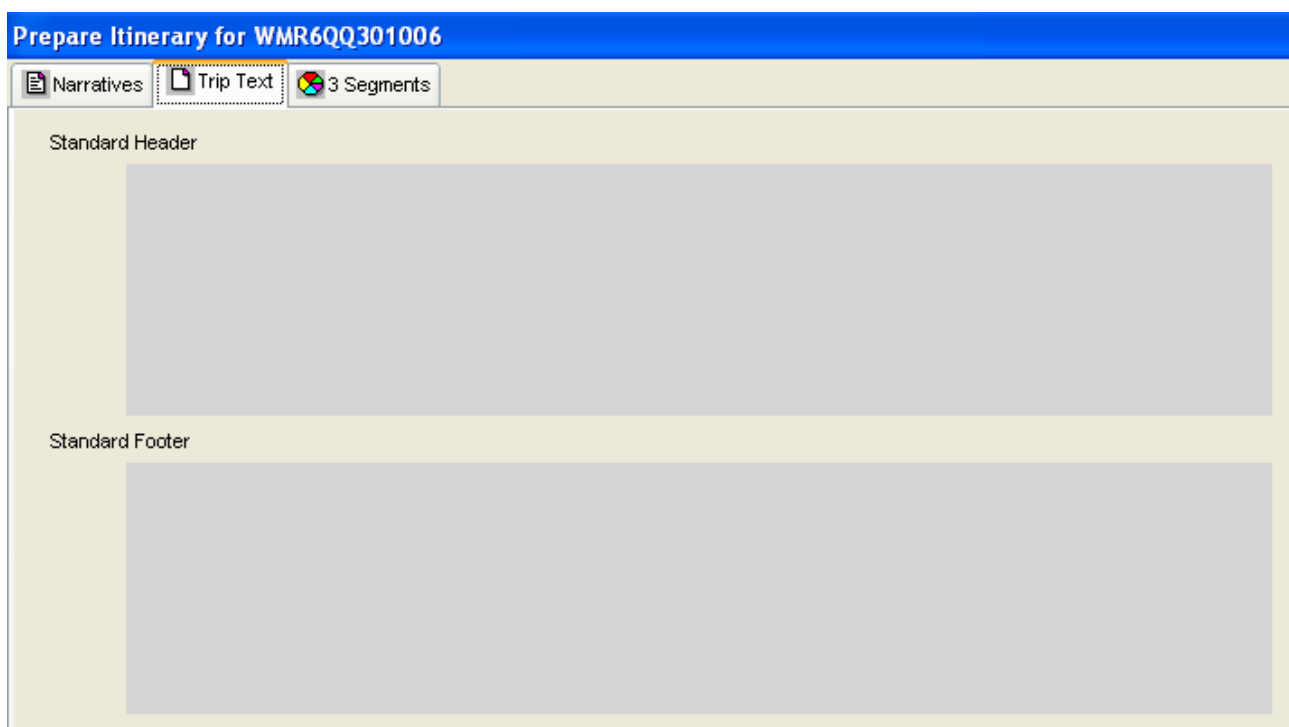
Notes

- Narratives will apply only to the displayed Trip.
- The selected Narratives will be used for the Trip each time an itinerary is produced.
- If different Narratives are required they can be selected the next time this screen is opened.
- Narratives display at the bottom of the itinerary.
- Narratives are setup in tables by Users who have rights to access the Narrative Tables.
- Narratives can be defined to display only for a specific itinerary type:
    - Domestic
    - International
    - Both Domestic and International
- Narratives can be defined to display for specific Service Types if required (eg) Hotel Narrative would only display if a Hotel Segment is on the Trip.

Trip Text Tab

The Trip Text tab acts in the same manner as the Trip Text *'ab'* icon on the Trip Toolbar.

If text has previously been added via the *'ab'* icon this text will also appear. After adding new text to the Header and Footer select the *'save'* button in the bottom left hand corner. This text will also appear when the *'ab'* icon (Trip Text) is selected on the Trip.

