

CrossCheck Travel 3.1 Account Management Guide



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Module 1: Getting Started

Welcome

Welcome to CrossCheck Travel Account Management Guide, a modulated reference guide designed to provide the necessary knowledge and skills to use the latest instalment of Australia and New Zealand's leading Travel Agency Management Software.

CrossCheck Travel (CCT) caters for storing client and corporate records, accounting facilities, document production and powerful search and reporting functions. CCT interfaces with the Galileo Desktop computer reservation system, incorporating Viewpoint and Focalpoint, and with other accounting software.

This guide includes instructions for Account Management functionality. For daily Client Management topics, see *Client Management* guide.

The online guides are also referred to throughout our customer training sessions.

For more information on our training, see *Galileo Training* web page.

How to Use this Guide

This guide is divided into modules that cover different aspects of the CCT application. The modules are written so that users may read the topics that relate to them, without having to work through the entire contents of the guide.

In a class room environment, the instructor demonstrates processes outlined in the guide, then provide practice examples and role plays to simulate daily tasks that may arise in a normal travel agency office.

This guide can also be used as a reference manual. Where possible, summaries on procedures have been included that can be bookmarked or printed as a handy reference.

Navigation

To navigate through this guide, use any of the following methods:

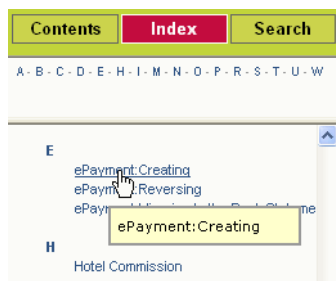
Contents Menu

The Contents tab displays the major headings of the guide in an expandible/collapsible book view. Click closed book icons to reveal sub-topics and individual pages.



Index

The index is alphabetical. Click on a letter to reveal topics. Click on topics to reveal display the corresponding topic.



Search

The Search tab displays a list of all topics that contain the word or phrase you enter. The topics found by search are ranked in order of relevance.



Navigation Bar

Using the Up/Down buttons, you can navigate to previous or next items.

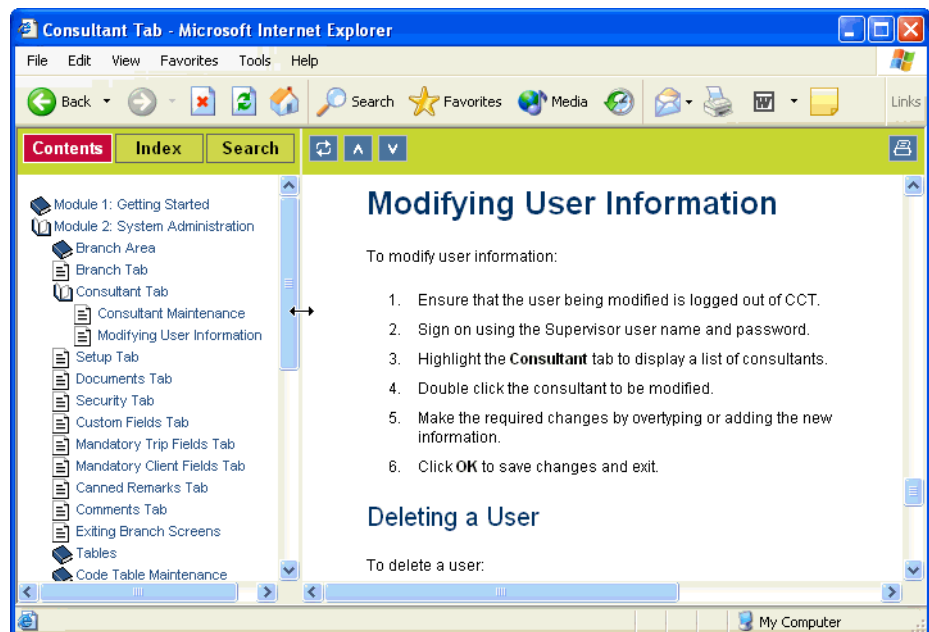
The Show in Contents button locates the currently displayed topic in the contents menu.

The Print icon prints only the topic page in view within the right-hand frame.



Resizing the Navigation Frame

You may resize the navigation frame by dragging the vertical line that separates the navigation frame from the topic frame.



Cross References

This help file contains numerous cross references. You may click on the cross reference link to go to the related topic.

Customs Field codes are entered through Tables. [See "Tables" in Module 2: System Administration.](#)

If you wish to go back to the previous page, use the back button on your web browser.



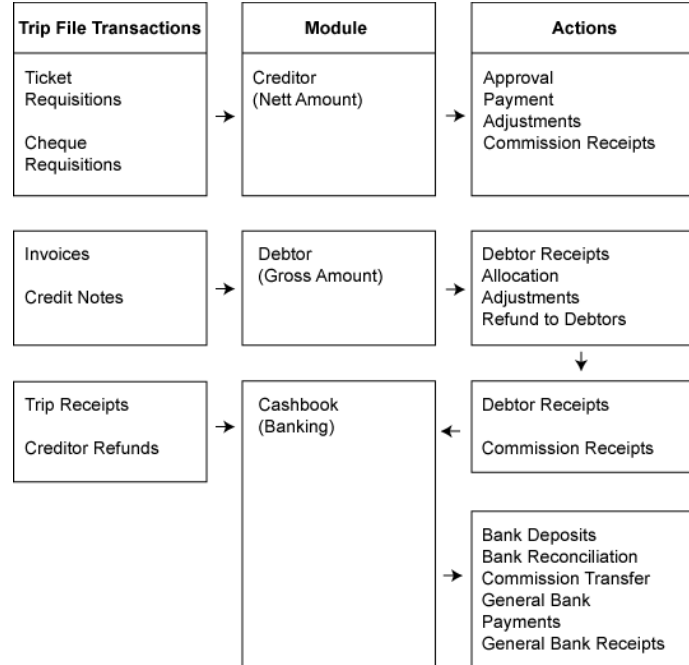
If the cross reference is to the CCT Client Management online guide, by clicking on the cross reference link will open the other guide in a new web browser window.

Conventions Used in this Guide

Convention	Use
Selection	Button, key, screen tab or menu name that may be selected on your screen.
HOST	Galileo host entry or response.
<i>Title</i>	Publication and course titles.
EMPHASIS	Very important directives and terms.
<u>K</u> eyboard	The underlined letter indicates the alternative keyboard command (use with Alt key).
<u>Hyperlink</u>	Link to web page or cross reference.

System Overview

The chart below shows where Trip transactions go and the processes required to finalise these transactions.



General Ledger Item Analysis

The General Ledger Item Analysis function applies to any accounting entry in any module.

Click on any transaction in an accounting screen and press **Shift F12** to display the **General Ledger Item Analysis**. This information can be saved to another application or printed by clicking on the buttons in the bottom left of this window.

Account	Item Reference	Debit	Credit	Gst Type	GST Debit	GST Credit	Service Type	Sales Code
TRIP	Deposit 44	0.00	950.00	N-T	0.00	0.00	Tour	International
AGENTCANK	Deposit 44	0.00	45.46	GST	0.00	4.54	Tour	International
DISCEXP	Deposit 44	0.00	0.00	N-T	0.00	0.00	Tour	International
SALES	Deposit 44	1,050.00	0.00	FRE	0.00	0.00	Tour	International
CREDITOR	Deposit 44	905.00	0.00	N-T	0.00	0.00	Tour	International
COS	Deposit 44	0.00	955.00	FRE	0.00	0.00	Tour	International
SUPPCANX	Deposit 44	50.00	0.00	N-T	0.00	0.00	Tour	International
SUPPCANX	Deposit 44	0.00	50.00	N-T	0.00	0.00	Tour	International
GSTOUT	Deposit 44	0.00	4.54	N-T	0.00	0.00	Tour	International
TRAVEL	Deposit 44	905.00	0.00	N-T	0.00	0.00	Tour	International
CREDITOR	Deposit 44	0.00	905.00	N-T	0.00	0.00	Tour	International
S000000005	GL Date: 18 Jun 2004	2,910.00	2,910.00			4.54		

This screen provides the following information:

Type	Description
Account	The account title that has been debited or credited
Item Reference	The document generating this movement
Debit/Credit	Figures in the appropriate column indicate the movement to/from this account
GST Type	GST This signifies that GST has been calculated on the account
	FRE Is shown for GST NO transactions and for all other accounts that do not attract GST
GST Debit	This is the GST amount attributable to the Debit Accounts saved in the transaction
GST Credit	This is the GST amount attributable to the Credit Accounts saved in the transaction
Service Type	Displays the Service Type for this transaction
Sales Code	Displays the Sales Code for this transaction.

Australian GST

Travel Agencies may choose to use CrossCheck Travel (CCT) differently in relation to their General and Trust accounts. For this reason Galileo Southern Cross has provided three different guidelines to completing your Business Activity Statement (BAS)

Decide which category matches your agency set-up and click on the link provided:

- For Travel Agencies that use CCT for their client (trust account) transactions but do not use CCT for their General Ledger (Working Account) entries. *Click here.*
- For Travel agencies that have a combined Trust (Client) and General (Working) bank account and use CCT for their General Ledger (Working account) entries. *Click here.*
- For Travel Agencies that operate separate Trust and General bank accounts and are also entering their General Accounting transactions in CCT. *Click here.*

End of Financial Year

The End of Financial Year close off can only be performed at the true end of financial year based on accounting periods set up in CCT and the current date (i.e. only from 1st July onwards).

Preparation for End of Financial Year, however, should begin well before 30th June.

Documentation

Galileo Southern Cross prepares new documentation each year to assist with the End of Year preparation and implementation

These documents are accessible on the *Galileo Support* website.

Questions

Queries regarding the End of Financial Year procedures should be directed to the Galileo Service Centre on 1300 555 000 (Australia) or 0800 425 453 (New Zealand)

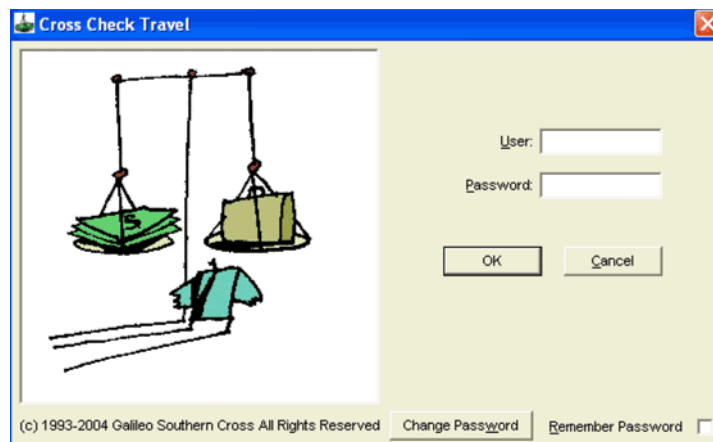
Module 2: System Administration

Branch Area

The Branch screens allow the System Administrator to carry out system maintenance functions, such as recording agency name and address details, creating users and passwords, setting up security levels and customising documentation.

In order to add, modify, or delete branch data, the System Administration must Log In to CrossCheck Travel using a Supervisor User Id and Password.

1. At the Login screen enter the Supervisor **User Id** and **Password**.
2. Click on **OK** (or press the **Enter** key).
3. If a user has forgotten their password and attempts to Log In five times, the Log In screen will not appear again and the user must contact the service centre.

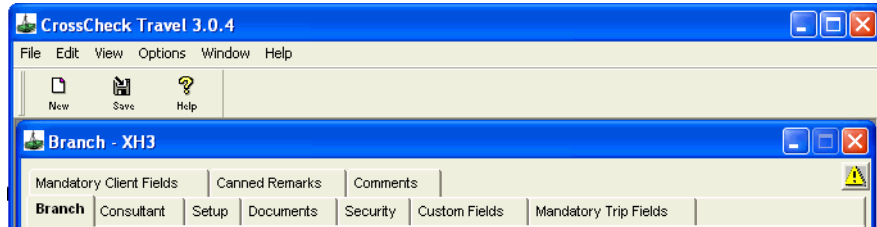


Change and Remember My Password

See *Client Management* guide.

Branch Area Structure

CCT will open with the Branch tab highlighted and all other tabs in the background. The system administration is organised under this variety of tabs.



The toolbar remains the same regardless of which tab is open but the Menu bar items alter accordingly. This reference tools will demonstrate how to make changes under each tab where required and advise against alterations when relevant.

Branch Tab

This screen is used to record your agency details and is initially completed by your Galileo Support Executive upon installation of CrossCheck Travel.

Branch code: XH3 Company Name: GALILEO SOUTHERN CROSS
 IATA Nbr: 02-3 5623 5 Trading Name: Galileo Travel
 Licence Nbr: ZTA 265893 ABN Nbr: 12 345 678 9 EXT:
 Pseudo City: XH3 Agency: ACN: 568 888 888
 City Code: SYD Email Address: southerncross@galileo.com
 Enhanced Itinerary: Web Site: www.galileo.com.au
 Security: Always Request Password Licensee Name: Mr John Galileo

Phones

Type	Area	Number	Ext.	City Code	Comments	Primary
B	02	9391 4500		SYD		<input checked="" type="checkbox"/>

Addresses

Type	Building	Street	Suburb	State	P'Code	City	Country	Primary
B	Travel House	Level 6,35 Grafton Street	WOOLLAHRA	NSW	2025	SYD	Australia	<input checked="" type="checkbox"/>

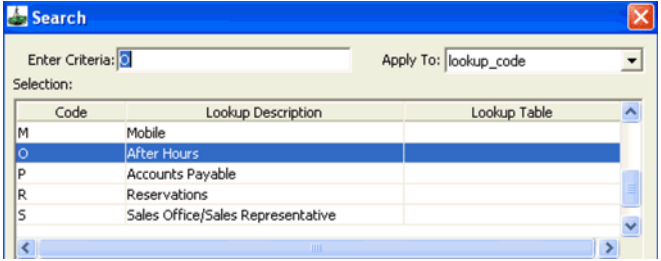
Enter free text comments

The Branch tab screen has the following fields:

Field	Description
Branch Code	Unique code for your branch. Recommend that your Galileo Pseudo City Code be used.
IATA Number*	Where applicable, complete with IATA or DAPA number.
Licence Number*	Where applicable, complete with Travel Agency licence number.
Pseudo City	Galileo Pseudo City Code, used when moving the MAR during upload.
Agency	Agency code.
City Code	IATA city code.
Enhanced Itinerary	Leave with the default tick to enable Canned Remarks to be uploaded from the Galileo host system.
Company Name*	Full Agency Company Name, including any Pty. Ltd. (maximum 50 characters).
Trading Name*	Name under which your Agency trades.
ABN*	Where applicable, Australia agencies should complete with their Australia Business Number.
EXT*	Where applicable, enter ABN extension number.
Email Address	Enter Agency email address.
Web Site	Where applicable, enter Agency website.
Security	Set the CCT Log In screens to Request or Remember Passwords.
Licensee Name	Enter Licensee name. This prints in header on documents.

* Indicates that the data in these fields is used in document headers, (e.g. in itineraries and invoices).

Phones

Field	Description
Type	Type of phone contact, (e.g. Home, Business, Fax). F12 can be used to display the selection list 
Area	Area code
Number	Phone or fax number
Ext.	Extension number, where applicable
City Code	City code, three letter IATA code
Comments	Free format comments field
Primary	Tick the Primary or main contact

If you have included a number of phone fields, a scroll indicator becomes available.

Addresses

Field	Description
Type	A single character code used to signify the type of address, e.g. H for home, B for business. Use F12 to display the selection list. The B type address is used in the creation of the header for document production.
Building	Free format field to record a building name, or a floor level.
Street	Free format field to record the street number and name.
Suburb	A table related field. The suburb can be selected by using the F12 List function, or by typing in the suburb name. Upon tabbing out of the field, the State and Post code fields normally default from the suburb table.
Post Code	Post code field. This field normally defaults from the suburb table.
City	If required a city name can be added, or it may default automatically, based on the suburb table.
Country	Enter the Country name if required.
Primary	Tick the Primary or main contact.

Setting up or Changing Branch Details

Branch details can be amended anytime by signing into CCT using the System Administrator User Id and Password. The Branch setup screen will be displayed, where you can make any changes required and click **Save (Ctrl+S)**.

Consultant Tab

This screen lists all registered CrossCheck Travel users in your office. 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**.

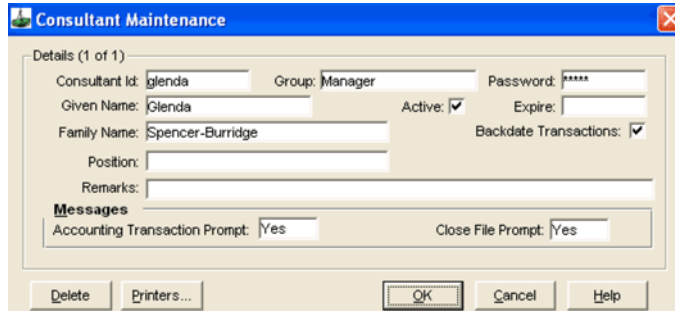
Consultant							
Consultant	Given Name	Family Name	Group Name	Prompt Ok Save	Prompt File Close	Backdate Tranx	Active
allean	Aileen	Lupi	SnrConsultant	Yes	Yes	Yes	<input type="checkbox"/>
basil	Basil	Bean	Manager	Yes	Yes	Yes	<input checked="" type="checkbox"/>

The screen displays the following information:

Field	Description
Consultant	The displayed consultant ID which appears in relevant screens and documents.
Given Name	Given name of each user.
Family Name	Family name of each user.
Group Name	Security group to which the user belongs.
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

Consultant Maintenance

The Consultant Maintenance screen is used to add or update user information. To enter a new user press **Ctrl+N**, or double click an existing user to edit the details.



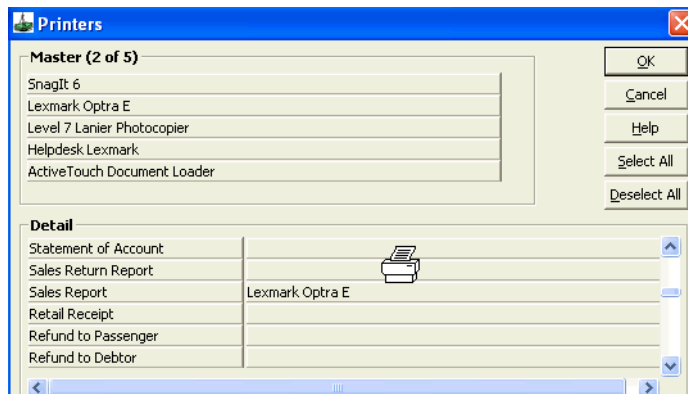
To set up a new user, complete the following fields:

Field	Description
Consultant Id	Mandatory lower case, enter a unique consultant code. This is used as a default for creation of Files and displays on reports. However, the consultant's name appears in full on documents.
Group	Enter the group the user belongs to for security access, e.g. Consultant or to which Manager.
Password	Enter consultant password. On creation of a consultant record, the password will be mandatory.
Expire	The system automatically sets the password expiry date to a period of three months from the date the user changes their password in the Log In screen if an expiry date has been entered in this field. If this field is left blank, the password will not need to be changed.
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	User position/job title, e.g. Senior Consultant or Manager. This will be used in document production, e.g. Visa letters.
Backdate Transactions	When this box is checked, it allows the staff member to carry out month-end backdating of accounting transactions.
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.
Remarks	Free format remarks applicable to user.

Printer Button

The **Printers...** button on the Consultant Maintenance screen opens a configuration window. This allows the definition of default printers for reports and document production for those documents that are not generated to Microsoft Word e.g. accounting documents.



Configuration of these defaults is user specific, therefore it must be performed for each user/workstation.

- The top portion of the screen lists all printers that have been linked to the users workstation.
- The Detail section lists the reports/documents that may be configured.

How to Select a Printer

1. Display the document name you intend to attach to a printer by using the scroll attached to the Detail section of this screen.
2. Left click on the Printer name in the Master section of this window, and hold the mouse button down. A printer icon will appear
3. Drag this icon to the applicable document name, and release the mouse key.
4. The printer name will then appear next to this document.
5. Click on **OK** to save the change and close this window.

If a single printer is required for all documents, use the **Select All** button to highlight all documents, then drag the required printer into the **Detail** box.

To remove printer assignments, double click on the appropriate line and an option is given to remove the printer assignment. Click **OK** when finished.

Modifying User Information

To modify user information:

1. Ensure that the user being modified is logged out of CCT.
2. Sign on using the Supervisor user name and password.
3. Highlight the **Consultant** tab to display a list of consultants.
4. Double click the consultant to be modified.
5. Make the required changes by overtyping or adding the new information.
6. Click **OK** to save changes and exit.

Deleting a User

To delete a user:

1. Sign on using the Supervisor user name and password.
2. Highlight the **Consultant** tab to display a list of consultants.
3. Double click the consultant to be modified.
4. Click the **Delete** button.
5. A prompt displays 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 Log In into CCT and their name is removed from the Workflow Action Items folder.

Setup Tab

Do **NOT** attempt to adjust this without assistance from your Galileo representative.

The Setup tab screen is divided into 5 separate sections, with tabs for the following areas on the left-hand side of the screen:

- Accounting
- Ageing
- End of Period
- Transactions
- Trip Balance Nanny

Accounting

This screen displays the date ranges for the financial accounting periods. If the defaults (set for a July to June financial year) are not suitable, these should be modified upon initial setup and **PRIOR** to the creation of any transactions.

When modifying these date ranges, ensure there are no overlapping dates or date omissions.

Setup			
Accounting	Period Id	First Period Date	Final Period Date
	0505	1/11/2004	30/11/2004
	0605	1/12/2004	31/12/2004
	0705	1/01/2005	31/01/2005

Ageing

This screen displays up to 3 aged balance periods for both Debtors and Creditors. The default settings can be changed as required.

- The Debtor aging periods determine the aging period for the debtor aged trial balance report and Debtor statement(s)
- The Creditor ageing periods determine the ageing periods for the Creditor aged trial balance.

Setup					
Accounting	Ageing	Debtor		Creditor	
		Period 1:	<input type="text" value="7 Days"/>	Period 1:	<input type="text" value="30 Days"/>
		Period 2:	<input type="text" value="14 Days"/>	Period 2:	<input type="text" value="60 Days"/>
		Period 3:	<input type="text" value="21 Days"/>	Period 3:	<input type="text" value="90 Days"/>

End of Period

This screen displays a chart to allow selection of reports to be produced at the end of each accounting period, i.e. End of Month. Click on a report to turn it on or off. The tick (✓) indicates that the report is required. This screen is where the End of Month reminders can be switched off for an entire user group, and where you can choose to print Debtor Statements with a zero balance by ticking this item.

Category	Report Name	Status
Accounting	Debtor Statements :	<input checked="" type="checkbox"/>
	Print Statements With Zero Balance :	<input type="checkbox"/>
Ageing	Debtor Trial Balance :	<input checked="" type="checkbox"/>
	Creditor Trial Balance :	<input checked="" type="checkbox"/>
End of Period	Cashbook Trial Balance :	<input checked="" type="checkbox"/>
	Outstanding Balances :	<input checked="" type="checkbox"/>
Transactions	Cheques To Pay :	<input checked="" type="checkbox"/>
	Bank Reconciliation:	<input checked="" type="checkbox"/>
	End of Month Reminder Message:	<input type="checkbox"/>

Transactions

This screen is only used during the initial set up of CCT in your office. It allows transaction starting numbers to be set so that any existing number sequence from a previous system can be taken up, e.g. Invoices, Credit Notes, and Receipts.

Category	Tranx: Description	Last Number Used
Accounting	Adjustment	37
	Cheque Requisition	81
	Commission Receipt - Open Item	10
Ageing	Commission Receipt - Other	10
	Credit Note	10
End of Period	Invoice	67
	Miscellaneous Payment	8
Transactions	Miscellaneous Receipt	4
	Payment	63
	Receipt	160
	Receipt - CCCF	1
	Refund - CCCF	1
	Refund from Creditor	5
	Refund to Debtor	0
	Refund to Passenger	11
	Ticket Requisition	311

NOTE: This process should only take place prior to any transactions being entered into CCT. After the initial set up of the system it should not be altered.

Trip Balance Nanny

The selection in this screen affects the prompts that appear when an attempt is made to close a Trip file that is out of balance.

Setup

- Balance always zero, can't exit trip
- Balance always zero, reason required
- Balance greater than zero, can't exit trip
- Balance greater than zero, reason required
- Any balance allowed

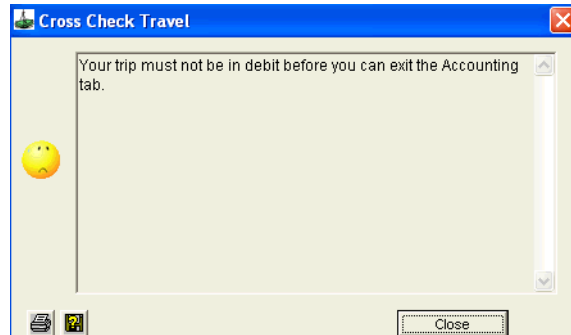
- The **Any Balance Allowed** option makes no restrictions and allows you to close from the Trip accounting screens.
- Selecting **Balance always zero, reason required**, means if the Trip file is in debit or credit a reason must be entered before the file can be closed.
- Selecting **Balance greater than zero, reason required**, means a reason must be entered. However, if the file is in credit it can be closed without entering a reason.
- Selecting either of the **reason required** options causes a prompt to appear in the trip file with balance.

Consultant Id	Date	Reason	Trip Balance
glenda		Invoice to be raised	3,227.50 DR

Balance: 3,227.50 DR Trip Value: 6,200.00 Commission: 468.00 Percentage Profit: 7.55%

The reasons for a file being out of balance are entered in Tables.

- Selecting either of the **can't exit trip** options means that the file can only be closed if it has a zero balance or credit, and no reason is required.
- Selecting either of the **can't exit trip** options will activate a prompt, and an entry to correct the balance must be made in order to close the trip file.



Documents Tab

The Documents tab screen allows selection of document layout styles and also text to be added to the top and/or bottom of any documents or reports.

The fields in the **Document** tab are:

Field	Description
Type	There are three document categories to choose from: <ul style="list-style-type: none"> Accounting (e.g. Cheque Requisitions, Receipts) Documents (e.g. Fax, Itinerary) Reports (e.g. BSP Report, End of Day Report)
Document/Report	Displays a list of documents/reports associated to the category which has been selected in the Type field.
Default Style	Displays the default layout style selected for the document selected in the Document/ Report field. The data shown in the bottom fields on this screen are the settings attached to the displayed Current Style.

<p>Style Details</p>	<p>Output Methods by which the document may be output e.g. word, window, crystal, printer. Output can be chosen for all Documents and Accounting settings, but not for Reports, which have their own output set as Window.</p> <p>NOTE: CCT 3 offers five itinerary styles. Styles 1 and 3 produce very detailed itineraries. Style 5 resembles the Viewpoint Idiom itinerary. Style 4 is the default style generated from the W icon on the Trip file.</p> <p>Include Box is checked if the agency wishes to use non- header letterhead paper in their printer. CCT then uses the Agency details stored in the Branch Set up to produce document header information. The box must be left unchecked if letterhead paper is being used. An option displays allowing the number of lines to leave at the top of the page before printing commences, to be entered.</p> <p>Insert logo Tick this box if you wish to include your logo on accounting and general documents.</p> <p>Crystal Shows the system directory where your report directory files are stored.</p> <p>Associated These are for information purposes only and file cannot be changed. They record the name of the application file which will be run and the application associated with the document, (i.e. Crystal Reports, or Powerbuilder).</p>
<p>Prefix</p>	<p>This field allows the agency to add their own comments to the beginning of a document. Different comments can be stored for each document. Justification sets the comments to the Left, Centre, or Right of the page.</p>
<p>Suffix</p>	<p>This field allows the agency to add their own comments to the end of a document. Different comments can be stored for each document. Justification sets the comments to the Left, Centre, or Right of the page.</p>
<p>New and Delete Buttons</p>	<p>These buttons become active when your cursor is located in the Prefix, Suffix fields. They allow for lines of comments to be added or deleted.</p>

Selecting Styles for Documents

1. Select the category of documents required from the **Type** field.
2. Use the scroll attached to the **Document/Report** field to select the item required.
3. Choose the **Output to** required.
4. Tick the **Include Header**, and the **Include Logo** boxes if required for the item selected. The process of selecting the inclusion of a logo must be completed on each workstation. Contact you Galileo representative for assistance with setting up your company logo.
5. Add a **Prefix** and **Suffix** to this item if required. If extra lines are required press **Ctrl+N** with you cursor in this field.
6. Click on the **Save** icon (or **Ctrl+S**) after you complete this process for each item.

Security Tab

Your manager or supervisor can allow access to specific user groups in CCT to functions such as creating Adjustments, banking procedures, and using the MyCCT reports.

The Security tab allows complete modules, or individual menu items to be enabled or disabled for specified user groups, and cannot be selected for individual workstations.

Contact your Galileo representative for assistance with setting up this tab to suit your agency.

Custom Fields Tab

The Custom Field is recommended for use by agencies with a high percentage of corporate travellers, and is accessed in the Fare Saving Report.

Custom Data can be accessed and entered in Tickets, Cheque Requisitions and Quotes.

Access to this data is set in **Custom Fields** tab, by changing the **Required** field to **Yes**.

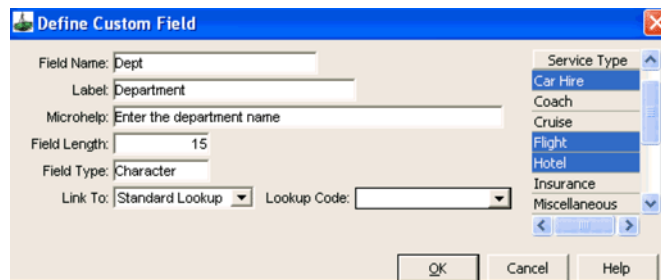
Custom Fields			
Field Name	Label	Required	Type
PUBFARE	Published fare/rate	No	Currency
LOWESTFARE	Lowest fare/rate	No	Currency
ACCEPTEDFARE	Accepted fare/rate	No	Currency
REASONCODE	Reason Code	No	Character

If the Fare Saving Report is only required for specific Debtors, mark the **Required** column as **No**. Then go into the **Debtor** file requiring the report and change this entry to **Yes** under the **Custom Fields** tab. An individual Debtors Required field cannot be changed to **No**, if the Branch has been set to **Yes**.

Customs Field codes are entered through Tables. [See "Tables" in Module 2: System Administration.](#)

Adding a New Custom Field

Some companies might require more information be extracted using this facility. Any number of Custom field entries can be established in the Supervisor settings and the corresponding codes entered in Tables. If you add new Custom fields corresponding reporting structures will need to be added. Contact you Galileo representative for assistance.



To create a new Custom Field:

1. Click on the **Custom Field** tab and then the **New** icon or press **Ctrl+N**.
2. Enter the **Field Name** and **Label** with clear titles and an instruction in **Microhelp**.
3. Set the **Field Length**.
4. Select the **Field Type** for the attached scroll (**Character, Date, Number, Time or Currency**)
5. Select to link to either the **Standard** or **Custom Look-up** codes, which have been entered through Tables. The entries attached to the **Lookup Code** field adjust to match the **Link To** entry. Select from the scroll list.

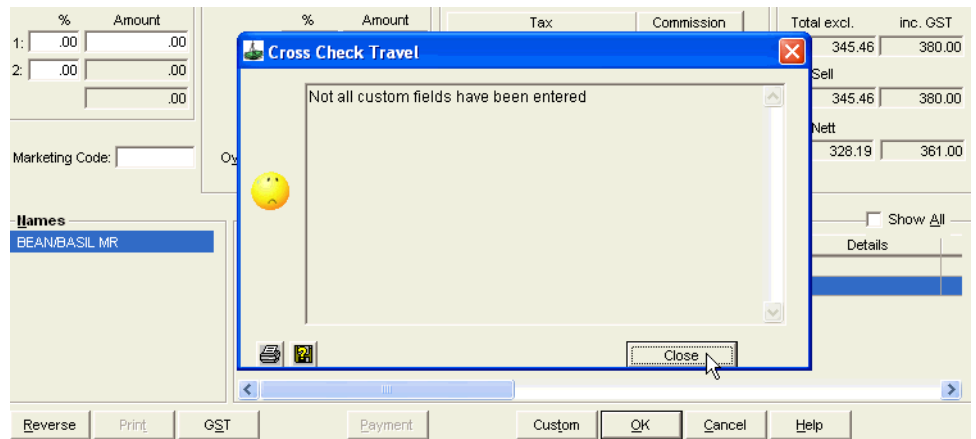
6. Highlight the **Service Types** relevant to this Code. Each time one of the highlighted segment types has a ticket/cheque requisition or quote created for that segment the **Custom** button will become available. The Custom screen must be completed in order to save that window. Without selecting the **Service Type** the entry is not attached to any Trip functionality.
7. Click **OK**.

Changing Custom Fields

Retrieve the Define Custom Field screen, by double clicking on any line under the Custom fields tab and make changes to your entry as required.

Implications of Custom Fields

1. Once the Custom Fields are switched to **Yes**:
 - The Quote, Cheque and Ticket Requisitions screens will have a **Custom** button available.
 - A Quote, Cheque or Ticket Requisition cannot be exited without completing the Custom Data. The following warning displays if this attempt is made:



2. Click the **Close** button.
3. Click on the **Custom** button shown below and complete the Custom Date fields.
4. Click **OK**.

Custom Data		
Custom Field Name	Type	Value
Published fare/rate	Currency	420.00
Lowest fare/rate	Currency	350.00
Accepted fare/rate	Currency	380.00
Reason Code	Character	ASU

Mandatory Trip Fields Tab

The Mandatory Trip Fields tab allows the supervisor to select which fields are to be mandatory for the entire agency.

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.

Mandatory Trip Fields

Summary

Departure Date: Consultant: Trip Status: Nbr of Passengers:

Ticketing Date: Destination: Order No.:

Region: Marketing Code:

Group Name: Cost Centre:

Itin. Summary: Trip Type:

24 Hour Time?: No Booking File: Created: 10/01/2005

Double click on fields to toggle required status on/off

Type	Area	Number	Ext.	City Code	Comments	Primary
						<input type="checkbox"/>

Type	Building	Street	Suburb	State	PCode	City	Country	Primary
								<input type="checkbox"/>

NOTE: Trip files can be retrieved by **Destination**, making this a useful mandatory field.

Mandatory Client Fields Tab

This tab allows the Supervisor to select the fields in a Client Profile that are to be mandatory for the entire agency.

There are two default mandatory fields which cannot be altered.

To make a field mandatory, double click on the required field and click **Save**. To remove a mandatory field, repeat the above step. The **Other ID** field will only appear with the user sign in if it has been switched on under the **Security** tab.

Mandatory Client Fields

Double click on fields to toggle required status on/off

Personal Details

Family Name: Given Name:

Title: Birthdate: Gender:

Preferred Name: Other ID:

Company Details

Debtor Code:

Position:

Department: Cost Centre:

Other Details

Consultant:

Created: 10/01/2005

Walkin Client:

Salutation:

Mailout Allowed:

Client Category:

Type	Area	Number	Ext.	City Code	Comments	Primary
						<input type="checkbox"/>

Type	Building	Street	Suburb	State	PCode	City	Country	Primary
								<input type="checkbox"/>

NOTE: The fields from the marketing tab of the Client file have been included in the middle of this screen so that they can be included in the mandatory selection.

Canned Remarks Tab

Each branch has its own set of Canned Remarks. These remarks are entered and stored in the Galileo host system.

Remarks can be reviewed in the Galileo Desktop by entering **RPF/D/RMKS**.

Canned Remarks	
Description	Remarks
International	1.2.3
Domestic	1.2.3
Virgin Blue	3.2.5.6

Host remarks can now be initiated during client profile uploads.

To add a remark group to CCT:

1. Click on the **New** icon or press **Ctrl+N**.
2. Enter a description for the group of remarks, e.g. International BNE, Domestic SYD.
3. Enter the number of each remark (in order) to be included in the group. Separate each remark with a full stop
4. 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.

Comments	
Created	Comments
10/01/2005	Security updated - review in 2 months

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**.

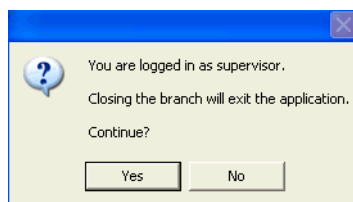
The Created date is system generated on saving the entry.

Exiting Branch Screens

When logged on as Supervisor, only the Branch screens can be accessed.

To carry out other functions, exit CrossCheck Travel and log on with normal User Id and Password.

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



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

Tables

Tables contain the codes needed to complete many fields in the CrossCheck Travel screens.

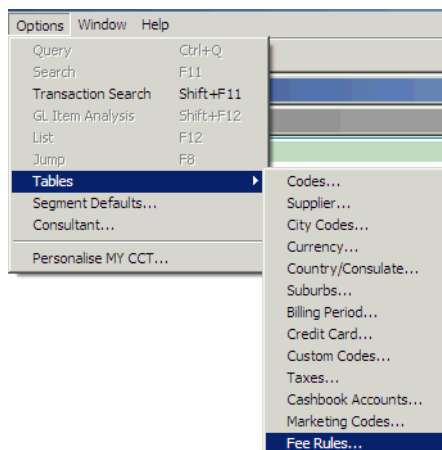
The Table data is displayed in the List- Search screens and it is possible to add, delete or amend information as required through the Table maintenance screens.

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.

Opening the Table Maintenance Screen

To access the Table maintenance screens **DO NOT** use the supervisor Log In. Access to these screens is through the normal CrossCheck Travel User Id and Password.

From the menu, select **Options**, then **Tables** and then the table required from the sub menu.



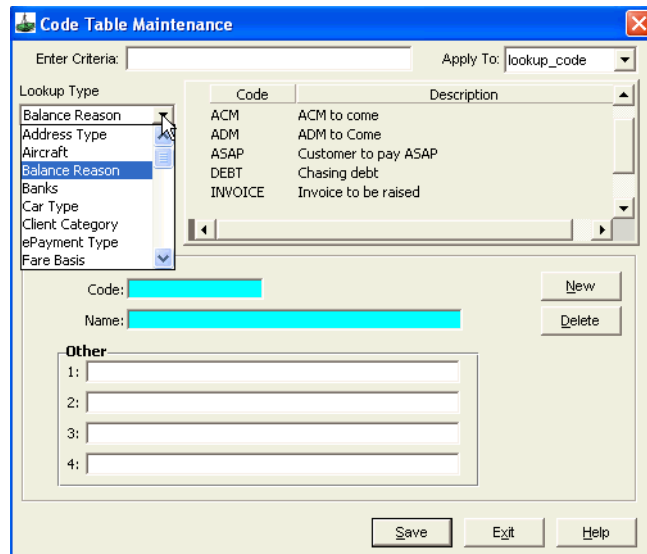
Glossary of Tables in CrossCheck Travel

Table Name	Found on Screen	Other Information
Codes 23 different categories of codes allowed	Everywhere in CCT	The table describing the 23 different types of codes is displayed later in this document
Suppliers	Trip segment, quote, accounting and reports screens, and anywhere in CCT where supplier codes are needed	New supplier codes downloaded for host trigger a Workflow Alert to update this table
City Codes	Trip destination, segment departure and arrival, address and phone	This table includes airport codes and names. New supplier codes downloaded for host trigger a Workflow Alert to update table
Currency	Hotel and Car Segments	A default rate for currencies can be set. This rate is used for Hotel Commission Tracking where rates are in other currencies
Country Consulates	Visa Letter	Add in the Salutation and Address information for consulates to enable Visa Letter completion. Address should be entered as a B for business address
Suburbs	Anywhere addresses can be entered	Some suburbs need to be added
Billing Periods	Ticket Requisitions	Weekly periods are from Monday to Sunday. Fortnightly are bi-weekly (1 to 15, 16 to Month end)
Credit Cards	Receipts	Merchant fee rates affect the amount of Credit Card charges for AMEX and Diners receipts and should be set

Custom Codes	Ticket and Cheque Requisitions and Quotes	The categories entered in this table can be selected from the Custom button when this item has been selected for inclusion for a Debtor and the correct entries created in the supervisor settings.
Taxes	Quotes, Accounting transactions and reports	Tax codes subject to GST need to be shown here. This table can also be set to reflect that Qantas is paying commission on certain tax codes
Cashbook Accounts	Cashbook accounts	The set up of this table alters the way the cashbook reporting displays
Marketing Codes	Client file Marketing tab	Each new code type created makes a new tab on the Client file Marketing tab
Fee Rules	Trip file Fee tab	See "Fee Rules" in Module 2: System Administration.

Adding a Table Item

1. From the Menu bar, select **Options** and then **Tables**. Select the table required from the sub menu.
2. For the **Codes** and **Supplier** Tables, the **Lookup Type** or **Service Type** box allows for the selection of categories from the attached scroll.



3. Any existing entries will then be displayed in the adjacent area.
4. Click on the **New** button to make a new entry.
5. Click **Save**, and then **Exit** or **OK** to save the entry and exit the screen.

Redisplaying and Modifying a Table Item

From the Menu bar, select **Options** then **Tables** and select from the sub menu.

Choose the type code by selecting from the drop down scrolls attached to the **Lookup Type**, **Service Type** or **Type** fields.

Search for the required item:

- **Enter Criteria** or **Search** fields

Enter as much of the item name as possible in the **Enter Criteria** or **Search** fields. Press **Tab** to display the nearest match to the entry in the lower half of the screen.

- **Apply To**

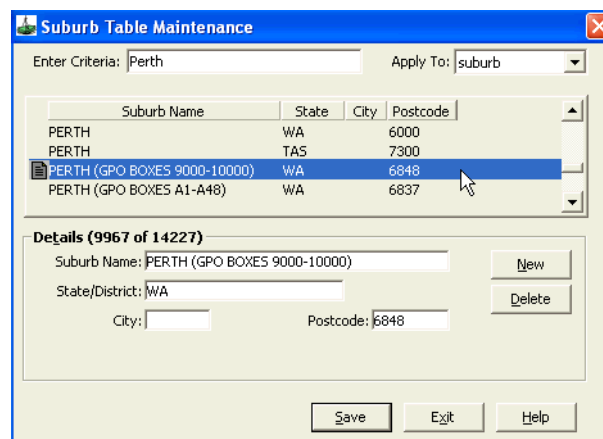
The drop down list attached to this field varies to match the Table displayed. Use the options displayed under this field to help sort items in this table, e.g. Suburb Table offers the option to sort by state or postcode.



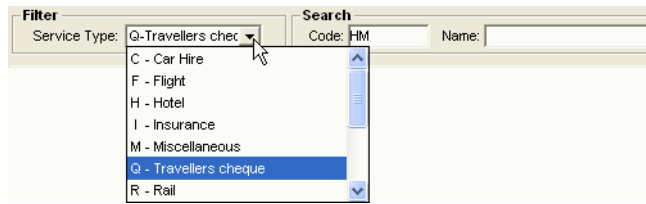
The items in the table are displayed in the upper part of the screen, with titles to match the table. If the list is extensive, scroll indicators will appear.

The **Details** area of the screen displays the results of the search. Details can also be displayed attached to any item in the upper part of the screen by highlighting it. These details are then displayed in the **Details** area.

The example below shows that it is item 11371 of 16475 entries in the **Details** heading. It is time consuming to try and display a particular item without using the **Enter Criteria** and **Apply To** fields.



Other tables have **Search** fields where the **Name** or **Code** can be entered to help trace an item.



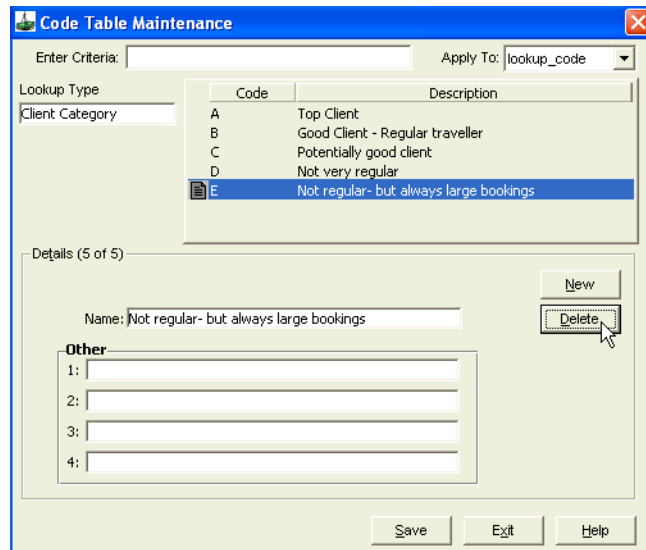
Once the required item has been located, change the entry by overtyping the existing information. Click **Save** and **Exit** or **OK** to save the entry and exit from the screen.

Deleting a Table

A table item cannot be deleted if it has been used anywhere in the system. In such cases, a warning prompt will be displayed and the deletion cannot occur.

To delete a table item:

1. Display the item required.



2. Press the **Delete** button.
3. A confirmation prompt will be displayed. Select **Yes** to continue with the deletion.
4. Click **Save** and **Exit** or **OK** to save the deletion and exit from the screen.

Code Table Maintenance

There are 23 different categories of codes listed in the Code Table Maintenance screen. These categories are attached to the **Look up Types** field. The glossary below summarises the contents of this table.

Glossary of the Code Table Maintenance Screen

The table below outlines the connection between the entries in the Codes Table Maintenance screen and its uses in CCT.

Look Up Type	Found on Screen	Other Information
Address Type	Anywhere addresses can be entered	I - Invoice used for Debtors M - Mailing used for Creditors.
Aircraft	Flight Segments	Prints on Itineraries. Some aircraft types may need to be added
Balance Reason	Trip Accounting. Reasons print on Trip Balance Report	Need to set the Balance Nanny to ask for a reason if file out of balance
Banks	Receipts & Payments, prints on Banking deposits	Some banks need to be added
Car Type	Car Segments & Vouchers	Standard Galileo format
Client Category	Client Marketing tab	Customise for profiling clients
Bulk Payment Type	Creditor Bulk Payment screen	Enter the names of the electronic banking systems
Fare Basis	Ticket/cheque Requisitions	Can be set to a mandatory field in the branch setup
Flight Class	Flight Segments	Prints on Itineraries. Some flight classes need to be added
Keywords	Not in use	
Marketing code	Trip file, trip tab, quote screens, tickets & cheque requisitions	Can be set to a mandatory field on the trip file. The trip file selection defaults to the trip tickets/cheques

Meals	Flight Segments	Prints on Itineraries and downloads from Galileo if the airline provides meal information
Phone Types	Anywhere phones numbers can be entered	
Reason Codes	Debtors Fare Savings	Only if activated for debtor accounts
Region	Trip files.	Can be set to a mandatory field in the branch setup
Room Type	Hotel Segments	Standard Galileo format
Seat Type	Flight Segments	Standard Galileo format
Segment Status	Segments	Standard Galileo format
Special Interest	No longer used	
SSR Codes	Flight Segments	Standard Galileo format
Title	Anywhere Names can be entered	
Trip Status	Trip files	A trip search can be based on the status
Visa Type	Passport/Visa tab on Client file	Also used in visa letter

Examples follow of the Code table items that are relatively new or have changed in inclusions.

Balance Reason

Balance reasons must be entered when closing the Trip accounting screen if the file is out of balance and the Trip Balance Nanny is set to request this entry.

Lookup Type	Code	Description
Balance Reason	ACM	ACM to come
	ADM	ADM to Come
	ASAP	Customer to pay ASAP
	DEBT	Chasing debt
	INVOICE	Invoice to be raised

Client Category

This code is used under the marketing tab in the Client file. A report can be run to retrieve client files based on Category.

Lookup Type	Code	Description
Client Category	A	Top Client
	B	Good Client - Regular traveller
	C	Potentially good client
	D	Not very regular

Bulk Payment Type

The names of electronic banking systems should be entered in the Bulk Payment types area.

One of these names will then be selected in the Creditor Bulk Payment screen.

Lookup Type	Code	Description
Payment Type	enett	enett
	MD	Money Direct

Fare Basis

The Fare Basis field appears on ticket and cheque requisitions. This field can be set as mandatory in the branch set up screens.

Lookup Type	Code	Description
Fare Basis	B	B CLASS - INTERNATIONAL
	H	Discounted economy
	J	Full Business Class
	K	Discounted economy

Marketing Code

This Marketing Code appears on the **Trip** tab of a **Trip** file; it then defaults to the **Quote** screen and to each **Cheque** and **Ticket Requisition** created in this file. It can also be entered or changed in the ticket and cheque requisitions.

It can also be selected as a mandatory item on the **Trip** tab.

Lookup Type	Code	Description
Marketing Code	NEWS	News paper advertising
	REG	Regular Customer
	TV	TV Advertisement
	WALK	Walk In
	YELLOW	Yellow Pages

Reason Code

This code is a part of the Debtor Fare Savings report.

Lookup Type	Code	Description
Reason Code	FCU	Fare Conditions Unacceptable
	FFO	Full Fare Only Available
	FRF	Frequent Flyer Airline or Preference Requested
	HFR	Higher Fare - Requested
	HLB	Higher Fare - Due to Late Booking

Region

Enter the **Region** in this new field on the **Trip** tab in the Trip file.

It can also be selected as a mandatory item on the **Trip** tab.

Lookup Type	Code	Description
Region	Scand	Scandinavia
	South Amer	South America
	TAS	Tasmania
	UK	United Kingdom
	VIC	Victoria

Supplier Table

The Supplier Maintenance screen can be accessed from the icon on the toolbar or from **Options** on the menu bar.

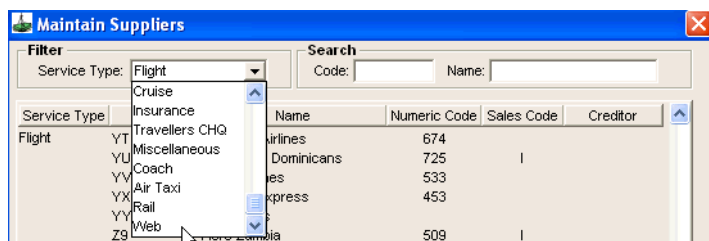
The Supplier maintenance screen shows suppliers for all service types listed in alphabetical order.

To check which suppliers are in the system before adding a new code: click on the scroll attached to the **Service Type** box to view the suppliers for a particular **Service Type**.

Web Service Type

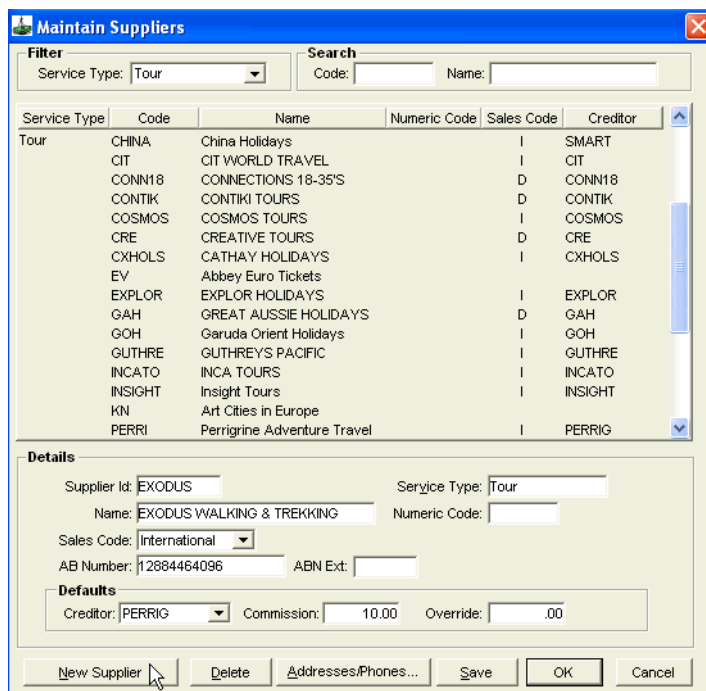
There is now a new Service Type called **Web**.

If a Galileo booking file contains a Galileo e-Agent web segment (e.g. Viator), once downloaded a segment is created with a Service Type of **Web**.