Segments Tab

The Segment tab allows segments to be deselected so they will not appear on the itinerary.
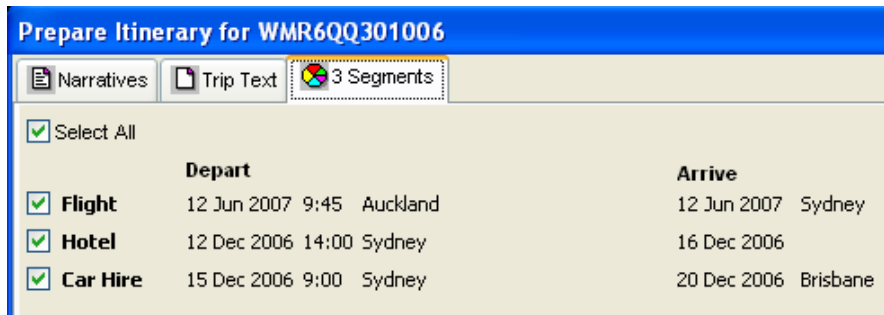
Click on the **OK** button at the bottom of the **Prepare Itinerary** window to generate the itinerary.

Default Itinerary style

The default style Itinerary that has been defined in the Supervisor settings will be used when the itinerary is opened via the **Documents Menu** and the **'W' icon** on the Trip.
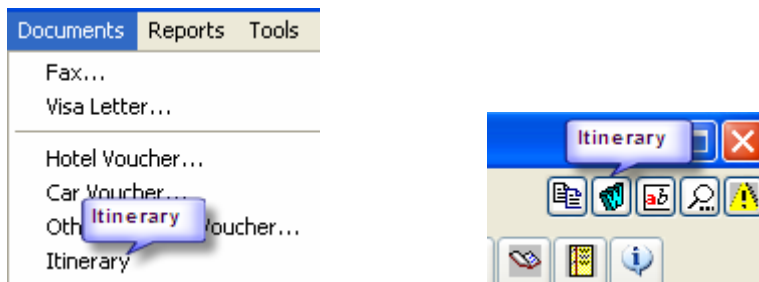
CrossCheck Travel offers the flexibility to add text to an itinerary via the following options.
The itinerary on the next page illustrates the location of these entries in the Itinerary document.

Option	Entered in	Applies to	Shown in
Prefix & Suffix's	Supervisor Documents settings	All Branches and all Itineraries	Blue
Standard Text	From the **'ab'** icon on the MyCCT toolbar	All Branches and all Itineraries	Pink
Narratives	Tools/Tables	All Branches and all Itineraries Depending on the Narrative some items can be selected and deselected for inclusion in an itinerary	Green
Trip Text	From the **'ab'** icon on the Trip	To the Trip that is open	Red

Galileo Training Pty Limited
100 Bridge Street
PYRMONT NSW 2009
Tel: 02 93914777 Fax: 02 93914555

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

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CONFIRMED FLIGHT SINGAPORE AIRLINES SQ 222

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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.

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.

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

Service Codes

Service Codes can be defined by a User who has access rights to the Service Type Table. A Service Code can be associated to a Service Type to more accurately describe the service being provided
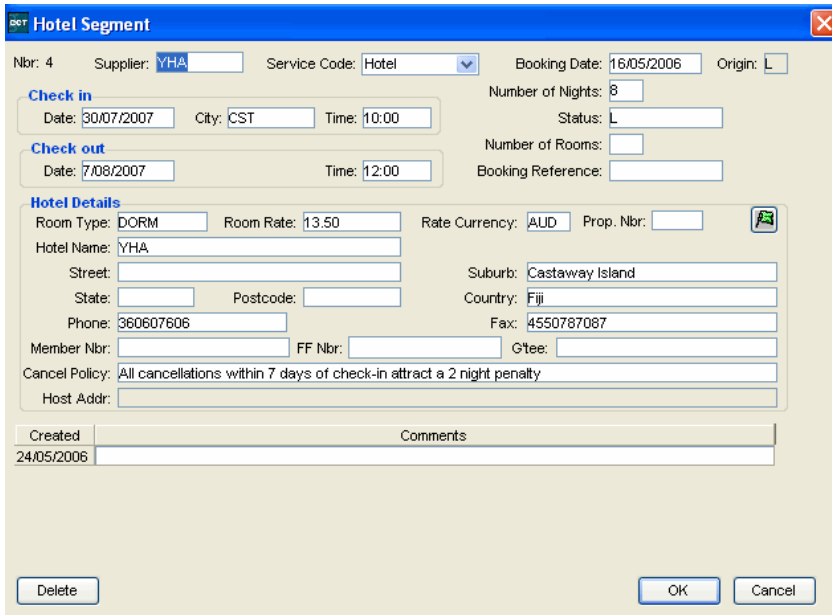
When a new segment is created (eg) Hotel the new Service Code field will appear in the Segment. The this will default to the Segment Type (eg) Hotel, a dropdown list is available with the Service Codes that have been created (eg) Hotel may have Hostel, Luxury Hotel, Resort Hotel.

The Service code selected will appear on an itinerary.

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.

New Trip File Tabs

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.

Reprinting Documents

Any item under this tab can be opened via the hyperlink in the **Location** column and reprinted.
Items output to Word (eg) Itinerary, will used the Branch Header of the Home Branch of the User logged in.
Accounting items (eg) Receipt will, use the Branch Header that it was created in.

Deleting a Document

Any non-accountable document can be deleted from this tab by clicking on the line to highlight it and then press the **CTRL+D** keys.
OK to continue the delete.
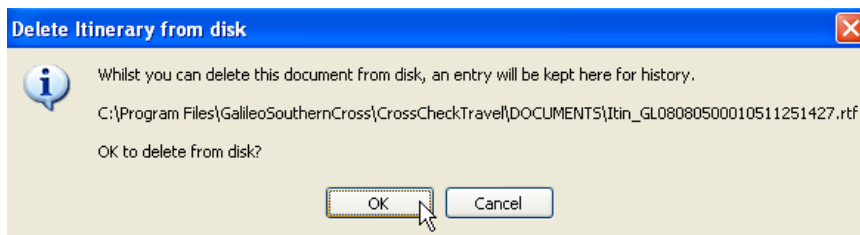
The selected line will remain on the Docs tab but will be 'greyed' and the hyperlink is inactive.

Note

The Itinerary, Quote and Statement of Account documents reflect Itinerary Segments and Quote costs as at the date and time they where issued. If Segments and Quotes are changed existing documents are not updated. A new copy of the applicable document should be issued as required.

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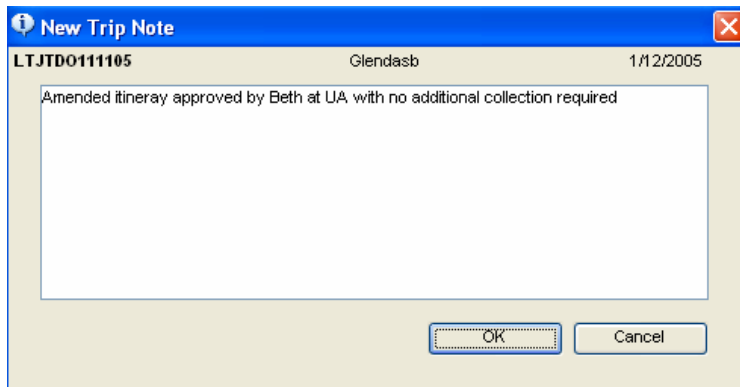
The lower section contains **User** and **Host Comments** and all **accounting transactions** on this file. Every entry has the user name, date and time attached, and symbols to assist in identifying the type of entry. e.g. "g" shows an entry has been downloaded.

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 releases.

The following items can now be amended:
- Priority
- Alarm Date
- Alarm time
- Text

Trip Accounting

The **Branch Access Key** on the Trip determines the default branch displayed when creating a new accounting transaction.

Generally the Agency should not be changed and in most circumstances the **Transaction Agency** should match the **Trip Branch Access Key**.