Entering a New Supplier

Open the Maintain Suppliers screen by choosing **Options** on the menu bar then **Tables**. Select **Suppliers** from the sub-menu, or click on the **Supplier** button on the toolbar.



Click on the **New Supplier** button, and enter the following fields:

- **Supplier ID, Name and Numeric Code** if applicable.
- Select the **Sales Code - International, Domestic or Sundry** to complete field.
- Enter the **ABN and ABN Ext** numbers.

Defaults Area

Entries in the Default area are not mandatory.

1. Select the default **Creditor** for this supplier from the attached list.
2. Enter the default **Commission** as a percentage or as an amount.

A carrier can have a percentage commission entered in conjunction with the Sales Code of **Domestic**, or **International**. (e.g. QF domestic could have 5% entered.

3. Enter the **Override** commission as a percentage.

4. Click on the **Address/Phones** button to bring up the fill-in screen.
5. Enter the contact details, using the **New** button to create additional rows.

6. Click **OK** to return to the previous screen then click **OK** to save your entries and exit from this screen.

NOTE: Toll free, after-hours numbers and e-mail contact details can be entered in the **Phone** field. The Default Creditor, Commission and Override for Airline suppliers can be entered and altered whenever required.

The Sales Code can also be a default setting, but can be overtyped in the ticket requisition if required.

City Codes Table

The City Table Maintenance screen stores details of 3 letter city codes.

When downloading a Galileo Booking File with a previously unused code in CCT:

- The download proceeds as normal
- A Workflow Action Item is automatically created, prompting you to update this table with the new code.

To create a new city code, click on the **New** button and enter:

Field	Explanation
Code	The IATA City code.
Name	Full city name.
Airport Name	Airport name, if applicable.
Country Code	Enter the IATA two letter country code.

Currency Table

The Currency Table maintenance screen stores currency code data.

These tables have a new field where the exchange rate can be entered.

This exchange rate can then be accessed in:

- Calculator screen attached to the Segment Commission Tracking screen.
- Hotel and Car Voucher screens, by double clicking on the **Currency** field.

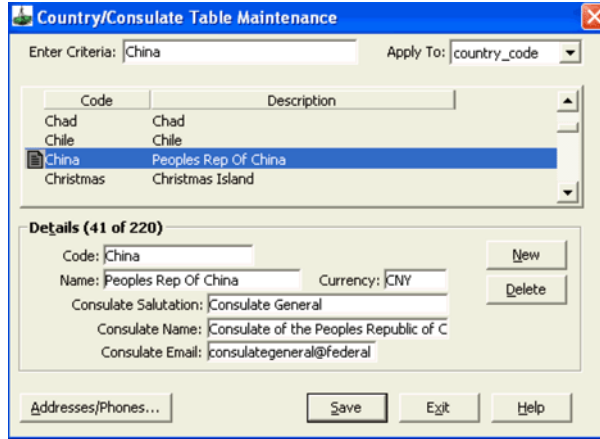
The exchange rates entered in the Currency table **MUST** be kept up to date.

To create a new currency code, click on the **New** button and enter:

Field	Explanation
Code	Currency code
Name	Country and currency name, e.g. Australian Dollar
Rate	Enter the exchange rate

Country/Consulate Table

The Country/Consulate Table allows you to add, delete, or modify country codes and consulate details.



To create a new country or consulate code, click on the **New** button and enter:

Field	Explanation
Code	Enter a country code to be used in CCT
Name	Full country name
Currency	Code of the currency used by the country
Consulate Salutation*	The form of address for the Consulate e.g. Visa Officer
Consulate Name*	The full name of the consulate or embassy to which the visa letter is to be addressed
Consulate Email	Consulate e-mail address

NOTE: *These fields are used in the system generated Visa letter.

Address/Phones Button

This button displays a secondary screen where address and/or phone details can be stored for each consulate.

Addresses

Type	Building	Street	Suburb	State	PCode	City	Country	Primary
B		P.O. Box 821	CANBERRA	ACT	2601			<input checked="" type="checkbox"/>

Phones

Type	Area	Number	Ext.	City Code	Comments	Primary
B	02	29456700		CBR		<input checked="" type="checkbox"/>
E					chinese.consulate@gov.com.au	<input type="checkbox"/>
O	02	29481234		CBR	only for emergencies	<input type="checkbox"/>

New Delete OK Cancel Help

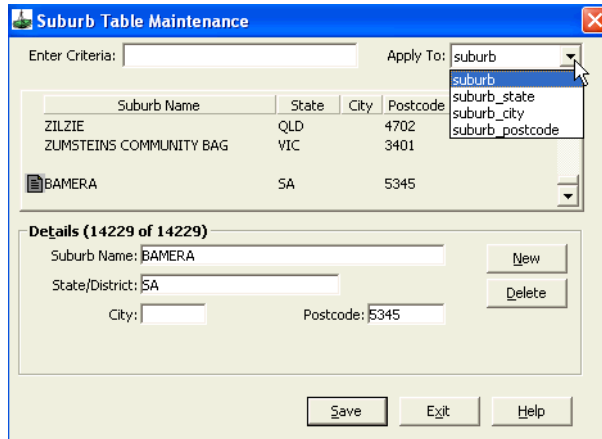
The **B** (Business) address type is used in the system generated Visa letter.

NOTE: After hours and toll free phone numbers and an e-mail contact can now be added. If there is more than one entry in each field, select the **Primary** contact by ticking the appropriate box.

Suburb Table

The Suburb Table Maintenance screen holds suburb names, postcodes, and state names. CrossCheck Travel is supplied with the Australian/New Zealand suburb & postcode listings.

NOTE: If viewing existing entries in this table, the displayed information can be sorted using the search criteria shown in the **Apply to** field.



To create a new suburb code, click on the **New** button and enter:

Field	Explanation
Suburb Name	Full name of the suburb
State/District	State or district name or code
City	City code for the suburb if relevant.
Postcode	Enter the postcode

Billing Period Table

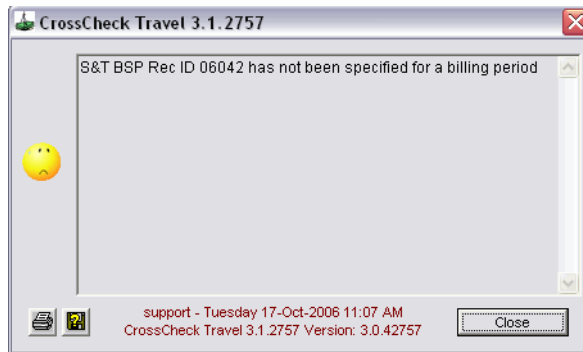
Billing periods used in the Ticket Record and Cheque Requisition screens are maintained through this screen. The date of ticket or cheque issue determines the Billing Period.

Billing Period Id	First Period Date	Final Period Date	BSP Rec Id
W0106	Mon 02/01/2006	Sun 08/01/2006	06012
W0206	Mon 09/01/2006	Sun 15/01/2006	06013
W0306	Mon 16/01/2006	Sun 22/01/2006	06014
W0406	Mon 23/01/2006	Sun 29/01/2006	06021
W0506	Mon 30/01/2006	Sun 05/02/2006	06022
W0606	Mon 06/02/2006	Sun 12/02/2006	06023
W0706	Mon 13/02/2006	Sun 19/02/2006	06024
W0806	Mon 20/02/2006	Sun 26/02/2006	06031
W0906	Mon 27/02/2006	Sun 05/03/2006	06032
W1006	Mon 06/03/2006	Sun 12/03/2006	06033
W1106	Mon 13/03/2006	Sun 19/03/2006	06034
W1206	Mon 20/03/2006	Sun 26/03/2006	06035
W1306	Mon 27/03/2006	Sun 02/04/2006	06041
W1406	Mon 03/04/2006	Sun 09/04/2006	06042
W1506	Mon 10/04/2006	Sun 16/04/2006	06043
W1606	Mon 17/04/2006	Sun 23/04/2006	06044

To create a new billing period code, click on the **New** button and enter:

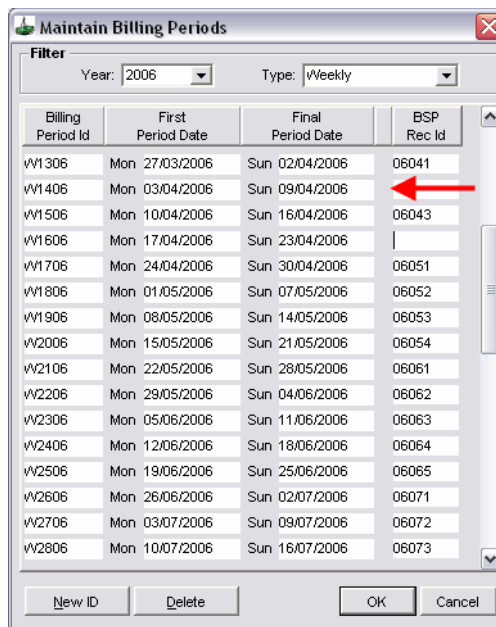
Field	Explanation
Billing Period ID	A monthly billing period code would commence with M, a fortnightly with F and a weekly with W. The code W0106 - translates as the 1st BSP billing week in 2006 (06).
Start Date	First date of the billing period.
Finish date	Last date of the billing period.
BSP Rec ID	BSP code for the billing period.

The BSP Rec ID column is a unique ID number which is assigned to each electronic BSP .ASC file by IATA. The system looks for this number when the electronic file is imported. If the BSP Rec ID number is not found, the user will receive an error when clicking on the BSP Reconciliation tab:



This indicates that the unique BSP Rec ID has not been loaded into the table against the billing period. CCT will not retrieve any tickets using the Reconciliation tool until this is entered.

If this error message is received, enter the Billing Periods table and find the appropriate date range.



Enter the next (consecutive) ID number and click OK.

If the BSP Billing Period is not loaded into the system at all, you may create it by clicking on the New ID button at the bottom of the screen and filling in all necessary details.

Once the table has been updated with all billing details, the BSP Reconciliation tool can be used.

Credit Card Table

The Credit Card Table Maintenance screen is used to add, delete, or modify the details of Credit Cards accepted by your office.

Type	Description	Debtor	Rate	Active	Usage	GST
AB	Australian Bankcard		0.000	Yes	Bankable	N
AP	Airplus		0.000	Yes	Other	N
AU	Carte Aurore		0.000	Yes	Other	N
AX	American Express	AMEX	3.300	Yes	Non-Bankable	Y
BC	Bank Card of Japan		0.000	Yes	Other	N
BH	Bank of Hawaii		0.000	Yes	Other	N
BZ	Bankcard New Zealand		0.000	Yes	Bankable	N

Details (4 of 16)

Type: AX Description: American Express Active: Yes Debtor: AMEX Rate: 3.300 GST:

To create a new credit card code, click on the **New** button and enter:

Field	Explanation
Type	2 letter code for the Credit card company.
Description	Full name of the Credit Card, e.g. Australian Bankcard.
Active	Choose Yes if card is accepted so that it is available for selection, or No if the card is not being accepted and won't appear in the Lookups.
Other	Select if the card is only acceptable by a BSP CCF.
Bankable	Select if you act as a merchant for the card and the charge slips can be deposited with your banking.
Non-bankable	Select if you act as a merchant for the card and the charge slips cannot be processed through your banking but are forwarded directly to the Credit Card company.
Debtor	(Mandatory after Non-bankable has been selected) When the Credit Card is Non-bankable the Debtor field is active. Complete this field with the Debtor code to be charged for the transaction. F12 can be used to display a selection list.
Rate	(Mandatory after Non-bankable has been selected). Input any applicable merchant fee as a percentage.
GST	Check if the rate is GST inclusive.

Custom Codes Table

To extract a **Fare Savings Report**, the **Customs Data** screen following ticket, cheque requisitions and quotes needs to be completed. This function needs to be switched on in the **Branch Supervisor** screen.

The possible entries to select from for the **Custom Data** screen are entered in this table.

Custom Codes choices need to be entered as **New Codes**. New Categories need to be entered as **New Types**. When a **New Type** is created, it must also be entered in the **Supervisor Custom** screen.

Description	Type	Code	Name
Name of Dept	DEPT	MGR	Management
		RES	Research
		SALES	

Creating a New Type

Click on the **New Type** button and enter a **Type** name and **Description** in the **Add Custom Type** box and click **OK**.

Creating a New Code

1. Once the **Type** or **Category** has been created, attach the **Codes** the user will select from.

2. Click on the **New Code** button and select the **Type** from the drop down scroll attached to this field.
3. Enter the **Code** and **Name** and click on **OK**.

Taxes Table

The Tax table comes complete with CCT. No changes to the default settings should be made, unless advised by Galileo Southern Cross.

Maintain Taxes

If you change the GST status of a tax or add a new tax, you will need to exit CCT and log in again to for the change to take effect.

List suppliers that pay commission on taxes beside each appropriate Tax Code. For Example QFD,QF,BA

GST Types		
Code	Name	Rate
GST	Goods and Services Tax (Standard Rate)	0.100
CAI	Capital Acquisition	0.100
FRE	GST Free	0
MIX	Mix of GST and GST Free	0
PAY	PAYG Tax	0
N-T	No Tax	0

Tax Codes				
Code	Name	Gst Type	Normal Amount	Suppliers Paying Commission on Tax
QR	Domestic Head Tax	GST		QF
WG	Safety and Security Charge	GST		QF
YQ	Airline and Security Levy	GST		QF
AB	Air Passenger Ticket Levy	NO		
YR	Re-issue Fee	GST		QF

New OK Cancel

Cashbook Accounts Table

See "Chart of Accounts" in Module 6: Cashbook.

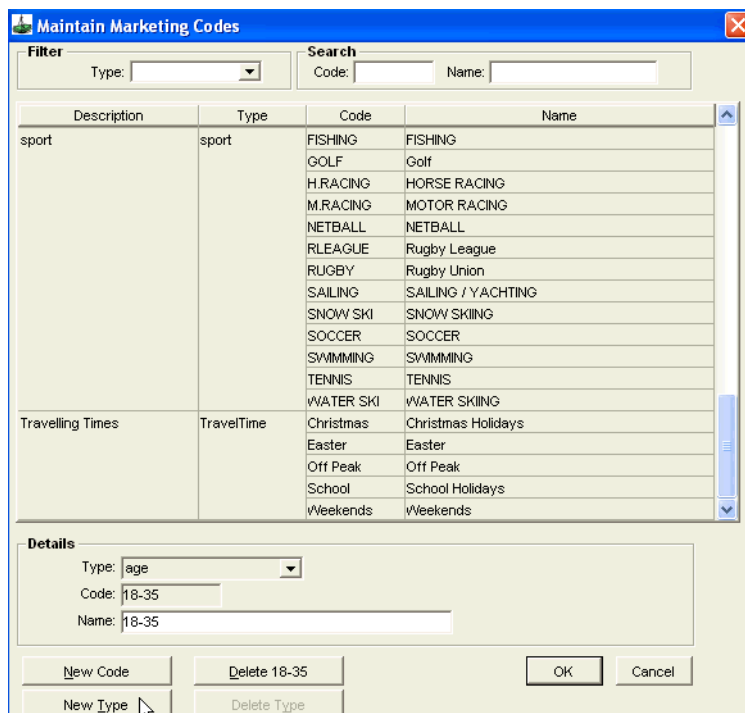
Marketing Codes Table

NOTE: The system does not allow the deletion of a code which has been used. Therefore care must be taken in choosing codes to be added to the system.

The Codes entered in this table only appear under the Client file **Marketing** tab and can be used in the new **MyCCT** reports, to assist with the statistics and planning.

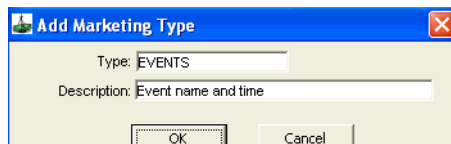
The Marketing codes required in the **Trip** file are entered under the **Codes Table**.

To avoid duplication, always check previous entries before creating a new code. To view all previous entries, open the **Maintain Marketing Codes** screen and leave the **Type** field blank.



Adding a new Type

Click the **New Type** button to display the dialogue box. Complete the **Type** and **Description** fields and click **OK**.



The **Delete** button in the background relates to the position of the highlight on the screen.

Adding New Codes

Click on the **New Code** button.

In the **Details** area select the **Type** code to be attached to a code to from the scroll, complete the **Code** and **Name** fields, then click **OK**.

Suggestions

Use the newly created code and retrieve a list of all clients who have expressed an interest in attending certain events, using the **MyCCT Design Client Reports**. You could also create a **New Type** called **Brochure Request** and then enter **Codes** which categorize these requests and action them in the same way.

Deleting a Code

Delete a code from the system if it is no longer required. Highlight the Code in the upper part of the **Maintain Marketing Codes** screen to transpose the details into the action buttons at the bottom of the screen.

Click the **Delete** button and click **OK**.

Sporting or cultural events	EVENTS	Aust Open	Australian Open Tennis
		Grand Prix	Grand Prix Melbourne 03

Deleting a Type

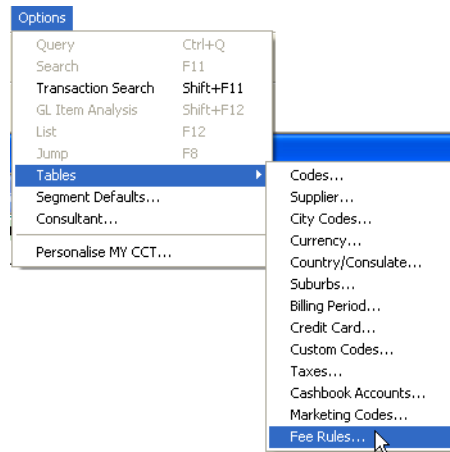
A **Type** cannot be deleted unless all the attached **Codes** are deleted first.

After the codes have been deleted, the **Type** can then be displayed in the **Type filter** box at the top of the **Maintain Marketing Codes** screen. Click on the **Delete Type** button and click **OK**.

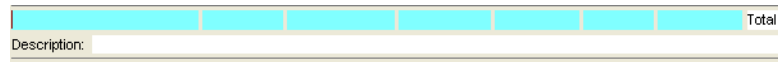
Fee Rules

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

To open the Fee Rules screen from the Main Menu in CCT, select Options, Tables, Fee Rules.



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



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

Fee Name

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

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

Service Type

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

Sales Code

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

Supplier ID

You can elect to use the ZZ code for all your fee transactions or you may setup any number of new Suppliers from within the standard Supplier maintenance screen.

Fee Amount

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

Fee Tax

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

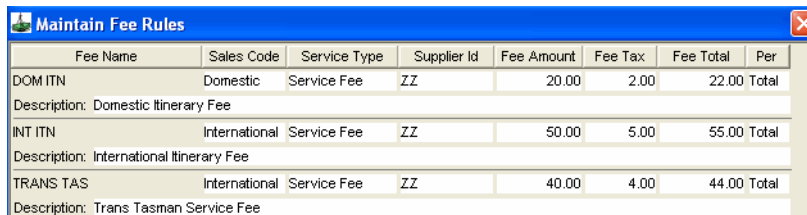
Fee Total

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

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

Description

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



Fee Name	Sales Code	Service Type	Supplier Id	Fee Amount	Fee Tax	Fee Total	Per
DOM ITN	Domestic	Service Fee	ZZ	20.00	2.00	22.00	Total
Description: Domestic Itinerary Fee							
INT ITN	International	Service Fee	ZZ	50.00	5.00	55.00	Total
Description: International Itinerary Fee							
TRANS TAS	International	Service Fee	ZZ	40.00	4.00	44.00	Total
Description: Trans Tasman Service Fee							

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

Module 3: Advanced Trip Accounting

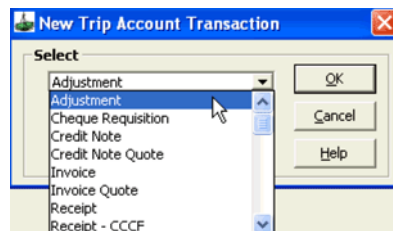
Trip File Adjustments

Adjustments are **NOT** reversible and should only be carried out by staff with a complete understanding of this transaction.

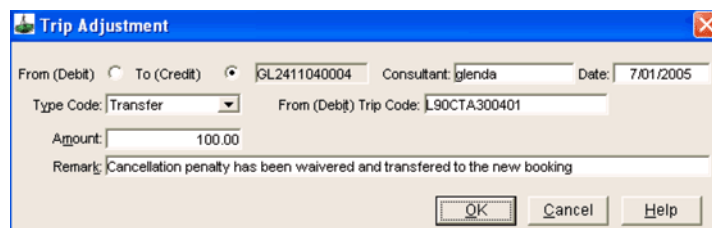
All Adjustments for each module follow the same principals and should only be carried out by staff with a complete understanding of this transaction. No Adjustments can be reversed. Adjustments for all other file types have been included in the relevant module in this guide.

How to Complete a Trip File Adjustment

1. Open the required Trip file and click on the Accounting tab.
2. Click on the **New** icon on the toolbar or press **Ctrl+N**.
3. Select Adjustment from the scroll on the New Trip Account Transaction box.



4. Click on **OK** to open an input screen and complete the required fields.



5. **Debit and Credit radio buttons**
Click on **Debit** if funds are being taken from the open Trip file. Click on **Credit** if funds are to be added to the open Trip file.

6. Type Code

Select from:

- **Transfer:** Transfer funds from one Trip file to another.
- **Take-Up: DO NOT USE.** This Type Code is only for use by Galileo staff in the loading of opening balances.
- **Journal:** Transferring balances to or from the Cashbook General Ledger accounts
- **Commissions:** Transferring funds to or from the Commission Adjustment account

7. When either **Journal** or **Commission** are selected, a **GST** box is displayed. Selecting **GST Yes**, displays a **Total** field where the amount including **GST** can be entered. If no figure is entered in the **Total** field, it is populated from the entry in the **Amount** field and the **GST Amount** field is automatically calculated.

8. From/To Trip Code

This field is displayed after **Transfer** has been selected in the Type Code field.

Enter the Trip code for the file balancing entry. Press **F12**, or double click in this field to display the Search screen.

9. Amount

Enter the total amount of the adjustment.

10. Remark

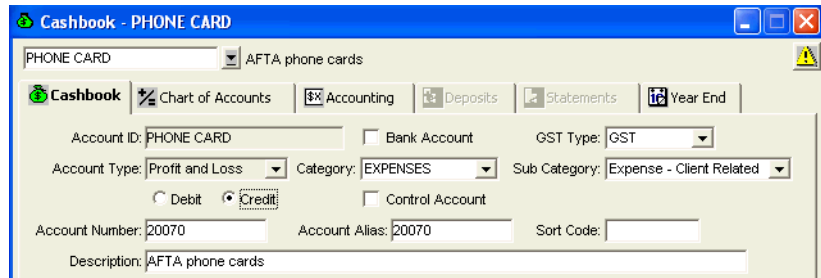
Add a remark to clarify the adjustment.

11. Click on **OK** to save the transaction and exit from the screen.

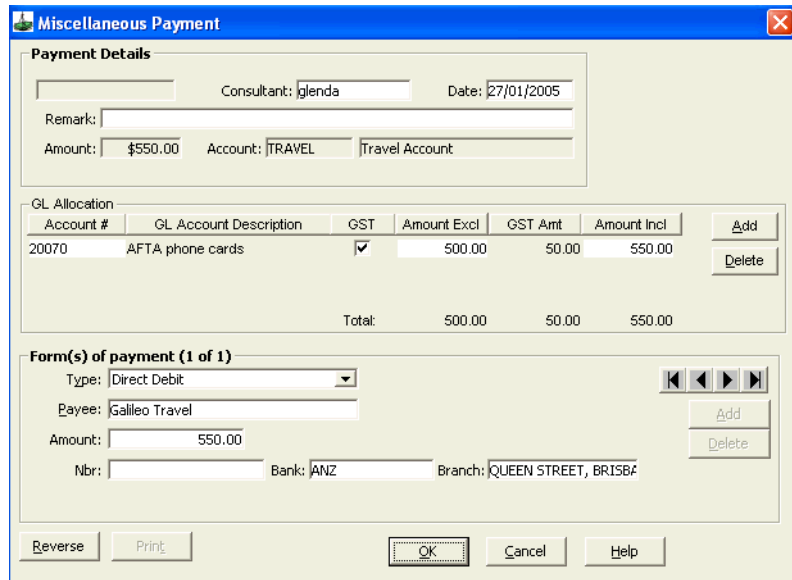
Processing Phone Card Sales

To be able to process phone card sales the following processes must be completed before any requisitions can be created in the Trip file:

1. Establish a GL account for the Phone cards (e.g. AFTA phone cards). See "Creating a New Cashbook Record" in Module 6: Cashbook.



2. When creating this account:
 - Do **NOT** tick Bank Account.
 - Select **Profit/Loss** in the **Account Type** field.
 - Choose an a Account Number in the 200's.E.g 20070.
3. Create a Supplier and Creditor for AFTA phone cards.
4. Create a Miscellaneous Payment from the Travel account for the nett amount to pay for the phone cards held by the agency for sale to clients. See "Miscellaneous Payments" in Module 6: Cashbook.



In the Trip File

Receipt the passenger's payment in the normal manner and complete a Cheque Requisition as follows:

1. Select **CQC** in the **Type** field.
2. Select from **Create New** or **Create from Quote**.
3. Select the phone card **Supplier** and **Creditor**.
4. Select **Yes**, **No** or **Comm** in the **GST** field.
5. Enter the cost of the phone card (inclusive of GST) in the **Fare** field.
6. Complete the **Commission** field and any other fields required, and click on **OK**.

In the Creditor File

Complete the Approval and Payment screens in the Phone Card Creditor file. See "Approval & Payment Method" in Module 4: Creditor File.

Date	Type	Tranx Id	Reference	Amount	Period	Ticket Nbr	Trip Balance	Consultant
25/01/2005	CQC	Q00000107	McIntyre/Millie Ms	106.80			2000.00	glenda
27/01/2005	CQC	Q00000117	O'Neill/Lillie Ms	45.00			2000.00	glenda

Recording Car Hire with GST and Stamp Duty

The entries for domestic Car Hire can be complicated when the booking includes miscellaneous charges such as Refuelling. GST and Stamp Duty charged on the cost of Refuelling. The agent will not gain commission for these extra charges.

The following example works through the entries required to successfully enter the amounts displayed on the Creditor's Invoice in CCT.

Car Hire Company's Invoice Amounts

Fare (GST Exclusive)	68.00
Refuelling Charge	5.50
Total GST Exclusive Charge	73.50
GST Charge (73.50 x 10%)	7.35
Stamp Duty {Fare + GST} x Stamp Duty %)	1.35
Total Charges as per Invoice (Total GST Exclusive Amount +GST Charge +Stamp Duty)	82.20
Commission at 10%	6.80
Commission GST	.68
Net Amount Due (Total GST Exclusive Amount +GST Charge +Stamp Duty - Commission -GST on Commission)	74.72

In the Trip file open a ticket or cheque requisition and record these figures as follows:

1. Complete the **Fare** and **Commission** fields in the normal manner.
2. Total the non-commissionable charges and enter them in the **Non Comm Fee** field as a GST Exclusive Amount.

- Record the Stamp Duty in the **Taxes** fields with the code **SD** and tick the adjoining **GST** box.

- To verify the figures against the Creditor's invoice, click on the **GST** button at the bottom of the ticket/cheque requisition screens.
- The GST window can also be used to calculate the GST Inclusive figure for entry into your cheque requisition, by entering the GST Exclusive Amounts taken from the Creditor's invoice.

Groups

In circumstances where a group is formed for a specific purpose, but individuals may choose their own departure dates, side tours, hotel, etc., the procedures described below will enable tracking of transactions relating to the group as a whole.

These procedures will assist with maintenance of group travel and provide reporting of purchases, sales, trip deposits, advance deposits to creditors and sales figures for specific group.

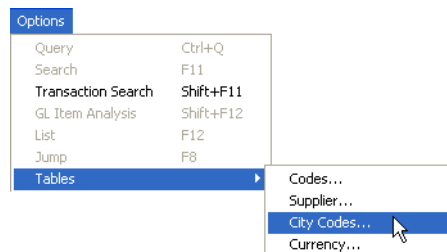
MyCCT and Groups

Groups names can be recorded on the Trip file in the Group Name field or in the Marketing Code field and Sales reports created using the MyCCT reports.

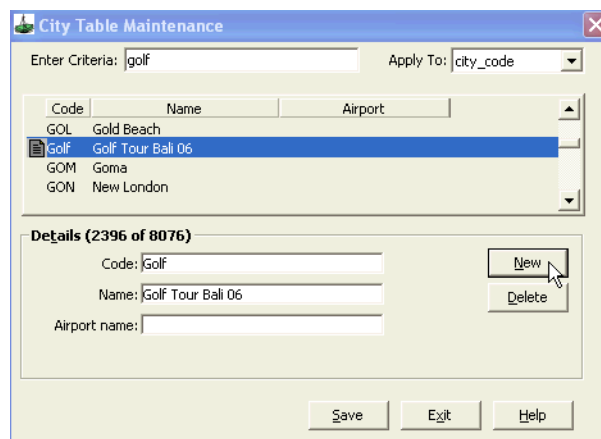
Groups and Menu Bar Reports

To be able to report on a group using the menu bar reports, the group name will need to be recorded as the Destination on the Trip file. To do so you will need to complete the steps described below.

1. To enable reporting on the groups, set up each group as **City Code**.
2. From the **Options** menu, select **Tables**, then **City Codes**.



3. Click on the **New** button and create a unique code for each group which can be easily recognised and remembered.



4. A new Trip file must be created for each individual member of the group to enable tracking of sales, issue of documents and refunds, and receipts specific to each passenger. The new group 'city code' should be entered in the **Destination** field.

Reporting

1. To report on the group, select **Reports** from the menu bar, then Sales and Commission and Profitability.
2. Enter the City Code allocated to group (e.g. GOLF) in the **Primary Destination** field. Complete any other fields as required and click on the **Retrieve** button.
3. This report will display detail about the group including percentage profit for each trip and for the group as a whole and can be exported to Excel for further analysis.

Passenger/ Group Name	Depart. Date	Primary Dest.	Consultant	Current Balance	Fare Value	Taxes Non-Comm	Source Comm Ex GST	GST on Source Comm	Comm Adjust	Agent Canx Fee	Disc Exp
Subtotal For glenda				9,541.50	34,309.10	58.25	3,757.07	16.63	0.00	0.00	10

Creditor Payments

Sometimes there may be a need to pay deposits to creditors before any monies are received from group members. This will require a two step procedure.

1. Open the Cashbook Travel account, and click on the **Accounting** tab. Open a new **Miscellaneous Payment**. Allocate the payment to the account number **60030** for Creditor Suspense:

Miscellaneous Payment

Payment Details

Consultant: Igenda Date: 15/02/2005

Remark: Deposit for Golf tour departing 18 Nov 06

Amount: \$2,000.00 Account: TRAVEL Travel Account

GL Allocation

Account #	GL Account Description	GST	Amount Excl	GST Amt	Amount Incl
60030	Creditor Suspense		2,000.00	0.00	2,000.00
Total			2,000.00	0.00	2,000.00

Form(s) of payment (1 of 1)

Type: Cheque

Payee: Garuda Orient Holidays

Amount: 2,000.00

Nbr: 941645087650 Bank: ANZ Branch: QUEEN STREET, BRISBA

Buttons: Reverse, Print, OK, Cancel, Help

2. Open the relevant Creditor, click on the **Accounting** tab and open a new **Adjustment** and complete it as follows:

- **From/To**
Select **From**
- **Type Code**
Select **Journal** and in the **To (Credit) Account Id** field, select the Creditor Suspense account: **60030**.
- **Amount**
Complete the **Total** field with the fee inclusive of GST if relevant.
- **GST**
Select **No**.
- **Remark**
Enter a remark to explain this adjustment, and click on **OK**.

Creditor Adjustment

From (Debit) To (Credit) Consultant: Igenda Date: 15/02/2005

Type Code: Journal To (Credit) Account Id: CREDSUSP

Amount: 2,000.00 GST: No

Remark: To transfer the deposit paid to GOH for golf tour departing 18 Nov 06

Buttons: OK, Cancel, Help

3. Any money still owing to the creditor will show as a credit balance on the bottom left hand side of the **Accounting** tab. When future payments are made to the creditor the deposit amount can be included as part of the allocation prior to generating the payment.

4. To ensure this process has been carried out correctly open the Cashbook Travel account and click on the **Chart of Accounts** tab and check that the Creditor Suspense account is blank (i.e. not showing any balance in the debit or credit columns).

Module 4: Creditor File

Opening Creditor Files

The Creditor file is used to store contact details and to carry out accounting functions relating to companies to whom you owe money. In most instances, Creditors would be travel wholesalers and BSP.

The creation and accounting in the Creditor file is often only carried out by the office manager or supervisor.

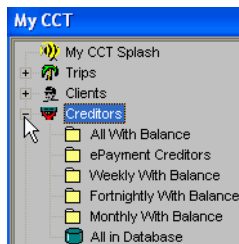
Creditor file can be opened from the **Creditor** icon on the CCT standard toolbar or from the **MyCCT** menus using the search or preset filters.



A drop-down selection box at the top of the Creditor file window allows easy selection and switching between files once the window is open.

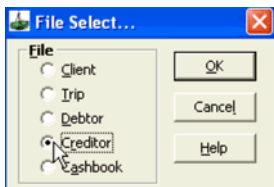


Click on the + sign next to the Creditor icon in the MyCCT menu and select from the filters which have categorized Creditors according to their payment periods. A list of files will be displayed in the Work area and any file can be opened by clicking on the **Creditor Id** hyperlink.

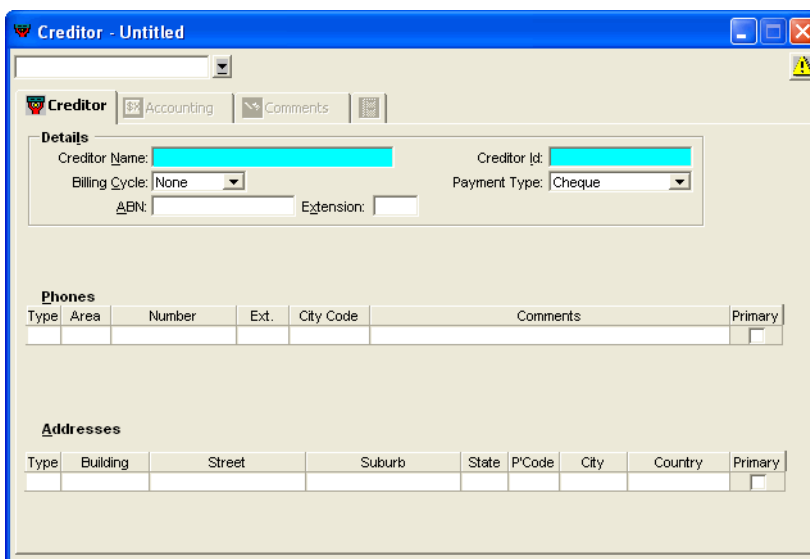


Creating a Creditor

To create a new Creditor file, click on the **New** button on the toolbar. The File Select window will open. Select **Creditor** and click **OK**.



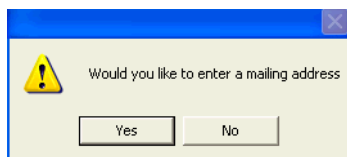
A blank Creditor file will open with the mandatory fields highlighted in blue.



Creditor Tab

1. Enter the full **Creditor Name** and a **Creditor ID**, ensuring the Creditor ID has not been used previously. All other fields are optional.

The recommended procedure is to fill in all mandatory fields and click the **Save** button on the standard toolbar, then complete all other fields as required. Upon clicking **Save**, a prompt confirms if more information is to be entered.



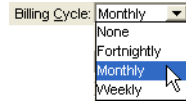
2. Click **Yes** to continue and enter a mailing address. This address appears on any remittance advice generated for this creditor.

While entering Address and Phone information, **Ctrl+N** can be used to create additional lines.

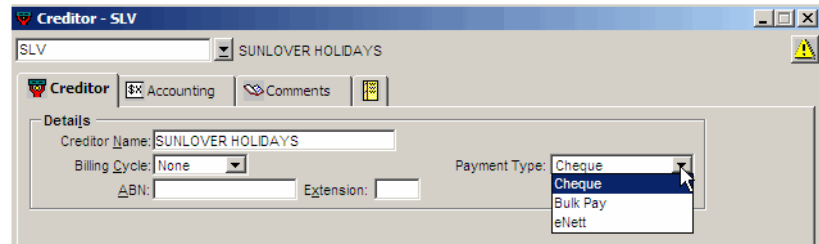
To access a list of options for the **Phone Type** field, press **F12** or double

click the field and select the appropriate code from the list. Indicate the primary address and phone number for contact by placing a tick in the **Primary** option against the appropriate line.

3. Select the **Billing Cycle** from the drop-down list within the **Details** area. This field is used to indicate when the bill is normally received.



4. Select the Payment Type. See eNett Instructions below.



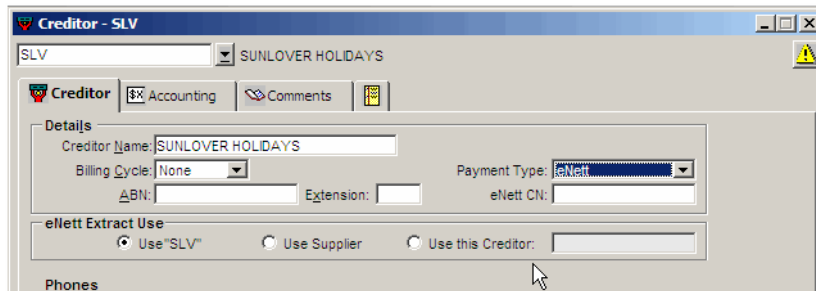
5. Enter the **ABN** and **Extension** numbers.

eNett Payment System

Note: These instructions are only applicable to agencies using the eNett Payment system.

Selecting the eNett Payment Type will reveal the eNett CN field, which is non mandatory and is solely used to store the eNett Client Number if using the eNett Payment system.

Also if selecting the eNett Payment Type, an extra box will appear on screen titled eNett Extract Use.



Within the eNett Payment Use box are three options which will determine the way that Creditor or Supplier Codes are extracted into the eNett Extraction Files.

Use the Open Creditor Code

In the previous example, the code SLV is the Creditor Code being updated and this is the code displayed as the Use the open 'Creditor Code' option. This will be the most commonly utilized method of extracting Creditor data so it is the default selection within this screen

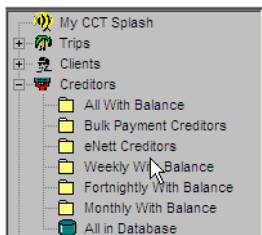
Use Supplier

This setup would be used when a single Creditor Code is used in CCT to cater for payments for two different but allied travel companies e.g. GLOBUS COSMOS.

The eNett Payment extraction will select the Supplier Code that was saved into the Cheque Req or Ticket that is being uploaded to eNett for Payment.

Use this Creditor

Selecting the 'Use this Creditor' radio button, will display a list of other Creditors that have already been designated with a Payment Type of eNett. From the available list, an alternative Creditor will then need be selected. When Tickets or Cheque Requisitions are generated for payment through eNett, the extraction file will be updated with the nominated 'alternative' Creditor saved into the Creditor profile.



The MyCCT Creditors options have also been altered to reflect the changes in the Creditor Payment Type field:

Accounting Tab

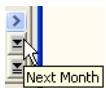

The Accounting tab is only available after the Creditor file has been initially saved. All transactions relating to this Creditor will be displayed in this screen.

Date	Tranx ID	Tranx Type	Reference	Status	Debit	Credit
5/01/2005	T000000319	Ticket	ACM - BSP	C	27.30	
	T000000318	Ticket	TKT - BSP	C		2,821.00
4/01/2005	T000000317	Ticket	CCF - 6795634	C	157.50	
	T000000316	Ticket	CCF - 2416147576	C	252.00	
	T000000315	Ticket	TKT - BSP	C		591.50
	T000000312	Ticket	Reversal T000000297	X	1,911.00	
8/12/2004	T000000311	Ticket	TKT - BSP	C		313.73
24/11/2004	T000000308	Ticket	TKT - BSP	C		5,714.80
	T000000307	Ticket	Reversal T000000306	X	5,714.80	
	T000000306	Ticket	Reversal T000000307	R		5,714.80
	T000000305	Ticket	Reversal T000000296	X	6,097.00	
	T000000304	Ticket	Reversal T000000299	X	4,200.00	
	T000000303	Ticket	Reversal T000000300	X	4,200.00	
					128,448.73	164,853.65
Balance: 36,404.92 CR						

Field	Description																
Date	Date that the transaction was added to the file.																
Tranx Id	System generated transaction identification number.																
Tranx Type	Type of transaction, e.g. receipt, ticket.																
Reference	A system generated transaction number into which this item has been included, or a transaction type code.																
Status	Current status of the transaction:																
	<table border="0"> <tr> <td>C Confirmed</td> <td>Record saved and cannot be edited.</td> </tr> <tr> <td>X Cancelled</td> <td>Automatically applied to the balancing item of a reversed transaction.</td> </tr> <tr> <td>R Reversed</td> <td>Reversed transaction. A balancing Cancelled item is system-generated.</td> </tr> <tr> <td>B Banked</td> <td>Receipts once banked.</td> </tr> <tr> <td>A Approved</td> <td>Adjustments & Ticket/Cheque requisitions that have been approved and awaiting payment to the Creditor.</td> </tr> <tr> <td>O Comm Rcd</td> <td>Adjustments & Ticket/Cheque requisitions where commission has been received and processed.</td> </tr> <tr> <td>P Paid</td> <td>Adjustments & Ticket/Cheque requisitions that have been paid to the Creditor.</td> </tr> <tr> <td>S Statement</td> <td>Payments that have been reconciled to a Bank Statement.</td> </tr> </table>	C Confirmed	Record saved and cannot be edited.	X Cancelled	Automatically applied to the balancing item of a reversed transaction.	R Reversed	Reversed transaction. A balancing Cancelled item is system-generated.	B Banked	Receipts once banked.	A Approved	Adjustments & Ticket/Cheque requisitions that have been approved and awaiting payment to the Creditor.	O Comm Rcd	Adjustments & Ticket/Cheque requisitions where commission has been received and processed.	P Paid	Adjustments & Ticket/Cheque requisitions that have been paid to the Creditor.	S Statement	Payments that have been reconciled to a Bank Statement.
C Confirmed	Record saved and cannot be edited.																
X Cancelled	Automatically applied to the balancing item of a reversed transaction.																
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B Banked	Receipts once banked.																
A Approved	Adjustments & Ticket/Cheque requisitions that have been approved and awaiting payment to the Creditor.																
O Comm Rcd	Adjustments & Ticket/Cheque requisitions where commission has been received and processed.																
P Paid	Adjustments & Ticket/Cheque requisitions that have been paid to the Creditor.																
S Statement	Payments that have been reconciled to a Bank Statement.																
Debit	Debit transactions for this account.																
Credit	Credit transactions for this account.																

The **Debit** and **Credit** columns have totals, and the **Balance** of the file is shown in the bottom left corner.

In the lower right corner of the window, two buttons are available for selecting the viewing period for the transaction display.

Button	Description
	Display transactions month by month, click the button to move to the next month of transactions
	Select the All button to view all transactions for the creditor

Comments Tab

The Comments tab can be used for storing any comments about the Creditor file. This field is free text and is for reference only, as the comments do not appear on any report or documentation produced for the Creditor.

Comments	
Created	Comments
01/06/2004	Speak to James for commission cheques and to Anita for refunds

Workflow Action Items

The Workflow Action Items tab lists all the action items associated with the current Creditor.

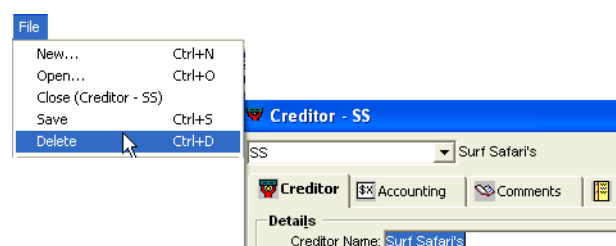
Important Notes

The Important Notes icon is used to display and edit important notes for the Creditor.

Deleting Creditor Files

Creditor files created by a user can only be deleted if no financial transactions have been attached to the file.

1. Open the relevant Creditor file.
2. Click on the **Creditor Name** or on the **Creditor ID** code.
3. Select **Delete** from the file heading on the menu bar (**Ctrl+D**).



4. A dialogue box will be displayed to confirm the deletion. Click on **Yes** to permanently delete the Creditor.
5. If the Creditor file has associated financial transactions, a warning prompt will be displayed and the Creditor cannot be deleted.

Creditor Accounting

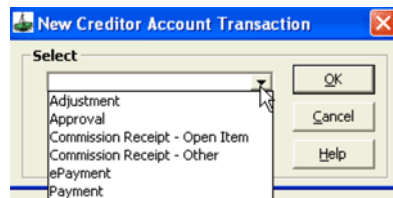
The Front Office Creditor transactions of Ticket and Cheque Requisitions take place in the Trip file. The Back Office functions such as Creditor adjustments and approvals for payment are processed through the Creditor file.

The following transactions are available through the Creditor file:

- **Adjustments**
Process accounting adjustments between Creditors or Cashbook accounts.
- **Payment**
Issue payments against Ticket or Cheque Requisitions.
- **Approval**
Select Ticket or Cheque requisition items to be paid.
- **Commission Receipts**
Process commission payments received from Creditors.
- **Bulk Payment**
Pay multiple files and multiple Creditors in one transaction.

To carry out any of these transactions:

1. Open the relevant Creditor file and highlight the **Accounting** tab.
2. Click on the **New** button on the toolbar or press **Ctrl+N** and select the required transaction from the New Creditor Account Transaction window.



3. Click on **OK** to open an input screen.

Paying Creditors

Creditors can either be paid using the following methods:

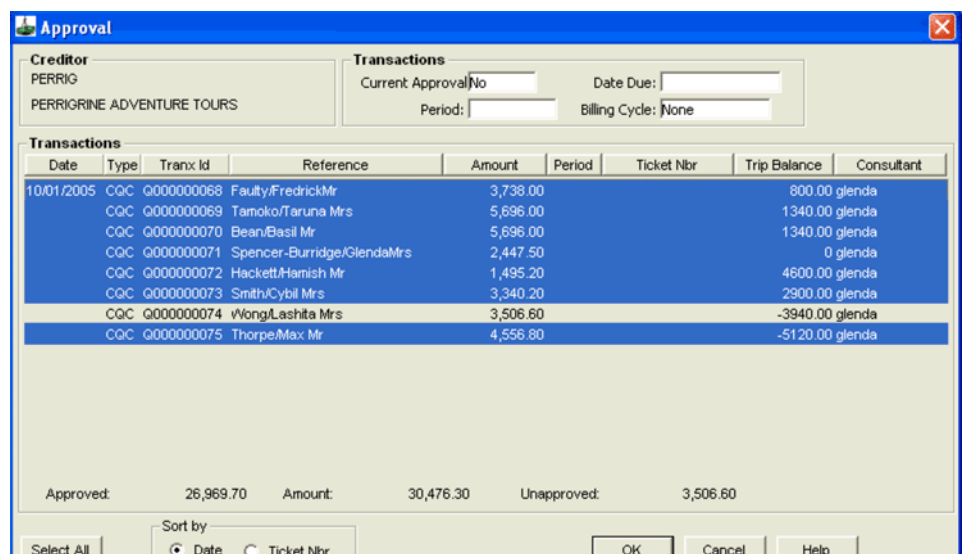
- Directly from the Trip file via Ticket or Cheque Requisition screens. See *Client Management* guide.
- Creditor sales return using the **Approval** and **Payment** method. This method must be repeated for each individual creditor. If the Creditor does **NOT** allow Bulk Payment, then payment must be made using the Approval and Payment method.
- Using an online payment system (TIAS TIPS, Money Direct) using the **Bulk Payment** method to record multiple creditors payments in a single transaction.
- Using the Agency Credit Card. Please consult your accountant before commencing this method.

Approval & Payment Method

The Approval procedure must be carried out before a Creditor Payment can be made. The Approval screen allows the individual transactions which are to be paid to be selected.

1. Open the required Creditor and click the **Accounting** tab.
2. Click the **New** icon on the toolbar or press **Ctrl+N** for a new transaction. Select **Approval** from the scroll on the **New Creditor Account Transaction** box and click **OK**.

The **Approval** window will display all transactions, allowing them to be paid in one transaction.



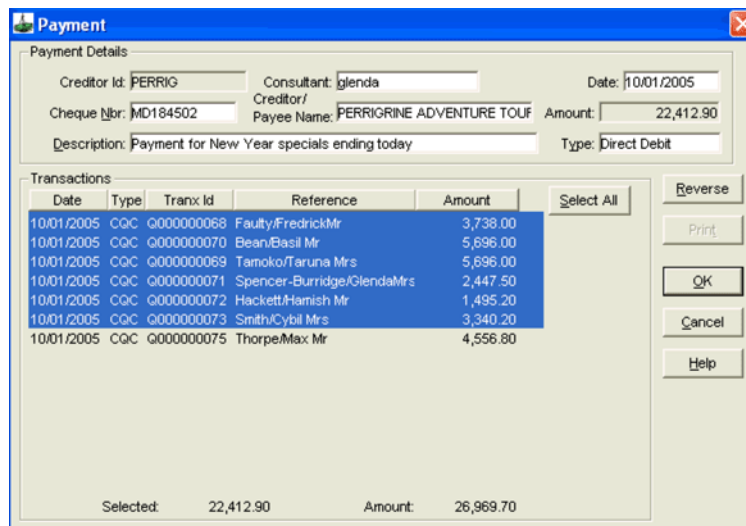
3. Complete the following fields as required:
 - **Current Approvals**
The default is **No**, meaning only unapproved items are displayed. If this field is changed to **Yes**, all previously approved but unpaid items are shown.
 - **Date Due**
Sorts transactions by the date when the Ticket or Cheque Requisitions were issued. When a date is entered, only transactions with dates prior or equal to the date specified will be displayed.
 - **Period**
Where applicable, use the drop down list to select a specific Billing or Monthly period for which transactions are to be displayed.
 - **Billing Cycle**
The default billing cycle for this Creditor.
 - **Sort by**
Choose to have the transactions displayed in date or ticket number order.
 - **Transactions**
Displays a list of transactions based upon the sort criteria specified in the previous fields. The **Trip Balance** column allows unpaid files to be viewed.
4. Click on the items to be approved for payment, or click a highlighted item to deselect. Choose the **Select All** button at the bottom of the screen to select all items. If all items have been selected, this button changes to **Deselect All**.
5. When finished select **OK**.

NOTE: After items have been approved, proceed with the Creditor payment.

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. Approved transactions plus adjustments display for payment.

1. Open the required Creditor and click the **Accounting** tab.
2. Click the **New** icon on the toolbar or press **Ctrl+N**. Select **Payment** from the scroll on the **New Creditor Account Transaction** box and click **OK**.



3. Complete the following fields as required:
 - **Type**
Select **Cheque** or **Direct Deposit**.
 - **Cheque Nbr**
Add the cheque number to be issued for this payment. The system advises if the cheque number has been previously used. For a Direct Debit, the Billing Period or other free format data can be used.
 - **Amount**
(System generated). This field is calculated automatically, based on the items selected in the Transaction area
 - **Description**
If necessary, a free format description or comment can be added.
 - **Transactions**
This box displays a list of transactions which have been selected for payment through the Approval Screen. If no items appear it means that the Approval Screen has not been completed.
4. Click the items that are to be included in the payment. Click the **Select All** button to highlight all items. After using the **Select All** button, it changes to a **Deselect All** function enabling changes to be made easily.

- If a negative amount has been highlighted, a warning will be displayed and the payment cannot proceed until adjusted. Use Commission Receipt - Open Item.



- Click **OK** when finished. A prompt displays, asking if you wish to **Save** the transaction. Click **Yes** to proceed.
- The next dialogue box gives the opportunity to print the transaction. Select **Yes** or **No** as required.
- All transactions selected in this 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.

Accounting						
Date	Tranx ID	Tranx Type	Reference	Status	Debit	Credit
10/01/2005	M000000057	Payment	PERRIG Chq.No. MD184502	C	22,412.90	
	Q000000075	Chq Req	CQC - PERRIG	A		4,556.80
	Q000000074	Chq Req	CQC - PERRIG	C		3,506.60
	Q000000073	Chq Req	CQC - PERRIG	P		3,340.20
	Q000000072	Chq Req	CQC - PERRIG	P		1,495.20
	Q000000071	Chq Req	CQC - PERRIG	P		2,447.50
	Q000000070	Chq Req	CQC - PERRIG	P		5,696.00
	Q000000069	Chq Req	CQC - PERRIG	P		5,696.00
	Q000000068	Chq Req	CQC - PERRIG	P		3,738.00

Reversing a Payment (Cancelling a Cheque)

Only Confirmed Payments may be reversed. Once a payment has been reconciled to a Statement it cannot be reversed.

- Open the required Creditor and click the **Accounting** tab to display the Summary Accounting Transactions screen.
- Double click on the Payment to be reversed and select the **Reverse** button. A dialogue box displays, asking for confirmation of the reversal.
- Select **Yes** or **No** as required.

The procedure of reversing a payment changes the transaction status back to **approved**. This transaction can again be selected in the payment screen.

Accounting						
Date	Tranx ID	Tranx Type	Reference	Status	Debit	Credit
10/01/2005	M000000059	Payment	Reversal M000000058	X		5,580.00
	M000000058	Payment	Reversal M000000059	R	5,580.00	
	Q000000076	Chq Req	CQC	A		5,580.00

Bulk Payment

Bulk Payment enables the user to record the payment to multiple Creditors in one transaction in CCT. The status codes are automatically updated from this one transaction to all files related to this payment. This single transaction can include any number of Creditor files and relate to any number of Trip files.

The actual electronic payment must still be completed using a travel industry online payment system (TIAS TIPS, Money Direct).

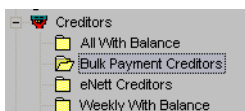
To set up a Creditor to use this function, tick **Allow Bulk Payment** on the **Creditor** tab.

The screenshot shows the 'Creditor' tab in the CCT software. The 'Details' section contains the following fields:

- Creditor Name: CREATIVE TOURS
- Billing Cycle: None
- Payment Type: Bulk Pay
- eNett: Selected in a dropdown menu

Some Creditors, such as Consolidators, may be paid with electronic payments. If the need to pay a Bulk Payment Creditor by Cheque or Direct Deposit occurs, the payer may do so by opening the individual cheque or ticket requisition and clicking the Payment button. Alternatively if several transactions need to be paid to the same Creditor by cheque or direct deposit, from the accounting tab click on new and then the Approve option instead of Bulk Payment. Approve the transactions and then open the Payment screen to process the payment in the same way as a cheque or DD Creditor.

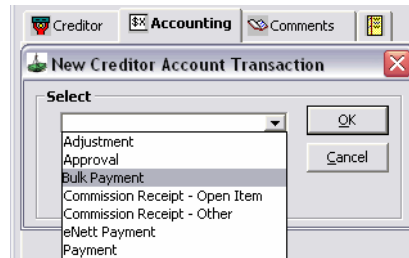
A list of all Creditors allowing Bulk Payments can be viewed in the Bulk Payment creditors folder in MyCCT.



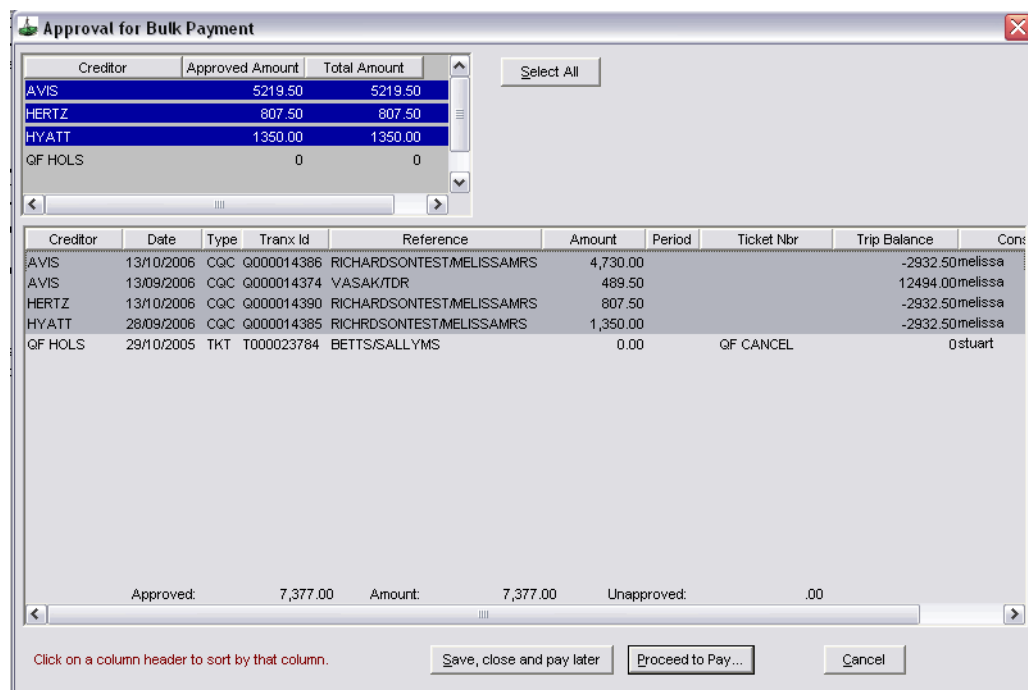
Creditor files can be opened from this screen by clicking on the **Creditor ID**.

Creating an Bulk Payment

1. Open any Bulk Payment Creditor file and click on the **Accounting** tab
2. Press **Ctrl+N** or select **New** from the Toolbar.
3. Select **Bulk Payment** in the Transaction window and click **OK**.



4. The Approval for Bulk Payment screen displays a list of all unpaid transactions for all Creditors accepting Bulk Payment.

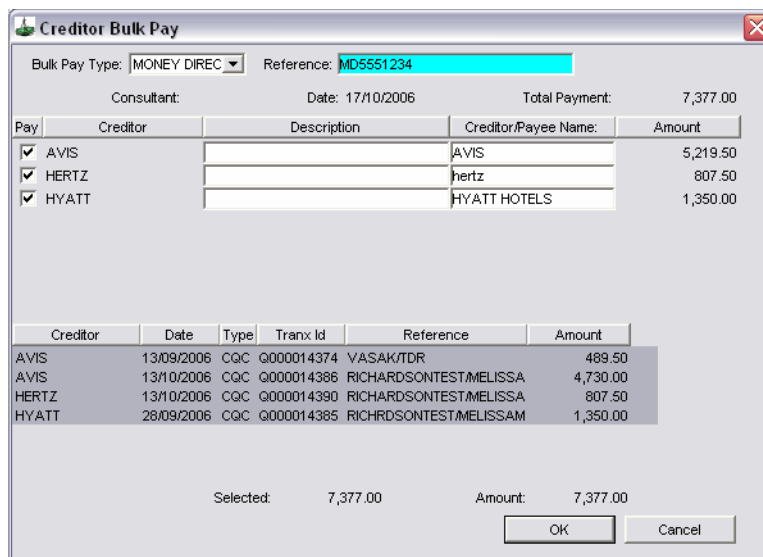


5. Choose which Creditors to pay by highlighting them in the top left box or by selecting individual transactions in the lower main approval screen. To select all transactions for all Creditors, click the **Select All** button.
6. After the approval process is complete the user can choose to:
 - **Save, Close and Pay Later**
This option saves all highlighted transactions as approved. The next time the Bulk payment screen is opened, all previously approved

transactions remain highlighted, awaiting payment.

or

- **Proceed to Pay**
This option opens the Payment screen showing each Creditors total payment separately.



7. Select the **Bulk Payment** type from the drop down box (e.g. Money Direct).
8. Enter the **Reference** number and add any relevant remarks for each individual creditor in the **Description** fields.
9. Changes to the payment can still be made by:
 - Unticking a Creditor
 - Removing the highlight from any individual transaction (the total amount to the Creditor is adjusted accordingly)
10. Click **OK**, and **Yes** to the prompt asking if you wish to save the Payment transaction.

Approval Options

1. View transactions previously approved by opening the Bulk Payment Screen. Previously approved transactions are highlighted. Click on **Proceed to Pay** to process the payment.
2. To un-approve a transaction, click on it to remove the highlight or click on the Creditor to remove the highlight from all transactions for that Creditor.

Viewing the Bulk Payment

In the Creditor File

The Bulk Payment details, including a unique **Transaction ID** for each branch in each Creditor, is transposed into each Creditor included in this payment.

Date	Tranx ID	Tranx Type	Reference	Status	Debit	Credit
17/10/2006	M000007304	Payment	MONEY	C	5,219.50	
13/10/2006	Q000014386	Chq Req	CQC - AVIS	P		4,730.00

Clicking on the **Transaction** line in the Accounting screen displays transactions included in the Bulk Payment (for this Creditor file only). Each Cheque requisition attached to this payment has its status automatically changed to **P** for paid.

Payment M000007304 (Confirmed)

Payment Details

Creditor Id: AVIS Consultant: Date: 17/10/2006
 Cheque Nbr: MD5551234 Creditor/ Payee Name: AVIS Amount: 5,219.50
 Description: Type: Direct Debit

Transactions

Date	Type	Tranx Id	Reference	Amount
13/10/2006	CQC	Q000014386	RICHARDSONTESTMELISSA	4,730.00
13/09/2006	CQC	Q000014374	VASAK/TDR	489.50

Select All Reverse

In the Trip File

The transaction status is automatically changed to **P** for Paid status.

Date	Tranx ID	Tranx Type	Reference	Status	Inv	Debit	Credit
29/06/2001	Q000003361	Chq Req	M000002188	P	N	83.16	
	Q000003360	Chq Req	M000002179	P	N	150.00	

In the Cashbook Accounting Screen

Bulk Payments are displayed in the Cashbook Accounting screen as separate payments with their own transaction numbers.

TRAVEL Travel Account

Cashbook Chart of Accounts Accounting Deposits Statements Year End

Date	Tranx ID	Tranx Type	Reference	Status	Debit	Credit
17/10/2006	M000007305	Payment	HERTZ	C		807.50
	M000007306	Payment	HYATT	C		1,350.00
	M000007304	Payment	AVIS	C		5,219.50

In the Bank Statement Screen

The Bulk Payment is displayed as one total amount but separate transaction numbers for each Creditor.

Form of Payment	Date	Number	CCT Debit Amount	CCT Credit Amount	Transaction
reque	6/09/2006	406499	1,367.48		M000007295
reque	6/09/2006	406500	720.36		M000007300
reque	9/08/2006	406408a	180.00		M000007109
reque	5/09/2006	4609492	84.00		P000000553
reque	6/09/2006	anz cards sep7	6,851.00		M000007292
reque	31/08/2006	DIRECT ISOBEL	1,342.70		M000007271
reque	29/08/2006	wanless ent qfhols	944.44		M000007253
reque	6/09/2006	ENETT TRAFALGAR ROOTH	6,583.20		M000007301
reque	5/09/2006	ENETT QFHOLS ROBERTS	330.00		M000007289
reque	6/09/2006	enett hadley hol on location	600.24		M000007298
reque	1/09/2006	enett coral ripke	440.00		M000007274
reque	4/09/2006	enett qfhols laragy/t	1,462.10		M000007280
reque	4/09/2006	enett scenic ley	4,000.00		M000007285
reque	1/09/2006	enett coralseas scott	6,642.80		M000007277
rect Debit	20/09/2006		2.00		Z000000840
rect Debit	1/09/2006	bs420	16,000.00		Z000000837
DNEY	17/10/2006	MD5551234	7,377.00		M000007305,M000007304,M000007303

In the Detailed Bank Reconciliation Report

Bulk Payment items are displayed as separate Creditor payments with their own transaction numbers.

Account ID: TRAVEL Statement Page: To Acct Period: Printed 17/10/2006

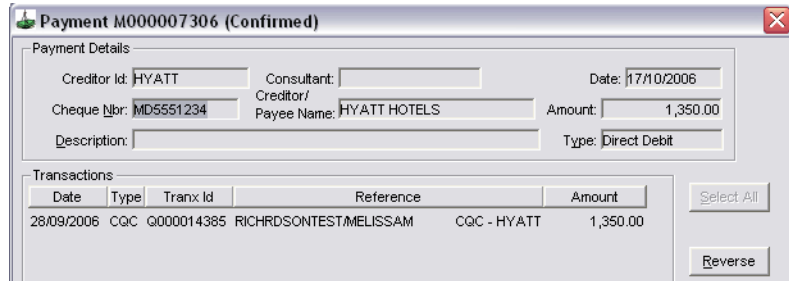
Detailed Bank Reconciliation Report

Account : TRAVEL
 Balance as per Bank Statement 453 IN FUNDS

Transaction ID	Date	Description	Amount
LESS ePayments			
M000007306	17/10/2006	MD5551234 - HYATT	1,350.00
M000007305	17/10/2006	MD5551234 - HERTZ	807.50
<hr/>			
LESS ePayments			
M000007304	17/10/2006	MD5551234 - AVIS	5,219.50
			7,377.00

Reversing an Bulk Payment

1. Redisplay the payment in the Creditor and click on the **Reverse** button.
2. Click **Yes** in the dialogue box asking if you wish to proceed with this reversal.



The accounting summary screen below shows the reversed payment. Each Cheque requisition attached to this payment has its status automatically changed back to **A** for approved.

Date	Type	Tranx Id	Reference	Amount		
28/09/2006	G000014385	Chq Req	CQC	A	N	1,425.00

Using Agency Credit Card to Pay a Creditor

This is a suggested procedure only. Please consult your Accountant for alternative procedures before proceeding.

Creditor File

You will need to create a new Creditor for the transactions where you are using the Agency credit card. e.g. VISAOFF.

In the Trip File

1. Receipt the payment from the passenger.
2. Create a Cheque Requisition:
 - Select **CQC** or **QCC** in the **Type** field.
 - Select from **Create New** or **Create from Quote**.
 - Select the **Supplier** e.g. (DJ - Virgin Blue).
 - Select the **Creditor** for your Credit Card e.g VISAOFF
 - Select **Yes**, **No** or **Comm** in the **GST** field.
 - Enter the **Fare** and **Tax** amounts only and click on **OK**.

This will place the sale value on the passenger file and the amount to be paid on the creditor file. This amount will be reconciled to your credit card statement when received.

3. Create ticket requisition:
 - Select **ACM** in the **Type** field.
 - Select from **Create New** or **Create from Quote**.
 - Select the **Supplier** e.g. (DJ - Virgin Blue).
 - Select the **Creditor** e.g. (DJ - Virgin Blue).
 - Select **Yes**, **No** or **Comm** in the **GST** field.
 - Enter the **Commission** amount only and click on **OK**.

This will show the commission made on the Trip file and place commission outstanding on the creditor file (to be reconciled against the next statement received from the Creditor. **NOTE:** This does not affect the balance of the passenger trip file.

In the Creditor File

Payment Procedure when receiving the Credit Card Statement

1. Open the Creditor created for your agency credit card payments e.g VISAOFF.
2. Click on the **Accounting** tab and open a new Approval window.

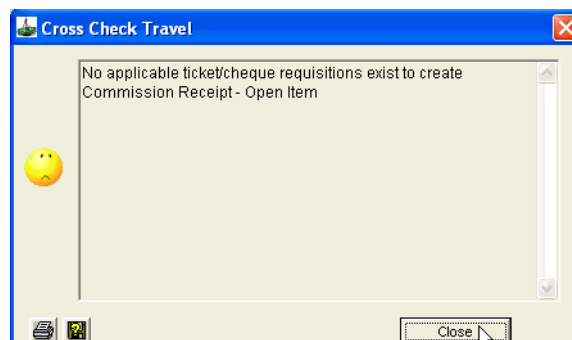
3. Select all items that have appeared on your credit card statement And click **OK**.

- Click on the **Accounting** tab and open a new Payment window.

- Highlight all transactions to be paid
- Select Cheque or Direct Debit in the Type field.
- Enter the cheque number or the direct debit reference numbering the Cheque Nbr field.
- Enter any description required and click on **OK**.

Procedure when Commission is Received from the Creditor

- When you receive the direct credit on your bank statement for the commission outstanding from the Creditor (e.g. Virgin Blue), open this Creditor file and open a **Commission Receipt Open Item**.
- You may receive a message as below:



- Click on the **Close** button, and the Commission Receipt (Open Item) screen will automatically open.

Commission Receipt - Open Items Details

Creditor Id: DJ Consultant: glenda Date: 25/01/2005
 Description:

Form(s) of payment (1 of 1)

Type: [dropdown] Payer: VIRGIN BLUE Amount: 0.00
 Nbr: [] Bank: [] Branch: []

Transactions

Date	Type	Tranx Id	Reference	Ticket Nbr	Amount
25/01/2005	CQC	Q000000112	Tamoko/Ming Mr		-1544.55
25/01/2005	CQC	Q000000111	Wallis/William Mr		-689.45
25/01/2005	CQC	Q000000110	Schultz/Helga Ms		-312.80
25/01/2005	TKT	T000000353	Smith/Cybil Mrs	5697542326	-269.70
25/01/2005	QCC	Q000000109	O'Niell/Lillie Ms		16.38
25/01/2005	ACM	T000000352	Chin/Lillie Ms	TZZTDG	105.00
25/01/2005	QCC	Q000000114	Ng/Lawrence Mr		216.90

Selected: 105.00 Amount: -2,478.22

Show All

- Click the **Show All** button in the bottom left hand corner to display all transaction types including ACM's.
- This screen will display all the commissions outstanding from this creditor. Highlight the amounts that correspond with your bank statement.
- Complete the **Amount** and **Type** fields in the **Form of Payment** area and click on **OK**.

Commission Receipts

The following procedures are used to receipt commission from Creditors. There are two types of commission received from Creditors, processed by using either:

- Commission Receipt – Other
- Commission Receipt - Open Item

Commission Receipt - Other

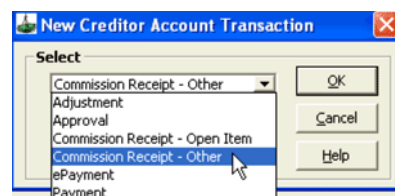
Used where commission is received from a Creditor after the client has paid direct (e.g. Car rental, Hotel accommodation), or an override payment.

The amount received is not applied to any Trip file. The system automatically creates two balancing transactions on the Creditor file. This ensures that the sales and commission are recorded on the Sales reports.

Receipting Commission or Overrides in the Creditor Account

Hotel commissions may be receipted in individual creditor files or in a **HOTELCOMM** Creditor created for receipting of sundry commissions. If the commission was flagged in the Trip file it can be cross-referenced from this window.

1. Open the required Creditor file and click the **Accounting** tab.
2. Click the **New** icon on the toolbar or press **Ctrl+N**.
3. Select **Commission Receipt - Other** from the scroll and click **OK**.



4. In the Commission Receipt –Other screen, select the type of commission being received:
 - For commission being received from Creditors after a client has paid the operator direct (e.g. car rental), select **Commission**.
 - For override payments from Creditors, select **Override**.

5. For **Commission**, complete the following fields:
 - **Sales Code**
Select **Domestic**, **International** or **Sundry**.
 - **GST**
Select **Yes** or **No**.
 - **Service Type**
Select **Flight**, **Hotel**, **Tour**, etc.
 - **Amount**
System generated total of all forms of payment entered.
 - **Supplier Id**
Select the supplier code.
 - **GST Value**
System generated GST calculation.
 - **Sales Value**
Input the gross value of the sale.
 - **Amount (ex GST)**
System generated calculation of the amount field less GST, where applicable.
 - **Departure Date**
Input the date the service commenced.
 - **Form of Payment**
Complete the form of payment details in the normal manner.
6. When complete select **OK**.

Override

Commission Receipt Details

JAP Commission Override Date: 2/06/2004

Consultant: glenda Sales Code: International

Amount: 78.00 Service Type: F-Flight

Supplier Id: JL

GL Allocation

Account #	GL Account Description	GST	Amount Excl	GST Amt	Amount Incl
10030	overrides received		78.00	0.00	78.00
Total:			78.00	0.00	78.00

Form(s) of payment (1 of 1)

Type: Direct Deposit

Payer: Japan Airlines

Amount: 78.00

Nbr: Bank: Branch:

Reverse Print OK Cancel

1. For **Override** complete the following fields:

- **Sales Code**
Select **Domestic**, **International**, or **Sundry**.
- **Service Type**
Select **Flight**, **Hotel**, etc.
- **Amount**
System generated total of all forms of payment entered.
- **Supplier Id**
Select the supplier code
- **GL Allocation Account**
Use **F12** to select the GL account to be credited. The **Add** button may be used if the payment is to be spread over more than one GL account. The total allocation must equal the Amount field.

Amount excl.
Amount exclusive of GST.

GST
Check this box when GST is applicable. When checked, the system automatically calculates the applicable GST amount.

GST Amt
System generated GST calculation. This calculation only takes place after the GST box has been checked.

Amount Incl.
Amount inclusive of GST. **NOTE:** On this screen, either complete the **Amount excl.** field or the **Amount Incl.** field. If the **GST** box is checked, then the system will automatically complete the remaining fields.

- **Form of Payment**
Complete the form of payment details in the normal manner.
2. When complete select **OK**.

Receipting Hotel Commissions that have been Tracked

The MyCCT Hotel Commission Tracking functionality allows agents to monitor outstanding commissions due.

1. There are two ways to flag commission as received:
 - In **MyCCT**, access **Hotel Commission Tracking**. Click into the **Hotel booking(s)** and change the status from **Pending** to **Received**. Enter the amount, date (defaults to today's date) and variation reason (if any). Click **OK**. **NOTE**: This process does not initiate a receipt transaction.
 - Monies received from Tracked Hotels can also be flagged as received by completing a **Commission Receipt - Other** transaction. Only one item can be receipted at a time.

2. Enter all fields as previously described.
3. Click on the **Hotel Commission Flag** to display a list of all accommodation segments with the status **Pending**.

Trip Code	Passengers	Hotel	Check Out Date	Amount	Date	Variation
GL0206040001	Thorpe/ Jack Mr		12Dec2003	650.00	19Dec2003	MC
MC 10671	Marriott Hotel 34 Phu King St Phuket	Thailand	Actual:			None
GL0206040002	O'Niell/Lilly Mrs, O'Niell/ Oscar Mr		15Dec2003	110.00	22Dec2003	MC
MC 1161	Marriott Bangkok 18 Patong Rd Bangkok	Thailand	Actual:			None
GL2805040002	Nguyen /Angrid Ms		22Dec2003	126.00	29Dec2003	MC
MC 43992	Marriott Singapore 131 Orchard Rd	Singapore	Actual:			None

- Enter the **Actual** amount of the commission received.
- The system defaults to today's date, however this may be backdated if required.
- Any variation to the expected amount can be recorded by selecting one of the **Variation** reasons.

Trip Code	Passengers	Hotel	Check Out Date	Amount	Date	Variation
GL2805040002	Nguyen /Angrid Ms		22Dec2003	126.00	29Dec2003	MC
MC 43992	Marriott Singapore 131 Orchard Rd	Singapore	Actual:	124.00	02Jun2004	Exch Rate Variatio

4. Complete the **Commission Receipt - Other** in the normal manner.

- To view the details, click the **Commission Flag** icon on the saved Receipt.

The **Commission Tracking** fields change from **Pending** to **Received** in the Trip file as soon as an amount is flagged as received in this screen.

Status: Pending Write Off Received
 7 Days 1 room
 Nightly Rate: 180 AUD Amount Received: 124.00
 Amount Expected: 126.00 Date Received: 2/06/2004
 Date Expected: 29/12/2003 Variation: Exch Rate Variat

NOTE: Currently only one hotel commission amount expected can be flagged as received per Commission Receipt - Other transaction. If the commission received is for multiple tracked bookings, e.g. three bookings with a single cheque, the other bookings need to be flagged as per method 1.

For details on how to enter a hotel segment with flagged commission, see *Client Management* guide.

Commission Receipt - Open Item

This receipt is used where commission is received from a Creditor after payment has been made by credit card and the creditor acted as merchant, (i.e. when a CCF or QCC transaction was originally completed.)

How to Receipt Commission - Open Item

- Open the required Creditor file and click the **Accounting** tab. Click the **New** icon on the toolbar or press **Ctrl+N**.
- Select **Commission Receipt - Open Item** from the scroll and click **OK**.

Commission Receipt (Open Item)
Commission Receipt - Open Items Details
 Creditor Id: CONCOR Consultant: glenda Date: 11/01/2005
 Description: for period ending 12 Jan 05

Form(s) of payment (1 of 1)
 Type: Direct Deposit
 Payer: CONCORDE INTERNATIONAL TRAVEL
 Amount: 799.70
 Nbr: Bank: Branch:

Date	Type	Tranx Id	Reference	Ticket Nbr	Amount
11/01/2005	QCC	Q000000091	Spencer-Burridge/GlendaMrs		27.50
11/01/2005	QCC	Q000000092	Bean/Basil Mr		45.00
11/01/2005	CCF	T000000320	Ng/Lawrence Mr	2358797921	88.20
11/01/2005	CCF	T000000325	Wong/Alice Mrs	5698723486	207.00
11/01/2005	CCF	T000000324	McIntyre/Millie Ms	5215568689	216.00
11/01/2005	CCF	T000000322	O'Niell/Lillie Ms	3259870235	216.00

Selected: 799.70 Amount: 799.70

3. Complete the following fields:

- **Description**
Free format description as required.
- **Form of Payment**
Complete in the normal manner.

NOTE: The amount field must equal the total items selected in order to save the transaction.

- **Transactions**
The screen below displays a list of all outstanding commission amounts for a Creditor.
- The transaction area can be sorted by different columns by clicking on the heading (e.g. click Ticket Nbr to sort the screen by Ticket Number). To view all transactions relating to a Creditor, click the **Show All** button.

Transactions						Select All
Date	Type	Tranx Id	Reference	Ticket Nbr	Amount	
11/01/2005	QCC	Q000000092	Bean/Basil Mr		45.00	
11/01/2005	QCC	Q000000091	Spencer-Burridge/GlendaMrs		27.50	
11/01/2005	CCF	T000000322	O'Niell/Lillie Ms	3259870235	216.00	
11/01/2005	CCF	T000000330	Ng/Fella Ms	4596546496	378.00	
11/01/2005	CCF	T000000325	Wong/Alice Mrs	5698723486	207.00	

4. Click the items to be receipted or use the **Select All** button.

After the Select All button has been used, the button changes to **Deselect All**.

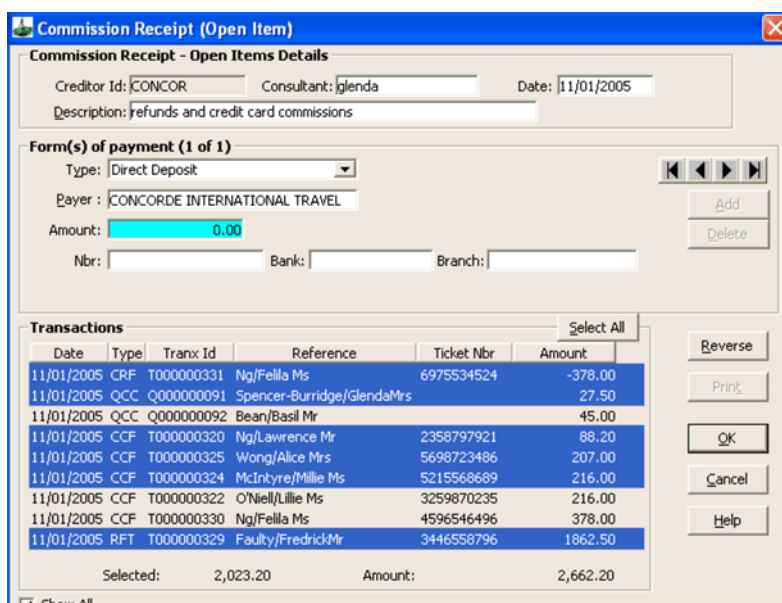
5. There is no Approval stage with the Commission Receipt Open Item. When you click on the **OK** button the transaction is both approved and paid.
6. A prompt displays, asking if you wish to **Save** this transaction. Click **Yes** to proceed.

NOTE: No GST option is available on this Window as all GST calculations relating to this transaction would have been made when the original Ticket or Cheque Requisition was completed.

Receipting Monies from a Creditor

All transactions relating to the open Creditor file can be displayed in the **Commission Receipt Open Item** by ticking the **Show All** box in the bottom left hand corner. When a **Commission Receipt Open Item** is initially opened this box is not ticked so you can only see credit card related items (CCF/QCC CRF transactions). When the **Show All** box is ticked all other transaction types will be displayed including ADM's and ACM's.

By ticking the **Show All** box it becomes possible to receipt both commission and a refund back from a Creditor in the same transaction.



The receipt to refund (**RFT**) can then be ticked to receipt the commission (**CCF**, **QCC**) all in one transaction.

BSP Processing

The IATA BSP reconciliation can be processed by either:

- Downloading the IATA report using BSPlink and importing it into CCT. Refer to [BSP Reconciliation Procedures](#) document on the Galileo Support website.
- Using the Approval and Payment method of Creditor payment. See "Approval & Payment Method" in Module 4: Creditor File.

Note: It should be noted that the following BSP procedures serve as a guide only and may not cover all reconciliation scenarios. Further information on how to reconcile the BSP Return should be sought from your accounting professional.

BSP Electronic File Formats

The CrossCheck Travel BSP Reconciliation module can reconcile electronic file types which have an extension of .ASC or .STM. In this guide we refer to the .ASC format (often referred to as 'S' and 'T' files). The actual BSP Reconciliation process in CCT remains the same no matter which file type is selected.

Downloading the BSPlink Report

1. Go to the IATA BSP Web site at www.bsplink.iata.org to download the BSP Report. Click on the Download icon next to the required billing.

▶AUaz02342476_20061002_Agent Billing ASCII.zip	14/10/2006 00:19:44	Billing Files - UNISYS	0.64Kb	Download	<input type="checkbox"/> Delete File
▶AUaz02342476_20061013_Agent Daily Net Error Report.zip	13/10/2006 19:52:25	Billing Files - UNISYS	35.00Kb	Download	<input type="checkbox"/> Delete File
▶AUaz02342476_20061012_Agent Daily Net Error Report.zip	12/10/2006 22:28:14	Billing Files - UNISYS	34.64Kb	Download	<input type="checkbox"/> Delete File

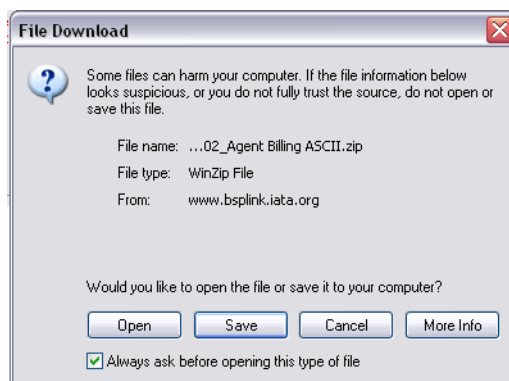
2. This window will appear after clicking the download button. Click on the link as requested in this window.

Files have been generated to be downloaded. Please, click the link below. Note that file data is compressed, and, therefore, WinZip program should be installed in your PC in order to uncompress the file. If you have any question related to this issue, please, refer to BSP Home Page or contact the BSP Customer Service for further information. Thank you.

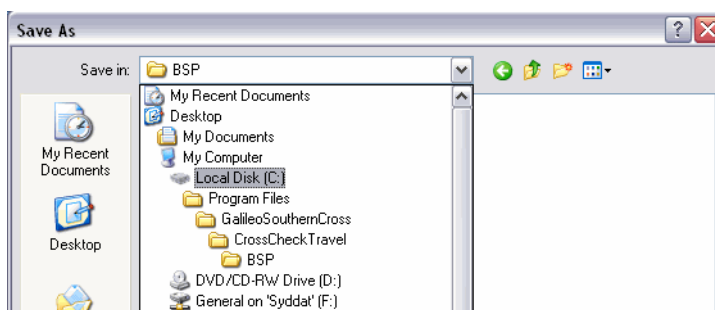
File ready for downloading.

[AUaz02342476_20061002_Agent Billing ASCII.zip](#)

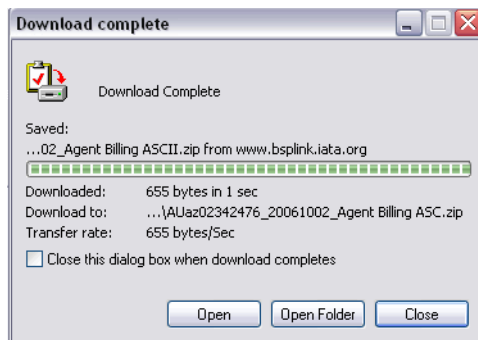
3. A File Download screen will appear.



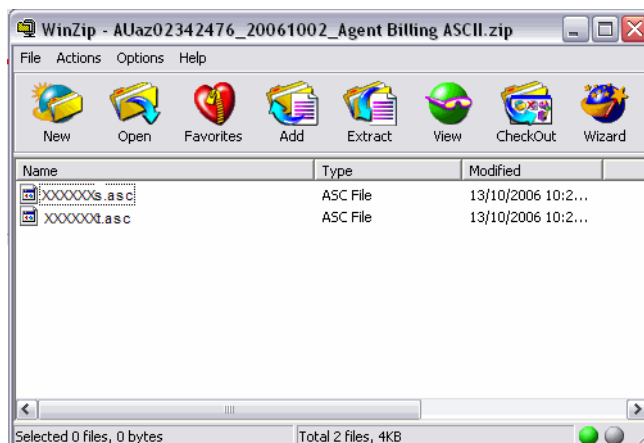
Click on Save and select the location for this file. A folder called BSP can be created on a common drive providing access for all users. The Save In box at the top must show the selected folder.



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

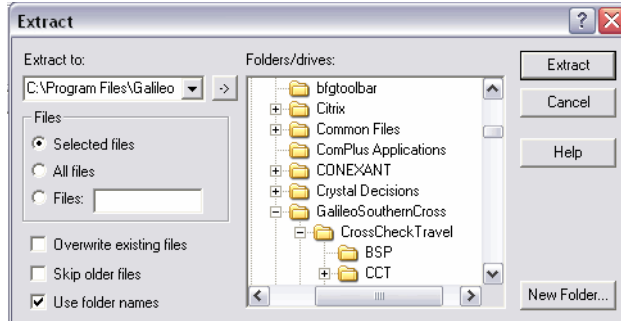


5. Click Open to display the zipped files.



Two files will be displayed. The larger file (i.e. xxxxxxxt.asc) is the file to import into Crosscheck Travel. Right Click over the zip folder called xxxxxxxt.asc and select Extract.

6. Navigate to the folder the BSP Billing is to be saved into (mentioned previously in Step 3) and click on Extract.

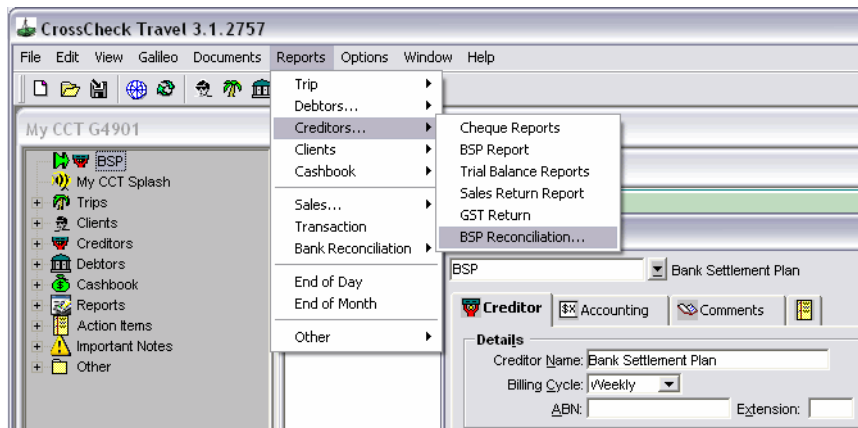


7. The BSP Billing file will now be available to import into CCT from its saved location.

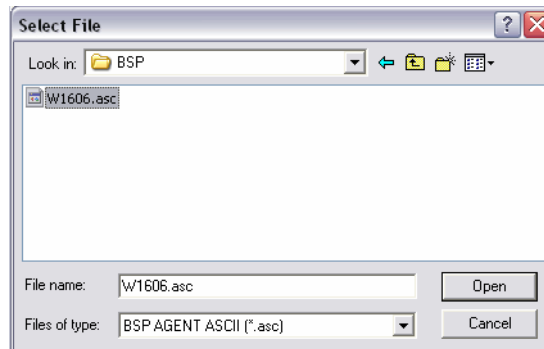
Note: The file can be renamed if desired e.g. the CCT billing period it relates to (e.g. W1406.asc).

Importing the BSP Return into CCT

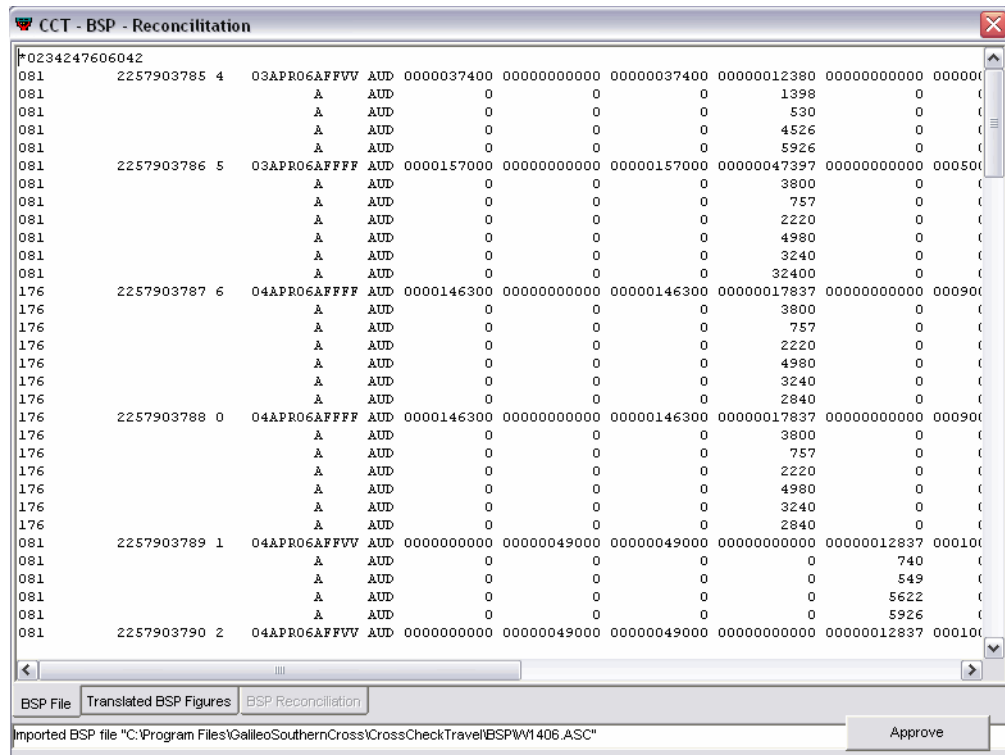
1. Open the BSP Creditor. Click on Reports/Creditors/BSP Reconciliation.



- The BSP Reconciliation Report screen will appear with the Select File window open. Navigate to the Look In folder required (e.g. BSP) - this will be the folder you saved the electronic file into. The ASC billing file to be imported into CCT will be available to select.



- Click on the ASC file so that it becomes the File Name, then click Open. The Billing will then open into the CCT - BSP Reconciliation window. The BSP File tab displays the Electronic (ASC) file in text format.



- Click on the Translated BSP Figures tab. This converts the content of the ASC file into a CCT-readable format.

Supp Num Code	Ticket Nbr	Transaction Cash	Transaction Credit	Late Rep (Incl Tax)	Taxes Cash	Taxes Credit	Commission Rate	Commission Amount	Tax On Commission	Balance Payable	Cc Type	Cc Number	Tran Type
081	2257903785	374.00	.00	.00	123.80	.00	.00	.00	.00	497.80	UE	TKTT	TKT
081	2257903786	1,570.00	.00	.00	473.97	.00	5.00	78.50	.00	1,965.47	T	TT	TKT
176	2257903787	1,463.00	.00	.00	178.37	.00	9.00	131.67	.00	1,509.70	T	TT	TKT
176	2257903788	1,463.00	.00	.00	178.37	.00	9.00	131.67	.00	1,509.70	T	TT	TKT
081	2257903789	.00	490.00	.00	128.37	.00	1.00	4.90	.49	-5.39	59	75510314399 VI45	TKT
081	2257903790	.00	490.00	.00	128.37	.00	1.00	4.90	.49	-5.39	59	75510314399 VI45	TKT
608	2257903791	163.00	.00	.00	67.95	.00	1.00	1.63	.16	229.16	is	ion Control by A	TKT
081	2257903792	374.00	.00	.00	123.80	.00	1.00	3.74	.37	493.69	T	TT	TKT
176	2257903793	1,463.00	.00	.00	172.87	.00	9.00	131.67	.00	1,504.20	T	TT	TKT
176	2257903794	1,463.00	.00	.00	172.87	.00	9.00	131.67	.00	1,504.20	T	TT	TKT
176	2257903795	.00	1,463.00	.00	175.77	.00	9.00	131.67	.00	-131.67	64	72010885319 VI45	TKT
081	2257903796	411.00	.00	.00	135.06	.00	.00	.00	.00	546.06	T	TT	TKT
081	2257903797	411.00	.00	.00	135.06	.00	.00	.00	.00	546.06	T	TT	TKT
081	2257903798	541.00	.00	.00	207.41	.00	.00	.00	.00	748.41	T	TT	TKT
081	2257903799	541.00	.00	.00	207.41	.00	.00	.00	.00	748.41	T	TT	TKT
125	2257903800	873.00	.00	.00	367.40	.00	5.00	43.65	.00	1,196.75	UE	TKTT	TKT
125	2257903801	.00	.00	.00	.00	.00	.00	.00	.00	.00			TKT
125	2257903802	873.00	.00	.00	367.40	.00	5.00	43.65	.00	1,196.75	UE	TKTT	TKT
125	2257903803	.00	.00	.00	.00	.00	.00	.00	.00	.00			TKT
081	2257903804	2,978.00	.00	.00	430.43	.00	.00	.00	.00	3,408.43	T	TT	TKT
176	2257903805	1,717.00	.00	.00	164.27	.00	9.00	154.53	.00	1,726.74	T	TT	TKT

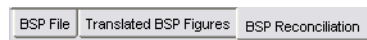
This tab can be referred to by the user when reconciling tickets to CrossCheck Travel. Fares, Commission and Amount Payable figures per ticket are displayed. A detailed Tax breakdown can be achieved by clicking on the total taxes amount in the Taxes Cash or Taxes Credit column. Please note that the GST for both Fare and Taxes is included in this total as the 'UO' tax.

TKT	Supp Num Code	Ticket Nbr	Transaction Values Cash	Transaction Values Credit	Late Rep (Incl GST)	Taxes Cash	Taxes Credit	Rate	Commission Amount	Tax	Balance Payable	Trip / Tranx
						226.07	0.00	0.00	0.00	0.00	764.07	Q6NDH0190506
Conj:			0.00	0.00		0.00	0.00					T000000071
Exch:			BSP c/c:									19/05/2006
												18/04/2006
	081	2257903823	538.00	0.00							764.07	Q6NDH0190506
Conj:			0.00	0.00								T000000072
Exch:			BSP c/c:									19/05/2006
												18/04/2006
	081	2257903824	612.00	0.00		0.00	0.00				759.60	SF9LS8190506
Conj:			0.00	0.00								T000000075
Exch:			BSP c/c:									19/05/2006
												18/04/2006

The total of the Balance Payable column should be noted in this screen as it is the total payable to BSP. In our example this figure is \$27,933.87.

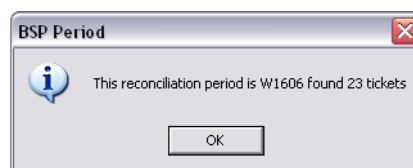
Supp Num Code	Ticket Nbr	Transaction Cash	Transaction Credit	Late Rep (Incl Tax)	Taxes Credit	Taxes Cash	Comm-ission Rate	Commission Amount	Tax On Comm-ission	Balance Payable	Cc Type	Cc Number	Tran Type
081	2257903827	434.00	.00	.00	.00	229.46	.00	.00	.00	663.46 T	TT		TKT
081	2257903828	434.00	.00	.00	.00	229.46	.00	.00	.00	663.46 T	TT		TKT
081	2257903829	434.00	.00	.00	.00	229.46	.00	.00	.00	663.46 T	TT		TKT
081	2257903830	439.00	.00	.00	.00	137.41	.00	.00	.00	576.41 UE	TKTT		TKT
081	2257903831	439.00	.00	.00	.00	137.41	.00	.00	.00	576.41 UE	TKTT		TKT
081	2257903832	439.00	.00	.00	.00	137.41	.00	.00	.00	576.41 UE	TKTT		TKT
217	2257903833	1,372.00	.00	.00	.00	216.34	35.13	482.00	.00	1,106.34 is	ion Control by A		TKT
081	2257903834	6.15	.00	.00	.00	177.65	.00	.00	.00	183.80 81	257903781412 EX*		TKT
081	2257903835	6.15	.00	.00	.00	38.50	.00	.00	.00	44.65 81	257903782512 EX*		TKT
081	2257903836	214.00	.00	.00	.00	38.50	.00	.00	.00	252.50 81	25790382011 EX*C		TKT
081	2257903837	648.00	.00	.00	.00	248.17	5.00	32.40	.00	863.77 T	TT		TKT
217	2257903838	870.00	.00	.00	.00	63.20	7.00	60.90	.00	872.30 T	TT		TKT
081	2257903839	.00	1,870.00	.00	404.10	.00	5.00	93.50	.00	-93.50 09	96225997947 V145		TKT
081	2257903840	.00	.00	.00	.00	.00	.00	.00	.00	.00			TKT
618	3049160473	384.00	.00	.00	.00	.00	10.00	38.40	.00	345.60			TKT
618	3049160474	188.00	.00	.00	.00	.00	10.00	18.80	.00	169.20			TKT
081	3049160475	30.00	.00	.00	.00	3.00	.00	.00	.00	33.00			TKT
618	3049160476	4,137.00	.00	.00	.00	351.00	5.00	206.85	.00	4,281.15			TKT
081	3293395539	5,805.00	.00	.00	.00	289.27	5.00	290.25	.00	5,804.02 89	D CASH		TKT
016	601624454	.00	.00	.00	.00	.00	.00	-44.73	.00	44.73 25	029463 0000		TKT
		18,683.30	1,870.00	.00	404.10	3,470.06		1,178.37	.00	20,974.99			

- Click on the BSP Reconciliation tab at the bottom of the window.



An automatic match between the BSP Billing received and the transactions entered into CCT will be produced.

The system will display a prompt indicating how many tickets have been found in CrossCheck Travel (compared with the ASC file) for that billing period and will be displayed on screen.



The number of tickets found should be noted, as not all tickets may have been entered into CrossCheck Travel. Click OK to close this screen.

The BSP Reconciliation tab will now display BSP Ticket information.

CCT		BSP		Comparison		BSP Period ID: W1606				Total Approved: 20460.17		Total Variance: CREDIT 0.02	
TKT Supp Num Code	Ticket Nbr	Transaction Values Cash	Transaction Values Credit	Late Rep (Incl GST)	Taxes Cash	Taxes Credit	Commission Rate	Commission Amount	Commission Tax	Balance Payable	Trip / Tranx		
081	2257903822	538.00	0.00		226.07	0.00	0.00	0.00	0.00	764.07	Q6NDH0190506	✓	Approve
081	2257903822	538.00	0.00	0.00	226.08	0.00	0.00	0.00	0.00	764.08	T000000071		
Conj:		0.00	0.00			-0.01		0.00	0.00	-0.01	19/05/2006		-0.0
Exch:		BSP c/c: T TT						T000000071			18/04/2006		
081	2257903823	538.00	0.00		226.07	0.00	0.00	0.00	0.00	764.07	Q6NDH0190506	✓	Approve
081	2257903823	538.00	0.00	0.00	226.08	0.00	0.00	0.00	0.00	764.08	T000000072		
Conj:		0.00	0.00			-0.01		0.00	0.00	-0.01	19/05/2006		-0.0
Exch:		BSP c/c: T TT						T000000072			18/04/2006		
081	2257903824	612.00	0.00		147.6	0.00	0.00	0.00	0.00	759.60	SF9L58190506	✓	Approve
081	2257903824	612.00	0.00	0.00	147.60	0.00	0.00	0.00	0.00	759.60	T000000075		
Conj:		0.00	0.00			0.00		0.00	0.00		19/05/2006		-0.0
Exch:		BSP c/c: T TT						T000000075			18/04/2006		
081	2257903825	282.00	0.00		114.6	0.00	0.00	0.00	0.00	396.60	QNLCT8190506	✓	Approve
081	2257903825	282.00	0.00	0.00	114.60	0.00	0.00	0.00	0.00	396.60	T000000077		
Conj:		0.00	0.00			0.00		0.00	0.00		19/05/2006		-0.0
Exch:		BSP c/c: UE TKTT						T000000077			18/04/2006		
081	2257903826	434.00	0.00		229.46	0.00	0.00	0.00	0.00	663.46	QB9ZZ2190506	✓	Approve
081	2257903826	434.00	0.00	0.00	229.46	0.00	0.00	0.00	0.00	663.46	T000000078		
Conj:		0.00	0.00			0.00		0.00	0.00		19/05/2006		-0.0
Exch:		BSP c/c: T TT						T000000078			18/04/2006		

Reading the BSP Reconciliation Screen

The content of the BSP Reconciliation tab is colour coded, and contains information as follows:

- Blue - Tickets in the electronic BSP billing file.
- Green - Tickets that have been entered into CrossCheck Travel.
- Brown - Highlights any differences between the CCT and BSP tickets.

To appear in the BSP Reconciliation screen, the CCT (green) tickets must meet the following criteria:

- Be a Confirmed (C) or Approved (A) transaction - i.e. Ticket cannot have Unconfirmed (U), Paid (P), Commission Received (O), Reversed (R) or Cancelled (X) Status.

Date	Tranx ID	Tranx Type	Reference	Status	Debit	Credit
22/05/2006	T000000097	Ticket	TKT - BSP	C		4,281.15
	T000000096	Ticket	TKT - BSP	A		33.00

- Be linked to the BSP Creditor in the Ticket Requisition screen.

Ticket T000000095 (Confirmed)

Type: TKT

Issue Details

Service: Flight Supplier: SQ Creditor: BSP

Date: 22/04/2006 Sales Code: Internat Billing: Y/1606

- Have the correct Ticket issue Date (i.e. falls within the BSP Billing period being reconciled).

Ticket T000000095 (Confirmed)

Type: TKT

Issue Details

Service: Flight Supplier: SQ Creditor: BSP

Date: 22/04/2006 Sales Code: Internat Billing: Y/1606

Note: If all three criteria are not met, the CCT ticket will not display in the Electronic Approval screen.

The electronic BSP and CCT Ticket information is displayed in the standard BSP Return format:

- Supplier Numeric Code/Ticket Number - Ticket Number
- Conj - Conjunction ticket number in CCT (if applicable)
- Exch - Exchange ticket number in CCT (if applicable)
- Transaction Values (Cash or Credit) - Fare Excluding GST
- Taxes (Cash or Credit) - Taxes Excluding GST
- Commission Rate - Commission Percentage
- Commission Amount - Commission on Ticket Excluding GST
- Commission Tax - GST On Commission
- Balance Payable - Balance (Net) Payable to BSP
- The Trip/Tranx column then provides further detail of the CCT ticket including Trip Code, Transaction ID, Transaction Date and Ticket Issue Date.

Using the Screen to Reconcile BSP

The BSP Reconciliation tab gives the user the opportunity to compare and Approve CCT tickets with the BSP Return in the one screen.