The default security settings only allow users in the Manager User Group to change the Transaction Agency.
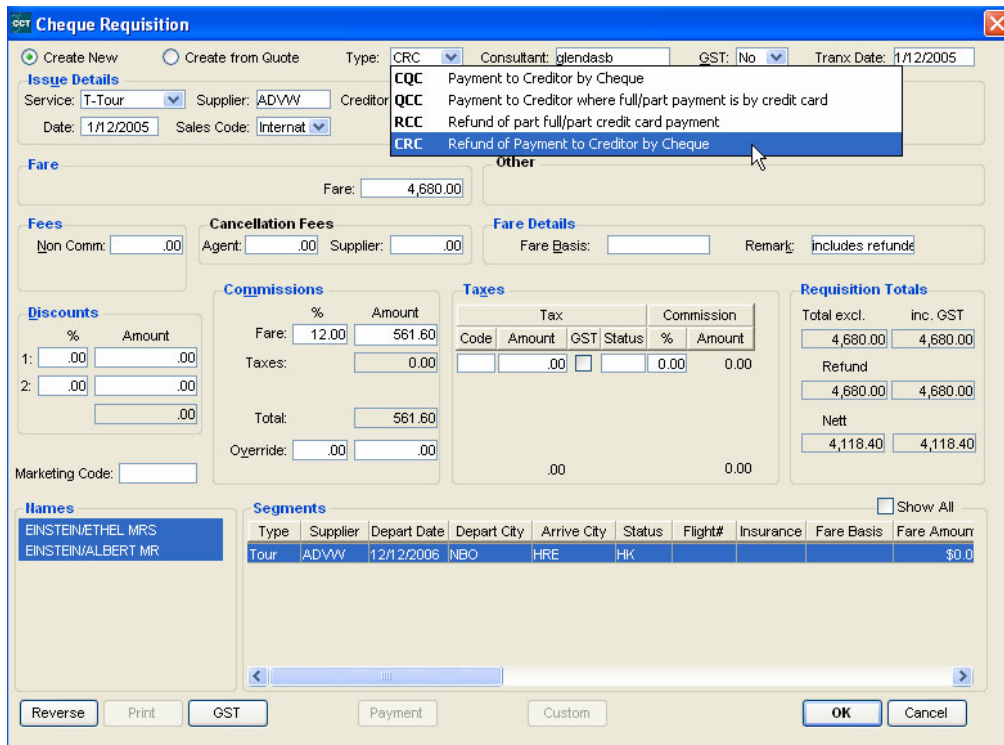
New Cheque Type

A new Cheque Type of **CRC - Refund of Payment to Creditor by Cheque** has been introduced.
This type of Cheque Requisition is used when a refund is being processed when the original payment to the Creditor was by cheque.
The **RCC – Refund of part full/Credit Card Payment** can now be used purely for refunds where the original payment involved a credit card.
For reporting purposes this allows Cash/Cheque Refunds to be identified more easily from Credit Card Refunds.

New Ticket Types

Two new Ticket types have been introduced.

NRC - Net Remit Payment by Credit Card

For tickets issued on behalf of airlines that permit Nett Remit Tickets to be paid by the Passengers Credit Card and reported to BSP.

The Nett Remit area of the ticket permits the inclusion of the Nett Remit Code, Sell, Nett and CCCF Amount.

Important

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.

NRR – Refund BSP Nett Remit Payment by Credit Card

This is the Refund type that should be use when a **NRC - Net Remit Payment by Credit Card** is being refunded to the passenger.

Accounting Tab

There are two new columns on the Trip Accounting grid:

Created In - Home Branch of the User who created the transaction
Agency – The Branch the transaction was created in

Your Home is identify from the Banner Line

When a new Trip Accounting screen is opened and the transaction type is selected the Branch that is in the **Trip Access Key** automatically populates the **Agency Field**.

Creating Transaction in another Branch

The default security settings allow only Users in the **Manager User Group** to change the Transaction Agency. Always consult with your Manager/Supervisor and appropriate Accounting Staff before a transaction is created in a different Branch from the **Trip Access Key**. The transaction may impact on the Bank Reconciliation, Reports and Cashbook. Consideration should be given to:

1. Do the two Branches have the same Bank Account?
2. Does the Trip have a zero balance?
3. If the Trip does have a zero balance should the Trip Access Key be changed to the Branch where the transaction is to be completed

Reversing Transactions

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

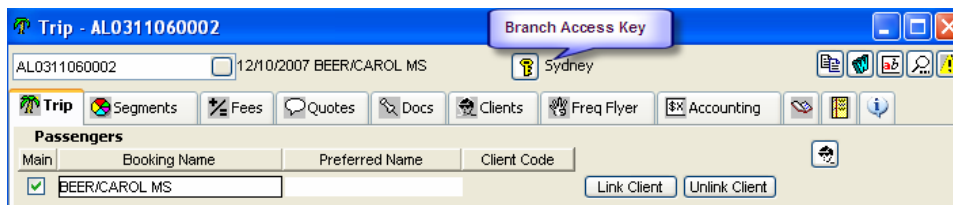## Accepting Payment on Behalf of another Branch (same Bank Account)