Generally, when comparing to the electronic BSP return, each CCT ticket will fall into one of the following categories:

- Match the Return Balance Payable
- Require reversal and re-entry
- Require reversal due to incorrect entry (i.e. appear in CCT but not on BSP)
- Not display for reconciliation (i.e. appear in BSP file but not in CCT)
- Require Adjustment

This document will now look at how BSP tickets can be approved, and how discrepancies may be discovered and rectified.

When applying the fixes discussed in this document, the user can either exit the reconciliation screen and apply them immediately (before returning to the screen) or; make note of all issues and rectify all of them at once before returning to the screen.

Tickets Matching the Return Balance Payable

When a ticket in CCT is found to meet the matching criteria it will display above the BSP ticket.

081	2257903822	538.00	0.00	226.08	0.00	0.00	0.00	0.00	0.00	764.08	Q6NDH0190506	<input checked="" type="checkbox"/>	Approve
081	2257903822	538.00	0.00	0.00	226.08	0.00	0.00	0.00	0.00	764.08	T000000101		
Conj:		0.00	0.00		0.00			0.00			16/10/2006		
Exch:		BSP c/c: T TT						T000000101			18/04/2006		

Beside each ticket displayed, there is a box the user can tick to indicate whether each transaction should be approved.

Those transactions with a tick in the box will be approved for payment when the Approve button at the bottom of the screen is pressed (This usually occurs once all possible tickets have been reconciled).

A tick will automatically appear in the Approve box beside each ticket if the CCT and Electronic file Balance Payable match.

CCT - BSP - Reconciliation												
* CCT *		* BSP *		* Comparison *		BSP Period ID: W1606					Total Approved: 20460.18	
TKT		TKT		Total Variance: CREDIT 0.01								
Supp Num	Transaction Values	Late Rep	Taxes	Commission	Balance	Trip / Tranx						
Code	Ticket Nbr	Cash	Credit	(Incl GST)	Cash	Credit	Rate	Amount	Tax	Payable		
081	2257903822	538.00	0.00		226.08	0.00	0.00	0.00	0.00	764.08	Q6NDH0190506	<input checked="" type="checkbox"/>
081	2257903822	538.00	0.00	0.00	226.08	0.00	0.00	0.00	0.00	764.08	T000000101	
Conj:		0.00	0.00			0.00			0.00		16/10/2006	
Exch:		BSP c/c: T TT						T000000101			18/04/2006	

No action is usually required for these tickets as they are considered to be correct and will be approved when the 'Approve' button is pressed at the bottom of the screen.

Tickets Requiring Reversal and Re-Entry

It is assumed that when the balance payable of a CCT ticket displays a difference higher than ten cents to the BSP return that the discrepancy will be rectified with a transaction reversal and re-entry rather than an adjustment.

When a discrepancy like this occurs, the screen will display the difference between the balance payable figures in brown. The Approve box will not be ticked.

618 3049160473	384.00	0.00		0	0.00	0.00	0.00	0.00	384.00	SU2205060001	<input type="checkbox"/>	Approv
618 3049160473	384.00	0.00	0.00	0.00	0.00	10.00	38.40	0.00	345.60	T000000095	<input type="checkbox"/>	38.40
Conj:	0.00	0.00			0.00		-38.40		38.40	22/05/2006		
Exch:	BSP c/c:						T000000095			22/04/2006		

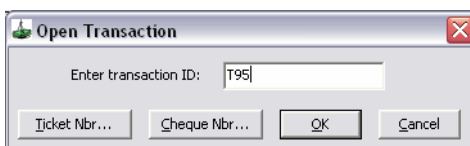
The Ticket Number, Transaction ID, Issue Date and Balance Payable of the incorrect ticket(s) should be noted, as should the discrepancy (and what is required to fix it).

To fix the discrepancy in the example above we would take note of the following information:

- Ticket Number - 232 3293395534
- Transaction ID - T00000319 (though it is only necessary to note T319)
- Issue Date - 4 April 2006
- Balance Payable (BSP) - \$1,167.12
- To fix - Commission Rate should be 7%, not 9%

To find the tickets, use the Transaction Search function. This can be accessed by clicking the Transaction Search button on the toolbar, by going to Options - Transaction Search (on the menu bar) or by using SHIFT+F11 keys on the keyboard.

Once this screen appears, type the Transaction ID into the search box and click OK.



The system search should retrieve the ticket (and the trip file the ticket has been entered onto).

Ticket T00000095 (Confirmed)

Type: TKT Consultant: support GST: No Tranx Date: 22/05/2006

Issue Details
 Service: Flight Supplier: SQ Creditor: BSP
 Date: 22/04/2006 Sales Code: Internat Billing: W1606

Ticket Details
 Ticket Nbr: 618 3049160473 Conjunction:

Fare
 Fare: 384.00

Fees
 Non Comm: .00

Cancellation Fees

Fare Details
 Fare Basis: Y Remark: SIN BKK

Discounts		Commissions		Taxes		Requisition Totals	
%	Amount	%	Amount	Code	Amount	Total excl.	inc. GST
1: .00	.00	Fare: .00	0.00		.00	384.00	384.00
2: .00	.00	Taxes:	0.00			Sell	
	.00	Total:	.00			384.00	384.00
Marketing Code: WALKIN		Override:	.00			Nett	
						384.00	384.00

Names
Bowen/JaneMs

Segments

Type	Supplier	Depart Date	Depart City	Arrive City	Status	Details
Flight	SQ	20/08/2006	SIN	BKK	HK	Class: Y

Buttons: Reverse, Print, GST, Repeat, Payment, OK, Cancel

This ticket will now need to be reversed and re-entered with the correct data.

The new ticket entered in its place must have the same Issue Date of the ticket to be reversed. The Transaction Date can remain as at the current date. In this example, the Issue Date was 04/04/2006.

The re-entered ticket in the example would look as follows:

Ticket

Type: TKT Consultant: support GST: No Tranx Date: 16/10/2006

Issue Details
 Service: Flight Supplier: SQ Creditor: BSP
 Date: 22/04/2006 Sales Code: Internat Billing: W1606

Ticket Details
 Ticket Nbr: 618 3049160473 Conjunction:

Fare
 Fare: 384.00

Fees
 Non Comm: .00

Cancellation Fees

Fare Details
 Fare Basis: Y Remark: SIN BKK

Discounts		Commissions		Taxes		Requisition Totals	
%	Amount	%	Amount	Code	Amount	Total excl.	inc. GST
1: .00	.00	Fare: 10.00	38.40		.00	384.00	384.00
2: .00	.00	Taxes:	0.00			Sell	
	.00	Total:	38.40			384.00	384.00
Marketing Code: WALKIN		Override:	.00			Nett	
						345.60	345.60

Names
BOWAN/JANEMS

Segments

Type	Supplier	Depart Date	Depart City	Arrive City	Status	Flight#	Insurance	Details
Flight	SQ	20/08/2006	SIN	BKK	HK	132		Class: Y
Flight	SQ	23/08/2006	BKK	HKT	HK	3421		
Flight	SQ	18/08/2006	SYD	SIN	HK	12		Class: J

Buttons: Reverse, Print, GST, Repeat, Payment, Custom, OK, Cancel

Before confirming the ticket, the Nett incl. GST figure should be checked to ensure that this new ticket will have a matching balance payable to the electronic BSP file.

Tickets Requiring Reversal Due to Incorrect Entry

Unpaired CCT tickets may display in the Approval screen:

CCT - BSP - Reconciliation										
'CCT'	'BSP'	'Comparison'		BSP Period ID: W1606				Total Approved: 20805.78		
618	3049160473	384.00	0.00	0	0.00	10.00	38.40	0.00	345.60	SU2205060001 <input checked="" type="checkbox"/> App
618	3049160473	384.00	0.00	0.00	0.00	0.00	38.40	0.00	345.60	T000000103
Conj:		0.00	0.00		0.00		0.00			16/10/2006
Exch:										22/04/2006
									T000000103	

This means that whilst the CCT ticket has all the necessary criteria to appear in the current billing (i.e. Creditor, Issue Date and Status C or A) the ticket is not on the current ASC billing file according to BSP.

When this occurs, you will need to take note of the Transaction ID, Ticket Number and Issue Date. The ticket should then be investigated and reversed (and re-entered into the correct period) if required.

Tickets Not Displaying (Missing Tickets)

There may be tickets missing from the reconciliation screen (i.e. tickets on the ASC file cannot be found in the CCT reconciliation screen).

The number of missing tickets will be displayed at the bottom of the screen.

BSP File	Translated BSP Figures	BSP Reconciliation
Finished matching - Found 23 out of 25		

In the example above, the system has found only 24 of the 30 tickets in the ASC file - meaning that CCT has been unable to match 6 tickets.

To find out which tickets are missing, the user may scan the BSP Reconciliation screen for missing sequential ticket numbers, or make comparisons by moving backward and forward between the Translated BSP Figures and BSP Reconciliation tabs.

It should be noted that Conjunction Tickets will be detected as 'missing'. These are discussed later in this document.

In our example, the 6 'missing' tickets are:

- 081 2257903789
- 608 2257903791
- 176 2257903795
- 125 2257903801 (Conj Ticket)
- 125 2257903803 (Conj Ticket)
- 618 3049160471

Missing tickets are likely to fall into one of the following categories:

- Ticket has been entered into CCT but is not a 'C' or 'A' status transaction i.e. Ticket is Unconfirmed (U), Paid (P), Commission Received (O), Reversed (R) or Cancelled (X) Status.
- Ticket has been entered into CCT but is not linked to the BSP Creditor in the Ticket Requisition screen.
- Ticket has been entered into CCT but does not have the correct Ticket issue Date (i.e. it falls within the incorrect BSP Billing period).
- Conjunction Tickets
- Ticket has not been entered/downloaded into CCT

To resolve this issue:

1. Select Reports - Trip - Unconfirmed Tickets to run the Unconfirmed Ticket Report.

This report is designed to show tickets which have been downloaded from Galileo Host but not confirmed as yet - i.e. the ticket(s) with a 'U' status.

In our example, there is one unconfirmed ticket present. This can be accessed by clicking on the Trip Code hyperlink on the report.

Trip Code	Ticket Number	Conj	Date	Billing Period	Type	Fare	Tax	Tranx ID	Consultant
XQ6Z5G161006	5142479283		23/08/2006	W3406	TKT	\$138.00	\$34.80	T000000105	support
Total						\$138.00	\$34.80		

When the trip file opens, proceed to the Accounting tab. Double-click into the 'U' status ticket.

Date	Tranx ID	Tranx Type	Reference	Status	Inv	Debit	Credit
16/10/2006	T000000105	Ticket	138.00	U	-		

Confirm all details are correct and check financial data matches that noted from the return. Click OK on the ticket and save.

Do this for each Unconfirmed Ticket on the report.

2. Search for the Tickets.

If a ticket has been entered into CCT with the incorrect details, it may still be found by using Transaction Search (mentioned earlier in this document) by Ticket Number.

To search by Ticket Number, open the Transaction Search screen and click on the 'Ticket Nbr...' box.

Enter the ticket number you are searching for (without Supplier Number).

Click OK.

If the ticket has been entered into the system, it will open on the screen. If it has been entered but subsequently reversed, the user may see several tickets appear in the lower section of the search screen to select. If the ticket is not in the system a prompt 'Transaction Not Found' will display.

If the ticket is found in the search, its' omission from the reconciliation screen should be investigated and steps taken to fix the issue (i.e. reversal and re-entry with the correct details).

In our example figures several of our missing tickets were found using the transaction search:

081 2257903789 - Issue Date Incorrect

Ticket

Type: TKT Consultant: support GST: No Tranx Date: 16/10/2006

Issue Details
 Service: Flight Supplier: QF Creditor: BSP
 Date: 26/04/2006 Sales Code: Domestic Billing: W1706

Ticket Details
 Ticket Nbr: 081 5142479283 Conjunction:

Fare
 Fare: 138.00

Fees
 Non Comm: .00

Commissions
 Fare: .00 0.00
 Taxes: 0.00
 Total: .00
 Override: .00 .00

Taxes

Code	Amount	GST	Status	%	Amount
BC	6.80			0.00	0.00
JP	19.80			0.00	0.00
YQ	8.20			0.00	0.00
					34.80

Requisition Totals
 Total excl. 172.80 inc. GST 172.80
 Sell 172.80 172.80
 Nett 172.80 172.80

Names
 BENJAMIN/AMYMS

Segments

Type	Supplier	Depart Date	Depart City	Arrive City	Status	Flight#	Insurance	Details
Flight	SQ	15/10/2006	SYD	SIN	HK	222		Class: E
Flight	SQ	15/10/2006	SIN	LHR	HK	322		Class: E
Flight	EI	18/10/2006	LHR	DUB	HK	157		Class: X
Flight	EI	23/10/2006	DUB	CDG	HK	524		Class: X
Flight	SQ	25/10/2006	CDG	SIN	HK	333		Class: E
Flight	SQ	26/10/2006	SIN	SYD	HK	219		Class: E

Buttons: Reverse, Print, GST, Repeat, Payment, Custom, OK, Cancel

If the issue date falls outside the period being reconciled, the ticket would need to be reversed and re-entered (with the correct issue date) to appear in the BSP Reconciliation screen.

618 3049160471 - Incorrect Creditor

Ticket T00000097 (Confirmed)

Type: TKT Consultant: support GST: No Tranx Date: 22/05/2006

Issue Details
 Service: Flight Supplier: QF Creditor: BSP
 Date: 22/04/2006 Sales Code: Internat Billing: W1606

Ticket Details
 Ticket Nbr: 618 3049160476 Conjunction:

Fare
 Fare: 4,137.00

Fees
 Non Comm: .00

Commissions
 Fare: 5.00 206.85
 Taxes: 0.00
 Total: 206.85
 Override: .00 .00

Taxes

Code	Amount	GST	Status	%	Amount
XT	351.00			0.00	0.00
					351.00

Requisition Totals
 Total excl. 4,488.00 inc. GST 4,488.00
 Sell 4,488.00 4,488.00
 Nett 4,281.15 4,281.15

Names
 Bowen/JaneMs

Segments

Type	Supplier	Depart Date	Depart City	Arrive City	Status	Details
Flight	SQ	20/08/2006	SIN	BKK	HK	Class: Y
Flight	SQ	23/08/2006	BKK	HKT	HK	
Flight	SQ	18/08/2006	SYD	SIN	HK	Class: J

Buttons: Reverse, Print, GST, Repeat, Payment, OK, Cancel

The Creditor displayed on this ticket is CONCORDE. This would need to be reversed and re-entered as a BSP ticket.

3. Conjunction Tickets

Conjunction tickets, while noted in the reconciliation screen, will be recognised as a 'missing' ticket number.

'Missing' conjunction tickets have 0.00 values showing against the ticket in the 'Translated BSP Figures' screen.

081	2257903839	.00	1,870.00	.00	404.10	.00	5.00	93.50	.00	-93.5009	96225997947 VI45	TKT	TI
081	2257903840	.00	.00	.00	.00	.00	.00	.00	.00	.00		TKT	TI

If the ticket has been entered into CCT, the conjunction number will show in the BSP Reconciliation tab directly below the ticket number prior to the 'missing' ticket.

TKT		TKT		Total Variance: CREDIT 0.01									
Supp Num	Code	Transaction Values		Late Rep (Incl.GST)	Taxes		Commission Rate	Commission Amount	Tax	Balance Payable	Trip / Tranx		
	Ticket Nbr	Cash	Credit		Cash	Credit							
618	3049160476	4,137.00	0.00		351	0.00	5.00	206.85	0.00	4,281.15	SU2205060001	<input checked="" type="checkbox"/>	Approv
618	3049160476	4,137.00	0.00	0.00	351.00	0.00	5.00	206.85	0.00	4,281.15	T000000115		
Conf: 477		0.00	0.00			0.00		0.00			16/10/2006		-0.0
Exch:		BSP c/c:						T000000115			20/04/2006		

No action (i.e. entry or reversal) is required to be taken for these missing tickets.

In our example, tickets 801 and 803 are conjunction tickets and therefore do not need to be actioned, even though they will still register as missing from the reconciliation.

4. Tickets not Entered/Downloaded

In our example, ticket 608 2257903791 does not appear to have been entered into CCT at all (i.e. it cannot be found in a search/is not unconfirmed/is not a conjunction ticket).

The missing ticket would be investigated and the appropriate booking file downloaded or trip found in CCT.

The ticket could then be confirmed / entered.

Tickets Requiring Adjustment

It is assumed that when a CCT ticket matches a BSP return ticket within ten cents (i.e. the balance payable of the CCT ticket is 1-10 cents different to that of the electronic file) the discrepancy will be rectified with an adjustment rather than a reversal and re-entry.

When a discrepancy like this occurs, the screen will display the difference between the tickets' balance payable figures in brown; however the Approve box will still automatically be ticked.

As there may be several tickets which require adjustment, the screen will also display a running total of the return discrepancy in a column on the far right.

CCT - BSP - Reconciliation												
CCT	BSP	Comparison	BSP Period ID: W1606							Total Approved: 20805.77		
TKT		Total Variance: CREDIT 0.02										
pp	de	Ticket Nbr	Transaction Values Cash	Values Credit	Late Rep (Incl GST)	Taxes Cash	Credit	Rate	Commission Amount	Tax	Balance Payable	Trip / Tranx
31		2257903822	538.00	0.00		226.07	0.00	0.00	0.00	0.00	764.07	Q6NDH0190506
					0.00	226.08	0.00	0.00	0.00	0.00	764.08	T000000119
							-0.01				-0.01	17/10/2006
												-0.01
												18/04/2006
												18/04/2006
												18/04/2006
												18/04/2006
												18/04/2006
												18/04/2006

The total discrepancy will be displayed at the top of the BSP Reconciliation tab. This Total Variance should be noted as this will indicate the adjustment amount (and Debit or Credit posting) that is necessary before processing the payment.

CCT - BSP - Reconciliation												
CCT	BSP	Comparison	BSP Period ID: W1606							Total Approved: 20805.77		
TKT		Total Variance: CREDIT 0.02										
pp	de	Ticket Nbr	Transaction Values Cash	Values Credit	Late Rep (Incl GST)	Taxes Cash	Credit	Rate	Commission Amount	Tax	Balance Payable	Trip / Tranx
31		2257903822	538.00	0.00		226.07	0.00	0.00	0.00	0.00	764.07	Q6NDH0190506
					0.00	226.08	0.00	0.00	0.00	0.00	764.08	T000000072
							-0.01				-0.01	19/05/2006
												-0.01
												18/04/2006
												18/04/2006
												18/04/2006
												18/04/2006
												18/04/2006

In the example above, the total adjustment that will need to be posted for this billing before payment can be made will be a Credit of one cent, i.e.

Creditor Adjustment

From (Debit) To (Credit) BSP Consultant: support Date: 17/10/2006

Type Code: Journal From (Debit) Account Id: COMMADJ

Amount: .02 GST: No

Remark: ADJUSTMENT TO BSP BILLING W1606

This adjustment can be entered immediately or once all possible tickets have been approved.

- Once all tickets have been amended as per the above suggestions, the BSP reconciliation screen should be re-entered.

Once again, the number of tickets found prompt will display:

BSP Period

This reconciliation period is W1606 found 23 tickets

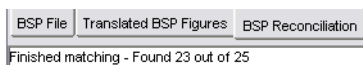
Click OK.

- Several checks should be made on this screen before proceeding with the approval:
 - Scroll quickly through the screen to ensure all transactions present are ticked for Approval
 - Confirm that the 'Finished matching' ticket area at the bottom of the screen is the Total number of tickets less any 'missing' conjunction tickets
 - Confirm that the 'Total Approved' amount at the top of the screen plus/less the Total Variance Adjustment amount displayed below it is equal to the Total Balance Payable.

In our example:

All transactions present are ticked for approval.

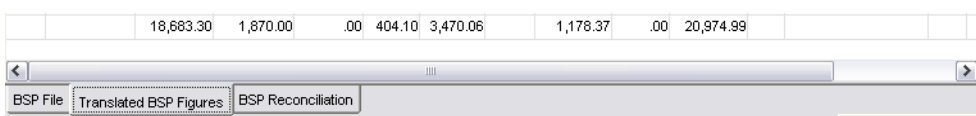
The system found 28 of 30 tickets. As 2 tickets were 'conjunction' we can safely assume we have found all outstanding values.



The Total Approved amount is \$27933.86, requiring a credit adjustment of \$0.01. Therefore \$27933.86 plus \$0.01 = \$27933.87

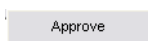


This equals the Total Balance payable figure on the bottom of the Translated BSP figures tab.



3. Approve the tickets.

To approve all tickets shown, go to the bottom right of the screen and click the 'Approve' button.



Close the X at the top of the screen to exit.

4. Enter the Adjustment for the variance amount (if not done so already).
5. Enter the Payment.

Go to the accounting screen of the BSP Creditor. Create a new transaction type (Ctrl+N) - select Payment.

Check that the payment amount is correct (as per the Balance Payable of the BSP file). If the amount is incorrect, review the BSP Reconciliation screen to find where the difference may be.

Once the Balance Payable equals the figure in the payment screen, enter the payment details as normal.

BSP Reconciliation Quick Checklist

What is the Balance Payable as per BSP File? \$ _____

Which CCT Tickets Require Reversal and Re-Entry?

Tranx ID	Ticket No.	Issue Date	Balance Payable	What is Required to Fix these?

Which Tickets are in CCT but not in the BSP (Unpaired CCT Tickets)?

Tranx ID	Ticket No.	Issue Date	Balance Payable	What is Required to Fix these?

Which Tickets are in the BSP but not in CCT (Missing Tickets)?

Missing _____ out of _____

Ticket No.	Issue Date	Fare \$	Taxes \$	GST \$ (UO)	Comm \$	Balance Payable	Reason Missing/Fix

- Can these be found on:
- * The Unpresented Cheques Report
 - * Using Transaction Search
- Or are they:
- * Conjunction Tickets
 - * Not in the system (CCT)

What is the Adjustment value required before making payment? \$ _____ DEBIT/CREDIT

Other Reconciliation Issues

Payment to BSP \$ _____

Date: _____ Transaction ID _____

Recording the BSP Annual Fee

The BSP Annual Fee is shown on the BSP transmittal as an ADM. There are two ways of recording this in CCT dependant on the balance of the BSP statement. Please read both methods before taking action and consult your accountant if unsure of which method to apply.

Both options could require establishing a new General Ledger Account called BSP Fees or Other Fees, or using the 20060 COMM ADJ account. See "Creating a New Cashbook Record" in Module 6: Cashbook.

When creating this account:

- Do not tick Bank Account
- Select Profit/Loss in the Account Type field
- Choose an Account Number in the 200's. E.g 20080.

The screenshot shows the 'Cashbook - BSP FEES' window. The account ID is 'BSP FEES'. The account type is 'Profit and Loss', category is 'EXPENSES', and sub-category is 'Expense - Client Related'. The account number is '20080' and the account alias is '20080'. The description is 'BSP fees'. The window also shows tabs for 'Chart of Accounts', 'Accounting', 'Deposits', 'Statements', and 'Year End'.

Option 1

If the fee shows as an ADM on the BSP transmittal and you are making a Payment to BSP follow the steps below:

1. Open the Creditor BSP and create an Adjustment as follows:
 - **From/To**
Select **To**.
 - **Type Code**
Select Journal and in the From (Debit) Account Id field, select the commission adjustment account: 20060 COMM ADJ or the BSP fees or Other Fees account.
 - **Amount**
Complete the Total field with the fee inclusive of GST.
 - **GST**
Select **Yes**.
 - **Remark**
Enter the BSP period this Fee relates to, and click on **OK**.

2. In the Creditor BSP open a **Payment** screen (not an Approval screen).

Date	Type	Tranx Id	Reference	Amount
02/02/2005	ADJ	A000000050	BSP FEES	165.00

3. Highlight the Adjustment transaction, complete the payment details and click on **OK**.

Option 2

If the total of the BSP statement in the period which includes the annual fee is a credit amount to your agency follow the steps below:

1. Open the Creditor BSP and create an Adjustment as follows:
 - **From/To**
Select **To**.
 - **Type Code**
Select **Open Item Variance** and in the **From (Debit) Account Id** field, select the commission adjustment account: **20060 COMM ADJ** or the BSP fees or Other Fees account.
 - **Amount**
Complete the Total field with the fee inclusive of GST.
 - **GST**
Select **Yes**.
 - **Remark**
Enter the BSP period this fee relates to, and click on **OK**.

Creditor Adjustment

From (Debit) To (Credit) BSP Consultant: glenda Date: 2/02/2005

Type Code: Open Item Varian From (Debit) Account Id: BSP FEES

Amount: 150.00 GST: Yes GST Amount: 15.00 Total: 165.00

Remark: BSP annual fee W4604

OK Cancel Help

2. In the Creditor BSP open a Commission Receipt Open Item screen.

Commission Receipt (Open Item)

Commission Receipt - Open Items Details

Creditor Id: BSP Consultant: glenda Date: 2/02/2005

Description: BSP return W4604

Form(s) of payment (1 of 1)

Type: Direct Deposit

Payer: Bank Settlement Plan

Amount: 237.00

Nbr: Bank: Branch:

Transactions

Date	Type	Tranx Id	Reference	Ticket Nbr	Amount
02/02/2005	ADJ	A000000051	BSP FEES	a	-165.00
24/01/2005	CCF	T000000347	Macchiavelli Clarice Ms	1932056328	150.00
04/01/2005	CCF	T000000316	BEAN/BASIL MR	2416147576	252.00

Selected: 237.00 Amount: 237.00

Reverse Print OK Cancel Help

3. Highlight the Adjustment transaction, and any other transactions required, complete the payment details and click on **OK**.

Recording BSP Charges for Excess Voided Tickets

BSP charges for excess voided tickets will show on your BSP transmittal as an ADM.

The two ways of recording this in CCT are dependant on the balance of the BSP statement.

The two methods for recording these charges are identical to the options described in the section above called How to Record the BSP Annual Fee, except that the **Remarks** field should say "**BSP charges for excess void tickets in the period....**".

Please read both methods before taking action and consult your accountant if unsure of which method to apply.

Creditor Adjustment

The Creditor Adjustment screen is used to transfer funds to or from other Creditors or General Ledger accounts, or to load opening balances for a financial cutover.

The Type of Adjustment available for selection depends on the type of transactions.

A Journal Adjustment appears with a Payment, whereas Open Item Variance appears in Commission Receipt - Open Item screen.

Completing a Creditor Adjustment

1. Open the required Creditor file and click on the **Accounting** tab.
2. Click on the **New** icon on the toolbar or press **Ctrl+N**. Select **Adjustment** and click **OK**.
3. Complete the following fields:
 - **From/To**
Select if the funds are to be adjusted **From** or **To** this Creditor.

From debits this creditor, **To** credits this creditor.
 - **Type Code**
Select one of the following from the **Type Code** drop down box.
 - **Transfer**
Transfers funds between Creditors. Once **Transfer** has been selected an additional field, **From (Debit) Creditor Id**, is displayed. The Creditor code for the balancing entry is then inserted.
 - **Take Up**
Take Up is only selected when accounting balances are manually entered.
 - **Journal**
Transfer to/from General Ledger. **Journal** displays an additional field of **From (Debit) Account Id**, where the GL account code for the balancing entry is selected.
 - **Open Item Variance**
Permits the write off or gain of small variances between commission expected and the amount actually received.

Open Item Variance displays an additional field of **From (Debit) Account Id**, where the GL account code for the balancing entry is selected.

NOTE: Large variances should be rectified by reversing the original Ticket/ Cheque Requisition then re-issuing for the correct amount of commission received, as Open Item Variances will not appear in Sales reports.

GST

1. If a Type Code of **Journal** or **Open Item Variance** is selected, then the **GST** option box will be displayed. If **GST** is selected as **Yes**, the **GST Amount** and **Total** fields will be displayed.

2. Complete the following fields:

- **Amount**

Enter the adjustment amount. If this is a **Journal** or **Open Item Variance** adjustment and GST is applicable, enter the amount exclusive of GST in this field.

Alternatively, leave the **Amount** field blank and enter the GST Inclusive amount in the **Total** field.

- **GST**

Select either **Yes** or **No**.

- **GST Amount**

System Generated calculation based on the entry in the **Amount** or **Total** fields.

- **Total**

When GST is applicable, enter the GST inclusive amount into this field.

Alternatively, leave the **Total** field blank and enter the GST exclusive amount in the **Amount** field.

- **Remark**

Remark is a mandatory field. Enter an explanation for the adjustment.

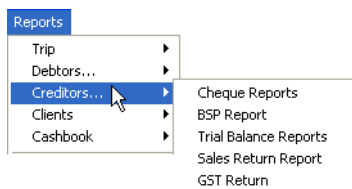
3. When finished click on **OK**.

Creditor Documents

The only documents available from the Creditor file are the **Fax** and **Visa** letters. See *Client Management* guide.

Creditor Reports

From the menu bar, select **Reports** and **Creditors**, then select from the sub menu attached.



Select the report required:

- **Cheque Reports**
Displays a list of either Cheque and Ticket requisitions that have been paid to Creditors, or a list of Cheque and Ticket requisitions awaiting payment.
- **BSP Report**
Provides a listing of BSP transactions, including ticket issues, net remit transactions, refunds, ACM's and ADM's for a requested BSP Billing period.
- **Trial Balance Reports**
Provide a financial balance report for your Creditor accounts. Choosing an Aged Trial Balance shows how long amounts have been outstanding, whereas a Trial Balance simply provides a list of account balances.
- **Sales Return Report**
Produces a Sales Return for the specified Creditor showing gross value, commission taken, and the nett payable to the Creditor. This report would be used for insurance policy sales, coach tickets etc. The system will automatically generate 2 copies of the report, one to accompany payment to the Creditor, the other being an office copy.
- **GST Return**
Provides a listing of all sales and the amount of GST collected and is used for the remittance of GST to the government taxation office.

Cheque Reports

- From the sub menu, select **Cheque Reports**.

Date	Type	Trip Code	Consultant	Transaction ID	Total	CCCF	Comm	GST	Suppl
Creditor CONI Concorde (International)									
20/05/2004	CCF	LOMLK4200504	melissah	T000021041	\$642.80	\$642.80	\$24.56	\$0.00	
2/06/2004	CCF	GL2805040001	glenda	T000030041	\$221.90	\$241.90	\$10.00	\$19.00	
	CCF	GL0206040001	glenda	T000030043	\$3,498.75	\$3,498.75	\$306.00	\$0.00	
Subtotal for Creditor Concorde (International)					\$4,363.45	\$4,383.45	\$340.56	\$19.00	

- Select the report type required from the drop down menu:
 - Cheque Paid**
Report on Cheque/Ticket requisitions paid to Creditors.
 - Cheques to Pay**
Report on Cheque/Ticket requisitions awaiting payment to Creditors.
- The following fields are optional and may be completed to obtain specific information. However, if left blank **ALL** data will be retrieved.
 - Cheque from/to**
Complete these fields to report on a specific range of used Cheque numbers.
 - Transaction date from/to**
Enter a date range to report only on transactions within the specified period.
 - Consultant**
Input a code to obtain a report on a specific consultant.
 - Ticket Type**
Select the Ticket/Cheque requisition type required from the drop down list.
 - Creditor**
Enter the Creditor's code to obtain a report for a specific Creditor.
 - Trip Code**
Input a code to obtain a report for a specific Trip file. Double click in this field to choose from a list of files.
- Click on **Retrieve** button to display the report. If required, select the **Print** button to print the report.

BSP Report

This report provides a listing of your office BSP transactions including ticket issues, net remit tickets, refunds, ACM's, and ADM's for the selected billing period.

See "BSP Processing" in Module 4: Creditor File.

Producing a BSP Report

- From the sub-menu, select **BSP Report**.

Australian BSP Return Report for Billing Period W2803

Airline	Document Number	Issue Date	- Transaction Values -		--- Tax Value ---		Tax on Commission	--- Commission --- Rate	Commission Amount	Balance Payable
			Cash	Credit	Cash	Credit				
Ticket Type Group: Ticket Issues										
012	0987098098	14/07/2003	\$1,289.00	\$0.00	\$0.00	\$0.00	\$0.00	9.0%	\$116.01	\$1,172.99
081	1649289377	17/07/2003	\$0.00	\$103.00	\$0.00	\$32.11	\$0.59	5.0%	\$5.99	-\$6.58
081	1649289378	17/07/2003	\$0.00	\$103.00	\$0.00	\$32.11	\$0.59	5.0%	\$5.99	-\$6.58
081	1680647725	14/07/2003	\$0.00	\$558.00	-\$0.01	\$92.62	\$2.94	5.0%	\$29.41	-\$32.35
Subtotal Ticket Issues			\$1,289.00	\$764.00	-\$0.01	\$156.84	\$4.12		\$157.40	\$1,127.48
Ticket Type Group: Refunds										
081	3453545	14/07/2003	-\$18.19	\$0.00	-\$1.81	\$0.00	-\$0.09	5.0%	-\$0.91	-\$19.00
Subtotal Refunds			-\$18.19	\$0.00	-\$1.81	\$0.00	-\$0.09		-\$0.91	-\$19.00
			- Transaction Values -	--- Tax Value ---	Tax on	Commission	Commission	Amount	Balance	
			Cash	Credit	Cash	Credit	Commission		Amount	Payable
Issues			\$1,289.00	\$764.00	-\$0.01	\$156.84	\$4.12		\$157.40	\$1,127.48
Refunds			-\$18.19	\$0.00	-\$1.81	\$0.00	-\$0.09		-\$0.91	-\$19.00
Debit Memo's			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00
Credit Memo's			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00
Grand Total			\$1,270.81	\$764.00	-\$1.82	\$156.84	\$4.03		\$156.49	\$1,108.48

- From the drop down selection list, choose the BSP Billing Period for which the report is required (mandatory). Choose either:
 - Full Report**
Includes both standard BSP ticket issues plus nett remit transactions.
 - BSP Return**
Includes only standard BSP ticket issues, refunds, etc.
 - BSP Net Remit Supplement**
Includes only nett remit ticket transactions.
- Click the **Retrieve** button to display the report data. Click the **Print** button if required.
- Once the report has been produced, check it against the audit coupons of tickets. Make any adjustments required through the respective Trip files. Once the BSP report is correct, go to the Approval screen and approve the appropriate tickets for payment. Proceed to the payment screen and complete the transaction.

Trial Balance Report

This report produces a financial balance report for your Creditor accounts. Choose an **Aged Trial Balance** or a **Trial Balance**.

How to Produce a Trial Balance Report

- From the sub-menu, select **Trial Balance Reports**.

Creditor	Creditor Name	Debit	Credit
ADVEN	ADVENTURE WORLD		\$5,518.00
ASEXP	ASIAN EXPLORER HOLIE		\$8,152.10
AVIS	AVIS CAR RENTALS		\$354.02
BSP	Bank Settlement Plan		\$82,793.26

- Complete the following fields as required:

- **Creditor Id**

Use **F12** to select a Creditor Id code if a report on a specific Creditor is required, or leave the field blank to report on all Creditors.

- **Report Type**

The Report Type field provides a drop down list box. Select the type of Trip report required.

Aged Trial Balance (Default)

Provides a report for each Creditor showing outstanding debts and how long the amounts have been outstanding.

Trial Balance

Provides a single report showing all Creditors and their debit or credit account balance.

- **Date To**

Tailor the Trial Balance report by completing the **Date To** field.

- Click the **Retrieve** button to display the report data. Once displayed, select **Save As** or **Print** button as required.

Sales Return Report

This report produces a Sales Return for the specified Creditor, showing gross value, commission and the nett payable to the creditor. It would be used for insurance policy sales, coach tickets, etc. A copy should accompany payment to the Creditor. This is the only menu bar report which lists the passenger names in relation to sales.

In addition, the Sales Return Report screen also produces a Commission Invoice by selection from the **Report Type** field. The Commission Invoice is used for GST purposes, to claim commission from Creditors.

How to produce a Sales Return Report

1. From the sub-menu, select **Sales Return Report**.

Status: Unpaid Service Type: All Start Date: 9/01/2005 End Date: 11/01/2005

Sales Return Report for CONCORDE INTERNATIONAL TRAVEL

Date of Issue	Voucher / Ticket Nbr	Supplier Conj ID	Passenger Name	Incl Amount	Excl Amount	Other Taxes	CCCF	G
(Sales)								
11/01/2005		MC	Spencer-Burridge/Glenda	\$275.00	\$275.00	\$0.00	\$275.00	\$0
11/01/2005		CD	Bean/Basil Mr	\$450.00	\$450.00	\$0.00	\$450.00	\$0
11/01/2005	3259870235	BA	O'Niell/Lillie Ms	\$2,400.00	\$2,400.00	\$124.50	\$2,524.50	\$0
11/01/2005	4596546496	SK	Ng/Felicia Ms	\$4,200.00	\$4,200.00	\$171.35	\$4,371.35	\$0
11/01/2005	5698723486	SQ	Wong/Alice Mrs	\$2,300.00	\$2,300.00	\$182.70	\$2,482.70	\$0
Total Sales				\$9,625.00	\$9,625.00	\$478.55	\$10,103.55	\$0
Total for CONCORDE INTERNATIONAL TRAVEL				\$9,625.00	\$9,625.00	\$478.55	\$10,103.55	\$0

Note: Amount column includes Non-commission Fees

2. Complete the following fields as required:
 - **Report Type**
Select from:
Sales Return
Commission Invoice
Commission Invoice Summary
 - **Creditor**
Input a code to report on a specific Creditor, or leave the field blank to report on all Creditors.
 - **Accounting Period**
Select a specific accounting period, if applicable.
 - **Billing Period**
Double click this field to display a drop down list, and select the required period.
 - **Service Type**
Select the service type required.
 - **Supplier**
If required, select the **Supplier** code.
 - **Paid/Unpaid/Both**
Select the status of the items to be included.
 - **Payment Id**
When **Paid** has been selected, the Payment ID field becomes available. Select Payment Id from the drop down list to display details of that payment.
 - **Transaction Date**
If applicable, input the sales period dates to be included in the report.
 - **Transaction ID**
If applicable, input a transaction ID range to be included in the report.
 - **Ticket date**
If applicable, enter a ticketed date range.
3. Select the **Retrieve** button to display the report. Select **Print** to print the report. The system automatically generates 2 copies.

For Sales Returns

After the Sales Return report has been produced, check the report against the audit coupons of the tickets.

Make any adjustments through the respective Trip files. When the Sales Return report is correct, display the Approval screen and approve the appropriate tickets for payment.

Proceed to the payment screen, input the Cheque number and complete the transaction.

Commission Invoice

The Commission Invoice allows the production of a Commission Tax Invoice by either Creditor or Supplier. An invoice can also be produced for any specified period or for a particular transaction.

SUNLOVER HOLIDAYS Date of Issue: 11/01/2005
 Period: 9/01/2005 - 11/01/2005
 Status: Unpaid

	Commission	GST on Commission	Total Commission
Trans Id: Q000000094 Tour - SUNLOVER Passenger(s) : O'Neil/Lillie Ms Date of Travel : 31 OCT 06 to	\$230.91	\$23.09	\$254.00
Trans Id: Q000000095 Tour - SUNLOVER Passenger(s) : McIntyre/Millie Ms Date of Travel : 31 OCT 06 to	\$230.91	\$23.09	\$254.00
Trans Id: Q000000096 Tour - SUNLOVER Passenger(s) : Faulstich/Fredrick Mr Date of Travel : 10 OCT 06 to	\$93.64	\$9.36	\$103.00

Change the report type to **Commission Invoice Summary** and complete any other fields required.

Commission Amount \$1,006.82
GST on Commission \$100.68
Total Commission \$1,107.50

Tax invoices are legal documents. Please contact your accountant or adviser for further information
 This is a summary of the transactions selected for the purposes of producing a Tax Invoice. Issuing of the Creditor Invoice (Detailed) Report for the same set of transactions will result in a duplication of the GST amount being invoiced.

GST Return Report

The GST Reports give all the data required to transfer to your BAS return. See "Australian GST" in Module 1: Getting Started.

How to produce a GST Return report

1. From the sub-menu, select **GST Return**.

	Total Supplier	GST Free Supplier	Input Taxed Supplier	GST Supplier	GST OUT	Deductions Paid	GST IN
ALL	\$97,914.70	\$84,598.00	\$0.00	\$13,316.70	\$1,218.57	\$11,291.98	\$1,026.51
Totals	\$97,914.70	\$84,598.00	\$0.00	\$13,316.70	\$1,218.57	\$11,291.98	\$1,026.51

2. Complete the following fields as required:

- **Report Type**

Select from:

Total Turnover

Commission Basis-Suppliers

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.

Module 5: Debtor File

Displaying and Accessing Debtors with Balance

The Debtor file is used to store information about your Debtors (i.e. companies that owe you money).

The screenshot shows a software window titled "Debtor - HBA UNI". The window contains several sections:

- Details:**
 - Debtor Name: Hobart University
 - Contact: Henry Hong
 - Bank Name: NAB
 - Branch: Hobart
 - Debtor Id: 12/01/2005
 - Statement Type: Open Item
 - Consultant: glenda
 - Last Modified By: glenda
 - ABN: 87 647 830 27
 - ABN Ext: []
- Credit:**
 - Limit Amount: 500,000.00
 - Current Bal.: 0.00
 - Available Bal.: 500,000.00
 - Active:
 - Limit Days: 21
 - Start Days: Invoice Date
 - Comment: []
- Phones:**

Type	Area	Number	Ext.	City Code	Comments	Primary
B	03	2943802		HBA		<input checked="" type="checkbox"/>
P	03	2943811		HBA		<input type="checkbox"/>
- Addresses:**

Type	Building	Street	Suburb	State	PCode	City	Country	Primary
I		PO. Box 12	HOBART	TAS	7000			<input checked="" type="checkbox"/>
B		151 Bridge Rd	HOBART	TAS	7000			<input type="checkbox"/>

To establish a Debtor file, see *Client Management* guide.

Debtors with a balance can be displayed using the filter in MyCCT, see *Client Management* guide.

Debtor Accounting

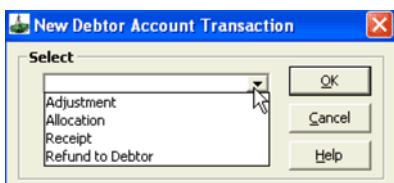
The Debtor transactions of Invoices and Credit Notes take place through the Trip file. See *Client Management* guide.

Functions such as Debtor Receipts and Adjustments are processed through the Debtor file.

Transactions available through the Debtor file are:

- **Adjustment**
Make accounting adjustments between Debtors or to a General Ledger account.
- **Allocation**
Allows Debtor receipts to be allocated against specific Invoices and Credit Notes.
- **Receipt**
Process payments received from Debtors and issue receipts if required.
- **Refunds to Debtor**
Issue immediate refunds of credit balances to Debtors.

To carry out any of these transactions, open the relevant Debtor file, highlight the **Accounting** tab and click on the **New** icon to open the New Debtor Account Transaction window, select the required transaction and click **OK** to open an input screen.



Debtor Accounting Tab

Accounting								
Date	Tranx Id	Tranx Type	Item Reference	Status	Amount	Dr Cr	Allocated Amount	Unallocated Amount
23/07/200	I000000051	Invoice	Reversal C000000C	R	490.05	Dr	490.05	0.00
16/07/200	R000000116	Receipt	Deposit 36	B	6,014.84	Cr	6,014.84	0.00
14/07/200	I000000048	Invoice	MICRO	C	980.69	Dr	0.00	980.69
	I000000046	Invoice	MICRO	\$	3,914.84	Dr	3,914.84	0.00
	I000000039	Invoice	MICRO	\$	483.82	Dr	483.82	0.00
	I000000038	Invoice	MICRO	\$	987.00	Dr	987.00	0.00
	I000000036	Invoice	MICRO	C	333.00	Dr	0.00	333.00
29/06/200	R000000109	Receipt	Statement 27	S	6,620.82	Cr	6,620.82	0.00
	I000000040	Invoice	MICRO	\$	2,100.00	Dr	2,100.00	0.00
Total Debits:					15,304.51			
Credits:					13,125.71			
Balance: 2,178.80 DR								

Field	Description
Date	Date that the transaction was added to the file.
Transaction Id	System generated transaction identification number.
Transaction Type	Type of transaction, e.g. receipt, ticket.
Item Reference	A system generated transaction number or reference code.
Status	Current status of the transaction – see table to follow.
Amount	The amount of this transaction.
Dr/Cr	The code Dr refers to the amount that has been debited from the account. The code Cr refers to the amount that has been credited to the account.
Allocated Amount	Shows the amount which has been allocated against the transaction.
Unallocated Amount	Shows the unallocated left on the transactions.

Accounting Status	Description
C - Confirmed	Record saved and cannot be edited
X - Cancelled	Automatically applied to the balancing item of a reversed transaction
R - Reversed	Reversed transaction, a balancing cancelled item is created automatically
S - Statement	Reconciled to Bank Statement
B - Banked	Transactions that have been included on a Bank Deposit Batch
\$ - Allocated	Invoices and Creditor payment items that have been paid and cleared

Debtor Receipt

1. Open the required Debtor file and select the **Accounting** tab.
2. Click the **New** icon or press **Ctrl+N** for a new transaction. Select **Receipt** and click **OK**.

3. Complete the following fields:
 - **Printed Remarks**
Add any free format remarks. These are printed on the Receipt.
 - **Form of Payment**
Depending on the Form of Payment Type selected, further fields may be displayed for the input of Cheque/Account details. If multiple forms of payment are to be used, select the **Add** button after completing the details of each payment type.
 - **Type**
Select the payment method.
 - **Payer**
Enter the name of the person or company making the payment.
 - **Amount**
Enter the full amount of the payment.
4. When the screen is complete, click **OK**. A prompt displays asking if you wish to Save the transaction. Click **Yes** or **No** as required.

The Allocation screen will be automatically displayed after the receipt has been completed, if there are outstanding invoices in the Debtor.

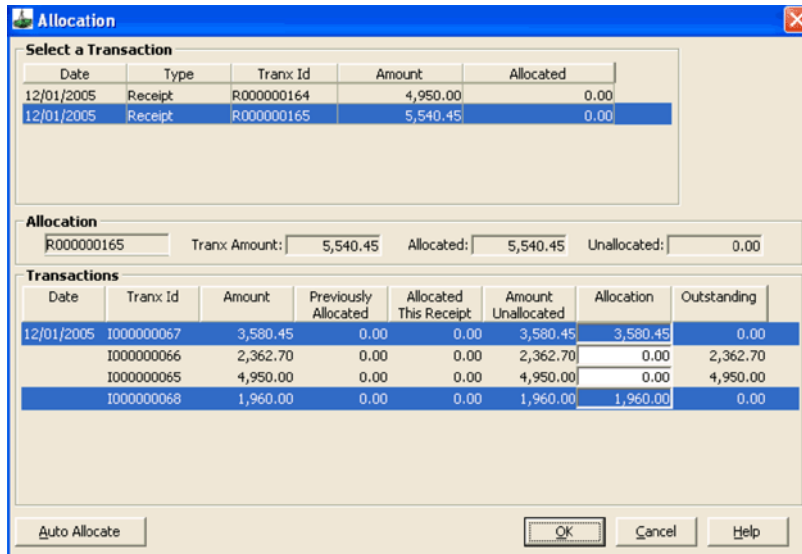
Debtor Receipt Allocation

The Allocation screen is used to fully or partially allocate a Debtor payment to one or more specific outstanding invoices. This allows a record to be kept of which invoices have been paid.

NOTE: It is **NOT** possible to undo an allocation once confirmed.

The Allocation screen will be displayed automatically after a receipt has been entered. It can also be opened independently as a new transaction.

The **Select a Transaction** area of the screen displays a list of credit transactions (e.g. Receipts or Credit Notes), which are either unallocated, or partially allocated. Highlight the item to be allocated.



The **Transactions** section displays a list of transactions which have not been fully allocated.

You can now choose to allocate using either of the following methods:

Manual Allocation

1. Highlight each Invoice to be paid and enter the dollar amount of the allocation into the **Allocation** field of each one. When finished select **OK**.
2. A prompt will be displayed warning that once an item has been allocated the transaction cannot be reversed. Select **Yes** to continue, or if unsure, select **No** to ignore the allocation.
3. Upon selecting **Yes**, another prompt displays asking if you wish to complete another allocation. Select **Yes** to redisplay the Allocation screen and start again, or select **No** to close the Allocation screen.

Automatic Allocation

Highlight each invoice to be paid and press the **Auto Allocate** button. The Allocation fields are then completed automatically up to the value of the payment. Depending on the payment amount, the final invoice may not be fully allocated.

The **Accounting** tab screen shows those invoices that have been allocated with the **\$** symbol in the status column.

Accounting								
Date	Tranx Id	Tranx Type	Item Reference	Status	Amount	Dr Cr	Allocated Amount	Unallocated Amount
12/01/2005	R000000165	Receipt	R000000165	C	5,540.45	Cr	5,540.45	0.00
	I000000068	Invoice	HBA UNI - Conference	\$	1,960.00	Dr	1,960.00	0.00
	I000000067	Invoice	HBA UNI	\$	3,580.45	Dr	3,580.45	0.00
	I000000066	Invoice	HBA UNI	C	2,362.70	Dr	0.00	2,362.70
	R000000164	Receipt	Deposit 50	B	4,950.00	Cr	0.00	4,950.00
	I000000065	Invoice	HBA UNI	C	4,950.00	Dr	0.00	4,950.00

Debtor Refund

The Debtor Refund screen is used to issue immediate refunds of credit balance funds back to a Debtor, (e.g. Issuing Cheque or Direct Credit into their Bank Account). This is an alternative to waiting for a Debtor to claim a credit balance from their monthly statement.

1. Open the required Debtor file and select the **Accounting** tab.
2. Click the **New** icon or press **Ctrl+N** for a new transaction. Choose **Refund to Debtor** from the new transaction screen and click **OK**.
3. Complete the following fields:
 - **Remark**
Add free format remarks if required.
 - **Form of Payment**
Depending on the Form of Payment Type, further fields may be displayed for the input of Cheque/Account details.
 - **Type**
Select the refund method.
 - **Payee**
Complete the name of the Debtor being refunded.
 - **Amount**
Enter the payment method.
4. When the screen is completed click **OK**.
5. A prompt displays asking if you wish to save the transaction. Select **Yes** to save the receipt. A further prompt then asks if you wish to print the receipt. Select **Yes** or **No** as required.

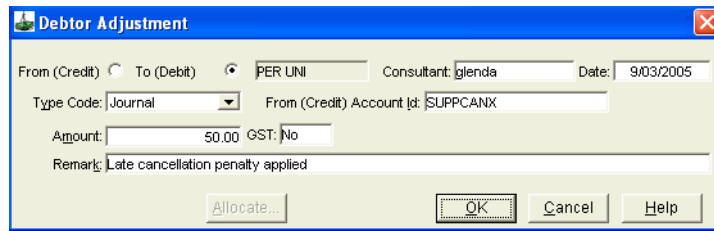
Debtor Adjustment

The Debtor Adjustment screen is used to transfer funds to or from other Debtors or General Ledger accounts, or to load opening balances for a financial cutover.

Completing a Debtor Adjustment

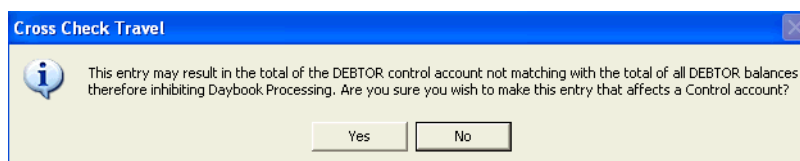
1. Open the required Debtor file, select the **Accounting** tab.
2. Click the **New** icon or press **Ctrl+N** for a new transaction. Choose **Adjustment** from the new transaction screen and click **OK**.
3. Complete the Adjustments screen by completing the following fields:
 - **From (Credit)**
Click this radio button if funds are being deducted from this Debtor.
 - **To (Debit)**
Click this radio button if entering funds into this Debtor.
 - **Type Code**
Select one of the following from the adjustment Type drop down list:

Transfer	Transfers funds between Debtor files. Once this type is selected an addition fill-in box is displayed to allow the Debtor Id of the other file to be entered. Type in the Debtor Id or double click the box to select from a list.
Take Up	Take up manual accounting balances
Journal	Transfer to/from the General Ledger accounts. Once this type is selected, an additional fill-in box displays, where the GL account for the balancing entry can be selected. Once Journal is selected, the GST option box is displayed. If Yes is selected in the GST field, additional GST Amount and Total boxes are displayed.



- **Amount**
Enter the amount of the adjustment. If this is a Journal adjustment and GST is applicable, enter the amount **EXCLUSIVE** of GST, as the system automatically adds the GST to the amount when the **GST** box is **Yes**.
 - **GST**
Yes if GST is applicable to the transaction
No if GST is not applicable to the transaction.
 - **GST Amount**
This figure is system generated when **GST Yes** has been selected. It is based on either the GST exclusive figure entered in the **Amount** field or the GST Inclusive amount entered into the **Total** field.
 - **Total**
This figure is system generated when an Amount field has been completed and **GST** is **Yes**, or the GST Inclusive figure can be entered in this field when the **Amount** field has been left blank.
 - **Remark**
This mandatory field has free format text.
4. When finished click **OK**. The Allocation screen will be automatically displayed depending on the type of Adjustment. Allocate the Adjustment as previously described.

If you are attempting to carry out a Journal Adjustment to/from the Debtor Control Account, a prompt will be displayed warning that this transaction may make the control account out of balance with the file totals.



If this error message is displayed you should not proceed with the adjustment. Click **No** to the proceed message and contact the Galileo Service Centre for further advise.

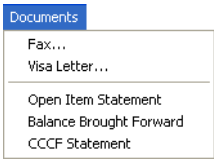
NOTE: Adjustments do not have a Reverse option and should not be created without thorough training in this area.

Debtor Documents

The five debtor documents available from the Documents option on the menu bar are:

- Fax Letter. See *Client Management* guide.
- Visa Letter. See *Client Management* guide.
- Open Item Statement.
- Balance Brought Forward.
- CCCF statement.

With the exception of Visa Letter, the retrieved documents will relate to the opened Debtor file.



Open Item Statement

An Open Item Statement lists all Receipts, Invoices and Credit Notes that have not been fully allocated during the current period. An aged balance break-up is also included.

DEBTOR STATEMENT - OPEN ITEM							
TRANSACTION	DATE	TYPE	ORDER NO	REFERENCE	AMOUNT	ALLOCATED	OUTSTANDING
D000000012	27-05-04	Debtor Refund			\$0,038.00	\$0,000.00	\$0,038.00
I000010041	25-05-04	Invoice		Lim/Claudia Mrs	\$0,038.00	\$0,000.00	\$0,038.00
I000010044	26-05-04	Invoice		Kato/Angsara Ms	\$2,150.00	\$0,000.00	\$0,000.00
R000011192	27-05-04	Receipt			\$0,000.00	\$2,150.00	\$0,000.00
I000010045	26-05-04	Invoice		Ho/Yoshiaki Ms	\$0,355.00	\$0,000.00	\$0,000.00
C000010014	26-05-04	Credit Note		Ho/Yoshiaki Ms	\$0,000.00	\$0,355.00	\$0,000.00
I000010046	26-05-04	Invoice		Hackett Harry Mr	\$2,780.00	\$0,000.00	\$0,000.00
R000011191	27-05-04	Receipt			\$0,000.00	\$2,780.00	\$0,000.00
I000010047	27-05-04	Invoice		Hackett Harry Mr	\$2,240.00	\$0,000.00	\$2,240.00
I000010048	27-05-04	Invoice		Bean Basil Mr	\$3,267.50	\$0,000.00	\$3,267.50
					\$1,086.85	\$5,285.00	\$5,583.50
TOTAL		7 DAYS	14 DAYS	21 DAYS	CURRENT		
\$5,583.50		\$0,000.00	\$0,000.00	\$0,000.00	\$5,583.50		

Balance Brought Forward

The Balance Brought Forward document includes the brought forward opening balance from the previous period and then lists all outstanding items for the current accounting period. An aged breakdown is included on one style only.

BALANCE BROUGHT FORWARD STATEMENT					DATE PRINTED	21 Jun 2004
TRANSACTION	DATE	TYPE	ORDER NO	REFERENCE	AMOUNT	
Opening Balance as at Tuesday, 1 June 2004						\$2,668.85
1000000068	21/06/2004	Invoice		CHUFELILAMRS		\$3,270.00
1000000069	21/06/2004	Invoice		AKAMANIS/ALBERTMR		\$2,900.00
					AMOUNT DEBIT	\$6,170.00
					AMOUNT CREDIT	\$0.00
					CLOSING BALANCE	\$8,838.85
TOTAL		7 DAYS	14 DAYS	21 DAYS	CURRENT	
\$8,838.85		\$0.00	\$0.00	\$2,668.85	\$6,170.00	

CCCF Statement

The CCCF Statement provides a list of all charges where the agent has acted on behalf of the supplier, using the credit cards stored against the debtor.

This is not included as a part of the End of Month and need to be run separately

This statement lists CCCF Receipts and CCCF Refunds.

Enter a date range and select the Subtotal By field, then click on Retrieve to display this report.

CCCF Statement

Transaction Date from: 01/07/2005 to: 30/07/2005 Subtotal by: Card Type and Card Number
Card Type and Card Number
Service Type and Supplier

CCCF Statement

Transaction Date from: 16/06/2004 to: 21/06/2004 Subtotal by: Service Type and Supplier

CCCF - STATEMENT

GLADYS OWENS
UNIVERSITY OF QUEENSLAND
PO.BOX 114
BRISBANE QLD 4000

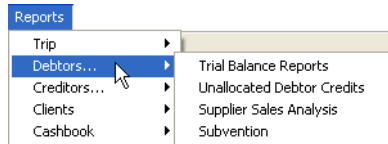
DATE PRINTED 21 Jun 2004

Date	ID	Supplier	Card Number	Card Holder	Receipt	Ref
21/06/2004	F000000002	British Airways	198753987518326	queensland Uni	\$3,780.00	
				Supplier Name British Airways	\$3,780.00	
21/06/2004	F000000003	Scandinavian Airline	198753987518326	Queensland Uni	\$4,350.00	
				Supplier Name Scandinavian Airlines Syster	\$4,350.00	
				Service Type Flight	\$8,130.00	
TOTAL					\$8,130.00	

Debtor Reports

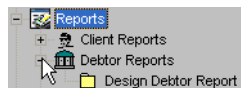
It is possible to access a pre-defined Debtor report via the menu bar, or design one from the MyCCT Menu.

Click **Reports** on the menu bar. Select **Debtor** from the drop down menu and then the report required from the sub-menu.



Creating a Debtor Report from MyCCT

Click on **Reports** in the MyCCT Menu and select **Debtor**. Click on the **Design Debtor Report** filter to display a fill-in screen.



NOTE: Some reports, when retrieved, display the number of report pages in the bottom left corner of the screen, e.g. 1 of 40. Please note that this represents the number of pages at the current screen size, a lesser number of pages will actually print. To find out the true number of printed pages, select the **Preview** button.

Trial Balance Report

The Trial Balance report gives you the option to produce either an **Aged Trial Balance** or a **Trial Balance Report**. This is done by selecting from the **Report Type** box once the report screen has opened.

- **Aged Trial Balance** (default)
This report provides details of Invoices and Credit Notes and how long they have been outstanding by ageing periods. The report is grouped by Debtor unless a specific Debtor ID was entered in the **Debtor ID** field.
- **Trial Balance**
This report produces a list of Debtors with current account balances presented as a single item. If this report is required for a specific Debtor, enter their code in the **Debtor ID** field.

Debtor Trial Balance Report

Debtor ID: Report Type: Trial Balance Date to: 9/03/2005

Debtor Trial Balance Printed 9/03/2005

Debtor ID	Debtor Name	Debit	Credit
AMEX	American Express	4,387.54	
CBR UNI	Canberra University		
DINERS	Diners Club		759.81
HBA UNI	Hobart University	14,001.39	
MACES	MACES ENGINEERING	9,561.70	
MACESCONST	MACES CONSTRUCTION	3,200.36	
MICRO	MICRO COMPUTER SYSTEMS	2,178.80	
PER UNI	Perth University	4,523.00	
SS	Sea Sports	7,320.00	
VETAF	VETERANS AFFAIRS	9,003.16	
WILKO	WILKINSON CONSTRUCTION		
Total for all Debtors		54,175.95	759.81
Total		53,416.14	DR

Page 1 of 1

Navigation: Clear Retrieve Preview Print Save as... Close

Producing a Trial Balance Report

1. Open the **Trial Balance** report from the sub menu.
2. If the **Debtor ID** field is left blank, a list of all Debtors is displayed. If a specific Debtor report is required, type in the Debtor ID, double click and select from the list.
3. Complete the **Date to** field for the Trial Balance report.
4. Click the **Retrieve** button to display the report.
5. Once the report is displayed select **Print**, **Save As** or **Preview** as required.

Unallocated Debtor Credits Report

The Unallocated Debtor Credits report lists all Receipts and Credit Notes to be allocated against outstanding invoices.

1. Select the **Unallocated Debtor Credits** report from the sub menu.

Transaction	Transaction	Date	Original	Allocated	Unallocated
Debtor: Diners Club					
C000000009	Credit Note	28/07/2003	\$1,227.98	\$0.00	\$1,227.98
Subtotals for Diners Club			\$1,227.98	\$0.00	\$1,227.98
Debtor: Hobart University					
R000000164	Receipt	12/01/2005	\$4,950.00	\$0.00	\$4,950.00

2. If the **Debtor Id** field is left blank, a report for all Debtors is retrieved. If a specific Debtor report is required, type in the Debtor Id or double click and select from the list.
3. Click the **Retrieve** button to display the report. Once the report is displayed select **Print**, **Save As** or **Preview** as required.

Supplier Sales Analysis

The Supplier Sales Analysis report shows all sales by suppliers grouped by Debtors. The report is based on Invoices and Credit Notes using the fare, discounts and amounts.

1. To produce a **Supplier Sales Analysis** report, select this option from the sub menu.

Supplier Sales Analysis

Sort: Supplier Service Type: Flight
 Debtor Id: HBA UNI Sales Code: (None)
 Supplier Code: to Debtor Group:
 Trans Date From: to

Debtor Sales Analysis Report
 Hobart University

Domestic

Supplier	Date	Inv./Cred. Note	Transaction	Fare	Discount	Taxes	GST on Fare	GST on Taxes	Total GST	CCCP
Qantas Airways Limited	12/01/05	1000000070	T000000337	618.19	0.00	31.64	61.81	3.16	64.97	0.00
Sub Total				618.19	0.00	31.64	61.81	3.16	64.97	0.00

International

Supplier	Date	Inv./Cred. Note	Transaction	Fare	Discount	Taxes	GST on Fare	GST on Taxes	Total GST	CCCP
Air France	12/01/05	1000000069	T000000336	4,400.00	88.00	186.20	0.00	0.00	0.00	0.00
Sub Total				4,400.00	88.00	186.20	0.00	0.00	0.00	0.00
British Airways	11/01/05	1000000068	T000000324	2,400.00	0.00	124.50	0.00	0.00	0.00	2,524.50
British Airways	11/01/05	1000000068	T000000322	2,400.00	0.00	124.50	0.00	0.00	0.00	2,524.50

2. Complete the following fields as required, or leave at the default settings to report on all transactions for all Debtors:
 - **Sort**
Choose to sort and display data in order of Debtor, Sales Code, Service Type, or Supplier.
 - **Debtor Id**
Select a code to report only on the specified Debtor account.
 - **Supplier Code**
Select a code to report only on the specified Supplier. This option is only available after the Service Type has been selected.
 - **Tranx Date**
Input a date or date range to report only on transactions processed during the specified period.
 - **Service Type**
Select a code to report only on the specified Service type (e.g. Car, Flight).
 - **Sales Code**
Select a code to report only on the specified Sales type (e.g. Domestic, Sundry, International).
 - **Debtor Group**
Enter the code of any Debtor Groups
3. Click the **Retrieve** button to display the report. Once the report is displayed select **Print**, **Save As** or **Preview** as required.

Subvention Report

The Subvention report provides agents with a detailed analysis of Debtor's preferred airline suppliers financial transactions.

- To produce a **Subvention** report, select this option from the sub menu.

Departure Date	Passenger Name	Ticket Nbr	Fare Basis	Ticketed Date	Fare excl. GST	Other Taxes	GST	Total
Domestic								
19/06/2006	CHU/FELILAMRS QF 19/06/06 Sydney/Perth	081 6532341432		12/01/2005	690.91	19.46	71.03	781.40
19/06/2006	CHU/FELILAMRS QF 19/06/06 Sydney/Perth	081 8453117866		12/01/2005	654.55	19.19	67.36	741.10
28/05/2005	Wong/Alice Mrs QF 15/06/06 Melbourne/Cairns	081 6745452345		12/01/2005	536.36	31.55	56.79	624.70
28/06/2006	BEAN/BASIL MR QF 28/06/06 Gold Coast/Broome	081 1583458969		12/01/2005	854.55	69.32	92.38	1,016.25
Total Domestic					2,736.37	139.52	287.56	3,163.45

- Complete the following fields as required:
 - Tranx Date**
Input a date or date range to report only on transactions processed during the specified period.
 - Debtor**
Enter a code to report only on the specified Debtor account.
 - Supplier Code**
Enter a code to report only on the specified Supplier.
- Click the **Retrieve** button to display the report. Once the report is displayed select **Print**, **Save As** or **Preview** as required.

Non-Bankable Credit Cards

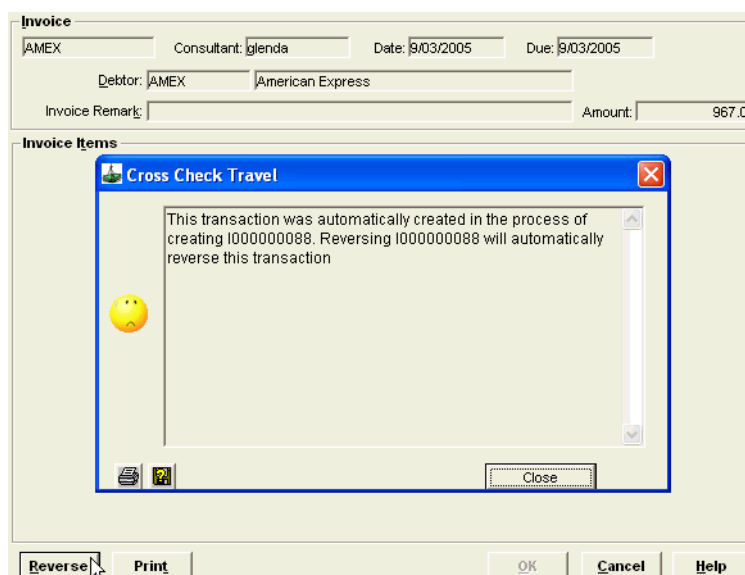
Some credit cards such as Visa and MasterCard are **bankable**, that is the transaction vouchers are included with your daily banking, or as soon as the card is swiped the amounts are deposited into your account.

Other credit cards such as American Express and Diners cannot be processed through the banking system and are called **non-bankable**. In these cases the credit card company is established as a Debtor. American Express and Diners are already created as Debtors when CrossCheck Travel is installed.

American Express and Diners Club as Debtors

The accounting functions for American Express and Diners are the same as for other Debtors.

Whenever non-bankable is selected as the form of payment in a Trip file receipt an invoice is automatically created in the debtor. If you reverse this invoice in the debtor a warning will be displayed as shown below.



Receipting Non-Bankable Credit Card Payments

Whenever you issue a receipt on a Trip file against a non-bankable credit card payment, the system automatically:

- Credits the Trip file for the gross amount.
- Debits the credit card Debtor file for a net amount (i.e. gross amount less merchant fee) by creating an invoice.
- Debits the Credit Card Expenses account in the Cashbook (20050 – CCEXPENSE) for the merchant fee.

The debit balance in the Debtor account is then cleared when payment is received from the credit card company.

Receiving Payment from the Credit Card Company

Open the credit card Debtor file and click on the **Accounting** tab. Press **Ctrl+N**, for a new transaction, then select **Receipt**. Complete the receipt for the payment received from the credit card company and **Save** the transaction.

In most cases the Form of Payment will be Direct Deposit. **NEVER** select Non-bankable Credit Card as the form of payment.

NOTE: The Debtor Allocation screen automatically displays to allow receipts to be matched to the appropriate invoice. The credit card company normally provide a statement with the payment to indicate which items are being paid

Credit Card Merchant Fees

Merchant fees for the non-bankable Credit Cards are set up in the system tables. This means that merchant fees are automatically processed each time that a Credit Card transaction is processed.

How to Add Merchant Fee Rates

1. From the menu bar select **Options** and then **Tables**. Select **Credit Card** from the sub menu displayed.

Type	Description	Debtor	Rate	Active	Usage	GST
AB	Australian Bankcard		0.000	Yes	Bankable	N
AP	Airplus		0.000	Yes	Other	N
AU	Carte Aurore		0.000	Yes	Other	N
AX	American Express	AMEX	3.300	Yes	Non-Bankable	Y
BC	Bank Card of Japan		0.000	Yes	Other	N
BH	Bank of Hawaii		0.000	Yes	Other	N
BZ	Bankcard New Zealand		0.000	Yes	Bankable	N

Details (4 of 16)

Type: AX Description: American Express Active: Yes

Other Bankable Non-Bankable (selected)

Debtor: AMEX Rate: 3.300 GST:

Buttons: New, Delete, Save, Exit

2. Choose the required credit card from the list (it must show with a Debtor code). The **Rate** field in the lower part of the screen shows the Merchant Fee. This can be set as required.
3. If the rate is GST inclusive check the **GST** box. Click **Save** and **Exit**.

Module 6: Cashbook

Opening Cashbook

There are two methods for opening a Cashbook account, either:

- Click on the Cashbook icon on the standard toolbar.



- Click on the + next to the Cashbook icon in **MyCCT** and click on the Accounts folder. Clicking on the **Accounts** folder will display a list of all accounts in the Work area. Click on the account name hyperlink to open any account.

Cashbook Accounts						
A/C #	Account Description	A/C Name	A/C Alias	A/C Type	Debit	Credit
10010	Sales Control	SALES	10010	P.L.		203,677.30
10020	Agent's Cancellation Fee	AGENTCANK	10020	P.L.		190.91
10030	Overrides Received	OVERRIDES	10030	P.L.		77.00
20010	Discount Expense	DISCEXP	20010	P.L.	330.06	
20020	Cost of Sales	COS	20020	P.L.	184,763.81	

Viewing the Travel Account

The Travel Account is set up in CCT with the bank account details.

Cashbook - TRAVEL

TRAVEL | Travel Account

Cashbook |
 Chart of Accounts |
 Accounting |
 Deposits |
 Statements |
 Year End

Account ID: TRAVEL | Bank Account | GST Type: N-T

Account Type: Balance Sheet | Category: ASSETS | Sub Category: Current Assets

Debit | Credit | Control Account

Account Number: 40050 | Account Alias: 40050 | Sort Code: 0

Description: Travel Account

Bank: ANZ | Branch: QUEEN STREET, BRISBANE | Account Number: 8779-79886558

Chart of Accounts

The **Chart of Accounts** tab provides a **view only** screen displaying a list of General ledger accounts and their current balances.

Chart of Accounts						
A/C #	Account Description	A/C Name	A/C Alias	A/C Type	Debit	Credit
10010	Sales Control	SALES	10010	P/L		203,677.30
10020	Agent's Cancellation Fee	AGENTCANX	10020	P/L		190.91
10030	Overrides Received	OVERRIDES	10030	P/L		77.00
20010	Discount Expense	DISCEXP	20010	P/L	330.06	
20020	Cost of Sales	COS	20020	P/L	184,763.81	
20030	Supplier's Cancellation Fee	SUPPCANX	20030	P/L		
20040	Bank Fees	BANKFEES	20040	P/L		
20050	Credit Card Expenses	CCEXPENSE	20050	P/L	61.15	
20060	Commission Adjustment	COMMADJ	20060	P/L	5.85	
40020	Debtor Control	DEBTOR	40020	Balance	33,939.45	
40050	Travel Account	TRAVEL	40050	Balance	124,655.98	
40100	Transfer Commission from Travel	TRNSFCOMM	40100	Balance		
50010	Trip Control	TRIP	50010	Balance		12,596.47
50020	GST Out	GSTOUT	50020	Balance		4,544.20
50025	GST In	GSTIN	50025	Balance	6,197.09	
50027	GST Transfer from Trust to General	GSTTRANSFER	50027	Balance		
50028	GST remit/refund	GSTRR	50028	Balance		
50030	Creditor Control	CREDITOR	50030	Balance		128,867.51
Total					349,953.39	349,953.39

The screen provides the following information:

Field	Description
A/C #	General Ledger account number
Account Description	Full account name
A/C Name	Account code
A/C Alias	Displays alias account code
A/C Type	Indicates if the account is a Profit and Loss or Balance Sheet account
Debit	Current balance if in debit
Credit	Current balance if in credit

NOTE: The **Total Debit and Credit** fields at the bottom of this screen should always be equal. If they are not, this is an accounting problem which needs to be rectified.

The Cashbook accounts are divided into the following categories:

10000	Income (TRIP)
20000	Expenses (TRIP)
30000	General Working Expenses (Optional)
40000	Assets
50000	Liabilities
60000	Suspense Accounts

90000 Equity (Unappropriated profit)

Default Cashbook Accounts

The default accounts cannot be deleted but may be modified. Additional Cash Book records can be created if required.

Account Number	Account Description	Account Id	Account Type
INCOME ACCOUNTS (1000)			
10010	Sales Control Gross selling cost of all sales	SALES	Profit & Loss
10020	Agents Cancellation Fee Agency imposed cancellation/service fees	AGENT CANX	Profit & Loss
EXPENSE ACCOUNTS (2000)			
20010	Discount Expense Discounts given to clients	DISCEXP	Profit & Loss
20020	Cost of Sales Nett cost of sales (selling price less commission)	COS	Profit & Loss
20030	Supplier's Cancellation Fee Cancellation fees imposed by suppliers on clients	SUPPCANX	Profit & Loss
20040	Bank Fees Bank related fees and service charges	BANKFEES	Profit & Loss
20050	Credit Card Expenses Costs incurred on credit card transactions (Merchant fees)	CCEXPENSE	Profit & Loss
20060	Commission Adjustment Adjustments made to commission	COMMADJ	Profit & Loss
ASSETS (4000)			
40020	Debtor Control Records all individual Debtor account transactions	DEBTOR	Balance Sheet
40050	Travel Account Records all banking related financial transactions	TRAVEL	Balance Sheet
40100	Transfer Commission Commission transfer account	TRANSFCOM M	Balance Sheet

LIABILITIES (5000)

50010	Trip Control Maintains the balance of all Trip files	TRIP	Balance Sheet
50020	GST Out Records all GST monies collected from your clients.	GSTOUT	Balance Sheet
50025	GST In Records all GST monies paid to your creditors	GSTIN	Balance Sheet
50028	GST Remit/Refund Used to record GST net payable or GST net refund	GSTRR	Balance Sheet
50030	Creditor Control Maintains a record of all individual creditor account transactions	CREDITOR	Balance Sheet

Account Number	Account Description	Account Id	Account Type
----------------	---------------------	------------	--------------

SUSPENSE ACCOUNTS (6000)

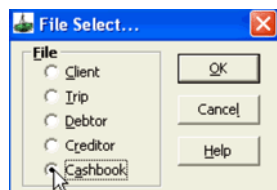
60010	Trip Suspense Maintains record of all Trip file transactions	TRIPSUSP	Balance Sheet
60020	Debtor Suspense Maintains Debtor balances pending payment	DEBTSUSP	Balance Sheet
60030	Creditor Suspense Maintains Creditor funds pending Sales Return settlement	CREDSUSP	Balance Sheet
60040	GL Suspense Maintains General Ledger balances	GLSUSP	Balance Sheet
60050	Trip Take-up Suspense Used for the take-up of balances for a new financial period	TRTAKSUS	Balance Sheet
60060	Debtor Take-up Suspense Used for the take-up of balances for a new financial period	DRTAKSUS	Balance Sheet
60070	Creditor Take-up Suspense Used for the take-up of balances for a new financial period	CRTAKSUS	Balance Sheet
60080	GL Take-up Suspense Used for the take-up of balances for a new financial period	GLTAKSUS	Balance Sheet

60090	Non-bankable Credit Card Suspense	NBCCSUSP	Balance Sheet
	Holding area for non bankable credit card amounts		
60100	Accrued Commission Suspense	ACCRCOMMS US	Balance Sheet
	Used as a holding area for the transfer of commissions		
<hr/>			
EQUITY (9000)			
90000	Unappropriated Profit	UNAPPROFIT	Balance Sheet
	Carried forward profit or loss from previous year		
<hr/>			

Creating a New Cashbook Record

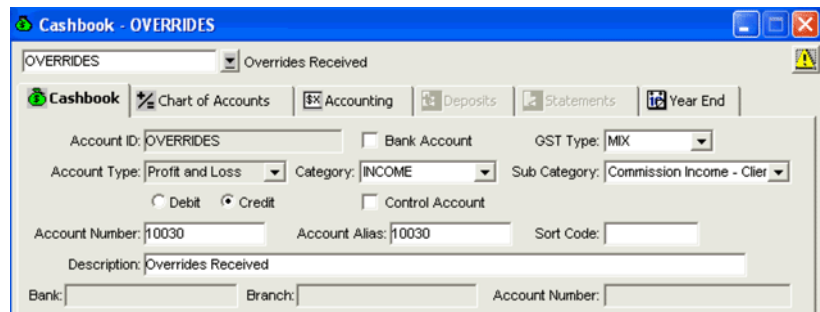
To create a new cashbook account:

1. Click the **New** icon on the toolbar, select **Cashbook** and press **OK**. Alternatively, click the **Cashbook** icon and then select **New** or press **Ctrl+N**.



2. A new Cashbook screen will be displayed with the mandatory fields in blue.
3. Complete the following fields:
 - **Account ID**
Enter an account name or code.
 - **Bank Account**
Check this box to designate that the GL file is a specific bank account. Checking this box allows the Bank account details to be entered in the Bank Details field. If this box is left unchecked the Bank Details fields cannot be accessed.
 - **GST Type**
Select the GST category, applicable to this account from the drop down list. If unsure of the category please seek accountant's advice.
 - **Account Type**
Select if the account is either **Balance Sheet** or **Profit & Loss**. Once accounting transactions have been created the account type cannot be altered.
 - **Category**
Choose the category for this account from the drop down list.
 - **Sub Category**
Select from the drop down list. This list only becomes available after making a selection in the Category field.
 - **Debit and Credit** radio buttons
Click the appropriate radio button. These buttons indicate if the account is normally in debit or credit.
 - **Control Account**
Tick this box if the account is intended to be a Control Account. Please do not change this setting on any of the default accounts.
 - **GL Account**

Account Number	General Ledger account number, numerical only. This number is of your own creation, however, it is advised to maintain consistency with the numbers used in the preset General Ledger accounts.
Account Alias	To export balances to an accounting package, CrossCheck Travel must be provided with the accounting package's account codes so that balances can be cross referenced. This field is used to add the accounting package's account numbers.
Sort Code	No function at present, leave blank
Description	Input full account name.



- **Bank Details**

If **Bank Account** has been selected, complete the **Bank, Branch** and **Account Number** details.

4. When finished click the **Save** icon or press **Ctrl+S** to save the record.

Cashbook Accounting

The Cashbook is used to carry out the back office administrative accounting transactions, such as:

- **Adjustments**
Make journal account adjustments.
- **Dishonoured Cheques** (Bank Accounts only)
Record returned/dishonoured cheques.
- **Miscellaneous Payments** (Bank Accounts only)
Make payments for miscellaneous items such as electricity.
- **Miscellaneous Receipts** (Bank Accounts only)
Receipt miscellaneous payments received.

To carry out any of these transactions open the relevant Cashbook File and display the Accounting screen. For all but Adjustment transactions, this must be a Bank type Cashbook file.

Cashbook Accounting Tab

The Cashbook Accounting tab provides a **view only** summary of all transactions that have taken place on the open account. It also lists transactions created elsewhere that have affected this account.

Date	Tranx ID	Tranx Type	Reference	Status	Debit	Credit
13/01/2005	Z000000009	Misc Pay't	Misc. Payment	C		35.00
12/01/2005	R000000166	Receipt	Deposit 51	B	80.00	
	R000000165	Receipt	R000000165	C	5,540.45	
	R000000164	Receipt	Deposit 50	B	4,950.00	
11/01/2005	J000000011	Comm Rect Oth	Deposit 49	B	1,788.70	
	N000000013	Comm Rect Oth	MARRIOTT	C	136.00	
	N000000012	Comm Rect Oth	Deposit 48	B	45.00	
	N000000011	Comm Rect Oth	Deposit 47	B	105.00	
	M000000068	Payment	Reversal M000000067	X	3,720.20	
	M000000067	Payment	Reversal M000000068	R		3,720.20
	R000000163	Receipt	R000000163	C	4,180.00	
	M000000066	Payment	Reversal M000000061	X	10,069.10	
	M000000065	Payment	Reversal M000000062	X	2,385.00	
	M000000064	Payment	Reversal M000000063	X	25,451.40	
	M000000063	Payment	Reversal M000000064	R		25,451.40
	M000000061	Payment	Reversal M000000066	R		10,069.10
	M000000062	Payment	Reversal M000000065	R		2,385.00
					402,956.28	278,335.30

Balance: 124,620.98 DR

This screen provides the following information:

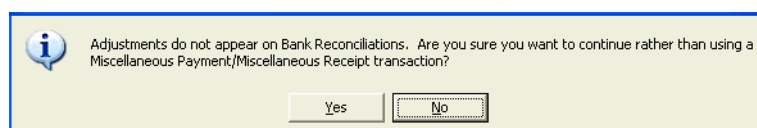
Field	Description
Date	Date the transaction was added
Tranx Id	System generated transaction identification number
Tranx Type	Type of transaction, e.g. Receipt, Refund to Passenger
Reference	System generated document number, e.g. Receipt no
Status	Current Status of the transaction;
	C - Confirmed Recorded as Saved and cannot be edited
	R - Reversed Reversed Transaction
	X - Cancelled Automatically created to balance a reversed transaction
	B - Banked Banked receipts
	O - Comm Rcd Adjustments and Ticket/Cheque requisitions where commission has been received and processed
	P - Paid Paid creditor journals
	S - Statement Item reconciled to Bank Statement
	\$ - Allocated Debit items matched to a credit as being paid, plus the corresponding credit item
Debit	Debit transactions to this account
Credit	Credit transactions to this account
Created In	This column records the User's Home branch, which may be different to the branch recorded in the Agency column.
Scroll Indicators	The scroll indicators give the choice of viewing transactions for This Month or viewing All transactions for the selected account

Cashbook Adjustment

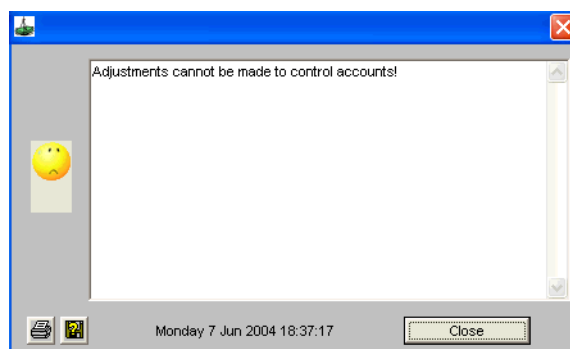
The Cashbook adjustment screen is used to transfer funds from one account to another, or to load opening balances for a financial cutover.

Completing a Cashbook Adjustment

1. Open the required Cashbook account, select the **Accounting** tab and click the **New** icon on the toolbar or press **Ctrl+N**.
2. Select **Adjustment** and click on **OK** to open an input screen.
3. If you try to make an adjustment to a control account you receive the warning below.



4. If **Yes** is clicked the next warning displays and you are not able to proceed with the adjustment.



5. The Cashbook Adjustment is clearly labelled and includes the following mandatory fields:

- **Remarks**
- **Account**
- **GST**

Cashbook Journal

Tranx Date: 7/06/2004 Tranx ID: Consultant: glenda

Remark: Original commission cheque not identified as an override

Amount: 55.00

Account #	GL Account Description	DR/CR	Amount Excl.	GST	Gst Amt	Amount Incl.	Item Reference
10030	Overrides Recieved	DR	55.00		0	55.00	Debit: TRNSFCOMM
40100	Transfer Commission from Ti	CR	55.00		0	55.00	Credit: OVERRIDES

Debits:	\$55.00	\$55.00
Credits:	\$55.00	\$55.00
	\$0.00	\$0.00

Buttons: New, Delete, OK, Cancel

6. Complete the following fields:

- **Remark**

Add a remark to clarify the adjustment.

- **Amount**

Enter the amount of the adjustment. This entry automatically transposes to the **Amount Excl.** field.

- **Account**

Use the drop down lists to enter the two account fields with the account codes the adjustment is to take place between. These entries populate the **GL Account Description** field.

- **Debit and Credit** radio buttons

Click on the appropriate radio button for each account. This selection populates the Item Reference field with a summary of your decision.

Debit increases the account with a debit balance and decreases the account with a credit balance

Credit increases the account with a credit balance and decreases the account with a debit balance

- **GST Amount**

The system defaults to **Amount Excluding GST**, but an entry can still be made in the **GST Amount** column next to each account.

As soon as a **GST Amount** or **GST In/Out** is entered, accounts display showing the movement between the account.

The selection of some accounts automatically generates a tick box in the **GST** field. When this box is ticked, the system calculates the GST amount and the GST accounts are also displayed.

The lower part of this screen displays a summary of the Credits and Debits and also displays an **Inbalance** line if applicable. If you proceed to click **OK**, a warning that the **Entries do not balance** is displayed, and the screen cannot be closed until the balance is rectified.

Account #	GL Account Description	DR/CR	Amount Excl.	GST	Gst Amt	Amount Incl.	Item Reference
10030	Overrides Recieved	<input type="radio"/> DR <input checked="" type="radio"/> CR	55.00		0.50	55.00	Debit: TRNSFCOMM
40100	Transfer Commission from Ti	<input checked="" type="radio"/> DR <input type="radio"/> CR	55.00		0.50	55.00	Credit: OVERRIDES
50020	GST Out	<input type="radio"/> DR <input checked="" type="radio"/> CR		<input checked="" type="checkbox"/>	0.50		
50025	GST In	<input checked="" type="radio"/> DR <input type="radio"/> CR		<input checked="" type="checkbox"/>	0.50		

- **New and Delete** buttons

Account selection rows can be added by clicking on the **New** button and can be removed by clicking the **Delete** button.

7. Click **OK** to save your transaction and exit from the screen.

8. A dialogue box displays asking if you wish to **Print**. Select **Yes** or **No** as required.

Dishonoured Cheques

Recording a Dishonoured Cheque

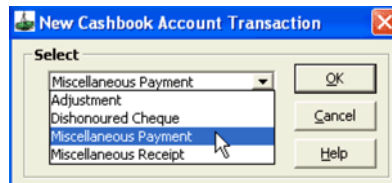
1. Open the required Cashbook account (this must be a **Bank** type account) and click on the **Accounting** tab.
2. Click the **New** icon on the toolbar or press **Ctrl+N**, select **Dishonoured Cheques** and click on **OK** to open an input screen.
3. Enter the following fields:
 - **Module**
Choose from Cashbook/Creditor/Debtor/Trip.
 - **Select an Account/Creditor/Debtor/Trip**
Depending on the Module selected this field name varies. Select (**F12**) the Account or File that the dishonoured cheque is to be applied to.
 - **Cheque Amount**
Complete with the dishonoured cheque amount.
 - **Bank Dishonour Fee**
Enter any bank dishonour fees.
 - **Dishonour Date**
Enter the date of the dishonour.
 - **Bank, Branch**
Enter the Bank name and branch
 - **Chq No.**
Input the dishonoured cheque number.
 - **Psgr Name**
Add name that the dishonoured cheque relates to.
4. When finished click on **OK**.

Miscellaneous Payments

Miscellaneous Payments are payments made which are not directly related to specific Trip files. These items are generally classified as non travel related and include items such as Bank Charges, FID etc.

Processing a Miscellaneous Payment

1. Open the required Cash Book account (this must be a **Bank** type account).
2. Select the **Accounting** tab and press **Ctrl+N** for a new transaction.



3. Choose **Misc Payment** and click on **OK** to open an input screen.

Account #	GL Account Description	GST	Amount Excl	GST Amt	Amount Incl
20040	Bank Fees	<input type="checkbox"/>	13.00	0.00	13.00
Total			13.00	0.00	13.00

4. Complete the following fields:

- **Remark**
Add a remark if required.
- **GL Allocation**

Account #	Use F12 to select the General Ledger account(s) to which payment is to be debited.
Amount Excl.	Amount exclusive of GST.
GST	Check this box when GST is applicable to the transaction. When checked, the system automatically calculates the GST Amount
GST Amount	System generated GST calculation. This calculation only occurs after the GST box has been checked.
Amount Incl.	Amount inclusive of GST.
Form of Payment	Select the payment type, input to whom the payment was made and the amount.

5. When finished click on **OK**.

NOTE: On this screen either complete the **Amount Excl.** field or the **Amount Incl.** field. If the **GST** box is checked, the system automatically completes the other field.

Commission Transfer

The following procedure is used for the transfer of commission amounts from the CrossCheck Travel operating system.

Part 1 - Trust Account Profit and Loss

Print out the Account Trial Balance. Do not enter a start date, only an end date if required.

INCOME

Sales Control	10010		
Agents Cancellation	10020		
Overrides Received	10030		
Comm ADJ (IF CREDIT)	20060		
Other Income Accounts			
Total Income			\$

LESS EXPENSES

Discount Expense	20010		
Cost of Sales	20020		
Supplier Cancellation	20030		
Bank fees	20040		
Credit Card Expenses	20050		
Comm ADJ (IF DEBIT)	20060		
Other expenses			
Total Expenses			\$

PROFIT \$

LESS	Comm Previously transferred	40100	
PLUS	Unappropriated Profit	90000	
COMMISSION AVAILABLE FOR TRANSFER			\$

Part 2 - Trust Account Reconciliation

	Trip Control	50010	
PLUS	Creditor Control	50030	
			\$
LESS	Debtor Control	40020	
			\$
PLUS	Commission available as above		\$
PLUS	GST Out	50020	
LESS	GST In	50025	
PLUS	GST Remit/Refund	50028	
PLUS	Cash Float		
			\$
	Balance of Travel Account	40050	
			\$

The difference should be nil, providing you have used all figures on your trial balance.

NOTE: Sufficient funds should be left in your trust account to cover the debtor control, any debit outstanding balances and any commission owed by creditors. Please contact your accountant for further advice. Raise a cheque on the **Travel** account for the commission.

1. Open the Cashbook **Travel** account, display the **Accounting** tab and press **Ctrl+N** for a new transaction.
2. Choose **Misc Payment** and click on **OK**.
3. Complete the following fields:
 - **GL Allocation**
Input account number (Account #) 40100 – **Transfer Commission from Travel**.
 - Input the **Commission** amount
 - **Form of Payment**
Complete the payment details for payment to your **General** bank account.
4. When finished select **OK**.

Deposit the cheque into your **General** bank account.

If you run your General Bank account as a CrossCheck Travel Cashbook account it is necessary to complete a **Miscellaneous Receipt**.

1. Open the Cashbook **Travel** account, display the **Accounting** tab and press **Ctrl+N** for a new transaction.
2. Choose **Miscellaneous Receipt** and click on **OK**.
3. Complete the following fields:
 - **GL Allocation**
Input account number (Account #) e.g. 40200 – **Transfer Commission to General**.
 - Input the **Commission** amount
 - **Form of Payment**
Complete the payment details for receipt into your **General** bank account.
4. When finished select **OK**.

Miscellaneous Receipts

Miscellaneous Receipts are monies received which are not directly related to specific Trip files. These items are generally classified as non travel related and include items such as Bank account interest.

Miscellaneous Receipt

Receipt Details

Consultant: glenda Date: 13/01/2005

Printed Remarks: Interest to June 30

Amount: \$652.00 Account: TRAVEL Travel Account

GL Allocation					
Account #	GL Account Description	GST	Amount Excl	GST Amt	Amount Incl
10040	Interest		652.00	0.00	652.00
Total:			652.00	0.00	652.00

Form(s) of payment (1 of 1)

Type: Direct Deposit

Payer: Westpac

Amount: 652.00

Nbr: Bank: Branch:

Buttons: Reverse, Print, OK, Cancel, Help

Completing a Miscellaneous Receipt

1. Open the required Cash Book account (this must be a **Bank** type account), select the **Accounting** tab and press **Ctrl+N** and choose **Misc Receipt** to open an input screen.
2. Complete the following fields:
 - **Remark**
Add a remark if required.
 - **GL Allocation**

Account #	Use F12 to select the General Ledger account(s) that this payment is to be debited.
Amount Excl.	Amount exclusive of GST.
GST	Check this box when GST is applicable to the transaction. When checked, the system automatically calculates the GST Amount
GST Amt	System generated GST calculation. This calculation will only take place after the GST box has been checked.
Amount Incl.	Amount inclusive of GST.
Form of Payment	Select the payment type, enter the payer and the amount.

3. When finished click **OK**.

NOTE: On this screen complete either the **Amount Excl.** field or the **Amount Incl.** field. If the **GST** box is checked the system automatically completes the other field.

Miscellaneous Cashbook Transactions

Bank Fees and Taxes Deducted from the Trust Account

Create a Miscellaneous Payment for the Bank Charges, selecting the Bank Fees GL account (20040)

Payment Details

Consultant: glenda Date: 9/03/2005

Remark: Bank fees for Aug

Amount: \$38.00 Account: TRAVEL Travel Account

Account #	GL Account Description	GST	Amount Excl	GST Amt	Amount Incl
20040	Bank Fees	<input type="checkbox"/>	38.00	0.00	38.00
Total:			38.00	0.00	38.00

Form(s) of payment (1 of 1)

Type: Direct Debit

Payee: Galileo Travel

Amount: 38.00

Nbr: Bank: ANZ Branch: QUEEN STREET, BRISB

As this account is an Expense Accounts (20000) in the Cashbook, this amount will be deducted from the Commission to be transferred to General Bank Account and can be reconciled from there.

Depositing Funds to Cover Debtors

Most agents leave enough commission in the Trust account to cover the Debtors however some owners wish to deposit additional funds into Trust account to pay Creditors when they are awaiting Debtor payment.

To do so follow the procedure below:

1. Create a **Float - Owners Funds** GL account, where the money can be received. The account is a Balance Sheet item and should be coded in the 90000's. This is because the 90000's in CCT reflect Owner's Equity.

Cashbook - OWNERS FLOAT

OWNERS FLOAT

Cashbook | Chart of Accounts | Accounting | Deposits | Statements | Year End

Account ID: OWNERS FLOAT | Bank Account: | GST Type: N-T

Account Type: Balance Sheet | Category: EQUITY | Sub Category: Equity

Debit: | Credit: | Control Account:

Account Number: 900010 | Account Alias: 900010 | Sort Code:

Description: Float account - Owners funds

2. Enter a **Miscellaneous Receipt** in the Trust account and code it to the newly created GL Float account.

Miscellaneous Receipt

Receipt Details

Consultant: glenda | Date: 4/02/2005

Printed Remarks: transfer of funds to cover Debtors

Amount: \$5,000.00 | Account: TRAVEL | Travel Account

GL Allocation

Account #	GL Account Description	GST	Amount Excl	GST Amt	Amount Incl	
900010	Float account - Owners funds		5,000.00	0.00	5,000.00	Add Delete
Total			5,000.00	0.00	5,000.00	

Form(s) of payment (1 of 1)

Type: Direct Deposit

Payer: Agency owner

Amount: 5,000.00

Nbr: | Bank: | Branch:

Reverse | Print | OK | Cancel | Help

3. If the agency uses the Trust Account Reconciliation spreadsheet, enter this account in the bottom area of the sheet as **Less Owner's Float** to make sure the float funds are not mistakenly drawn as Commission.
4. If the owner wishes to decrease the float and withdraw some of the funds, it will be necessary to enter a Miscellaneous Payment coded to this **Float** account.

The Float account should never show a Debit balance. If it does, it means the owner has overdrawn funds.

Showing Bank Fees when they Appear on Current Bank Statement as a Debit

If the Bank Fees are for the Trust Account a **Miscellaneous Payment** can be raised in the **Travel** account. If the bank fees are for the agencies **General** bank account decide if this account is in CrossCheck Travel or in another back office system.

1. If the **General** account is on CrossCheck Travel or the fees relate to the Travel account create a **Bank Fees** general account as an expense account (numbered in the 20000 range e.g. 20040.)
2. Complete a **Miscellaneous Payment** from the **Travel** account and allocate this to the GL Account Bank Fees 20040, selecting the Form of Payment as **Direct Debit**. (As shown in the above example.)
3. This item will now appear on the appropriate statement in CrossCheck Travel.

Bank Deposits

NOTE: 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 account. This screen is also where the bank deposits are prepared.

Deposits									
Date	Batch	Total	Page	Cash	Cheque	Credit Card	Bank Draft	Direct	TT
13/01/2005	53	9,183.00		500.00	5,053.00	0.00	0.00	0.00	3,630.00
13/01/2005	52	652.00		0.00	0.00	0.00	0.00	652.00	0.00
12/01/2005	51	80.00		0.00	0.00	0.00	0.00	80.00	0.00
12/01/2005	50	4,950.00		0.00	0.00	0.00	0.00	4,950.00	0.00

The fields in the **Deposits** tab are:

Field	Description
Date	Transaction date
Batch	Deposit batch number
Total	Total of the bank deposit
Page	Shows which statement page the deposit appears on. If the item has not yet been reconciled to a statement this field remains blank
Cash	Total cash included in bank deposit
Cheque	Total cheques included in bank deposit
Credit Card	Total credit cards included in bank deposit
Bank Draft	Total bank drafts included in bank deposit
Direct	Total direct deposits received
TT	Total electronic transfer payment received

NOTE: The Direct Deposit form of payment automatically creates its own Deposit Batch. Therefore system generated Batches for these payments appear on the Deposits tab.

Shortcut

Access the Deposits tab by clicking on the Banking Icon on the MyCCT toolbar, or by clicking on File on the Menu bar and selecting Data Operations and then Banking

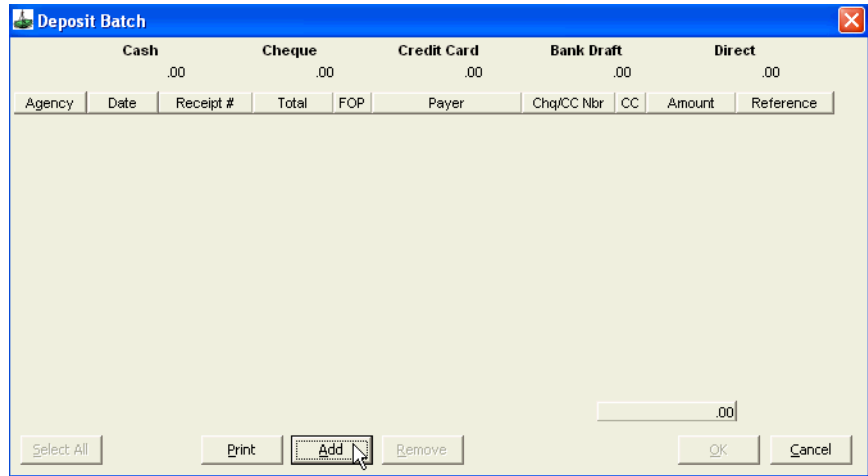


Close Off Banking (Bank Deposit)

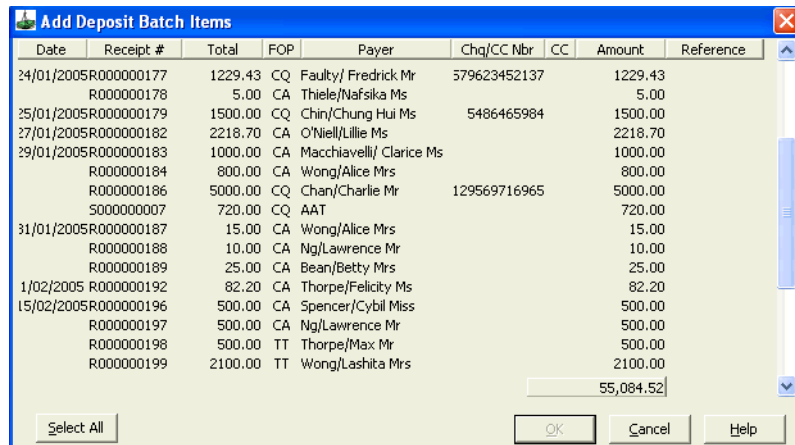
The Close Off banking procedure produces a bank deposit slip.

1. Open the Cashbook **Travel** account or any other account a deposit slip is required for.

- Click on the **Deposits** tab.
- Click the **New** icon on the toolbar or press **Ctrl+N** to open a new deposit Batch screen.



- Click on the **Add** button to display a list of all deposits which have not been banked.



- Highlight each item to be banked, or select all items by pressing the **Select All** button. This button then changes to **Deselect All**.

When you batch the daily banking create two batches, one for cash and cheques which you will take to the bank and a separate batch for all EFTPOS transactions processed. The type of transactions can be recognised by the codes which appear in the FOP (Form of Payment) column as listed below.

TT	EFTPOS
CC	Credit Card
CA	Cash
CQ	Cheque

6. After making your selection click on **OK** to transfer these items to a Deposit Batch screen. A **Batch number** is automatically assigned to this transaction.

The screenshot shows a window titled "Deposit Batch" with a table of transactions. The table has columns for Date, Receipt #, Total, FOP, Payer, Chq/CC Nbr, CC, Amount, and Reference. The transactions are grouped by type: Cash, Cheque, Credit Card, Bank Draft, and Direct. The total amount for the batch is 12,885.33. At the bottom, there are buttons for "Select All", "Print", "Add", "Remove", "OK", "Cancel", and "Help".

Cash		Cheque		Credit Card		Bank Draft		Direct	
5,155.90		7,729.43		.00		.00		.00	
Date	Receipt #	Total	FOP	Payer	Chq/CC Nbr	CC	Amount	Reference	
24/01/2005	R000000177	1229.43	CQ	Faulty/ Fredrick Mr	579623452137		1229.43	Batch 75	
	R000000178	5.00	CA	Thiele/Nafsika Ms			5.00	Batch 75	
25/01/2005	R000000179	1500.00	CQ	Chin/Chung Hui Ms	5486465984		1500.00	Batch 75	
27/01/2005	R000000182	2218.70	CA	O'Niell/Lillie Ms			2218.70	Batch 75	
29/01/2005	R000000183	1000.00	CA	Macchiavelli/ Clarice Ms			1000.00	Batch 75	
	R000000184	800.00	CA	Wong/Alice Mrs			800.00	Batch 75	
	R000000186	5000.00	CQ	Chan/Charlie Mr	129569716965		5000.00	Batch 75	
31/01/2005	R000000187	15.00	CA	Wong/Alice Mrs			15.00	Batch 75	
	R000000188	10.00	CA	Ng/Lawrence Mr			10.00	Batch 75	
	R000000189	25.00	CA	Bean/Betty Mrs			25.00	Batch 75	
1/02/2005	R000000192	82.20	CA	Thorpe/Felicity Ms			82.20	Batch 75	
15/02/2005	R000000196	500.00	CA	Spencer/Cybil Miss			500.00	Batch 75	
	R000000197	500.00	CA	Ng/Lawrence Mr			500.00	Batch 75	
							12,885.33		

7. Items selected for inclusion in the deposit batch can still be changed by using the **Add** or **Remove** buttons. Highlight the item to be removed, press the **Remove** button and click **OK**. Clicking on the **Add** button will take you back to the previous selection screen where you can highlight the item required and it will be added to this screen.
8. A prompt will be displayed asking if you wish to print the Deposit Batch. Selecting **Yes** automatically prints 2 copies.

Bank Statements

NOTE: Available **ONLY** on **Bank** type accounts.