Branches that use same Bank Account are able to receipt money on behalf of each other.
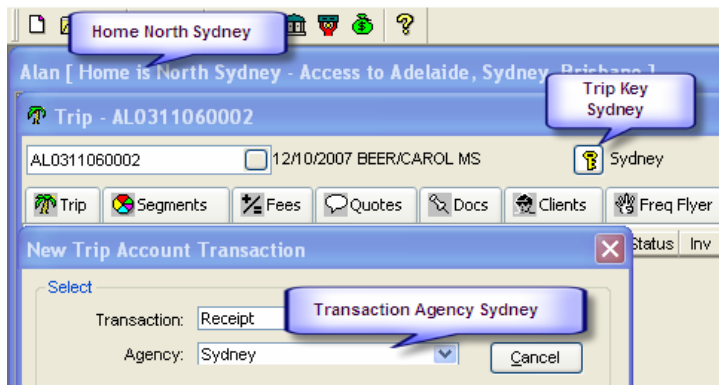
Example:
Alan is a User whose Home is the **North Sydney Branch** and also has access to Adelaide, Sydney and Brisbane Branches.
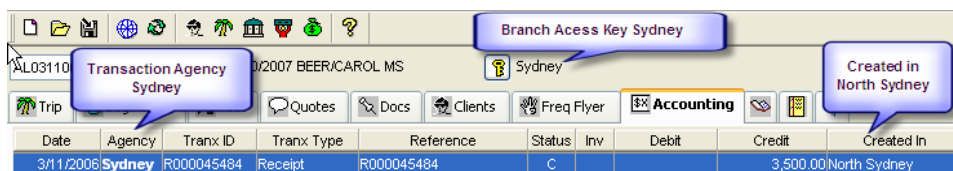

Ms Carol Beer made a booking in the **Sydney Branch**

Ms Beer comes into the **North Sydney Branch** to make a Payment
Alan can display the Trip from the **Sydney Branch**
When the Receipt is created the transaction agency is **Sydney**

The Trip Accounting Tab will show '**Agency'** Sydney and **'Created In'** North Sydney

It is important when this scenario occurs that the User alerts the person response for the Banking so the receipt can be included in the correct Bank Deposit.
In this example the receipt should be included in the Bank Deposit for North Sydney.

Accepting Payment on Behalf of another Branch (different Bank Account)

Branches that use different Bank Accounts are also able to receipt money on behalf of each other.

However it is important should this occur that the Branch Manager or applicable Accounts person is alerted. Adjustments must be made between the Branches to ensure the Banking can be processed correctly. Reference should be made to the 'Inter Branch Transactions' document which can be access via selecting Help/Contents from the Toolbar.

Upload Client File

The Upload process is the same as previous releases of CrossCheck Travel, however a Users Branch Access will determine which Client Files can be Uploaded.
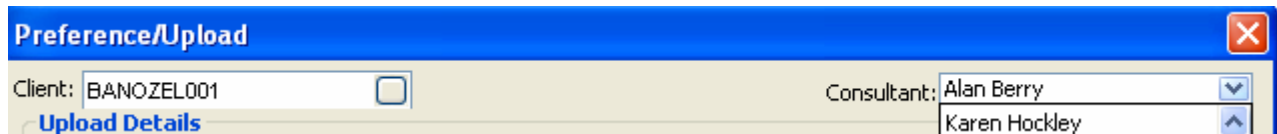
The following points should be consider:

- A User can upload a Client File when the **Branch Access 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

- The **MAR** of the **Branch** the Client File has set in the **Branch Access Key** is used by the Upload.

- 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

- 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.

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.
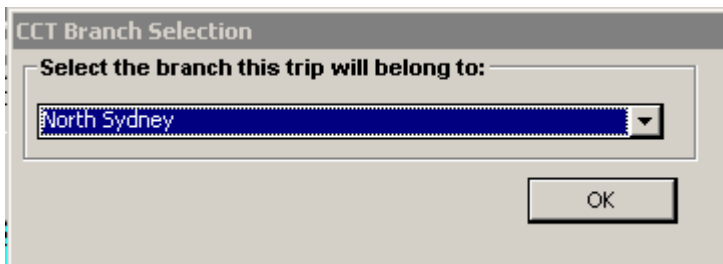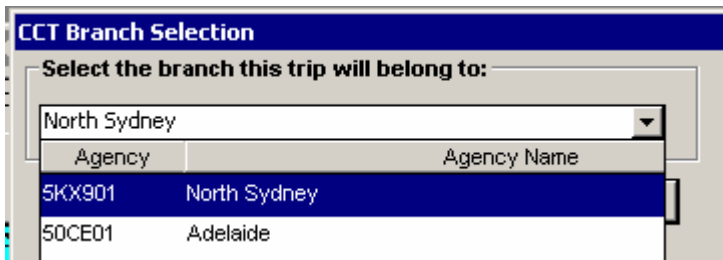
Download

The download process from Galileo to CrossCheck Travel has one change to previous releases.