The Statement tab displays a listing of the bank statements received for the nominated bank account and provides a facility to balance each statement with the system.

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.

Page No	Opening Balance	Closing Balance	Statement Date	Status	Balanced
23	35,760.24 CR	31,036.71 CR	16/07/2008	C	Yes

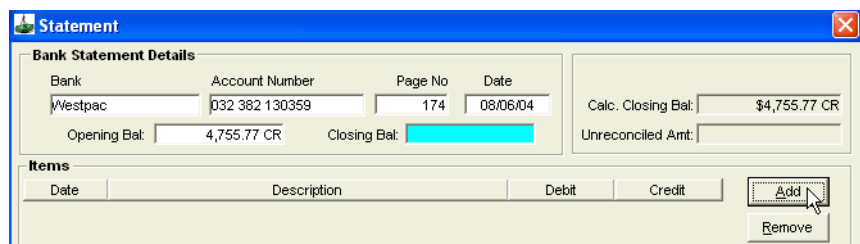
The fields in the **Statements** tab are:

Field	Description
Page No.	Statement page number for the account
Opening Balance	Opening balance of the statement
Closing Balance	Closing balance of the statement
Statement Date	Date statement prepared by bank
Status	C - Changes can still be made Confirmed
	F - Finalised No further changes permitted
Balanced	YES Indicates that the statement reconciliation has been balanced
	NO Indicates that the statement has not been balanced

Reconciling Bank Statements

When bank statements are received they can be reconciled with the system through the Cash Book Statement tab.

1. Open the **Cashbook** and display the **Travel** account, or any account to be matched to a statement.
2. Click on the **Statement** tab, then click on the **New** icon on the toolbar or press **Ctrl+N**.



3. Complete the following fields as required:

- **Date**

This field defaults to today's date. This date may be changed to the date of the Bank statement.

- **Page No**

This field automatically increases by 1 for each new statement screen created.

This should match the bank statement page number. Ensure with the first statement to be reconciled that the page number is set correctly.

- **Opening Bal**

After the initial installation of CCT, to reconcile the first statement, the opening balance of the statement must be entered into this field. Once the first statement has been reconciled, the opening balance is system generated from the previous statements closing balance.

- **Closing Bal**

Input the closing balance from the printed bank statement. If this is a Debit Balance input the figure as a negative, e.g. -200.00. The system automatically converts this to DR.

4. Click on the **Add** button to display the Add Statement Items window. Bulk Payment and Direct Debit items appear at the end of the list, use the scroll to view all items.

Form of Payment	Date	Number	CCT Debit Amount	CCT Credit Amount	Transaction	Agency
	3/06/2004	Deposit 2404		11,897.41		
	3/06/2004	Deposit 2405		31.50		
	7/06/2004	Deposit 2409		250.00		
	8/06/2004	Deposit 2411		14,357.35		
Cheque	14/11/2003	401847	15.13		P000000374	5KX901
Cheque	2/02/2004	401916	25.00		P000000406	5KX901
Cheque	7/05/2004	401993	212.00		P000000448	5KX901
Cheque	11/05/2004	401996	210.00		P000000450	5KX901

5. Click on each item in the Add Statement Items screen as they are matched back to the bank statement. When complete click on **OK**.

6. The selected items are transferred to the **Statement** window and a **Calculated Closing Balance** is automatically entered in this field in the top right corner of the screen.

Bank Statement Details			
Bank	Account Number	Page No	Date
Westpac	032 382 130359	174	08/06/04
Opening Bal:	4,755.77 CR	Closing Bal:	
Calc. Closing Bal:	\$5,942.19 CR	Unreconciled Amt:	

Items					
Date	Description	Debit	Credit		
2/06/2004	Deposit Batch	2389	0	100.00	
	Deposit Batch	2399	0	124.00	
3/06/2004	Deposit Batch	2404	0	11897.41	
	Deposit Batch	2405	0	31.50	
	Cheque	2142768078606	371.85	0	
	Cheque	129896453123151	809.90	0	
2/06/2004	Cheque	BSP Chq.No: 243244	892.79	0	
	Direct Debit	BSP DD: BSP12-20Jun04	80.13	0	
	Direct Debit	BSP DD: 1231313232dd	234.94	0	
3/06/2004	Direct Debit	SUN DD: 13806429221	2808.00	0	
	ePayment	Enett 13579086421002947	1063.11	0	
	ePayment	Enett 197035644281	4528.82	0	
		Totals	11,016.49	12,202.91	

7. Changes can still be made to the reconciliation using:
 - **Add**
Click on the **Add** button to redisplay the Add Statement Items window, then select item(s) as required.
 - **Remove**
Highlight the item(s) to be removed then click on the **Remove** button.
8. When the statement is reconciled, the **Calculated Closing Balance** field equals the **Closing Balance** field and the **Unreconciled Amount** equals zero.

When the statement remains unreconciled, the **Unreconciled Amount** field shows the outstanding amount.

9. When finished click on **OK**.

The Statement Summary screen is automatically redisplayed with the completed statement as the first line. A page number has been assigned and the status is **C** for confirmed.

Page No	Opening Balance	Closing Balance	Statement Date	Status	Balanced
174	4,755.77 CR	5,942.19 CR	8/06/2004	C	Yes

If a statement was reconciled (i.e. the **Closing Balance** and the **Calculated Closing Balance** were equal), the **Balanced** column in the Statement summary screen would show **Yes**, otherwise it would show **No**.

Finalising your Statement

VERY IMPORTANT - Do **NOT** finalise statements unless sure they are correct and do not require any further modifications.

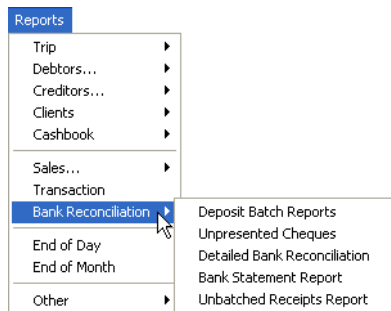
Once a reconciliation has been finalised no further changes can be made to the statement itself or to any transactions shown on the statement. Please seek the advise of your accountant regarding this procedure.

A **Detailed Bank Reconciliation** report **MUST** be run to verify that the bank account is reconciled to the system Cashbook account.

Bank Reconciliation

Selecting the Bank Reconciliation Reports

From the menu bar, select **Reports** then choose **Bank Reconciliation** and a sub menu will be displayed.



Select the report required:

- Deposit Batch Reports
- Unpresented Cheques
- Detailed Bank Reconciliation
- Bank Statement Report
- Unbatched Receipts Report

Detailed Bank Reconciliation

This report gives a system generated statement, showing unrepresented deposits and cheques, in order to facilitate reconciliation.

To produce a Detailed Bank Reconciliation:

1. From the menu bar, select **Reports**, then choose **Bank Reconciliation** and choose **Detailed Bank Reconciliation**.

Transaction ID	Date	Description	
Batch 51	12/01/2005		80.00
Batch 52	13/01/2005		652.00
Batch 53	13/01/2005		9,183.00
Batch 54	13/01/2005		111,646.45
			165,762.71
LESS Unrepresented Cheques			
Z000000010	13/01/2005	Payee: Westpac	13.00

2. Complete the following fields as required:
 - **Bank Account ID**
Double click this field to display a window where the required account can be selected.
 - **Statement Page**
Enter the statement page number for the statement to be viewed.
 - **To Acct Period**
Double click this field to display a window showing account periods. Highlight the period required and click **OK**.
3. Click the **Retrieve** button to display the report data.
4. Click on the **Print**, **Preview** or **Save As** buttons if required.

Bank Statement Report

This report prints a system generated Bank Statement based on the statement reconciliations that have been completed through the Cash Book.

To produce a Bank Statement Report:

1. From the menu bar, select **Reports**, then choose **Bank Reconciliation** and choose **Bank Statement Report**.

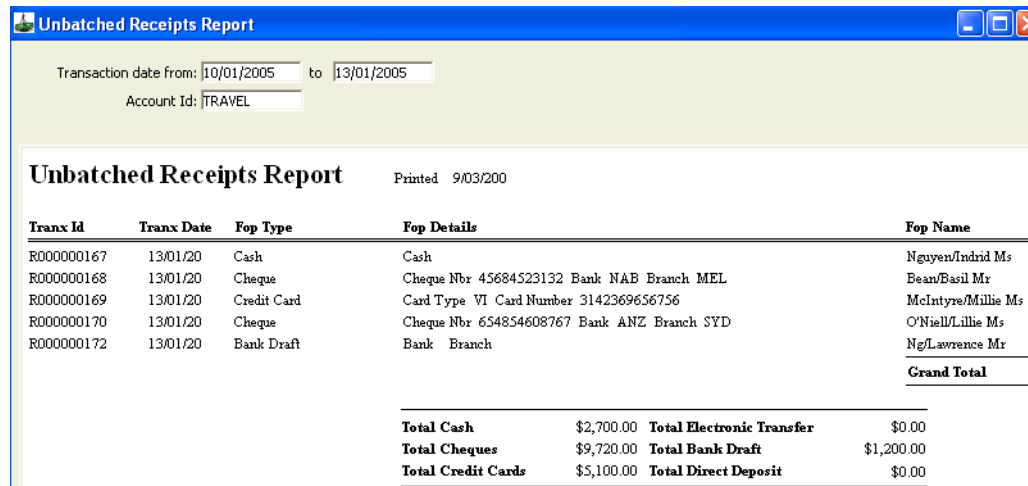
Page No	Debit Amount	Credit Amount	Opening	Closing	Unreconciled	Finalised
20	11,181.71	\$8,264.72	11,197.50 CR	8,280.51 CR	\$0.00 CR	NO
21	6,665.62	\$3,274.20	8,280.51 CR	4,889.09 CR	\$0.00 CR	NO
22	12,933.95	\$43,805.10	4,889.09 CR	35,760.24 CR	\$0.00 CR	NO
23	4,843.48	\$119.95	35,760.24 CR	31,036.71 CR	\$0.00 CR	NO
					\$0.00 CR	

2. Complete the following fields as required:
 - **Bank Account**
Select the bank account required.
 - **Statement Page Number from/to**
Select a single statement, or a range of statements, by entering the required page numbers. The page numbers are listed on the Statement Tab screen of the Cash Book
 - **Statement Date**
Input a statement date to print a specific statement.
 - **Summary**
Select Summary to show totals only.
 - **Detailed**
Default - Select Detailed to print an itemised list of all transactions.
3. Click on the **Retrieve** button to display the report data.
4. To print the report click on the **Print** button.

Unbatched Receipts Report

This report produces a list of all receipts which have not been batched into a bank deposit.

- To produce an Unbatched Receipts Report select this item from the sub-menu.



- Complete the following fields as required:
 - Transaction date from/to**
Input a date range to report on Files with accounting transactions within the specified range.
 - Account Id**
Select the account required for this report.
 - Agency**
Select the Agency you wish to run this report for.
- Click on the **Retrieve** button to display the report data.
- To print the report click the **Print** button.

Unpresented Cheques Report

This report provides a list of all cheques that have been issued but not as yet shown as presented on the Bank Statement.

- To produce an Unpresented Cheques Report select this item from the sub-menu.

Cheque Number	Tranx ID	Date	Description	Amount
	Z000000019	9/03/2005	Miscellaneous Payment	\$38.00
	Z000000017	4/02/2005	Miscellaneous Payment	\$32.00
	Z000000015	2/02/2005	Miscellaneous Payment	\$100.00
	Z000000010	13/01/2005	Miscellaneous Payment	\$13.00
0	M000000040	16/07/2003	SMART MONEY	\$5,134.00
0	M000000072	14/01/2005	MARRIOTT HOTEL	\$612.00
0	M000000070	14/01/2005	CREATIVE TOURS	\$882.00

- Account ID**
 Double click this field to display a window where the required account can be selected. Only General Ledger accounts are displayed.
- Click on the **Retrieve** button to display the report data. Click on the **Print**, **Preview** or **Save As** buttons if required.

Deposit Batch Report

This report allows production of a list of either all Deposit Batches that have been reconciled to a Bank Statement, or all Unreconciled Deposit Batches.

- To produce a Deposit Batch report select this item from the sub-menu.

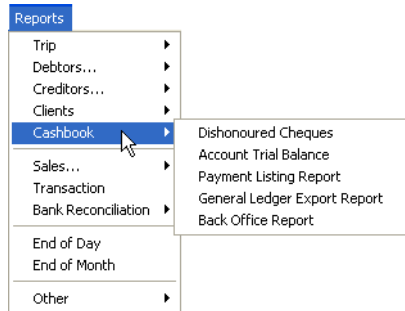
Deposit Batch Nbr	Date	Cash	Cheque	Credit Card	Bank Draft	Direct Deposit	IT	Total
46	6/01/2005	\$0.00	\$0.00	\$0.00	\$0.00	\$3,300.00	\$0.00	\$3,300.00
47	11/01/2005	\$0.00	\$0.00	\$0.00	\$0.00	\$105.00	\$0.00	\$105.00

- Bank Account**
 Double click in this field and select the required account for this report.
- Report Type**
 Select either:
Unreconciled Deposit Batches (default)
Reconciled Deposit Batches
- Click on the **Retrieve** button to display the report data. Click the **Print**, **Preview** or **Save As** buttons if required.

Cashbook Reports

Selecting Cashbook reports

From the menu bar, select **Reports** and then choose **Cashbook** and make a selection from the sub menu.



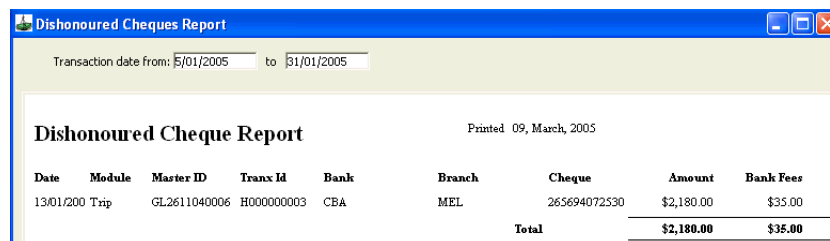
Select from the following reports:

- Dishonoured Cheques
- Account Trial Balance
- Payment Listing Report
- General Ledger Export Report
- Back Office Report

Dishonoured Cheques Report

This report lists all dishonoured cheques entered into the Cashbook.

1. To produce a Dishonoured Cheques Report select this item from the sub-menu.



2. **Transaction date from/to**
Enter the date range to be viewed.
3. Click on the **Retrieve** button to display the report data. Click the **Print**, **Preview** or **Save As** buttons if required.

Account Trial Balance

This report produces an itemised debit and credit balance for each Cashbook account with a final total balance.

The **Last Year Account Trial Balance** report shows all GL accounts as totals.

- To produce an Account Trial Balance Report select this item from the sub-menu.

Account Trial Balance

Printed 9/03/2005

Account: Start Date: 1/01/2005 End Date: 31/01/2005

GL Account Id	GL Account Description	Debit	Credit
10010	Sales Control		\$143,597.44
10020	Agent's Cancellation Fee		\$90.91
10030	Overrides Received		\$138.00
10031	Credit card fees		\$25.00
10040	Interest		\$652.00
20010	Discount Expense	\$188.00	
20020	Cost of Sales	\$129,241.63	
20030	Supplier's Cancellation Fee		\$0.00
20040	Bank Fees	\$48.00	
20060	Commission Adjustment		\$29.59
20070	AFTA phone cards	\$1,000.00	
40020	Debtor Control	\$18,306.70	
40050	Travel Account	\$96,748.96	
40100	Transfer Commission from Travel	\$55.00	
50010	Trip Control		\$22,173.05

Page 1 of 1

- Complete the following fields if required:

- **Trial Balance**

This provides a summarised report listing only total balances for each General Ledger account code.

- **Detailed Trial Balance**

This provides a detailed report listing all transactions on each General Ledger account code plus any transaction remarks.

- **Last Year's Trial Balance**

This will provide account balances of all General Ledger accounts as at the end of the previous financial year, including end of year adjustments.

- **Account**

Select a General Ledger account code to report on one specific account only. If this field is left blank a list of all accounts is displayed.

- **Start Date:/End Date**

Input the date range to be reported.

- **Agency**

Select the Agency you wish to view this report for.

3. Tick the **Suppress Zeros** box with the Trial Balance and Last Year's Trial Balance Reports.
4. Click on the **Retrieve** button to display the report data. Click the **Print**, **Preview** or **Save As** buttons if required.

Payment Listing Report

Provides a report giving full details of all payment types requested for all agencies attached to the Account selected.

1. To produce a Payment Listing Report select this item from the sub-menu.

Payment Reference Nbr	Transaction Date	Amount	Transaction Id	Transaction Type	Transaction Status	Consultant Id	Payee
Cheque							
068754753	03/2005	\$855.00	M000000084	Payment to Creditor	Confirmed	glenda	GARUDA ORIENT HOLIDAY:
276417607860	03/2005	\$1,278.00	M000000085	Payment to Creditor	Confirmed	glenda	SUNLOVER HOLIDAYS
1297656430812	03/2005	\$855.00	P000000013	Refund to Passenger	Confirmed	glenda	Thorpe/Max Mr
2396097867206	03/2005	\$165.00	D000000001	Refund to Debtor	Confirmed	glenda	Perth University
Subtotal		\$3,153.00					
Direct Debit							
	03/2005	\$38.00	Z000000019	Miscellaneous Payment	Confirmed	glenda	Galileo Travel

2. Complete the following fields if required:
 - **Transaction date**
Enter a date range.
 - **FOP Type**
Select a specific Form of Payment to be reported. Leave blank to report on all Forms of Payment.
 - **Cheque Nbr**
Enter a cheque number or range of numbers.
 - **Transaction Status**
Select a specific transaction status code to report only on those transactions. Leave blank to report on all status codes.
 - **Account Id**
Double click in this field to display a window where the required account can be selected. Only General Ledger accounts are displayed.
3. Click on the **Retrieve** button to display the report data. Click the **Print**, **Preview** or **Save As** buttons if required.

General Ledger Export Report

This report shows the monetary movement within each Cashbook account for a specified monthly period and provides the necessary data for input into an external accounting package. The system does not export the data, it simply provides a printed listing of the required figures.

- To produce a General Ledger Export Report select this item from the sub-menu.



GI Account Id	GI Account Description	Movement	
		Debit	Credit
10010	Sales Control		\$60,630.39
10020	Agent's Cancellation Fee		\$90.92
20010	Discount Expense	\$655.80	
20020	Cost of Sales	\$54,888.87	
20030	Supplier's Cancellation Fee		
20040	Bank Fees	\$38.00	
20050	Credit Card Expenses	\$30.00	
40020	Debtor Control	\$19,237.69	
40050	Travel Account	\$16,833.76	
50010	Trip Control	\$14,872.42	
50020	GST Out		\$1,145.98
50025	GST In	\$1,042.07	
50030	Creditor Control		\$45,679.32

- Account Period ID**
 This field automatically defaults to the current period. Click this field to open a drop down scroll and select another period if required.
- Click on the **Retrieve** button to display the report data. Click the **Print**, **Preview** or **Save As** buttons if required.

Back Office Report

This report shows the monetary movement within each Cashbook account for a specified period and provides the necessary data for input into an external accounting package. The system does not export the data, it simply provides a printed listing of the required figures.

If you prefer to update your external accounting system more regularly than once a month, the Back Office Report should be used to obtain Cashbook Account figures.

The Back Office Report allows the entry of a date range and shows the movement within each CCT Cashbook Account since the last time this report was generated and saved to file.

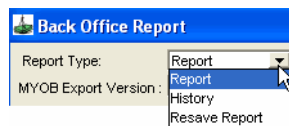


Note: After the Back Office Report has been run and saved to file, CCT transactions can not be back-dated into the reporting period that ends with the To date used to create the most recent Back Office Report.

The fields in the Back Office Report screen are:

- **Report Type**
Select from the following options:

Selection	Description
Report	Generates a new report with the most recent figures.
History	Produces a copy of a previously run report.
Resave Report	Used to generate a copy of the file that was generated when a Back Office Report had been previously completed.



- **From (Date)**

This report prints the incremental change in the balance in each account, therefore the From date field cannot be changed. This ensures that all transactions in the current reporting period will be included in the report totals. This field defaults to a date after the last date that the report was run.

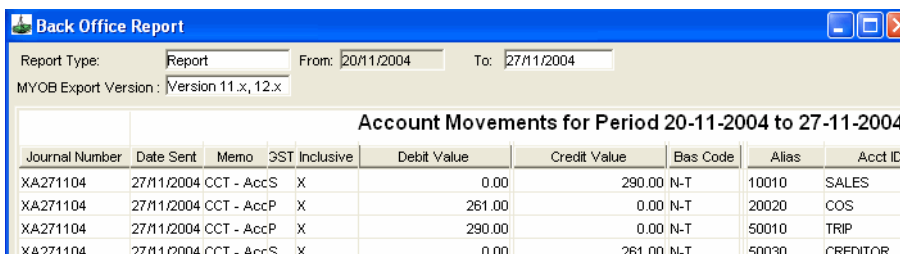
- **To (Date)**

The To date field defaults to yesterday's date. This date can be changed to any date between the From date and today's date.

- **MYOB Export Version**

Leave this field with the default setting as it no longer has an impact on the data. MYOB altered their import program so there is no direct interface of data between CCT and MYOB.

Click on the **Retrieve** button to display the report.



The screenshot shows a window titled "Back Office Report" with the following details:

- Report Type: Report
- From: 20/11/2004
- To: 27/11/2004
- MYOB Export Version: Version 11.x, 12.x

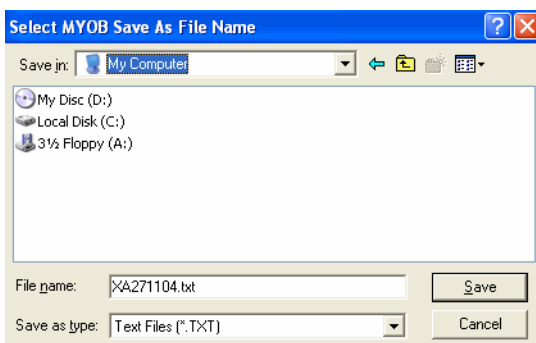
The main content is a table titled "Account Movements for Period 20-11-2004 to 27-11-2004" with the following data:

Journal Number	Date Sent	Memo	3ST Inclusive	Debit Value	Credit Value	Bas Code	Alias	Acct ID
XA271104	27/11/2004	CCT - AccS	X	0.00	290.00	N-T	10010	SALES
XA271104	27/11/2004	CCT - AccP	X	261.00	0.00	N-T	20020	COS
XA271104	27/11/2004	CCT - AccP	X	290.00	0.00	N-T	50010	TRIP
XA271104	27/11/2004	CCT - AccS	X	0.00	261.00	N-T	50030	CREDITOR

Saving the Report

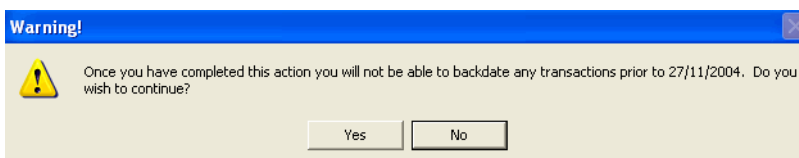
After the Back Office Report is displayed on your screen click on the Save As button to begin the transfer process.

The Text file will then be saved on a local hard drive in your office. A default directory will be shown but any accessible place within your network can be located to save the file about to be created.



Warning Prompt

A warning prompt will remind you that after this report has been run and saved to file, CCT transactions can not be back-dated into the reporting period that ends with the To date used to create the most recent Back Office Report. This will guarantee that the data in your Back Office system is a reflection of the same figures appearing in CCT.



If you select **No**, the file is not generated and you may exit the report screen.

If **Yes** is selected, a file is created containing the information displayed in the report and all users of CCT are unable to backdate into this reporting period.

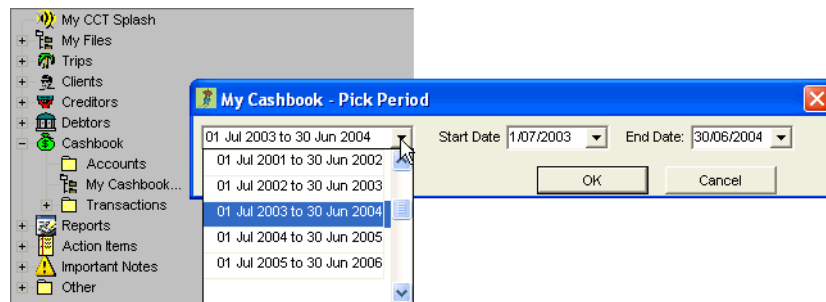
MyCCT Cashbook Reports

New Cashbook reports are also available in the MyCCT area. The statements and reports are accessed via the **MyCCT/My Cashbook** filter.

Upon entry a screen prompts the user to enter the accounting period desired. Each report is then retrieved using this criteria.

Date ranges can be chosen per financial year or by month. Once dates are chosen, click **OK**.

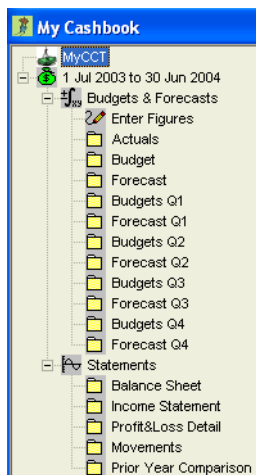
These dates will then be transposed into the MyCCT Cashbook **Statements**.



Budgets & Forecasts

These interactive spreadsheets allow the user to record budgeted and forecast figures for the specified financial year. These figures can then be used in CCT for comparison reporting.

When **Budgets and Forecasts** area is expanded the spreadsheets and associated reports will be revealed.



NOTE: It is recommend working with an accountant to set up the figures to successfully use this area.

Enter Figures

This area of the spreadsheet is where budget/forecast figures are recorded. The spreadsheet is divided into three tabs:

- Actuals (read only - figures are not entered here)
- Budget
- Forecast

Budget and Forecast Sheets

Each sheet has a list of the Cashbook accounts available and the months contained within the year of the selected date range.

To use the sheet, click inside the cell where the account and month align and enter the figure.

NOTE: Do not type symbols, (i.e. \$).

Each sheet may be printed when complete.

Actuals Sheet

The Actual figures for the specified range can be produced by clicking the **Set Actuals** button. The Actual accounting balances for the selected months are retrieved.

To exit this area click the **X** on the lower CCT screen.

Actuals/Budget/Forecast

These three individual spreadsheets are read only reports (of the Enter Figures spreadsheets). To print these reports click on the **Headers** button on the toolbar. Each report can also be converted into an Excel spreadsheet using the **Save As** button.

Budgets: Quarters 1 to 4

Each of these sheets provides a comparison between the actual and budgeted figures for the three months of the quarter.

Forecast: Quarters 1 to 4

Each of these sheets provides a comparison between the actual and forecast figures for the three months of the quarter.

Statements

MyCCT Cashbook contains five Statement reports:

- Balance Sheet
- Income Statement
- Profit and Loss Detail
- Movements
- Prior Year Comparison

Each Statement is displayed using the selected date range and is viewed by clicking on the applicable folder.

Balance Sheet

This report lists **Assets**, **Liabilities** and the **Equity** of an agency. Profit and Loss account balances are summarised under the **Equity** category in the **Trading Profit** figure.

The way in which accounts appear in this report is determined in the Cashbook Reporting Structure area.

For details, click on the blue hyperlinks to show all transactions.

Balance Sheet - Period Ending 31 Mar 2005				
			Debit	Credit
ASSETS				
Current Assets				
40020	DEBTOR	Debtor Control	53,416.14	
40050	TRAVEL	Travel Account	178,822.17	
			Current Assets	232,238.31
			TOTAL ASSETS	232,238.31
LIABILITIES				
Current Liability				
50010	TRIP	Trip Control		42,961.75
50020	GSTOUT	GST Out		6,560.35
50025	GSTIN	GST In	7,873.60	
50030	CREDITOR	Creditor Control		170,239.36
			Current Liability	7,873.60
			TOTAL LIABILITIES	219,761.46

Income Statement

The Income Statement is a summary of all income accounts reduced by expense accounts. The total reduction of income by expenses is reflected in the **Trading Profit** figure.

Income Statement - 1 Jan 2005 to 31 Mar 2005			
INCOME			
10010	SALES	Sales Control	\$215,762.56
10020	AGENTCANK	Agent's Cancellation Fee	\$181.83
10030	OVERRIDES	Overrides Received	\$138.00
			Commission Income - Client Related
			\$216,082.39
10040	INTEREST	Interest	\$652.00
			Other Income
			\$652.00
			TOTAL INCOME
			\$216,734.39
EXPENSES			
20010	DISCEXP	Discount Expense	\$1,043.80
20030	SUPPCANK	Supplier's Cancellation Fee	\$0.00
20040	BANKFEES	Bank Fees	\$115.09
20050	CCEXPENSE	Credit Card Expenses	\$40.00
20060	COMMADJ	Commission Adjustment	\$26.41
			Expense - Client Related
			\$1,225.30

Profit and Loss Statement (Detail)

The Profit and Loss Statement provides the same bottom line **Trading Profit** as the Income Statement. This report also gives the user the ability to view a detailed breakdown of the **Sales, Cost of Sales and Discount Accounts**.

Profit&Loss Detail - 1 Jan 2005 to 31 Mar 2005			
INCOME			
10010	SALES	Sales Control Flight International	\$74,193.23
10010	SALES	Sales Control Flight Domestic	\$8,608.88
10010	SALES	Sales Control Car Hire International	\$740.00
10010	SALES	Sales Control Insurance	\$161.00
10010	SALES	Sales Control Tour	\$113,059.97
10010	SALES	Sales Control Hotel	\$6,605.00
10010	SALES	Sales Control Other	\$9,373.75
10010	SALES	Sales Control	\$215,762.56
10020	AGENTCANY	Agent's Cancellation Fee	\$181.83
10030	OVERRIDES	Overrides Received	\$138.00
		Commission Income - Client Related	\$216,082.39
10040	INTEREST	Interest	\$652.00
		Other Income	\$652.00
		TOTAL INCOME	\$216,734.39
EXPENSES			
20010	DISCEXP	Discount Expense	\$1,043.80
20020	COS	Cost of Sales Flight	\$75,634.10

Each account can be divided into its **Service Type** and/or **Sales Code**. The set-up of how the accounts appear is fully explained in the Cashbook Reporting Structure.

Movements

The Movement report displays the debit and credit movements in the Balance Sheet accounts during the specified date range. If the movements in the Profit or Loss accounts are also required they can be viewed in the Income Statement.

Prior Year Comparison

This report compares the balance of all profit and loss accounts for the selected transaction dates against the total account balance for the last financial year. It is recommended that this report only be viewed using complete financial year date ranges rather than month by month.

Cashbook Report Structure

The Cashbook Report Structure determines how General Ledger accounts will appear/be categorised in the MyCCT Cashbook Reports.

To set up a Cashbook Report Structure go to **Options** menu, select **Tables**, then select **Cashbook Accounts**.

A list of all Cashbook accounts with their current set-up will be displayed. This list provides each account's details and set-up in the Cashbook:

- **Account ID**
Account Name
- **GL Account ID**
Account Numeric Code
- **Account Description**
Account Name (prints on reports)
- **Type**
Profit and Loss or Balance Sheet
- **Control (CTRL)**
Indicates if it is a Control Account. This is a total of amounts contained in a subsidiary ledger
- **Normally**
If account balance is normally in debit or credit
- **Account Category**
Income, Expense, Asset, Liability or Equity
- **Account Sub-Category**
e.g. Client Income, Other Income
- **GST Type**
CAI Capital Acquisition
FRE GST Free
GST Goods and Services Tax
MIX Mix of GST and GST Free
N-T No Tax
PAY PAYG Tax

NOTE: It is recommended that the set-up of these accounts be advised by your accountant.

Account Id	GL Acct Id	Account Description	Type	Ctrl	Normally	Account Category	Account Sub Category	Gst Type
SALES	10010	Sales Control	P&L	<input checked="" type="checkbox"/>	<input type="radio"/> DR <input type="radio"/> CR	INCOME	Commission Income - ClIGST	
AGENTCANX	10020	Agent's Cancellation Fee	P&L	<input type="checkbox"/>	<input type="radio"/> DR <input type="radio"/> CR	INCOME	Commission Income - ClIGST	
OVERRIDES	10030	Overrides Received	P&L	<input type="checkbox"/>	<input type="radio"/> DR <input type="radio"/> CR	INCOME	Commission Income - ClIMIX	
DISCEXP	20010	Discount Expense	P&L	<input type="checkbox"/>	<input type="radio"/> DR <input type="radio"/> CR	EXPENSES	Expense - Client RelatedGST	
COS	20020	Cost of Sales	P&L	<input checked="" type="checkbox"/>	<input type="radio"/> DR <input type="radio"/> CR	EXPENSES	Expense - Client RelatedGST	
SUPPCANX	20030	Supplier's Cancellation F	P&L	<input type="checkbox"/>	<input type="radio"/> DR <input type="radio"/> CR	EXPENSES	Expense - Client RelatedGST	
BANKFEES	20040	Bank Fees	P&L	<input type="checkbox"/>	<input type="radio"/> DR <input type="radio"/> CR	EXPENSES	Other Expense GST	
CCEXPENSE	20050	Credit Card Expenses	P&L	<input type="checkbox"/>	<input type="radio"/> DR <input type="radio"/> CR	EXPENSES	Expense - Client RelatedGST	
COMMADJ	20060	Commission Adjustment	P&L	<input type="checkbox"/>	<input type="radio"/> DR <input type="radio"/> CR	INCOME	Commission Income - ClIGST	
DEBTOR	40020	Debtor Control	B/S	<input checked="" type="checkbox"/>	<input type="radio"/> DR <input type="radio"/> CR	ASSETS	Current Assets	N-T
TRAVEL	40050	Travel Account	B/S	<input checked="" type="checkbox"/>	<input type="radio"/> DR <input type="radio"/> CR	ASSETS	Current Assets	N-T

Making a Change

The way in which accounts are set-up determines whether they appear in the **Balance Sheet** or **Profit and Loss Statements**, and how they are categorised within the reports.

- Click on the **Reporting Structure** button. Once again a list of all Cashbook accounts will be displayed. This list provides each accounts' reporting structure details (pertaining to the Profit and Loss (Detail) Report) and includes the same fields as the previous screen as well as:
 - Service Type**
Where Account balances can be separated into service types for the Profit and Loss (Detail) Report.
 - Sales Code**
Where Account balances can be separated into Sales Codes for the Profit and Loss (Detail) Report.
 - S Order**
Currently has no function.
 - Description**
Account Name (prints on reports).

Account Id	My Name	Service Type	Sales Code	Sort	Description	GL Account Code
GLTAKSUS	GLTAKSUS				0GL Take-up Suspense	
NBCCSUSP	NBCCSUSP				0Non-Bankable Credit Card Suspense	
ACCRCOMMSUS	ACCRCOMMSUS				0Accrued Commission Suspense	
DISCEXP	DISCEXP				0Discount Expense	
COS	COS				0Cost of Sales	
COS	COS	F-Flight			0Cost of Sales	
COS	COS	H-Hotel			0Cost of Sales	
SUPPCANX	SUPPCANX	C - Car Hire			0Supplier's Cancellation Fee	
CCEXPENSE	CCEXPENSE	F - Flight			0Credit Card Expenses	
BANKFEES	BANKFEES	H - Hotel			0Bank Fees	
SALES	SALES	I - Insurance			0Sales Control	
AGENTCANX	AGENTCANX	M - Miscellaneous			0Agent's Cancellation Fee	
OVERRIDES	OVERRIDES	Q - Travellers cl			0Overrides Received	
COMMADJ	COMMADJ	R - Rail			0Commission Adjustment	
		S - Cruise				
		T - Tour				
		U - Surface				
		W - Web				
		X - Air Taxi				
		B - Coach				

- This area allows **Sales Control**, **Cost of Sales** and **Discount Expense** balances to be broken down into their Service Type and/or Sales Code on the Profit and Loss (Detail) Report.

NOTE: One line per account must be left as a neutral setting, i.e. no Service Type or Sales Code should be selected.

- To report by **Service Type**, highlight the account to be separated and click the **New** button. A new, identical line will appear for the account.

Click in the **Service Type** column and select the Service Type required to be itemised on the report. It is possible to add multiple lines for numerous Service Types to provide greater detail in reports.

- To report by **Sales Code**, highlight the account to be separated and click the **New** button. Select **Domestic**, **International** or **Sundry Sale** from the scroll.

COS	COS		
COS	COS	F-Flight	
COS	COS	H-Hotel	
COS	COS	I-Insurance	Internati
SUPPCANX	SUPPCANX		Domestic
CCEXPENSE	CCEXPENSE		International
BANKFEES	BANKFEES		Sundry

- It is possible to report by both **Service Type** and **Sales Code** by selecting both modifiers on the same line, e.g. Flight - Domestic, Insurance - International.
- Click on **OK** to save the changes.

Deleting a Structure Line

To delete a Cashbook Report line:

- Select the **Options** menu, click on **Tables** and select **Cashbook Accounts**.
- Click on the **Reporting Structure** button.
- Highlight the line to delete and press **Ctrl+D**.
- Click **Yes** to delete.
- Click **OK** to save changes and close.

Trust Account Reconciliation

We offer this guideline as a suggested method to reconcile your accounts and recommend discussing this with your accountant before proceeding. To download this document: See *Galileo Support, CCT 3 End of Financial Year*.

TRUST ACCOUNT RECONCILIATION			
First print out the Account Trial Balance. Found under Reports, Cashbook.			
Do not enter a Start Date - only an end date if required.			
PART 1 - TRUST ACCOUNT PROFIT AND LOSS STATEMENT			
INCOME			
	SALES CONTROL	10010	
	AGENTS CANCELLATION	10020	
	OVERRIDES RECEIVED	10030	
	COMM ADJ (IF CREDIT)	20060	
	OTHER INCOME ACCOUNTS		
	Total Income		\$ -
LESS EXPENSES			
	DISCOUNT EXPENSE	20010	
	COST OF SALES	20020	
	SUPPLIER CANCELLATION	20030	
	BANK FEES	20040	
	CREDIT CARD EXPENSES	20050	
	COMM ADJ (IF DEBIT)	20060	
	Other Expenses		
	Total Expenses		\$ -
	PROFIT		\$ -
LESS	COMM PREVIOUSLY TRANSFERRED	40100	
PLUS	UNAPPROPRIATED PROFIT	90000	
	COMM AVAIL FOR TRANSFER		\$ -
PART 2 - TRUST ACCOUNT RECONCILIATION			
	TRIP CONTROL	50010	
PLUS	CREDITOR CONTROL	50030	
			\$ -
LESS	DEBTOR CONTROL	40020	
			\$ -
PLUS	COMMISSION AVAIL AS ABOVE		\$ -
PLUS	GSTOUT	50020	
LESS	GSTIN	50025	
LESS	GSTRR	50028	
			\$ -
	BALANCE OF TRAVEL ACCOUNT	40050	
			\$ -
	DIFFERENCE		\$ -
The difference should be nil, providing you have used all figures on your trial balance.			
Notes: You should leave sufficient funds in your trust account to cover the debtors control, any debit outstanding balances and any commissions owed by creditors. Please contact your accountant for further advise.			
**Need to run Account Trial with End date not From Date			

SCG: If your comm adj account is in credit - enter the amount here.

SCG: Enter any other income amounts here.

SCG: Enter any other expenses here.

SCG: If your trip or creditor control figures are debits - enter a minus

SCG: If balance of GSTRR is credit - enter with a minus (-) YOUR GSTRR ACCOUNT SHD BE A NIL BALANCE !!

Change Bank Accounts

To close an old bank account in CCT and open a new account follow the steps below:

1. Determine total commission available in the Trust account and transfer this out of the Trust account, leaving only creditor, trip and debtor balances to reconcile. This is calculated by formula as per Trust Account Reconciliation document included in this module.
2. Once you have calculated commission and can therefore transfer the amount out, you must reconcile to your bank account referring to the Trust Account Reconciliation document.
3. Upon completion ensure that:

Outstanding Trip balances **PLUS** Creditors **MINUS** Debtor owings **PLUS** Calculated Commission **EQUALS** Your cash at bank figure,

Proceed to write a cheque for the Commission amount. You will need to create a Miscellaneous Payment and code it to account ID 40100.

Miscellaneous Payment

Payment Details

Consultant: glenda Date: 4/02/2005

Remark:

Amount: \$37,000.00 Account: TRAVEL Travel Account

GL Allocation

Account #	GL Account Description	GST	Amount Excl	GST Amt	Amount Incl
40100	Transfer Commission from Trave		37,000.00	0.00	37,000.00
Total:			37,000.00	0.00	37,000.00

Form(s) of payment (1 of 1)

Type: Direct Debit

Payee: Galileo Travel

Amount: 37,000.00

Nbr: Bank: ANZ Branch: QUEEN STREET, BRISBA

Buttons: Reverse, Print, OK, Cancel, Help

4. To nil out the bank account, do a Miscellaneous Payment and code to 60040 the total amount of:

Trip balances **PLUS** Creditors to Pay **LESS** Debtors Owing to the GL SUSPENSE account.

5. The Bank Account will now have a nil balance, so you can change the bank details on the **Cashbook** tab.

The screenshot shows the 'Cashbook' form with the following details:

- Account ID: TRAVEL
- Bank Account:
- GST Type: N-T
- Account Type: Balance Sheet
- Category: ASSETS
- Sub Category: Current Assets
- Debit: Credit:
- Control Account:
- Account Number: 40050
- Account Alias: 40050
- Sort Code: 0
- Description: Travel Account
- Bank: ANZ
- Branch: QUEEN STREET, BRISBANE
- Account Number: 8779-79886558

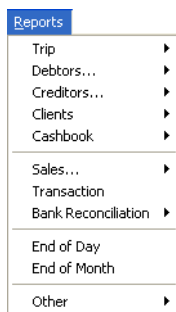
Change of Ownership Procedures

Please notify your Galileo representative a minimum of two weeks in advance, so they can arrange the appropriate procedures for you.

Module 7: Reports

Menu Bar Reports

The Reports available from the menu bar have been categorised by module and function.



Each report will have pertinent filters to enable the user to refine the report and an Agency selection field to allow reports to be produced for individual agencies in the network.

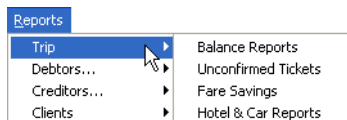
Action buttons are available at the bottom of each report.



Button	Description
Arrows	Allows navigation of multiple page reports, move to the first, previous, next or last pages of the report.
Clear	Clear the report contents.
Retrieve	Retrieve and display the data requested.
Preview	Display retrieved data as it would appear if printed.
Print	Goes to the default printer.
Save As...	Save or export to another application such as Microsoft Excel.
Close	Close the report generator window.

Trip Reports

There are four options available from the Reports menu bar in relation to Trip files.



Balance Reports

These reports produce a list of Trip files showing the account balance.

1. Select from:

- **Outstanding Balances**

Lists only those Trips with an outstanding debit or credit balance and the **reason** if it has been entered through the **Out of Balance** button.

This report features **hyperlinks** to all files displayed so that files can be easily examined. Clicking on the hyperlinked Trip code opens the file at the accounting screen. When the linked file is closed you are returned to the open report.

- **Trip Report Detailed**

Lists all Trip files and the details of each associated accounting transaction.

- **Trip Report Summary**

Lists all Trip files with their accounting balance only.

2. Select **Balance Report** from the sub menu to produce this report.

Trip Code	Trip Balance	Consultant	Passenger Group Name	Debtor ID	Reason
01 May 06 GL2411040001	\$2,600.00 DR	glenda	NgFelia Ms		14/01/2005: Customer to pay ASAP
10 May 06 GL2411040001	\$9,670.00 CR	glenda	BeanBasil Mr	MACES	
30 May 06 GL1001050001	\$412.50 CR	glenda	WongLashita Mrs		
19 Jun 06 GL1201050001	\$781.00 DR	glenda	CHUFELLAMRS	MACES	14/01/2005: Chasing debt
Total	\$5,791.10 CR				

3. Complete the fields as required:

- **Report**

Select one of the reports described above from the drop down menu attached to this field.

- **Sort By**

The **Sort By** field allows the selection of data retrieved and how it is displayed. Choose from: **Trip Code**, **Consultant** (default), **Departure Date** or **Destination**.

4. The following fields are optional and may be completed to obtain specific information. However, when these fields are left blank data from **ALL** sources is obtained.
 - **Trip**
Use **F12** to select a Trip code to obtain a report specifically for that File. If a Trip file is currently open this field will automatically default to that Trip code.
 - **Consultant**
Select (**F12**) a Consultant code to obtain a report specifically on Files created by the nominated consultant.
 - **Primary Destination**
Select (**F12**) a 3 letter city code to obtain a report of Trip files travelling to the specified destination.
 - **Departure date from/to**
Enter a date range to report only on Trip files within a specified period.
 - **Transaction date from/to**
Not available for Outstanding Balances.
 - **Show Balances**
Initially all balances are retrieved and the Show Balances option is dimmed. After all balances have been retrieved and are displayed the Show balances option becomes active. Check the box required and the data is sorted and displayed:
 >0 - Include Trip files with balances greater than zero (credits)
 <0 - Include Trip files with balances less than zero (debits)
 =0 - Include Trip files with balances equal to zero (nil balance)
5. Click the **Retrieve** button to display the report data. Click on the **Print**, **Preview** or **Save As** button as required.

NOTE: This report includes the **Out of Balance** reasons if they have been entered in the file.

Unconfirmed Tickets Report

The Unconfirmed Tickets report produces a list of tickets which has been downloaded from Galileo Desktop but not finalised on the relevant Trip file and have a status of **U** for unconfirmed.

All ticket requisitions must be confirmed before the End of Day reports can be run.

Open the report from the sub-menu and select the Agency and Consultant you wish to view the report for.

When the report is displayed, the Trip Code becomes a hyperlink giving direct access to the file.

Unconfirmed Ticket Report										Printed 24/05/2004
Trip Code	Ticket Number	Conj	Date	Billing Period	Type	Fare	Tax	Tranx ID	Consultant	
M8N19W210504	2201247943		21/05/2004	W2004	TKT	\$0,000,998.80	\$0,000,050.77	T000011034	marliaman	

Fare Savings Report

This report is designed to provide fare comparison information for corporate accounts. It provides the applicable data as long as the CrossCheck Travel Custom Data function has been activated through the Debtor file.

It provides is a list of:

- the fare amount offered to the client.
- the lowest fare available.
- the fare accepted together with the reason as to why a certain fare was accepted.

1. Select the **Fare Savings** report from the sub menu to produce this report.

Supplier	Standard Fare	Lowest Fare	Accepted Reason Fare Code
ERINE BROWN Qantas Airways Limited	\$666.00	\$244.00	\$260.00 Higher Fare - Due to Late Booki

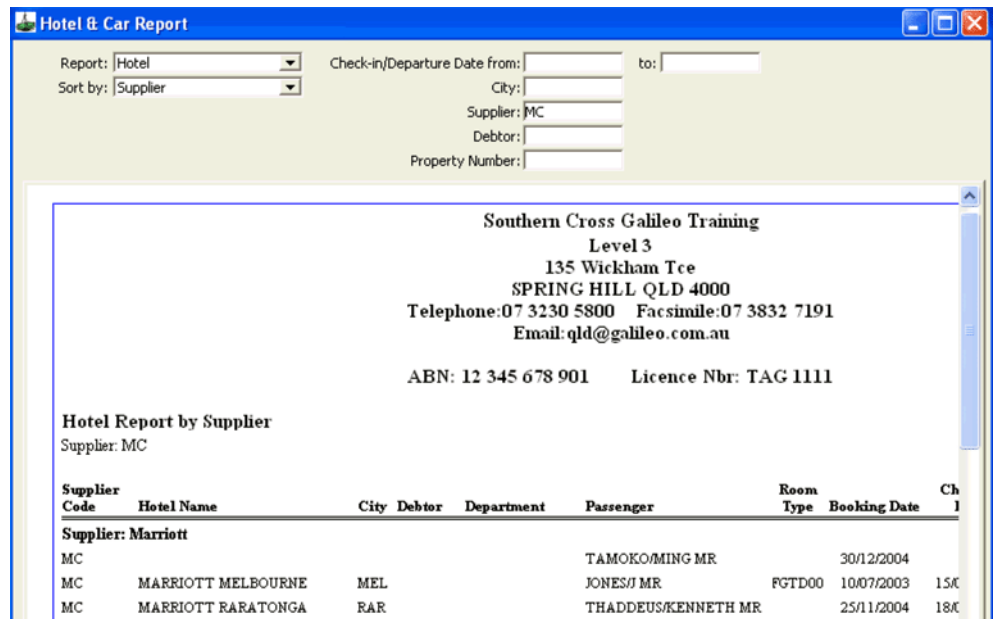
2. Complete the following fields as required:

- **Debtor**
Use **F12** to select the Debtor for whom a Fare Savings Report is to be printed. If this field is left blank a fare savings report is printed for all debtors.
- **Client**
Use **F12** to select the client for whom a Fare Savings Report is to be printed.
- **Service Type**
The report can also be printed by service type. Select the service type to cover the report required, (i.e. all / flight / hotel / car).
- **From / To**
Select the date range for the report.
- **Date range For**
Choose whether the dates entered apply to the date **Of Quote** or date **Of Travel**. This field is only available after **From** and **To** dates have been entered.

3. Click the **Retrieve** button to display the report data. Click on the **Print**, **Preview** or **Save As** buttons if required.

Hotel & Car Reports

1. Select **Hotel & Car Reports** from the submenu.



2. Complete the following fields as required:
 - **Report**
Select Hotel or Car
 - **Sort By**
Choose the way the report is categorised from the **Sort by** criteria:
 - Supplier (default)
 - Debtor
 - City Property Number (for Hotels)
 - Check-In/Pick-Up Date
 - **Check-in/Departure Date from/to**
Enter the dates required
 - **City**
Enter the IATA three letter city code or double click this field to display a search list
 - **Supplier**
Enter the supplier code or double click this field to display a search list
 - **Debtor**
Enter the Debtor ID code or double click this field to display a search list
 - **Property Number**
Enter the Hotel Property number. This is a text free field
3. Click on the **Retrieve** button to display the data. Use the scrolls to move through the report details and remember to move to the bottom to read the notes about the inclusions.
4. Click on the **Clear** button to remove the data and enter new filters, then click on **Retrieve**.

NOTE: The bookings where the client is paying direct to the hotel still show on the Hotel report, however the total is zero.

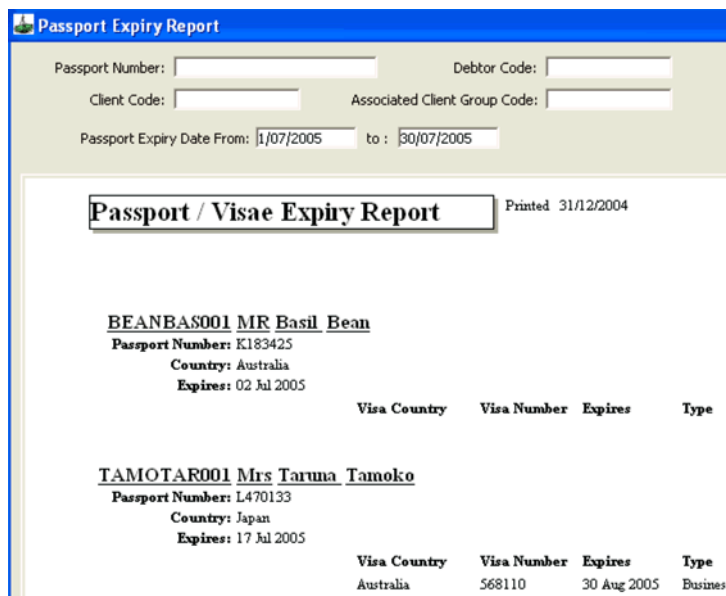
Client Reports

Open **Reports**, then **Clients** on the CCT menu bar to select the Passport Expiry, Trips or Duplicate Clients report.



Passport Expiry Report

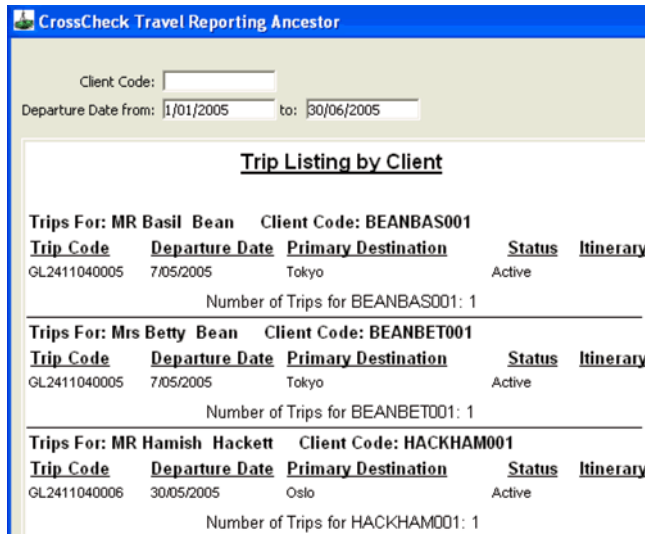
This report can be used to look at specific client files or all files within a date range.



1. Complete the following fields as required:
 - **Passport Number**
Enter a specific Passport Number to be reported on.
 - **Debtor Code**
Select a Debtor code to report on passports held by all clients linked to that Debtor.
 - **Client Code**
Select a Client code to report on the passports held by a specific client.
 - **Associated Client Group Code**
Select an Associated Client Group code to report on all passports held by clients who have been linked together.
 - **Passport Expiry Date From/To**
Enter a date range to report on.
2. Click the **Retrieve** button to display the report data. Click on the **Print**, **Preview** or **Save As** button as required.

Trips Report

The Trips report gives two options, to retrieve all trips for an individual client by entering a client codes, or to retrieve all trips for any client files within a date range.



Duplicate Clients Report

The Duplicate Clients report has no filters. Click the **Retrieve** button to show any duplicate Client files.

Duplicate Clients Report <small>Printed: 31/12/2004</small>			
Family Name	Given Name	Title	Client Code
Smith	Cybil	Mrs	SMITCYB002
Smith	Cybil	Mrs	SMITCYB003

If no duplicate files are found, the system responds with a No Data Retrieved prompt. Click **OK** to clear the prompt.

Preventing Duplicate Client Files

Clicking the **Create Client** icon creates a new client file from the Trip file. To check if the client file has already been created, click on the **Link** button first, before using the Create function.

Debtor, Creditor Cashbook Reports

Debtor, Creditor, Cashbook, Sales, Transaction, Bank and Period End reports are detailed either in the accounting modules or the Account Management course.

Reports	
Trip	▶
Debtors...	▶
Creditors...	▶
Clients	▶
Cashbook	▶
Sales...	▶
Transaction	
Bank Reconciliation	▶
End of Day	
End of Month	
Other	▶

Sales Reports

From the menu bar, select **Reports**, click on **Sales** to open the sub menu and select from:



- **Commissions and Profitability**
This report displays current Trip balance, discounts and commission with a percentage profit figure.
- **Sales Reports**
This report provides a large amount of Supplier information. It includes GST, CCCF and Other Taxes but does **NOT** include commission.
- **Purchase Reports**
The data displayed in this report includes a Nett figure, Supplier cancellation fees and commission.
- **Agency Sales Report**
This report provides a list of sales itemised by sales code and service type. The filter **Grand Total Only** provides a quick view of how the agency is deriving their business.
- **Override**
This report displays any override figures entered in the ticket and cheque requisitions.

Sales reports are based on information entered in Cheque and Ticket Requisitions, and all reports include total value.

Report Notes

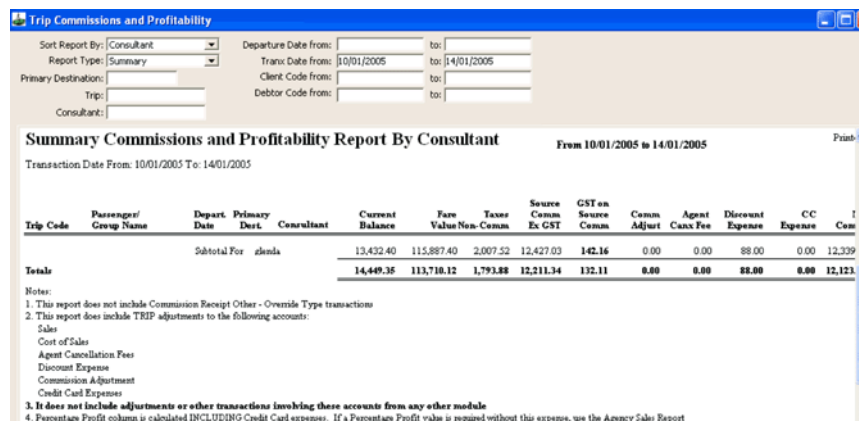
The **Commission and Profitability**, **Sales**, **Purchase** and **Agency Sales Report**, have a section at the bottom of the report called **Report Notes**. It is important to read these notes to get a clear picture of the inclusions and exclusions of the report.

Trip Adjustment and Commission Report, Other Override Type transactions are not included in any of the Sales report figures.

Commissions & Profitability Report

This report provides detail about sales. It includes items such as Agents Cancellation Fees, Credit card expenses (Merchant Fees), GST on Source Commission as well as profit related figures and the Current Balance.

1. Select **Commission and Profitability** from the sub menu to produce this report.



2. Complete the following fields as required:
 - **Sort Report By**
Select the way your report is to be compiled and displayed from the following options:

Departure Date
 Trip Code
 Primary Destination

Consultant (default)

Client

Debtor

- **Report Type**

Choose **Detail** or **Summary**

- **Primary Destination**

Enter the IATA city code or make a selection from the list displayed when double clicking in this field.

- **Trip**

Enter a Trip code if reporting on a particular file. Double click in this field to make a selection from the Search dialogue box.

- **Consultant**

Enter a consultant ID to report on specific consultant.

- **Departure date from/to**

Enter the date range required. If left blank all past and future departure dates are included.

- **Tranx Date from/to**

Enter the date range required. If left blank all past transactions are included.

- **Client Code from/to**

Enter a Client Code range or double click this field to make a selection from the Search dialogue box.

- **Debtor Code from/to**

Enter a Debtor Code range or double click this field to make a selection from the Search dialogue box. To report on one Debtor, enter the code in the **from** field only.

3. Click the **Retrieve** button to display the report data. Click on the **Print**, **Preview** or **Save As** buttons if required.

Report Notes

The **Fare Value** does not include amounts entered as taxes and/or non-commissionable fees. The Percentage Profit column includes credit card expenses. Use the Agency Sales Report to see this figure without credit card expenses.

This report does not include:

- Trip Adjustments to the following accounts:

Sales

Commission Adjustments

Cost of Sales

Credit card Expenses

Discount Expense

- Adjustments or other transactions involving the above accounts and any other module.

Sales Reports

The Sales Report provides filters which help extract information about Supplier sales; however the retrieved data does **NOT** include commission.

1. Select **Sales Reports** from the sub menu to produce this report.
Transaction dates must be entered to be able to retrieve this report.

The screenshot shows the 'Sales Reports' window with the following filters: Report Type: Detail, Sales Code: International, Service Type: All, Report By: Creditor, Consultant: (blank), Creditor: (blank), Trip: (blank), Supplier Code: (blank), Departure Date: (blank), Trans Date: 10/01/2005 to 14/01/2005, Destination: (blank). The report title is 'Sales Report by Creditor' and it is dated 14/01/2005. The data table below shows sales transactions categorized by Creditor and Subtotal.

Date	Supplier	Debtor	Trans ID	Ticket Type	Passenger Group Name	Amount	Other Taxes	CCCF	Total Discount	Caux Fee	GST	Sell
Creditor ASIAN EXPLORER HOLIDAYS												
10/01/2005	China Holidays		Q000000076	CQC	Chan/Charlie Mr	6,200.00	0.00	0.00	0.00	0.00	0.00	6,200.00
11/01/2005	Asian Explorer Holidays		Q000000077	CQC	Wong/Lushita Mrs	2,130.00	0.00	0.00	0.00	0.00	0.00	2,130.00
11/01/2005	Asian Explorer Holidays		Q000000083	CQC	Hackett/Hannah Mr	2,861.10	0.00	0.00	0.00	0.00	28.90	2,890.00
Subtotal ASIAN EXPLORER HOLIDAYS						\$11,191.10	0.00	\$0.00	\$0.00	\$0.00	\$28.90	\$11,220.00
Creditor Bank Settlement Plan												
12/01/2005	Malaysian Airline System		T0000000332	TET	Fauly/Fredrick Mr	2,230.00	132.70	0.00	0.00	0.00	0.00	2,362.70
12/01/2005	Singapore Airlines		T0000000333	TET	Nguyen/Indrit Ms	3,400.00	180.45	0.00	0.00	0.00	0.00	3,580.45
12/01/2005	Air France		T0000000336	TET	Wong/Alice Mrs	4,400.00	186.20	0.00	88.00	0.00	0.00	4,498.20
Subtotal Bank Settlement Plan						\$10,030.00	499.35	\$0.00	\$88.00	\$0.00	\$0.00	\$10,441.35
Creditor CONCORDE INTERNATIONAL TRAVEL												
11/01/2005	Air Pacific Limited		T0000000320	CCF	Ng/Lawrence Mr	980.00	78.00	1,058.00	0.00	0.00	0.00	0.00

2. Complete the following fields as required:
 - **Report Type**
Choose **Detail** or **Summary**.
 - **Report By**
Select the way the report is compiled and displayed from the following categories
 Consultant (default)
 Sales Code
 Creditor
 Departure Date

Service Type
Supplier Code
Trip Code

- **Sales Code**
Enter the Sales Code to be reported on. (Optional).
 - **Trip**
Enter a Trip to report on a specific file. Double click this field to make a selection from the Search dialogue box.
 - **Consultant**
Enter a consultant ID to report on a specific consultant.
 - **Creditor**
Enter a Creditor code, or double click this field to make a selection from the Search dialogue box.
 - **Service Type**
This field is only available when **Supplier Code** has been selected in the **Report By** field. Select the service required from the drop down list. This field defaults to **ALL** service types.
 - **Supplier Code**
This field is only available when **Service Type** has been selected. Enter a Supplier Code range or double click this field to make a selection from the Search Dialogue box. To report on one Supplier only, enter the same code in both fields.
 - **Departure Date From/to**
Enter the date range required.
 - **Tranx Date From/to**
Enter the date range required. The default **From** date is the first of the current month and the **To** date will default to today's date.
 - **Destination**
Enter the IATA city code or double click this field to make a selection.
3. Click the **Retrieve** button to display the report data. Click **Print**, **Preview** or **Save As** buttons if required.

Report Notes

Commission is **NOT** included in this report. The **total** column includes taxes and Non Commissionable fees.

The **Canx Fee** figure includes Supplier and Agent fees.

Purchase Reports

This report provides a way to analyse the agency's product usage through a variety of filters.

1. Select **Purchase Reports** from the sub menu to produce this report.

Date	Supplier	Trip Code	Tranx ID	Ticket Type	Amount	Other Taxes	CCCF	Total Comm
Service Type Flight								
4/01/2005	Singapore Airlines	GL2312040001	T000000316	CCF	\$2,800.00	\$0.00	\$2,800.00	\$252.00
5/01/2005	Singapore Airlines	GL2912040003	T000000318	TEK	\$3,100.00	\$0.00	\$0.00	\$279.00
11/01/2005	Singapore Airlines	GL2411040004	T000000325	CCF	\$2,300.00	\$182.70	\$2,482.70	\$207.00
11/01/2005	Singapore Airlines	GL2912040002	T000000329	EFT	-\$1,750.00	-\$200.00	\$0.00	-\$97.50
12/01/2005	Singapore Airlines	GL1101050004	T000000333	TEK	\$3,400.00	\$180.45	\$0.00	\$306.00
Subtotal for Flight					\$9,850.00	\$163.15	\$5,282.70	\$956.50
Total Purchases					\$9,850.00	\$163.15	\$5,282.70	\$956.50

Note: This report does not include any Trip Adjustments or Commission Receipt Other - Override Type transactions.
The Total column includes amount entered as Non Commissionable Fees

2. Complete the following fields;

- **Purchase Report By**

Select the way the report is compiled and displayed from the following categories:

Consultant (default)

Creditor

Departure Date

Sales Code

Service Type

Supplier Code

- **Supplier Code/to**

Enter a Supplier code range, or double click this field to make a selection from the Search dialogue box. To report on one Supplier only, enter the same code in both fields.

- **Departure Date/to**

Enter the date range required. If this field is left blank, all past and future departure dates are included.

- **Tranx Date/to**

Enter the date range required. If this field is left blank all past transactions are included.

- **Service Type**

Select the service type required from the drop down list. This field defaults to show **ALL** service types.

- **Consultant**

Enter a consultant ID to report on a specific consultant.

- **Creditor**

Enter a Creditor code, or double click this field, to make a selection from the Search dialogue box.

3. Click the **Retrieve** button to display the report data. Click **Print**, **Preview** or **Save As** if required.

NOTE: The total column includes Non Commissionable fees.

Agency Sales Reports

This report provides a listing of sales itemised by Sales Code and by Service Type. It is the only report that has the option to view **Grand Totals Only**.

1. Select **Agency Sales Reports** from the sub menu.

Date	Consultant	Creditor	Tranx Id	Type	Amount	Other Taxes & Non Comm.	GST	CCCF Value	Total Comm.
Supplier JapanAir Lines									
Service Type Flight									
International									
1/03/2005	glenda	BSP	T000000356	CCF	\$3,513.00	\$91.75	\$0.00	\$3,604.75	\$316.17
Total International sales					\$3,513.00	\$91.75	\$0.00	\$3,604.75	\$316.17
Total of all Flight for JapanAir Lines					\$3,513.00	\$91.75	\$0.00	\$3,604.75	\$316.17

2. Complete the following fields:

- **Report Type**

Choose **Detailed**, **Summary** or **Grand Total Only**.

- **Sort Report By**

Select the way the report is compiled and displayed from the following categories:

- Supplier
- Tranx Consultant (default)
- Creditor
- Trip Consultant
- Client
- Debtor

- **Service Type**

This field is only available when **Supplier** has been selected in the **Sort Report By** field. Select the service type required from the drop down list. This field defaults to show **All** service types.

- **Consultant**

This field is only available after Tranx or Trip Consultant have been selected in the **Sort Report By** field. Enter a Consultant ID to report on a specific consultant.

- **Creditor**
This field is only available when **Creditor** has been selected in the **Sort Report By** field. Enter a Creditor Code, or double click this field to make a selection from the Search Dialogue box.
 - **Supplier**
This field is only available when **Supplier** has been selected in the **Sort Report By** field and a **Service Type** has been entered. Enter a Supplier Code range, or double click this field to make a selection from the Search Dialogue box.
 - **Tranx Date From/to**
Enter the date range required. If this field is left blank all past transactions are included.
 - **Debtor from/to**
This field is only available when **Debtor** has been selected in the **Sort Report By** field. Enter a Debtor Code, or double click this field to make a selection from the Search Dialogue box.
 - **Client from/to**
This field is only available when **Creditor** has been selected in the **Sort Report By** field. Enter a Client Code, or double click this field to make a selection from the **Search** dialogue box.
 - **Departure Date from/to**
Enter the date range required. If this field is left blank, all past and future departure dates are included.
 - **Tranx Agency**
Select the Agency where transactions were carried out.
 - **Trip Agency**
Select the Agency the Trip files were created in.
3. Click the **Retrieve** button to display the report data. Click **Print**, **Preview** or **Save As** if required.

Report Notes

The Percentage Profit figures are calculated **excluding** credit card expenses. Agency Cancellation Fees are included in the Net Commission.

This report does not include:

- Trip Adjustments to the following accounts:
 - Commission Adjustment
 - Discount Expenses
 - Agent Cancellation fees
 - Sales
- Adjustments or other transactions involving the above accounts and any other module

Transaction Reports

These reports provide detail on all transactions entered in CCT.

1. Select **Reports** from the menu bar and click **Transaction** to open the report screen.

The screenshot shows the 'Transaction Reports' window with the following filters:

- Transaction Type: Adjustment
- Module: None
- Creditor: [] to []
- Debtor: [] to []
- Status: []
- Consultant: [] to []
- SubTotal By: None
- Trip Code: [] to []
- Accounting Period: [] to []
- Tranx Date From: 4/01/2005 to 14/01/2005
- Tranx ID: [] to []

Transaction Adjustments Printed 10/03/2005

Date	Transaction ID	Adjustment Type	Module	Code	GL Acc#	GL Account	GL Acc Description
11/01/2005	A000000038	Journal	Creditor	COVER	50030	CREDITOR	Creditor Control
					20060	COMMADJ	Commission Adjustment
11/01/2005	A000000039	V	Creditor	SLV	50030	CREDITOR	Creditor Control
					20060	COMMADJ	Commission Adjustment
					50025	GSTIN	GST In
13/01/2005	A000000040	Journal	Cashbook		10030	OVERRIDES	Overrides Received
					40100	TENSF COMM	Transfer Commission from Trav
					50020	GSTOUT	GST Out
					50025	GSTIN	GST In

2. Complete the following fields:
 - **Transaction Type**
Select the transaction type from the list attached to this field.
 - **Creditor Code /to**
Enter a Creditor code range or double click this field to make a selection from the **Search** dialogue box. To report on one creditor, enter the code in the first field only.
 - **Debtor Code /to**
This field only becomes available when **Debtor** related transactions have been selected in the **Transaction Type** field. Enter a Debtor code

range or double click this field to make a selection from the Search Dialogue box. To report on one Debtor only, enter the same code in the **to** and **from** fields.

- **Status**
Select the specific accounting status code required from the drop down list. If no selection is made the report includes all status types.
 - **Consultant**
Enter a Consultant ID to report on a specific consultant.
 - **FOP Type**
This field only becomes available when **Receipt** has been selected in the **Transaction Type** field. Select the form of payment from the drop down list.
 - **Agency**
Select the **Agency** you wish to view this report for from the drop down scroll.
 - **Module**
This field only becomes available when **Receipt** or **Adjustment** have been selected in the **Transaction Type** field. Select the module required. If no selection is made, the report data is retrieved with all modules displayed.
 - **Sub Total By**
The options available in this field adapt to match the selection in the **Transaction Type** field. If no selection is made, the report data is retrieved without subtotals.
 - **Trip Code**
Enter a Trip code to report on one specific Trip file. To view all codes double click this field and make a selection from the Search Dialogue box.
 - **Accounting Period /to**
Enter the reporting period required. Double click this field to select from the **Search** dialogue box. If this field is left blank, all past transactions are included.
 - **Tranx Date From/To**
Enter the date range required. If this field is left blank, all past transactions are included.
 - **Tranx ID /to**
To view specific transactions, select the **Transaction Type** field with the correct name and complete both of the Tranx ID fields. e.g. to view Invoices I000000025 to I000000032. To view one transaction enter the same code in both Tranx ID fields.
3. Click the **Retrieve** button to display the report data. Click **Print**, **Preview** or **Save As** if required.

NOTE: Remember to click the **Clear** button between searches when looking for multiple reports.

End of Day Reports

The End of Day reports are produced through the Daybook screen and provide a series of reports for each accounting type. These reports provide a method of reconciling your system on a daily basis.

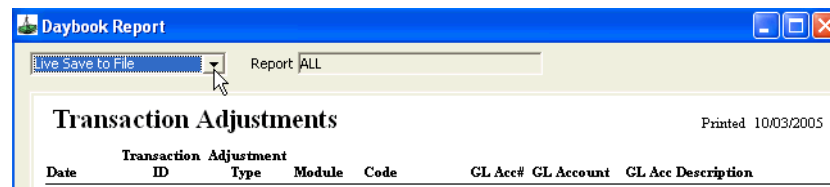
Prior to running the Daybook report, check for and clear unconfirmed tickets. This is done by running the Unconfirmed Tickets Report.

Once all Unconfirmed Tickets have been confirmed, the End of Day reports can be produced

It is strongly recommended that all users log out of the system whilst the End of Day procedures are being carried out.

How to Produce the End of Day Reports

1. From the menu bar select **Reports** and then choose **End Of Day**. The Daybook Report screen will be displayed.



2. Select the type of reports required:
 - **Reprint**
Reprint of the previous day's Daybook.
 - **Test Print**
Test print of today's Daybook.
 - **Live Print**
Live print of today's Daybook.
 - **Live Save to File (Default)**
Save today's Daybook reports to file. No printed copy will generate.
 - **Print Saved Daybook**
Print previously saved daybook reports from file. When this option has been selected an additional field called **Daybook Date** is displayed to enter the required date.
3. **Report Selection**
The default setting is for **ALL** reports to be retrieved. If required individual report categories can be selected from the following:
 - All
 - Adjustment
 - Cheque Requisition
 - Invoice/Credit Note
 - Creditor Payments
 - Dishonoured Payments
4. Click the **Retrieve** button.

-
5. A confirmation prompt will be displayed; click **OK** if the process is complete. If Unconfirmed Tickets are still present, a warning is displayed and the report procedure is cancelled.
 6. When the report selection is **ALL**, each of the following reports will be produced, providing a new transaction of that type has occurred since the previous print:
 - Daybook Report Summary
 - Transaction Adjustments
 - Cheque Requisition Transactions
 - Invoice/Credit Note Transactions
 - Miscellaneous Payments and Receipts
 - Ticket Transactions
 - Dishonoured Payments
 - Receipt Transactions
 - Creditor Payments
 - Refunds to Debtors
 - Commission Receipts (both types)
 - Refunds to Passengers.
 7. Click the **Print**, **Preview** or **Save As** button if required.

End of Month Reports

Note: All users should log out of CCT whilst the End of Month procedures are being carried out.

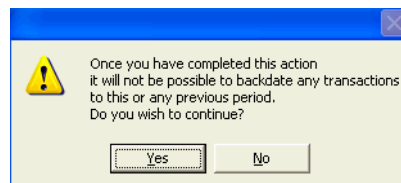
The End of Month reports cannot be run until the current period is complete. The End of Month can only be completed on the **first day of the next month**, it cannot be run on the last day of the month.

The End of Month process **CANNOT** be completed unless the End of Day report has been completed. This cannot be done if **Unconfirmed Tickets** are in the system.

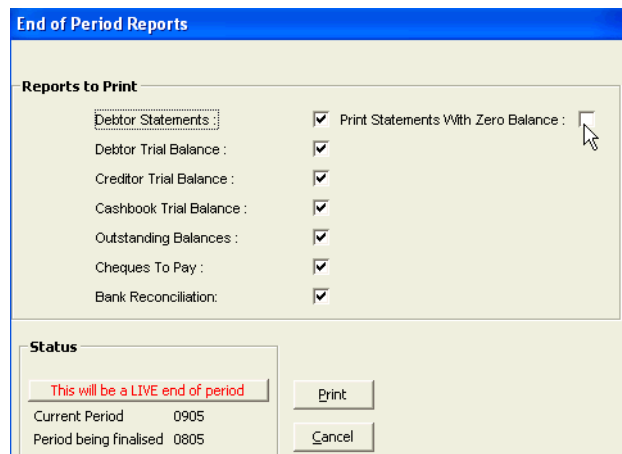
Check that all receipts, ticket and cheque requisitions and adjustments have been entered into the system. If necessary, they can be backdated.

Complete all end of month sales returns.

How to Produce End of Month Reports



1. From the menu bar, select **Reports** and click on **End Of Month**. A warning prompt will be displayed.
2. Click **Yes** to proceed. The End of Month process produces the reports in the screen below.



Reports to Print

All reports are automatically selected. However, reports can be deselected by clicking on the respective box, or by reconfiguring the defaults in the Branch Setup screen.

Status

If the month has not yet been completed, the window shows the message **Test Print Only** in blue. Once the first day of the next month has been reached, the message changes to **Live Print** in red.

Current Period

Indicates the month period by the first 2 numeric characters then the year by the last 2 characters, e.g. 0900 is period 9 (March) of the financial year 00/01. The default month periods start at 01 for July. These can be reconfigured by the System Administrator.

Select the **Print** button and a print dialogue box will be displayed; select **Yes** to print the reports.

Another prompt will be displayed asking if the reports printed successfully.

Any other reports required on a monthly basis should now be run at this time. It is best to run all reports before any new transactions are entered into the new month.

Other Reports

Open **Reports**, then select **Other** and **Listing Reports** from the drop down list attached to the menu bar.

The Creditor and Debtor reports will include the ABN number if this has been recorded.

Name Lists

Report Type:

Display

Addresses: Type:

Phone Numbers: Type:

Supplier Filter

Service Type:

From: To:

Supplier Listing Printed 25/05/2004

<u>CAP</u>	<u>CAPTAIN COOK CRUISES</u>
<u>CRCR</u>	<u>CREATIVE CRUISING</u>
<u>CUN</u>	<u>CUNARD LINE</u>

- Complete the following fields as required:
 - Report Type**
Select the type of **Listing Report** required from the attached scroll.
 - Addresses/ Phone**
Tick the box to retrieve addresses and phone details.
The **Type** fields are only available when the relevant boxes are ticked.
Select the Address and Phone details to be included by double clicking in the fields and selecting from the Search dialogue box. If left blank, all contact types are included.
 - Filter**
The Filter on the right hand side of the screen alters to match the selection in the **Report Type** field. The **Supplier Filter** has an additional field to allow the selection of the **Service Type**.
 - From/To**
All reports can be tailored by the entries in the **From** and **To** fields.
Double click this field to make a selection from the Search dialogue box.
- Click the **Retrieve** button to display the report data. Click the **Print**, **Preview** or **Save As** buttons if required.

MyCCT Reports

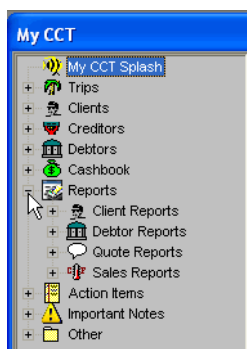
MyCCT Reports, also known as Design Your Own (DYO) Reports, offer flexibility to the user to choose individual items for inclusion and to fully create their own report.

These reports are particularly helpful for marketing purposes and for providing Debtors with specific data not available through the main reporting menu.

MyCCT Reports are located under the MyCCT menu.

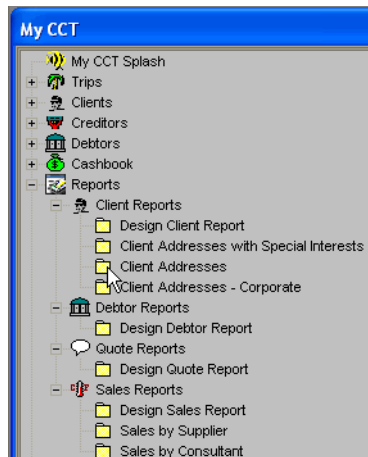
You have the choice of using **pre-defined** folders, where the items for inclusion are already selected, or the design option, where you can select items and their order. There are four categories of reports:

- Client
- Debtor
- Quote
- Sales



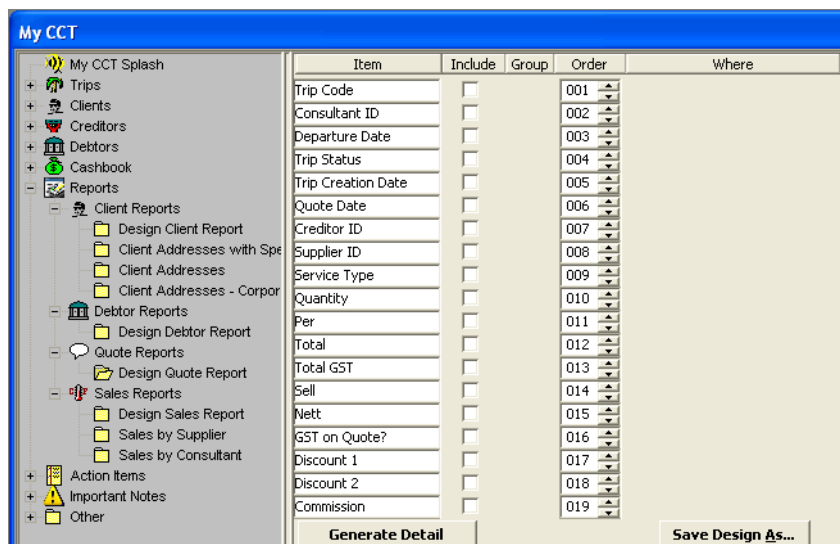
Preformatted Client and Sales Reports

The Client and Sales modules have the additional feature of pre-formatted reports. These are reports that have already been designed and saved and are available for immediate use. These reports can be edited as required and the changes saved.



Design Reports Screen

You can design your own reports in any of the MyCCT report categories. Whilst the selection items vary, the method of creating any of the report types is the same.



Item Column

This column lists all possible items to be included in the report. Item names can be overtyped if necessary i.e. to shorten the name on the report to take up less space.

Include Column

Select as many items as required for the report by clicking on the **Include** box next to the item. This generates the data for the report.

When choosing items be aware the information must be loaded in the Client file for it to be displayed in the report. For example, if choosing Debtor ID the Client must be linked to a Debtor for this information to be included.

Group Column

This field only becomes available when an item has been chosen. This field is used to sub-divide data within the item. (e.g. If supplier is selected on a report it groups data at each change in supplier.) Any number of items can be selected for grouping.

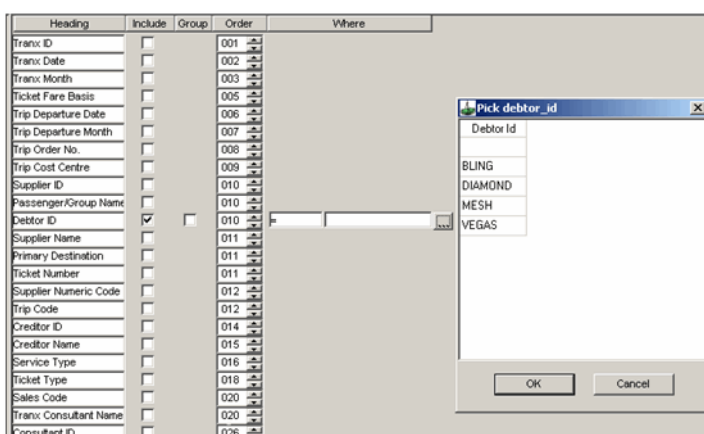
Note: If used in a Sales Report it will subtotal the figures at each change.

Order Column

The order that the items appear on the report is determined by the number in the Order column. These numbers can be changed by overtyping or using the scroll arrows.

Where Column

Two selection boxes appear in the Where column after an item has been ticked if there are further choices available.



Specific search criteria can be requested in the Where columns after the item has been ticked. The symbols in the first Where column offer the following options:

=	Equal - Item must exactly match the chosen criteria to appear on Report.
>	Greater than - Item must be greater than the criteria specified.
<	Less than - Item must be less than the criteria specified.
<=	Less than and Equal to - Item must be less than or equal to the criteria specified.
>=	Greater than and Equal to - Item must be greater than or equal to the criteria specified.
LIKE	Similar - Item should be similar to the criteria specified.
<>	Less than and Less than - Item must not match criteria to be included on the report
Blank	Removes any specified criteria.

When a symbol has been chosen a second box will appear with an icon containing 3 dots.



Click on the icon to access the drop down menu containing further search criteria.



Criteria can then be entered into the second field manually with special consideration given to the following:

- Criteria is not case sensitive, therefore AAA and aaa are viewed as equal.
- % signs can be used to signify a broad search after selecting Like in the previous field e.g. for post codes -%40%- will retrieve all postcodes beginning with 40.
- Dates must be in a valid CCT format - YYYY/MM/DD
- Pattern matching between values cannot be specified, such as listing values between \$5000 and \$10000
- Quotation marks should not be used.

After completing the design click on Generate Detail to produce the Report or Save Design As to save the Report Design.

Date ranges can only be entered for Departure Dates in the Quote module and Transaction Dates in the Sales module.

Designing Your Own Report

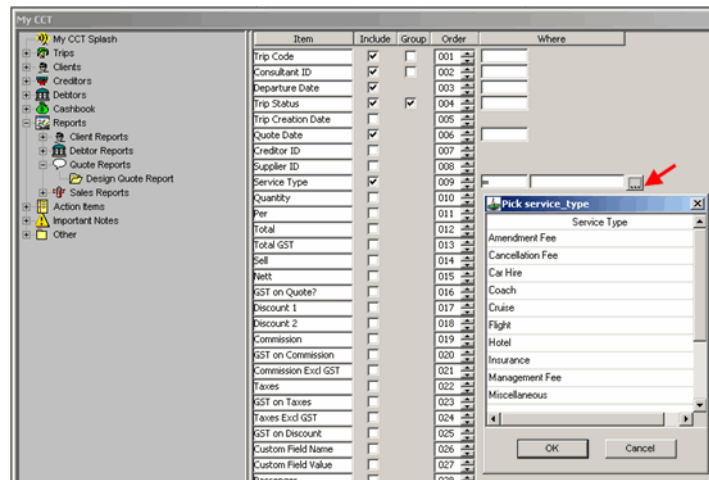
For any of the design report types, use the following general steps:

1. Navigate to the Design option of the required module to activate the fill-in screen. (e.g. Design Quote Report)
2. Select as many Items as required for the Report by placing a tick in the include box next to the Item. Tick the Group box next to the selected item if sub-dividing or sub-totalling of the item is required.

Change the number in the Order column depending on what order you want that Item column to appear in the Report.

Item	Include	Group	Order	Where
Trip Code	<input checked="" type="checkbox"/>	<input type="checkbox"/>	001	
Consultant ID	<input checked="" type="checkbox"/>	<input type="checkbox"/>	002	
Departure Date	<input checked="" type="checkbox"/>	<input type="checkbox"/>	003	
Trip Status	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	004	
Trip Creation Date	<input checked="" type="checkbox"/>	<input type="checkbox"/>	005	
Quote Date	<input checked="" type="checkbox"/>	<input type="checkbox"/>	006	
Creditor ID	<input type="checkbox"/>	<input type="checkbox"/>	007	
Supplier ID	<input type="checkbox"/>	<input type="checkbox"/>	008	
Service Type	<input checked="" type="checkbox"/>	<input type="checkbox"/>	009	
Quantity	<input type="checkbox"/>	<input type="checkbox"/>	010	

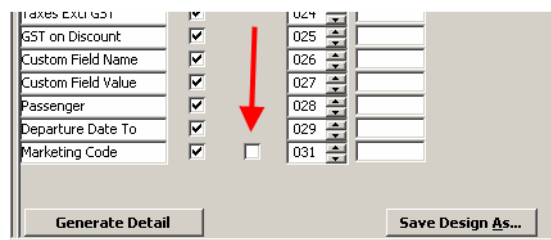
- Choose the required symbol from the first Where box if further criteria or breakdown is required, this will enable the Criteria definition field to become available. To display the list of available criteria click on the (...) icon.



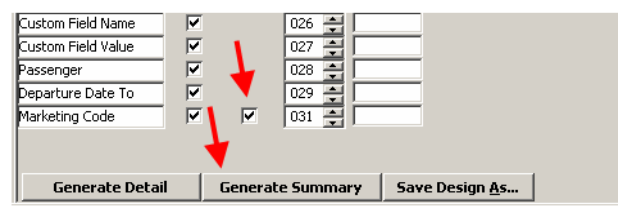
- Click on Generate detail at the bottom of the screen to display the Report.

Note: Generate Summary is only available if an item has been Grouped.

No Item ticked in the Group column



Item has been ticked in the Group Column and now has Generate Summary option.



- Click on Generate Detail or Generate Summary to Display the Report.

In this example Trip Code, Consultant ID, Departure Date, Trip Status and Service Type are the Items chosen for inclusion.

Trip Status has been Grouped so that the data is sorted into groups by the Status of the Trip. The Where fields have been used to include flights only.

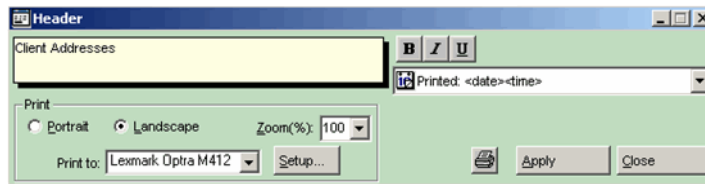
Trip Code	Consultant ID	Departure Date	Trip Status	Service Type
			Active	
LE281005000	leanne	7/03/2006		Flight
KI251005000	kim	5/02/2006		Flight
LE170905000	leanne	4/01/2006		Flight
			Cancelled	
LE031105000	leanne	25/05/2006		Flight
			Finalised	
LE021105000	leanne	10/03/2006		Flight
Y78L7A0211	kim	22/04/2006		Flight
			Quote	
KI311005000	kim	6/02/2006		Flight
KBLG960211	kim	22/04/2006		Flight
LS459r0610C	kim	22/03/2006		Flight

Using Headers

If a Header is required it can be added prior to saving the Report. Click on the Headers button in the MyCCT Toolbar.



The dialogue window will appear allowing Title and/or printer settings to be applied.



Headings can be tailored by selecting the following settings:

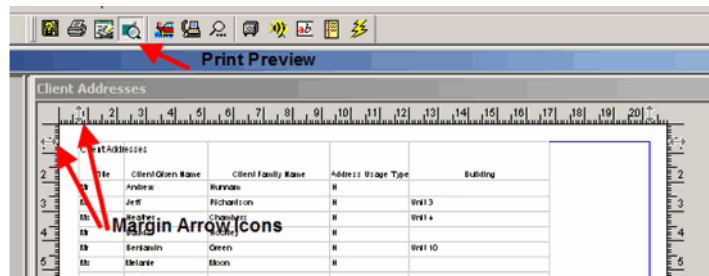
- Change the style of the Heading using the Bold, Italic and Underline buttons
- Report layout can be Portrait or Landscape
- Use the Zoom function to increase or decrease the size of the Report.
- Printer functions can be set using the Print to list and the Setup button.

Click on Apply to save the settings and then close and print to send the document to the printer.

Print Preview

Use Print Preview to display the document on the screen to check for possible changes prior to sending to the printer.

Margins can be altered by using the mouse to drag the arrow icons located within the displayed rulers (in line with the blue marker lines.)



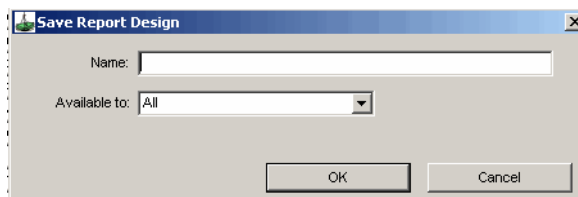
Once settings have been applied you can save your document as previously described above.

Saving Report Design

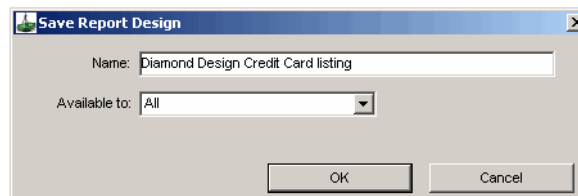
To save this Design so that you can rerun at any time, click on Save Design As at the bottom of the fill in screen.



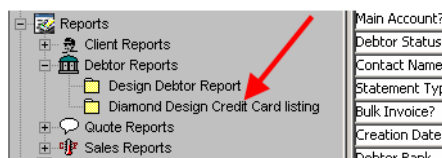
A Save Report As window will appear.



Complete the window with the Name of the Report Design and who it is available to. All consultants or an individual consultant.



This Report Design will now appear in the chosen module for reuse.



Items chosen can be modified by adding or deleting as required. If changes made need to be permanent the Report Design needs to be resaved by clicking on Save at the bottom of the fill in screen.

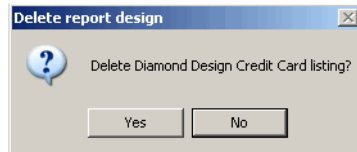


Deleting Report Design

To delete a Report Design, click on the Report name to populate the fill in screen and then click on Delete at the bottom.

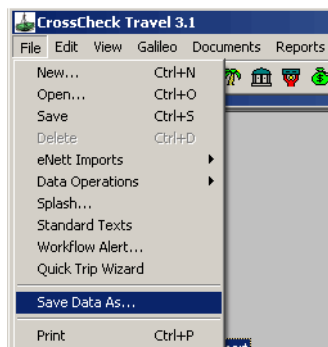


A pop up window will appear confirming the report design is to be deleted, click on yes and the Report name will disappear from the Debtor module.

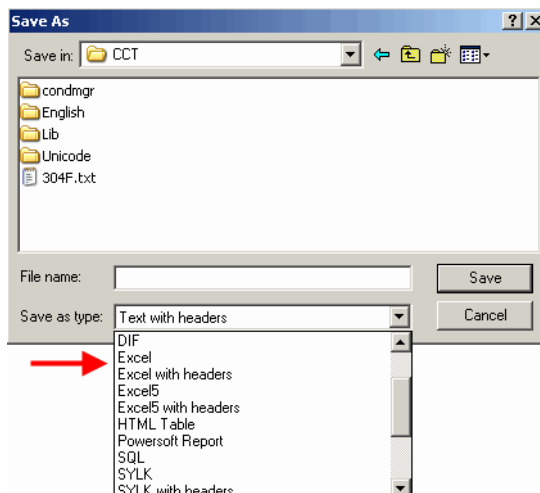


Save Report after Generating

Once you have generated the Report with the required information, click on the Save data as Icon in the MyCCT Toolbar or click on File/Save data as from the main Toolbar.



The Save As window will appear:



Navigate to the required folder using the Save In box. Click on the Save as Type drop down and select the format to save the Report in. Excel or Excel with Headers is recommended for most reports.

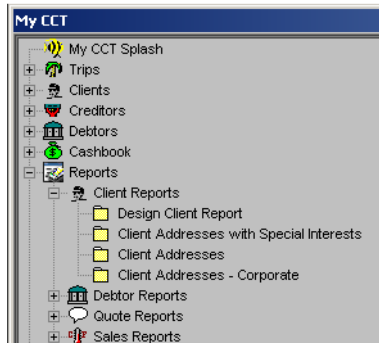
The Report can be retrieved from this folder at any time for further study.

MyCCT Client Reports

Pre-Formatted Client Reports

As well as Design Client Report there are 3 pre-selected Reports available. These Reports already have Items chosen for your convenience.

Click on the plus to the left of the Client Reports folder and a list of sub folders are displayed.

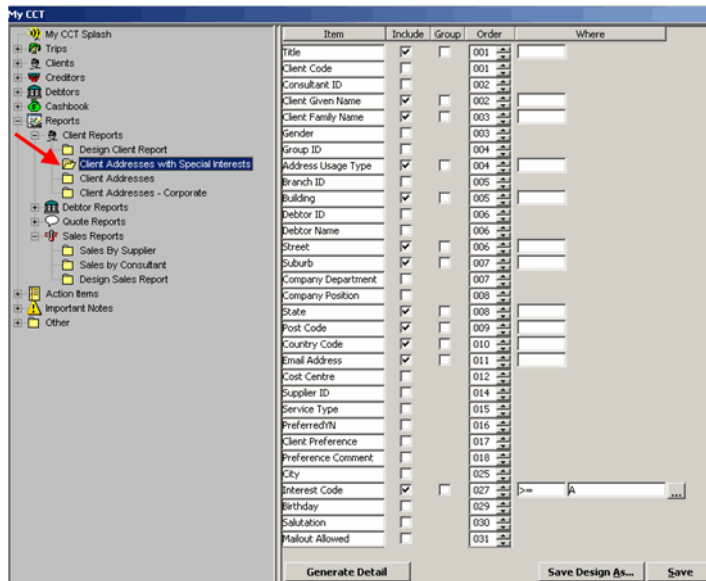


- **Client Addresses with Special Interests** can be used for mail outs to clients by marketing code.
- **Client Addresses** can be used for a general mail out to all Clients.
- **Client Addresses - Corporate** can be used for a mail out to all Corporate Clients

Preformatted reports can be modified by selecting and deselecting Items for inclusion or using the scroll buttons in the Order column to change the order Items will appear on the Report.

Modifications are saved by clicking on save at the bottom of the screen. If modifications are not saved, the Report will default to the original settings next time it is opened.

To generate a preformatted Report, click on the Yellow folder to the left of the name to activate the fill in screen.



Make changes as required then click on the Generate Detail option at the bottom of the screen to display the Report.

Title	Client Given Name	Client Family Name	Usa	Building	Street	Suburb	State	Post Code	Email Address	Interest Code
Mr	Brett	Craig	H		24 Knox Street	DOUBLE BAY	NSW	2028	action@pools.com.au	Golf
Mr	Andrew	Hunnam	H		30 Cressy Street	MOORE	QLD	4306	andrew@hunnams.com.au	Golf
Mr	William	Peale	H	Unit 34	120 Mickleham Road	ALEXANDRIA	NSW	2015	bill@milestone.com.au	Golf
Mr	Bruce	Tilly	H		110 Round Crescent	DARWIN	NT	800	bt@bringsub.net	Golf
Mr	David	Hockley	H		101 Liverpool Street	CARLTON	VIC	3053	dave@mesharchitects.com.au	Golf
Miss	Danelle	Craig	H		122 Merid Court	NORTH SYDNEY	NSW	2060	dcraig@pools.com.au	Golf
Ms	Heather	Chambers	H	Unit 4	400 Victoria Road	THEORNBURY	VIC	3071	hc@bringsub.net	Golf
Mr	Jackson	David	H		22 Byron Street	ROSE BAY	NSW	2029	jack@mp.com	Golf
Mr	John	Erwin	H		10 Fitzroy Street	ST KILDA	VIC	3182	john@erwin.com.au	Golf
Mr	Jeff	Richardson	H	Unit 3	2 Smith Street	COTTESLOE	VIA	6011	jrichardson@diamond.com	Golf
Ms	Katie	Sullivan	H		20 Parker Avenue	RANDMACK	NSW	2031	katiekat@veto.com	Golf
Dr	Martine	Balloon	H		45 Bright Street	KOGARAH BAY	NSW	2217	mart@pools.com	Golf
Mr	Benjamin	Green	H	Unit 10	1100 Kerr Street	MIDDLETON	CHRISTCHURCH	8002	metro@metro.com	Golf
Mrs	Pamela	Erwin	H		10 Fitzroy Street	ST KILDA	VIC	3182	pam@erwin.net	Golf
Mr	Pedro	Harley	H		33 Threftall Street	SURRY HILLS	NSW	2010	ph@metdown.net	Golf
Mr	Robert	Rienquist	H		15 Stella Road	NORTHCOOTE	VIC	3070	robert.mel@genv.com	Golf
Mr	Vince	Blackburn	H		11 Black Avenue	GRACETOWN	VIA	6284	vblackburn@diamond.com	Golf
Mr	Anthony	Bernhardt	H		19 Alexandra Way	MERRIBEE	VIC	3030	ab@rdnral.com	Golf

The displayed report can be further sorted by clicking on the headings. To list the data alphabetically by surname, click on the heading Client Family name. The column will automatically update. This function can be applied to all columns, here are two examples:

By Surname

Title	Client Given Name	Client Family Name	Usa	Building	Street	Suburb	State	Post Code	Email Address	Interest Code
Mr	Bruce	Tilly	H		110 Round Crescent	DARWIN	NT	800	bt@bringsub.net	Golf
Ms	Katie	Sullivan	H		20 Parker Avenue	RANDMACK	NSW	2031	katiekat@veto.com	Golf
Mr	Jeff	Richardson	H	Unit 3	2 Smith Street	COTTESLOE	VIA	6011	jrichardson@diamond.com	Golf
Mr	Robert	Rienquist	H		15 Stella Road	NORTHCOOTE	VIC	3070	robert.mel@genv.com	Golf
Mr	William	Peale	H	Unit 34	120 Mickleham Road	ALEXANDRIA	NSW	2015	bill@milestone.com.au	Golf
Mr	Andrew	Hunnam	H		30 Cressy Street	MOORE	QLD	4306	andrew@hunnams.com.au	Golf
Mr	David	Hockley	H		101 Liverpool Street	CARLTON	VIC	3053	dave@mesharchitects.com.au	Golf
Mr	Pedro	Harley	H		33 Threftall Street	SURRY HILLS	NSW	2010	ph@metdown.net	Golf
Mr	Benjamin	Green	H	Unit 10	1100 Kerr Street	MIDDLETON	CHRISTCHURCH	8002	metro@metro.com	Golf
Mrs	Pamela	Erwin	H		10 Fitzroy Street	ST KILDA	VIC	3182	pam@erwin.net	Golf

By Suburb

Title	Client Given Name	Client Family Name	Usa	Building	Street	Suburb	State	Post Code	Email Address	Interest Code
Mr	William	Peale	H	Unit 34	120 Mickleham Road	ALEXANDRIA	NSW	2015	bill@milestone.com.au	Golf
Mr	David	Hockley	H		101 Liverpool Street	CARLTON	VIC	3053	dave@mesharchitects.com.au	Golf
Mr	Jeff	Richardson	H	Unit 3	2 Smith Street	COTTESLOE	VIA	6011	jrichardson@diamond.com	Golf
Mr	Bruce	Tilly	H		110 Round Crescent	DARWIN	NT	800	bt@bringsub.net	Golf
Mr	Brett	Craig	H		24 Knox Street	DOUBLE BAY	NSW	2028	action@pools.com.au	Golf
Mr	Vince	Blackburn	H		11 Black Avenue	GRACETOWN	VIA	6284	vblackburn@diamond.com	Golf
Dr	Martine	Balloon	H		45 Bright Street	KOGARAH BAY	NSW	2217	mart@pools.com	Golf
Mr	Benjamin	Green	H	Unit 10	1100 Kerr Street	MIDDLETON	CHRISTCHURCH	8002	metro@metro.com	Golf

Client Item Description

Client Code	Individual code given to a Client file at creation
Consultant ID	User log in - usually consultants first name
Gender	Male or Female and is located in Client File
Group ID	Name given to Associated Clients
Branch ID	Not in use
Debtor ID	Manual code given to Debtor on creation
Debtor Name	Name of Debtor
Company Department	Clients department
Company Position	Clients position in Company
Title	Preferred title (Marital)

Given Name	First name of client
Family Name	Last name of Client
Cost Centre	Cost centre from Client Profile
Email Address	Client email address
Supplier ID	Unique Supplier code from Supplier Tables
Service Type	Type of Service i.e. Flight, car, hotel
Preferred Y/N	Presence of preferred Supplier in Preference Tab
Client Preference	Preferred type i.e. room, car in Preference Tab
Preference Comment	Manual comments added to Preference Tab
Address Usage Type	Type of address in Client Profile i.e. H - home
Building	Data in the Building field in Client Profile
Street	Data from the Street field in Client Profile
Suburb	Data from the Suburb field in Client Profile
State	Data from State field in Client Profile
Post Code	Post code from Client Profile
City	City from address in Client Profile
Country Code	Country from address in Client Profile
Interest Code	Ticked Interest codes from the Marketing Tab
Birthday	Client birth date from Client Profile
Salutation	Preferred name for mail outs
Mail out allowed	Option to record if mail out allowed
Category	Client Category from Marketing Tab
Preferred Name	Client preferred name to be addressed by

Client - BLACT0001

BLACT0001 Mr Vince Blackburn

Client Trips Cards Passports Preference Additional Requests

Personal Details

Family Name: Blackburn Given Name: Vince
 Title: Mr Birthdate: 14/07/1980 Gender: Male
 Preferred Name: Vinnie Other ID: 111

Company Details

Debtor Code: DIAMOND Consultant: Joanne
 Position: Graphic Designer Created: 24/02/2005
 Department: Design Cost Centre: 4527 Walkin Client:

Other Details

Phones

Type	Area	Number	Ext.	City Code	Comments	Primary
B	08	2344 4399		PER		<input checked="" type="checkbox"/>
E				PER	vblackburn@diamond.com	<input type="checkbox"/>

Addresses

Type	Building	Street	Suburb	State	PCode	City	Country	Primary
H		11 Black Avenue	GRACETOWN	WA	6284		Australia	<input type="checkbox"/>
B		22 Francis Street	NORTHBRIDGE	WA	6003			<input type="checkbox"/>

Out of Balance: 4,872.00 5,060.00
 Balance: 188.00 CR Trip Value: 4521.00 Net Commission: 206.85 Percentage Profit: 4.58

Client - BLACT0001

BLACT0001 Mr Vince Blackburn

Client Trips Cards Passports Preference Additional Requests

Personal

Service Type	Supplier Id	Preferred	Preference	Comment
Flight	QF	Yes	A1Q	Aisle
Hotel	ME	Yes	A1Q	Non - smoking

Membership

Client - BLACT0001

BLACT0001 Mr Vince Blackburn

Client Trips Cards Passports Preference Additional Requests

Main

Salutation: Mr Vince Blackburn

Age Groups:

Budget:

Domestic Destinations:

Events:

International Destinations:

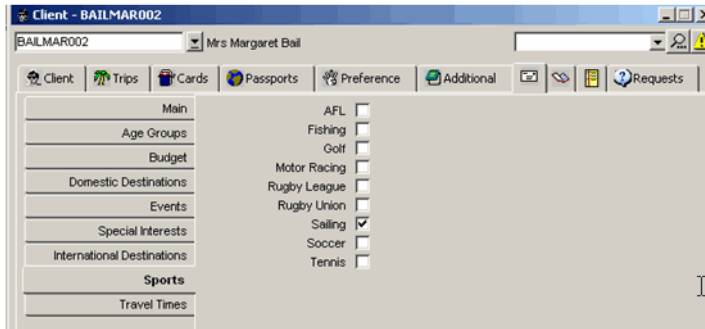
Mailout Allowed:

Client Category: A

Design Client Marketing Report

There are two main areas for collecting marketing statistics which can be used to collate information about the Agency's passengers in CCT. They are:

- Marketing Codes in the Client Profile and the Marketing fields in either the Trip Tab of the Trip file or Marketing field in the Quote in the Trip file.
- Marketing codes in the Trip/Quote area can only be used in MyCCT Sales Reports.
- Marketing information in the Client Profile is entered under the Marketing Tab.