When the logged in User has Access to Branches other than their Home the Branch selection screen will appear when the download is success full. This screen will not appear if the User has access to only their **Home Branch**.

The Branch will default to the Users Home to complete the download select **OK**. The **'Download Complete'** screen will then appear.

Should it be necessary for the Galileo Booking File to be downloaded to a Branch other than the Users Home Branch the dropdown can be selected and then the required Branch chosen.

Re-downloading

The re-download of a Booking File remains unchanged from previous releases. The Booking will download to the Trip created by the original download.

If the Trip **Branch Access Key** has been changed the download will be to the same Trip File.

If the User does not have Access Rights to the Branch that is in the Branch Access Key the following prompt is returned.

The prompt indicates that the Booking File cannot be downloaded as a Trip exists for the booking but is in a Branch the User does not have Access Rights to.

Select close and the download will be stopped.
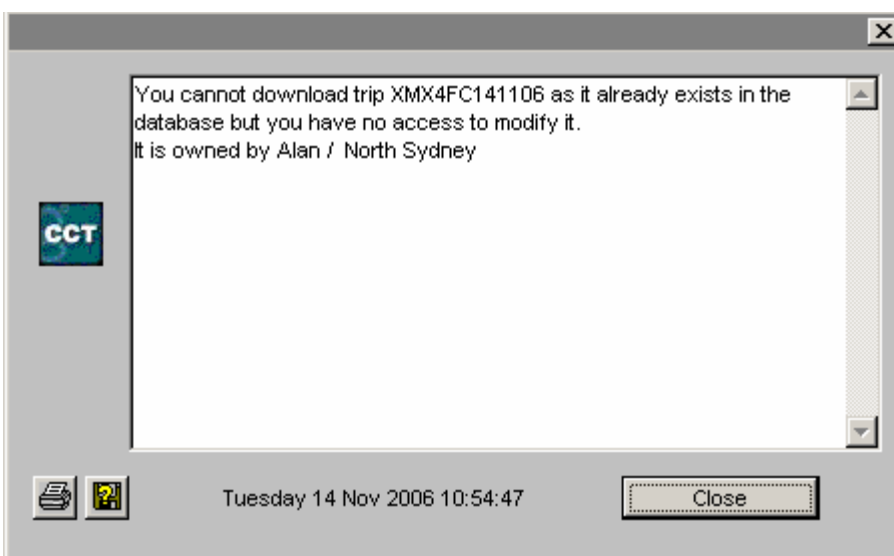
Documents

The following changes have been implemented for documents.

Address format

Documents that that relate to Debtors have been amended so the contact appears after the address.

> Southern Cross Pty Ltd
> PO Box 123B
> Sydney NSW 2001
> Att: Joe Smith

This address format change will apply to:
> 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

Debtors

When a Debtor is created the Branch Access Key will have the Users Home Branch saved in it. Only this Branch can access this Debtor.
The default security settings allow Users in the Manager User Group to open the key and give access to other Branches.
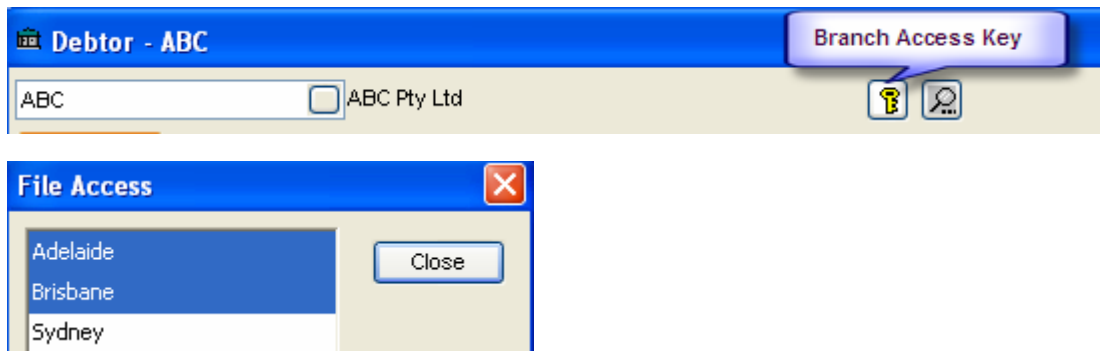
Should you be creating an Invoice on a Trip and the Debtor you are Invoicing is not available in the Debtor Search screen this indicates the Branch has not been give Access to the Debtor. You will need to advise a User who has the appropriate security rights so Access to the Branch can be allowed.
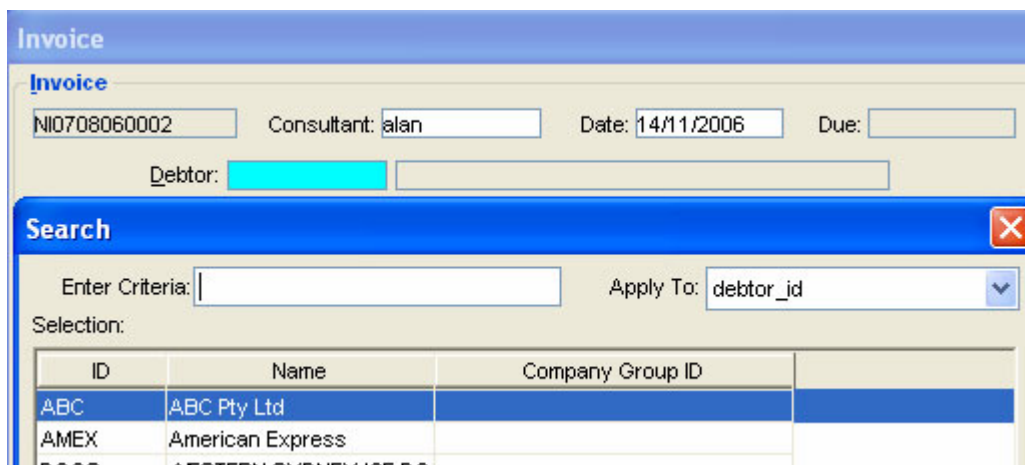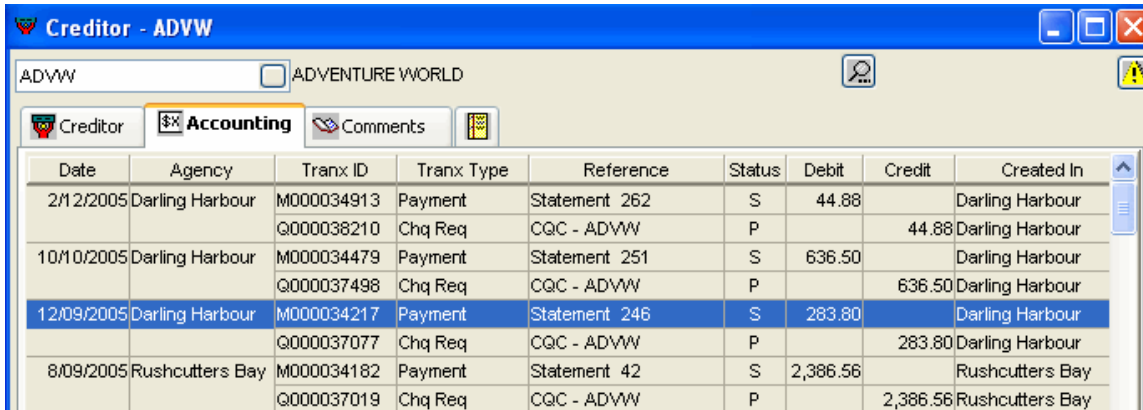
American Express and **Diners** are available to all branches..

Debtor Location

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

Creditors

All Branches automatically have access to existing or new Creditors.

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.

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

Deactivated Creditors

A Creditor can be deactivated by a User who has the appropriate security rights.

New transactions

When a new Quote, Ticket or Cheque Requisition is created the de-activated Creditor will not be available in the 'Creditor Search' screen.
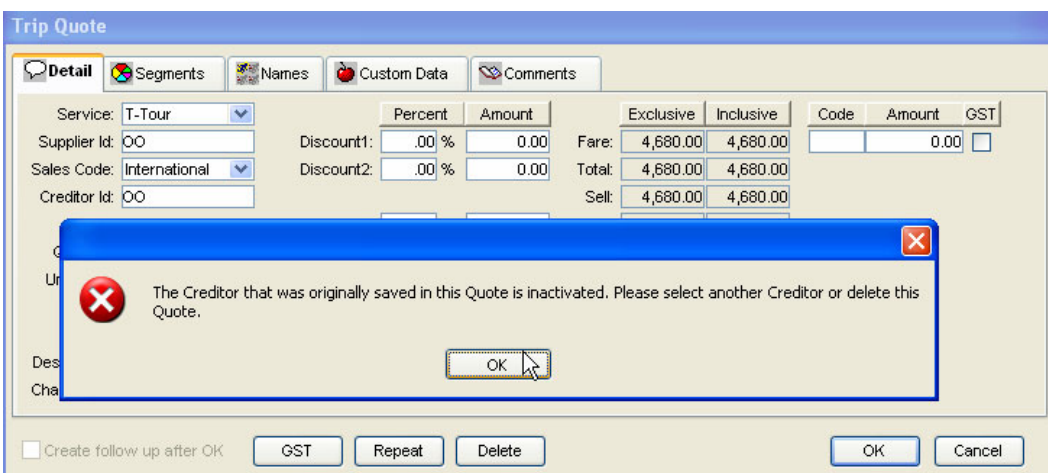
Previously saved transactions

Paying a Cheque or Ticket

The following prompt is returned when the Payment button is select on a saved transactions that now has had the Creditor de-activated.
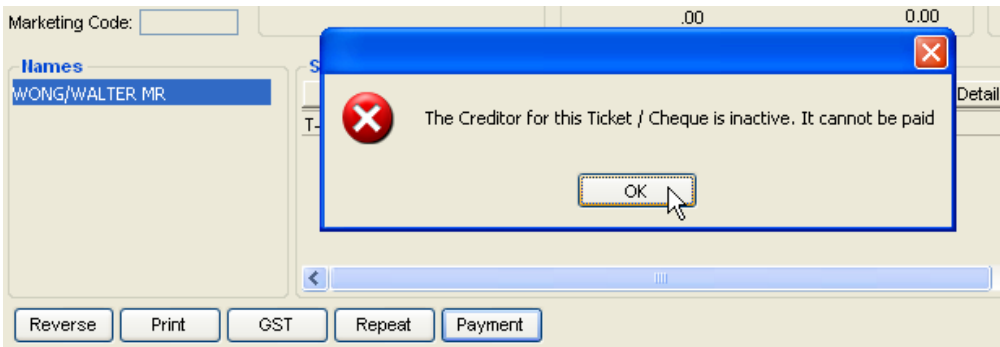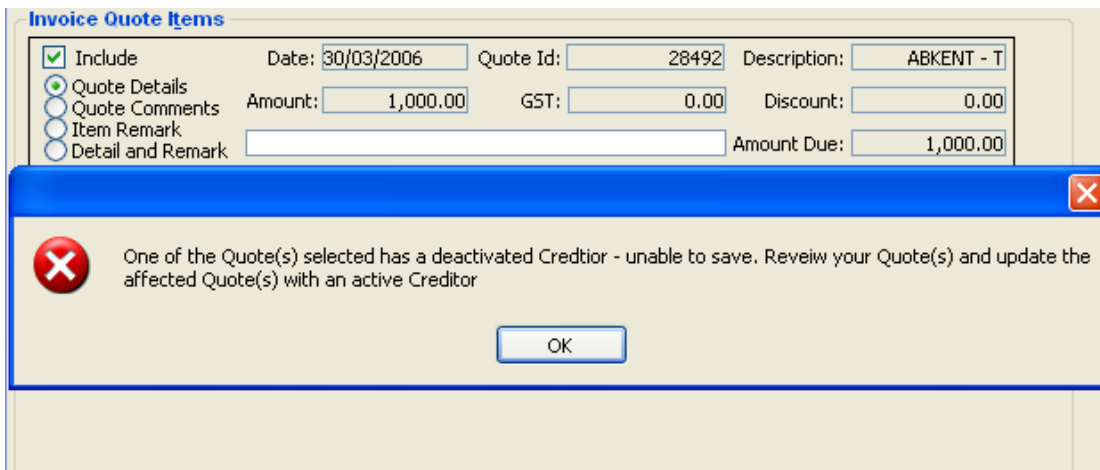

Saved Quotes

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

It will be necessary to select another Creditor and save or delete the Quote.

Invoice and Credit Note from Quote

When creating an Invoice or Credit Note from a Quote with a deactivated Creditor the following prompt will be displayed when you try attempt to save the Invoice.

It will be necessary to amend the Quote before the Invoice can be issues.