Marketing Items are first created in Options/Tables. To learn how to create the above codes for Client Marketing, See "Marketing Codes Table" in Module 2: System Administration.

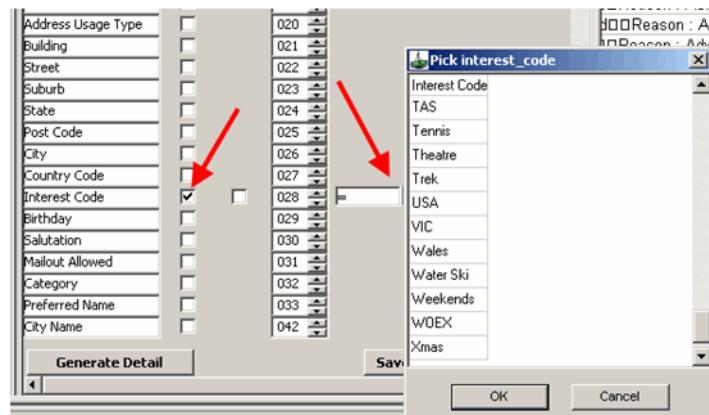
Creating Marketing Report

1. Click on Design Client Report OR on one of the Preformatted Reports to include the marketing information.

Note: There is already a preformatted Report called Client Addresses with Special Interests designed for Marketing Mailouts. This report can be edited to suit specific requirements

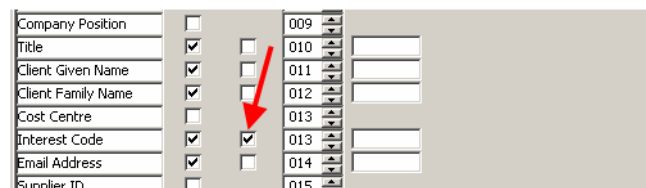
2. Tick Items required for the Report including Interest Code.

To choose specific marketing information choose the required symbol from the first Where field to access the Marketing options. See below

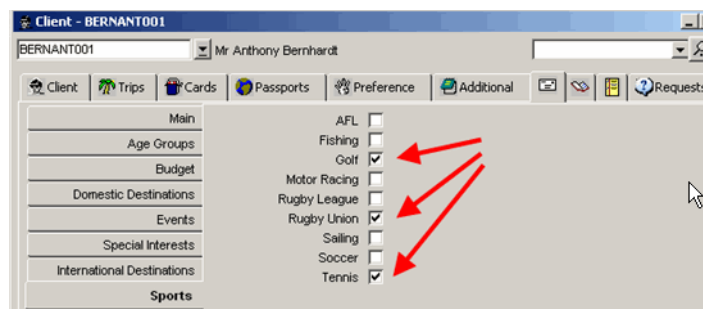


Alternatively by leaving the Where fields blank and ticking the Group box next to the Interest Code Item the report will run grouping by interest code.

If the Where field is left blank, all Client files with a marketing code will be retrieved. Some Clients will be retrieved multiple times if they have more than 1 Marketing code ticked in the Client Profile.

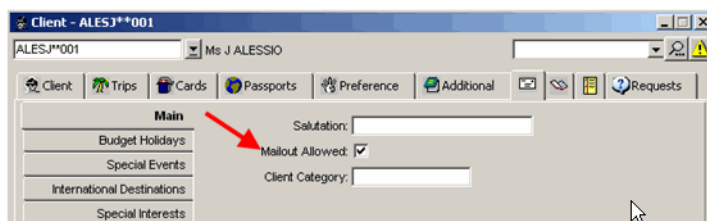


Client Code	Title	Client Given Name	Client Family Name	Interest Code	Email Address
				Trek	
BALBAL001	Group	Bali	Bali Group June		
BERNANT001	Mr	Anthony	Bernhardt		ab@hotmail.com
BALMAR002	Mrs	Margaret	Bali		margaret@spotlights.com.nz
				USA	
NRVTHA001	Miss	Hailey	Newton		hailey@milestone.com.au
EWINROB001	Mr	Robin	Ewin		redrobin@google.com.au
CRAIBRE001	Mr	Brett	Craig		action@poids.com.au
TANGEM001	Miss	Emily	Tangles		emmy@google.com
				VIC	
EWINPAM001	Mrs	Pamela	Ewin		pam@venice.net
MOONJAN001	Ms	Melanie	Moon		mel@mile.com.au
GREENBEN001	Mr	Benjamin	Green		metro@metro.com
				Wales	
EWINROB001	Mr	Robin	Ewin		redrobin@google.com.au



Mailout Allowed

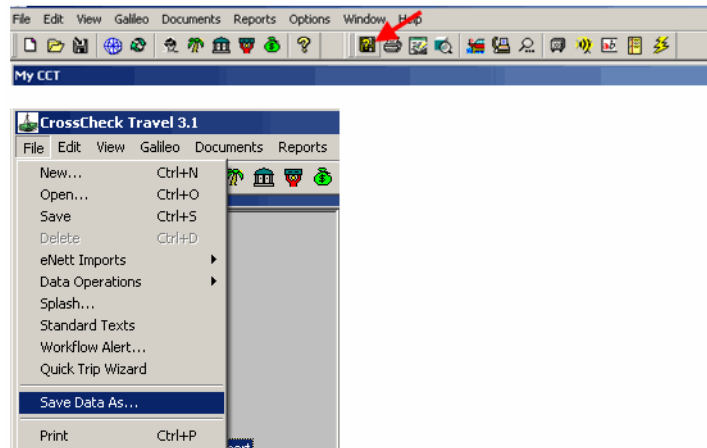
Tick the Mailout Allowed box in the Client file to be able to use the Mailout Allowed Item criteria in Client Reporting. This will enable you to filter out Clients that have expressly advised they do not wish to receive mailouts.



Client Mailing Lists

- Using either preformatted Report or designing your own, generate the Report with the required information.

2. Click on the Save data as Icon in the MyCCT Toolbar or click on File/ Save data as from the main Toolbar



The Save As window will appear

3. Navigate to the required folder using the Save In box. Click on the Save as type drop down and select the format to save the Report in. Excel or Excel with Headers is recommended for Mailing Lists.
4. The Report can be retrieved from this folder at any time to complete the mail out.

MyCCT Debtor Reports

You can design, save and store your own Debtor Reports in the same way as demonstrated with the Client Reports.

Debtor Items Description

Debtor ID	Individual Debtor Code assigned to the debtor on creation
Consultant	Name in the Consultant field in the Debtor Tab
Company Group	Name given to Associated Debtors
Debtor Name	Name of Debtor
Main Account	Not in use
Debtor Status	Not in use
Contact Name	Name entered in the Contact field on the front Debtor Tab
Statement Type	Chosen Statement type from the front Debtor Tab
Bulk Invoice	Not in use
Creation Date	Date Debtor file was created
Debtor Bank	Name of Bank in the front Debtor Tab
Bank Branch	Branch of Bank in the front Debtor Tab
Archived balance	Not in use
Purged History Amount	Not in use
Credit Limit	Amount of Credit extended to Debtor
Credit Days	Number of Days before payment is due
Start Days Flag	Starting date for Credit Days
Credit Term	Terms of allowed Credit
Active	Shows Debtor as being active
ABN	ABN number on front Debtor Tab
ABN Extension	ABN Extension number
Credit Card Type	Card type loaded in the Cards Tab
Credit Card No.	Card number entered in the Cards Tab
Card Expiry Date	Expiry date entered in the Cards Tab
Card Comment	Free text entered in the Cards Tab
Card Active	Yes/No field depicts if card is active in the Cards Tab
Policy	Company Policy for preferences
Policy Supplier	Supplier of Service as required by Company Policy

Policy Service Type	Type of Service offered by Supplier
Preferred	Yes/No field in the Preferences Tab
Debtor Preference	Preferred sub category of a Service i.e. Room type, seating
Preference Comment	Not in use
Phone Usage Type	Type of phone number i.e. Home, business
Phone country Code	Not in use
Phone Area Code	Local area code of available phone numbers
Phone Number	Phone Number
Phone ext	Extension number next to phone number
Phone Description	Free text from the Comments field next to phone nos
Phone City Code	City code for phone number
Address usage type	Type of address i.e. business, invoice
Building	Name or level of building
Suburb	Suburb
State	State
Street	Street
City	City
Country	Country
Postcode	Postcode
Custom field name	Standard name given to Custom fields
Custom field Mandatory	Yes/No field in the required column of the Custom Tab
Custom Field Label	Description of Field Name
Custom Field Lookup Table	Determined by the Link To field in the Define Custom Field in Supervisor mode
Custom Field Lookup	Determined by the Lookup Code in the Define Custom Field in Supervisor mode

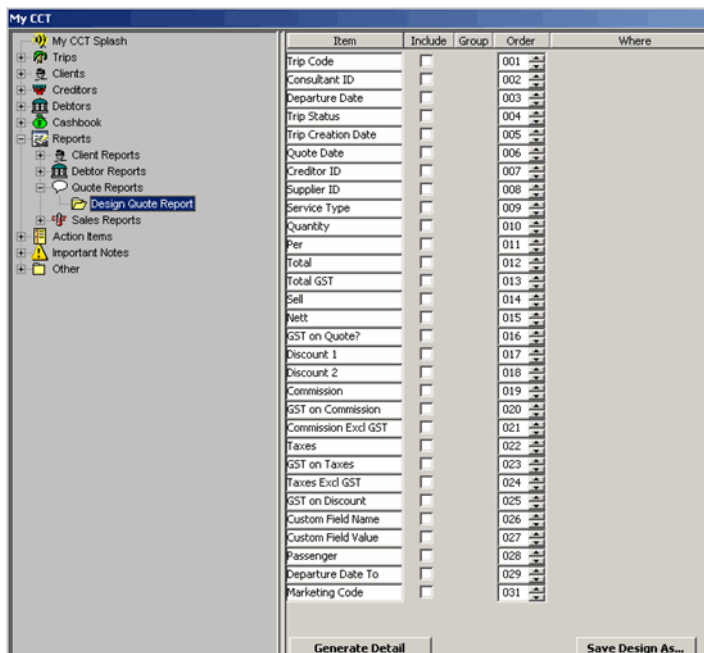
MyCCT Quote Reports

Design Quote Report

You can design, save and store your own Quote Reports in the same way as demonstrated with the Client Reports.

Select Design Quote Report to activate the fill in screen.

Note: Only Trip files that have quotes attached will appear in this report.



Quote Items Description

Trip Code	Trip identification code
Consultant ID	Consultant that created the Trip
Departure Date	From the Departure date field in the Trip tab
Trip Status	Status of the Trip from the Trip Tab
Trip Creation Date	Date Trip was created
Quote date	Date Quote was created
Creditor ID	ID code of Creditor in Quote
Supplier ID	ID Code of Supplier in Quote
Service Type	Type of Service in the Quote
Quantity	Number entered in the Quote quantity field
Per	Depicts

Total	Amount from the Unit Price field in the Quote
Total GST	GST from Unit price and Taxes
Sell	Total of Quote including Taxes and GST
Nett	Nett amount including Taxes and GST less Commission
GST on Quote?	Yes/No options to choose Quotes with or without GST
Discount 1	Amount from 1st Discount box in the Quote
Discount 2	Amount from 2nd Discount box in the Quote
Commission	Commission amount inclusive of GST
GST on Commission	Amount of GST on Commission
Commission Excl GST	Commission amount exclusive of GST
Taxes	Tax amount inclusive of GST
GST on Taxes	Amount of GST on Taxes
Taxes Excl GST	Tax amount exclusive of GST
GST on Discount	Amount of GST on Discount
Custom Field Name	Names in Custom Fields if applied to Quote
Custom Field Value	Amount in Custom Fields if applied to Quote
Passenger	Name of Passenger from the front Trip Tab
Departure Date To	End date used for a date range (<= end date)
Marketing Code	From the marketing field in the Quote. If blank it will default to the Marketing field in the Front Trip Tab.

Date Range for Departure Dates in Quotes

The From date is entered by ticking Item Departure date and using the greater than and equal to symbol >= in the Where columns.

Item	Include	Group	Order	Where
Trip Code	<input checked="" type="checkbox"/>	<input type="checkbox"/>	001	
Consultant ID	<input type="checkbox"/>	<input type="checkbox"/>	002	
Departure Date	<input checked="" type="checkbox"/>	<input type="checkbox"/>	003	>= 2006-01-01
Trip Status	<input type="checkbox"/>	<input type="checkbox"/>	004	

Enter the date you want the Report to Start from in the second Where box.

Enter the To date by ticking Item Departure Date To and using the less than and equal to symbol <= in the Where columns.

Enter the date you want the Report to Finish on in the second Where box.

Include all other required Items and then click on Generate Detail at the bottom of the screen to produce the Report.

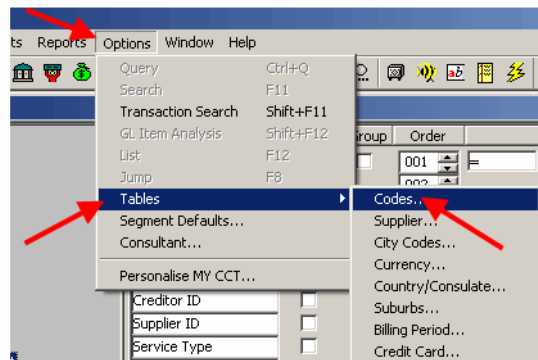
Design Quote Report

Trip Code	Trip Code	Departure Date	Creditor ID	Passenger	Departure Date To
QDZ41A1301	QDZ41A1301	1/01/2006	CONTIKI	ALLISONLEIGHMS	1/01/2006
AL300405000	AL300405000	1/01/2006	TASSIETEMP	CRUISE/ELIZABETHMISS	1/01/2006
QDZ41A1301	QDZ41A1301	1/01/2006	COMFORT	ALLISONLEIGHMS	1/01/2006
QDZ41A1301	QDZ41A1301	1/01/2006	BSP	ALLISONLEIGHMS	1/01/2006
LOZSJ813010	LOZSJ813010	1/01/2006	BSP	TILLY.ERICMR	1/01/2006
L30HMC1301	L30HMC1301	20/01/2006	BSP	SIMPSON/STEVEMR	20/01/2006
L30HMC1301	L30HMC1301	20/01/2006	CONTIKI	SIMPSON/STEVEMR	20/01/2006

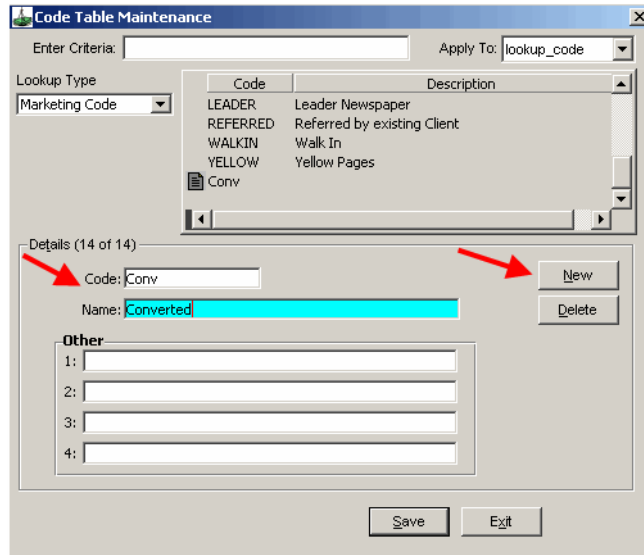
Tip

To track which Trips have been converted from Quotes to actual Sales, follow these steps.

Create a Marketing code called Converted through Options/Tables/Codes/Marketing Code



Click on New in Code Table Maintenance and complete the Code and Name fields. Save and then exit.



Each time a Trip file changes from a Quote to an active file update the marketing field on the front Trip Tab to Converted.

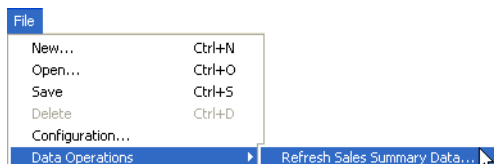
A report can then be run to find out what Quotes have been converted to Sales.

MyCCT Sales Reports

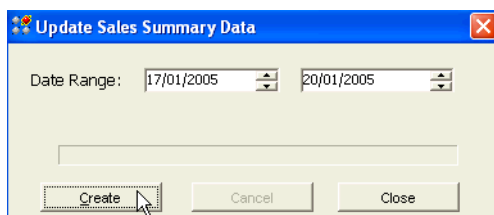
You can design, save and store your own Debtor Reports in the same way as demonstrated with the Client Reports.

Refresh Sales Summary Data

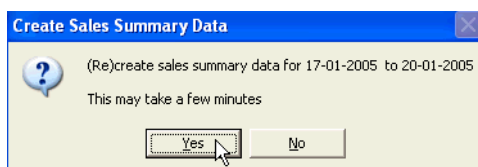
1. Prior to generating sales reports, data needs to be refreshed.
2. From the Main Menu select **File**. Choose **Data Operations** and click on **Refresh Sales Summary Data**.



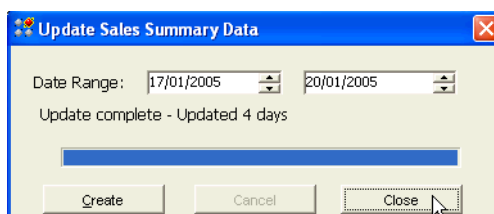
3. The first time you use the **Refresh Sales Summary Data**, the **From** date must be the first date you use CCT, so that all sales information can be fully updated. Following refresh entries, can then be specific dates required.
4. Enter a date range and click on the **Create** button.



5. A prompt will confirm the dates entered and warn that the process may take time. Click on **Yes** to proceed.



6. A further prompt will advise that the process is completed. Click on the **Close** button.



Pre-Formatted Client Reports

The procedure for using these reports is the same as described for MyCCT Client reports.

There are two pre-formatted folders available under Sales Reports:

- **Sales By Supplier**
When generated this report shows gross Sales subtalled by Supplier ID giving Transaction dates, transaction ID, Debtor ID (if applicable) Ticket type and Passenger name.
- **Sales By Consultant**
When generated this report shows the Gross Sales subtalled by Consultant. This is particularly useful for tracking Consultant performance and commission based incentives.

Generate Summary

To avoid generating multi page reports that can be difficult to read, click on Generate Summary instead of Generate Detail. This will take all the Items in the Group Column and produce a clear readable summary including a total row where applicable.

Sales Report Item Description

Transaction ID	Unique CCT Transaction identification
Transaction Date	Date of transaction creation
Transaction Month	Month transaction created
Ticket Fare Basis	From the Fare Basis field in ticket of cheque
Trip Departure Date	Date entered in Departure date field in Trip
Trip Departure Month	Month of Trip departure date in the Trip
Trip Order Number	Order number field in Trip tab (corporate)
Trip Cost Centre	Cost Centre field in Trip tab (corporate)
Company Group ID	Not in use
Supplier ID	Supplier ID entered in transaction
Debtor ID	Debtor ID from Trip files associated Client
Passenger/ Group Name	Trip primary passenger name or Group Name (if this field is used it will override the Passenger name)

Supplier Name	Supplier name from the Transaction
Ticket Number	Ticket number from the Transaction
Primary Destination	Destination field in Trip Tab
Trip Code	Unique Trip identification code
Supplier Numeric Code	Supplier numeric code (airlines)
Creditor ID	Creditor code from Transaction
Creditor Name	Name of Creditor in Transaction
Service Type	Type of service from Transaction
Ticket Type	Ticket/Cheque type from Transaction
Sales Code	Transaction Sales Code
Tranx Consultant Name	Consultant that created transaction
Tranx Consultant ID	Consultant ID that created Transaction
Billing Period ID	Transaction Period ID
Tranx GST YNC	Transaction GST indicator
Fare	GST Exclusive fare amount
Amount	GST Inclusive fare amount
Sales	Fare (Excl GST) + Tax (Excl GST) + Non Comm Fee (Excl GST)
Sell	Fare (Incl GST)+ tax (Incl GST) + Non Comm Fee (Incl GST) - Discount (Incl GST) - CCCF Amount (Incl GST) - Agent Canx Fee (Incl GST) - Supplier Canx (Incl GST)
Cancellation Fees	Agent Canx Fees (Excl GST) + Supplier Canx Fees (Excl GST)
Discount	Discount (Excl GST)
GST	Fare GST + Tax GST + Non Comm Fee GST +/- Discount GST - Supplier Canx GST - Agent Canx Fee GST
Other Taxes	Taxes (Excl GST)
CCCF Amount	From CCCF field in Transaction (Incl GST)
Nrml Comm Pct	Commission% of Fare

Nrml Comm Amount	Amount of Commission (Excl GST)
Suppl Comm Pct	Supplier Commission Percent of Fare (on net tickets)
Suppl Comm Amt	Supplier Commission Amount (Excl GST) (on net tickets)
Ovride Comm Pct	Override Percent of Fare
Ovride Comm Amt	Override Commission Amount (Excl GST) (on net tickets)
Itin summary	Summary of travel from Trip Tab
Trip Type	Business or Leisure from Trip Tab
Trip Region	Region of Travel from Trip Tab
Marketing Code	From marketing field in Trip Tab
Service Type Name	Name of Service in Transaction
Trip Consultant ID	Consultant ID from Trip Tab
Trip Consultant Name	Full name of Consultant from Trip Tab
Trip Status Code	Status code from Trip Tab
Trip Status Name	Description of Status code
Client Code	Client Code of Client file linked to the Trip
Client Family Name	From the Client file linked to the Trip
Client Given Name	From the Client file linked to the Trip
Net Remit Code	Net remit code from net ticket Transaction
Net Remit Amount	From Sell field in Net Remit ticket Incl GST
Net Remit Net	From Net field in Net Remit ticket Incl GST
GST In	Nett (Incl GST) less Nett (Excl GST)
Tranx to Date	Enter <= DDMMYYYY for last day in Transaction date range
Tranx Status	Status code of Transaction

Ticket Due Date	Due Date of Ticket issue from Trip Tab
-----------------	--

Subtotalling

Subtotalling in Sales reports is available by using the Group column in the Design screen. Multiple Items can be Grouped for subtotalling.

Example: Subtotal by Supplier

Heading	Include	Group	Order	Where
Trip Cost Centre	<input type="checkbox"/>		009	
Supplier ID	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	010	
Passenger/Group Name	<input type="checkbox"/>		010	
Debtor ID	<input type="checkbox"/>		010	

Tranx Month	Supplier ID	Fare	Amount	Sales	Sell	ancellation Fe	Discount	GST	Other Taxes	CCF Amou
CENTRA										
2005-11		90.91	100.00	90.91	100.00	0.00	0.00	9.09	0.00	0.00
2005-11		85.45	94.00	85.46	94.00	0.00	0.00	8.54	0.00	0.00
		176.36	194.00	176.37	194.00	0.00	0.00	17.63	0.00	0.00
CREAT										
2005-11		614.55	676.00	614.55	676.00	0.00	0.00	61.45	0.00	0.00
		614.55	676.00	614.55	676.00	0.00	0.00	61.45	0.00	0.00
DJ										
2005-11		297.36	327.10	368.27	398.00	0.00	0.00	29.73	70.90	0.00
2005-11		218.20	240.02	374.18	396.00	0.00	0.00	21.82	155.98	0.00
2005-11		194.73	214.20	336.53	356.00	0.00	0.00	19.47	141.80	0.00
		710.29	781.32	1,078.98	1,150.00	0.00	0.00	71.02	368.68	0.00

Using Date Ranges

Transaction dates can be entered to run a report for specific periods. Dates must be entered in the following format YYYY/MM/DD.

Enter the from date in the Tranx Date Where field using the greater than and equal to symbol as shown below:

Heading	Include	Group	Order	Where
Tranx Date	<input checked="" type="checkbox"/>		001	>= 2005/07/18

Enter the to date in the Tranx To Date Where field using the Less than and Equal to symbol as shown below:

Heading	Include	Group	Order	Where
Tranx to Date	<input checked="" type="checkbox"/>		057	<= 2005/07/30

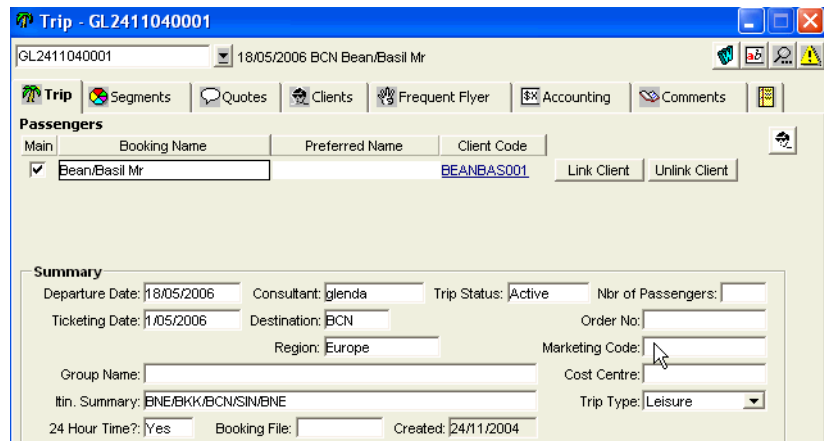
This will generate the report for all transactions between and including these dates.

Module 8: Marketing Features

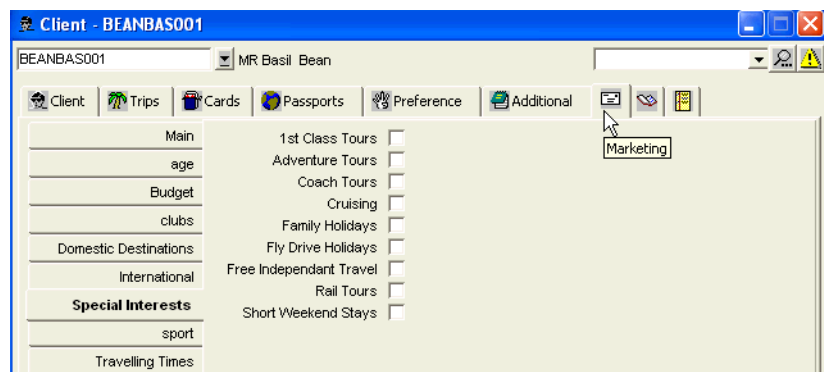
How to Use CCT's Marketing Features

There are two main areas for collecting marketing statistics which can be used to collate information about the agencies passengers in CCT 3. They are:

- **Marketing (Advertising) code on the Trip tab of the Trip file**



- **Marketing tab entries on the Client file.**



Marketing information entered in these two areas is not transposed between the Client file and the Trip file.

Trip File Marketing Code

This Marketing Code appears on the **Trip** tab of a **Trip** file. It then defaults to the Quote screen and to each Cheque and Ticket Requisition created in this file. It can also be entered or changed in the ticket and cheque requisitions.

It can also be selected as a mandatory item on the **Trip** tab.

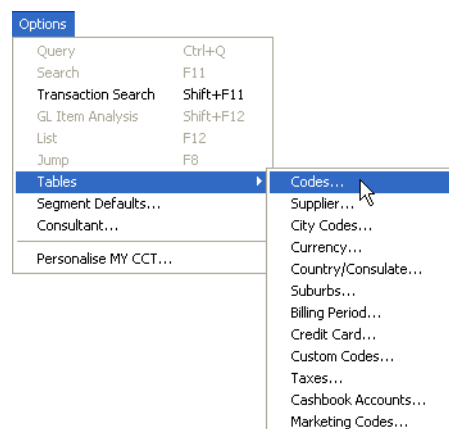
Before the **Marketing Code** field on the Trip file can be used, there are two other entries that must be completed for this field to be actioned correctly, these are:

1. The possible entries must be created in **Tables**.
2. The Security area under the Supervisor log-in must be specified to match the requirements for this field.

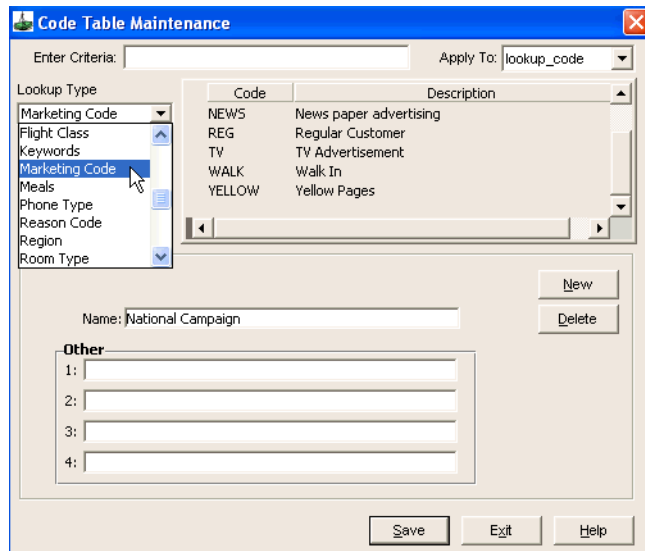
Creating the Codes in Tables

To create these entries in Tables:

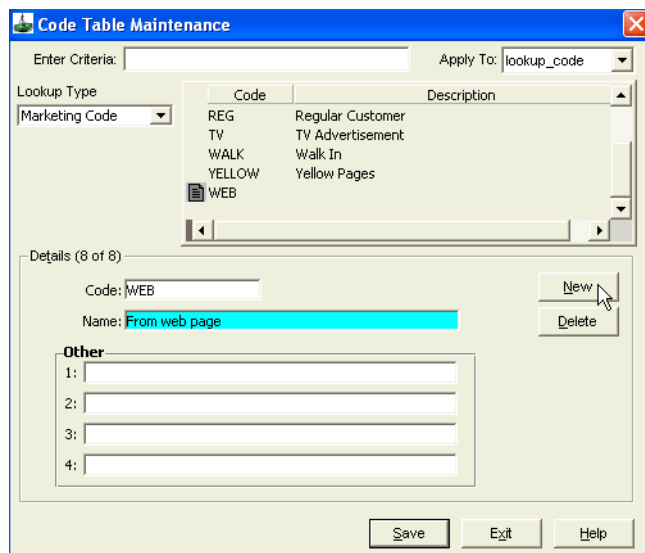
1. From the Menu bar, select **Options** and then **Tables**. Select the **Codes** table from the sub menu.



2. Select Marketing Code from the scroll attached to the Lookup Code field. Any existing entries will then be displayed in the adjacent area.



3. Click on the New button to make a new entry.



4. Click Save, and then the New button again if you wish to create another entry, or Exit to save the entry and exit the screen.

Supervisor Settings and Trip Marketing Code

The User must Log In as Supervisor to specify the way they wish to use the Marketing Code on the Trip file. To complete this procedure:

1. Click on the **Security** tab.
2. Select the Trip module radio button.
3. Select **Process** from the Menu Name scroll.
4. Locate the Validate the Marketing Code Against the Lookup Table item.

If this box is ticked for a user group, the marketing codes used must match the codes entered in the tables. If this box is not ticked, the user is able to make a free text entry in the Trip file marketing code fields.

Menu	Menu Item	Menu Item	M	S	C	G	M1	M2
Process	Create Adjustment		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Change consultant		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Discount allowed		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	24 hour time		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Mandatory segment selection - ticket		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Cheque Requisition Remarks Mandatory		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Ticket Remarks Mandatory		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Cheque Fare Basis Mandatory		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Ticket Fare Basis Mandatory		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Mandatory segment selection - cheque		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Mandatory - link all psgr to client		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Mandatory - link at least one psgr to client		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Validate Marketing Code Against Lookup Table		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

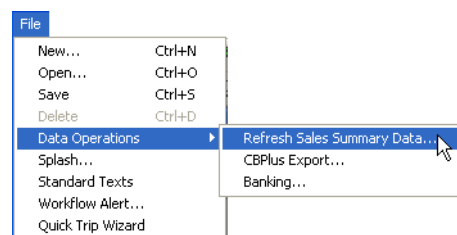
Using the Design Your Own Sales Report

The information entered in the Trip file Marketing Code field can be accessed from the MyCCT Sales reports.

Refresh Sales Summary Data

The sales information must always be updated before using the Sales reports. Take the following steps:

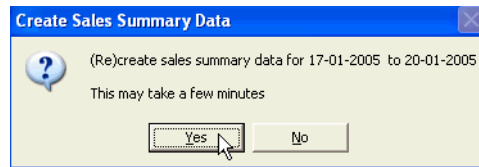
1. On the main menu, select **File** then **Data Operations** and **Refresh Sales Summary Data**



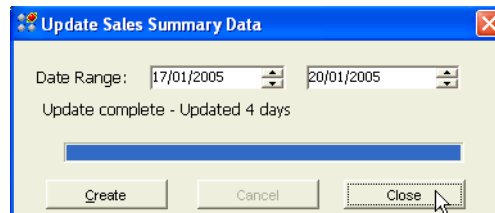
2. A dialogue box will be displayed where you can enter the dates required. Enter a date range and click on the **Create** button.

Update Sales Summary Data	
Date Range:	17/01/2005 - 20/01/2005
<input type="button" value="Create"/> <input type="button" value="Cancel"/> <input type="button" value="Close"/>	

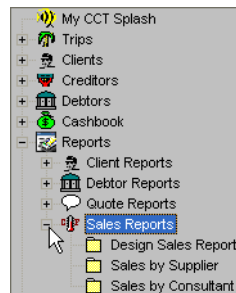
3. A prompt will confirm the dates entered and warn that the process may take time. Click on **Yes** to proceed.



4. A further prompt will advise that the process is completed. Click on the **Close** button.



5. You can now open any of the MyCCT Sales Reports and select the Marketing code for inclusion in these reports.



Design Sales Report

Click on the **Design Sales Report** folder.

1. To create a report, tick the **Headings** to be including Marketing Code.
2. Select the report grouping by ticking the relevant items in the Group column if required.
3. Using the scroll indicator, or overtyping, enter the numbers to Order the column as required.

As each item was ticked for inclusion, the fill-in boxes appeared in the Group and Where columns when applicable.

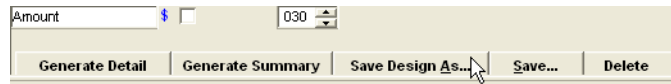
Heading names can be changed to shorten the space used in the report. e.g Primary Destination can be shortened to Destination and Transaction Consultant Name can be shortened to Consultant by overtyping the existing heading.

Heading	Include	Group	Order	Where
Trip Code	<input checked="" type="checkbox"/>	<input type="checkbox"/>	001	
Marketing Code	<input checked="" type="checkbox"/>	<input type="checkbox"/>	002	
Sell	<input checked="" type="checkbox"/>	<input type="checkbox"/>	003	
Destination	<input checked="" type="checkbox"/>	<input type="checkbox"/>	004	
Trip Departure Date	<input checked="" type="checkbox"/>	<input type="checkbox"/>	005	
Supplier ID	<input checked="" type="checkbox"/>	<input type="checkbox"/>	006	
Consultant	<input checked="" type="checkbox"/>	<input type="checkbox"/>	007	

- Click the **Generate Detail** button to produce the report. No qualifiers were added to the Marketing code, so all possible marketing codes have been retrieved.

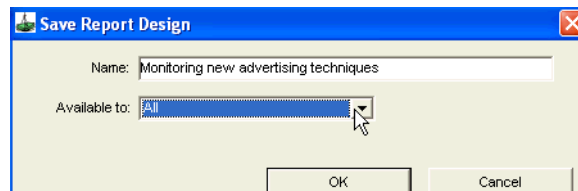
Saving your Report Design

If you would like to use this report again you can save the setting selected by clicking on the Design Sales Report folder to re-display the selection screen and click on the Save Design As button at the bottom of this screen.



A dialogue box will be displayed where you can enter the Name of your new report.

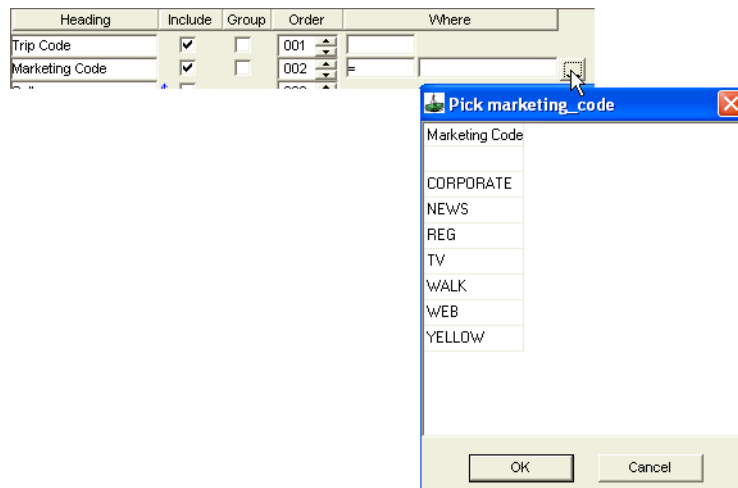
Select which consultant the report will be Available to from the drop down scroll, or leave it set to **All** and click on the **OK** button.



This folder will now appear on the MyCCT menu until you choose to delete it.

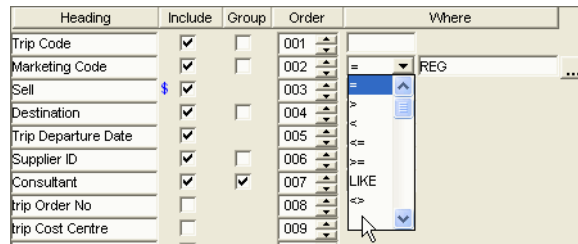
Using the Where Column

You can further tailor your search by making an entry in the Where column.



- To use the Where columns click the blank box under the Where column to reveal a drop down list.
- Click on the = sign and another fill-in box appears.
- Click on the ... icon (as indicated by the cursor) to open a selection box, or type in the code required
- Select and click **OK**.

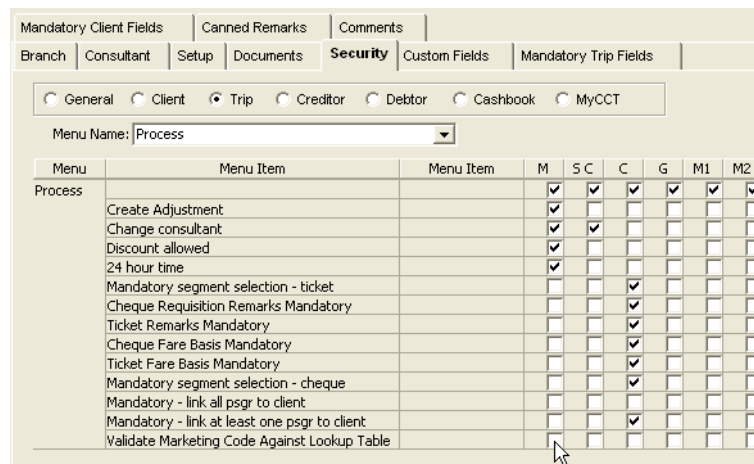
Selections can be removed from the Where column by reopening the drop down box and selecting the blank.



The principals demonstrated above apply to the pre-set Sales filter folders as well as to the Design your own Report folder.

Free Text in the Marketing Code Field

When the Validate Marketing Code Against Lookup Table item is un-ticked in the Supervisor setting, the Marketing Code on the Trip file becomes a free text field.



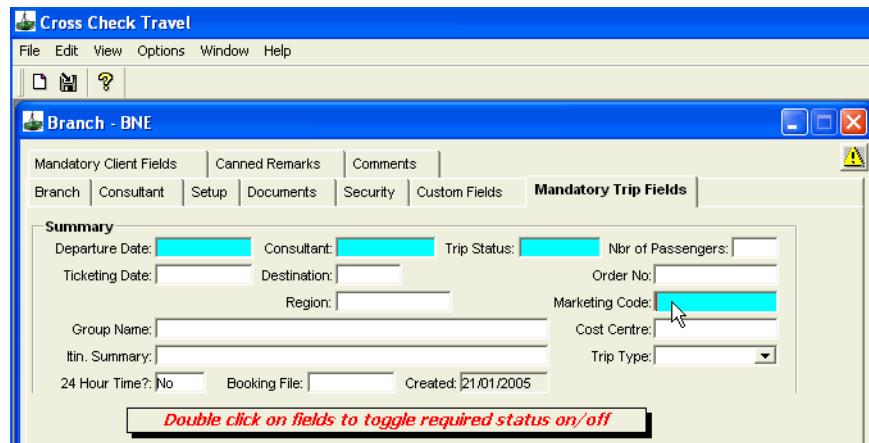
This also means that you cannot retrieve them in MyCCT reports.

Mandatory Trip File Marketing Entries

A supervisor can make the completion of the Marketing Code field on the Trip file a mandatory item. To do so:

1. Log in to CCT as Supervisor.
2. Select the **Mandatory Trip Fields** tab.
3. Double click on the **Marketing Code** field to change it to a mandatory field.

- Click on the **Save** icon on the toolbar.



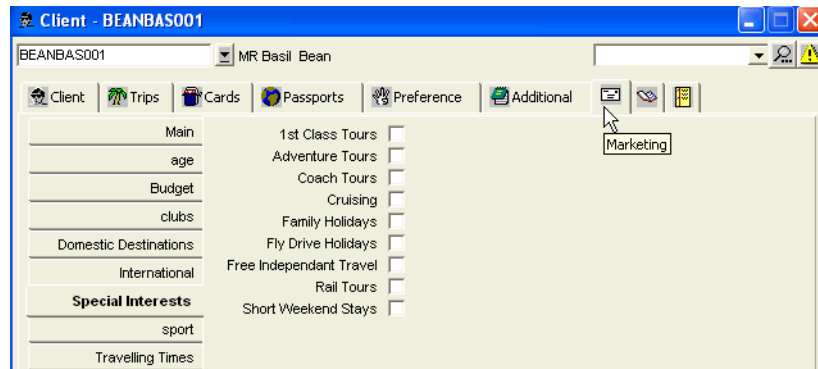
The screenshot shows the 'Cross Check Travel' application window with a sub-window titled 'Branch - BNE'. The sub-window has a menu bar (File, Edit, View, Options, Window, Help) and a toolbar with icons for file operations. Below the menu is a tabbed interface with tabs for 'Mandatory Client Fields', 'Canned Remarks', 'Comments', 'Branch', 'Consultant', 'Setup', 'Documents', 'Security', 'Custom Fields', and 'Mandatory Trip Fields'. The 'Mandatory Trip Fields' tab is active, displaying a 'Summary' section with the following fields:

Departure Date:	Consultant:	Trip Status:	Nbr of Passengers:
Ticketing Date:	Destination:	Order No:	
Group Name:	Region:	Marketing Code:	
itin. Summary:	Cost Centre:	Trip Type:	
24 Hour Time?: No	Booking File:	Created: 21/01/2005	

A red text box at the bottom of the window contains the instruction: *Double click on fields to toggle required status on/off*.

Client File Marketing Tab

Marketing information in the **Client** file is entered under the **Marketing** tab.



To select a marketing item in the Client file the entry must first be first created in the Table.

To learn how to create the codes for the Client file **Marketing** fields, See "Marketing Codes Table" in Module 2: System Administration.

Collating Information from the Marketing Tab

The information entered under the **Marketing** tab on the **Client** file can accessed from any of the MyCCT Client reports by selecting the Interest Code.

The principals demonstrated below apply to the pre-set Sales filter folders as well as to the Design your own Report folder.

1. Click on the **Design Client Report** folder.
2. To create a report, tick the **Items** required including **Interest Code**.
3. Select the report grouping by ticking the relevant items in the **Group** column if required.

- Using the scroll indicator, or overtyping, enter the numbers to order the column as required.

As each item was ticked for inclusion, the fill-in boxes appeared in the **Group** and **Where** columns when applicable.

Item	Include	Group	Order	Where
Client Code	<input checked="" type="checkbox"/>	<input type="checkbox"/>	001	
Interest Code	<input checked="" type="checkbox"/>	<input type="checkbox"/>	002	
Title	<input checked="" type="checkbox"/>	<input type="checkbox"/>	003	

Pick interest_code

Interest Code

- SNOW SKI
- SOCCKER
- SWIMMING
- TAS
- TENNIS
- UK
- USA
- VIC
- WA
- WATER SKI
- WEEKENDS

OK Cancel

- Complete the **Where** column to tailor your search if required. Specifying entries can be created for any item which generates a **Where** field. If the Where field is not completed files matching all possible entries will be retrieved. When the **Interest Code** item is not specified all files with any interest code will be listed.
- To use the **Where** columns click the blank box under the **Where** column to reveal a drop down list.
- Click on the = sign and another fill-in box appears.
- Click on the ... icon (as indicated by the cursor) to open a selection box, or type in the code required. All the codes from all Types categories entered in the tables will be displayed.
- Select and click **OK**.
- Selections can be removed from the **Where** column by reopening the drop down box and selecting the blank.
- Click on the **Generate Details** button to produce your report.

Client Code	Interest Code	Title	Given Name	Family Name	Street	Suburb	Post Code
BEANBAS001	SNOW SKI	Mr	Basil	Bean	13 Mockingbird Lan	PADDINGTON	2021
WONGAL001	SNOW SKI	Mrs	Alice	Wong	12 South RD	SOMERSET HILLS	4053
HACKHAM001	SNOW SKI	MR	Hamish	Hackett	123 Main Rd	STUART HOLME	4066
CHU*FEL001	SNOW SKI	Mrs	Fella	Chu	181 Seaview Rd	MOOLOOLABA	4557
LIM*CLA001	SNOW SKI	Ms	Claudia	Lim	19 Swan Drive	PERENJORI	6620

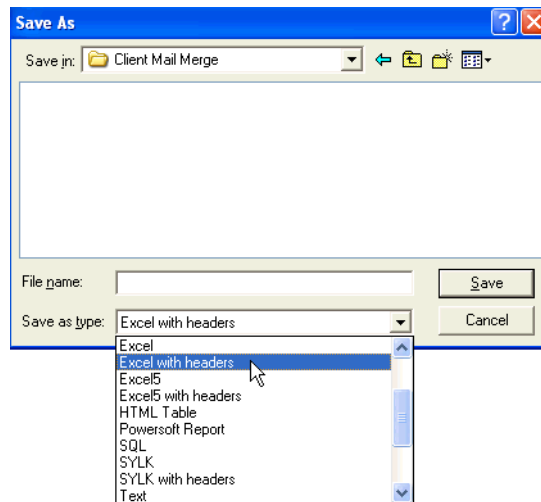
NOTE: These reports can be saved into Excel or any other Microsoft application and a Mail Merge created for a marketing campaign.

Mail Merge

- Using MyCCT reports create and display the report required in the work area.



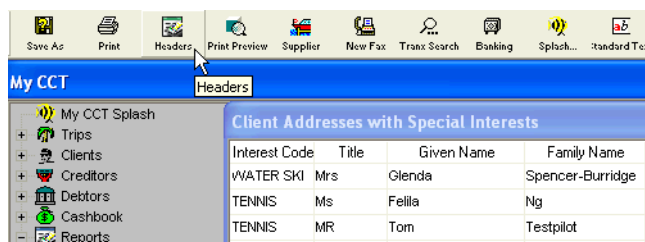
- Click on the **Save As** button on the MyCCT toolbar.
- Locate the folder required, and enter a file name and click on the **Save as Type** drop down arrow and select the application required (normally - Excel, or Excel with Headers)



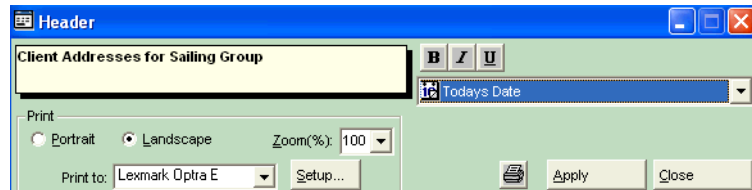
- Now the file is stored ready to merge.

Adding a Header

If a Header is required it can be added before the file is saved by clicking the **Headers** button on the MyCCT toolbar opens a dialogue window allowing for the specification of Report titles and the selection of printer settings.

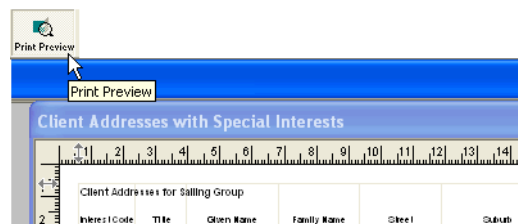


- The Header can be tailored by selecting:
 - The style of the title using the Bold, Italic or Underline buttons.
 - Select the report layout - **Portrait** or **Landscape**
 - The **Zoom** setting can be used to reduce the size of the printed report.
 - The required printer can be selected and configured using the **Print to list** and **Setup** button.
 - Options for the top right hand corner of the report and can be selected from the scroll indication. The choices are Today's Date, Page 1 of n; Printed <date><time>.

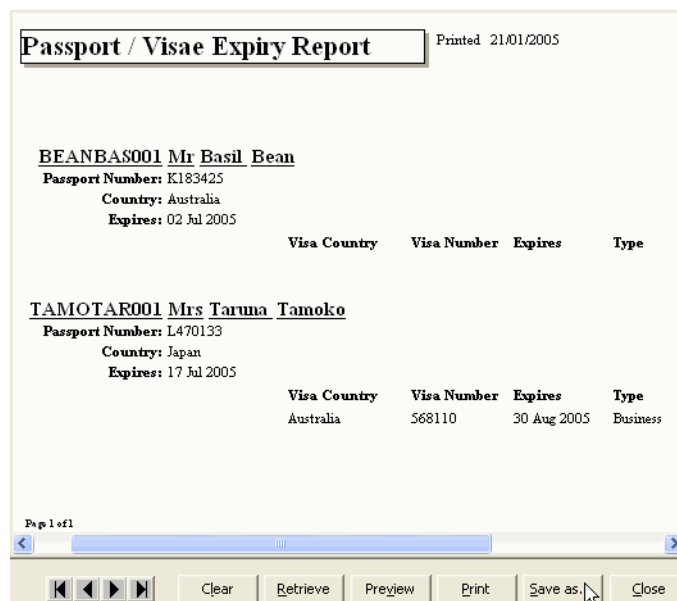


- Click on **Apply** to save the setting changes to the report.
- Click on the **Close** button or click on the **Print** icon to send the report to the printer.

The **Print Preview** button displays the proposed printout on screen, allowing for last minute checks prior to generating the final hard copy. Use the mouse to adjust the margins by dragging the Arrow icons located within the displayed rulers (in line with the blue marker lines).



- Using the reports from the menu bar, create the report required.

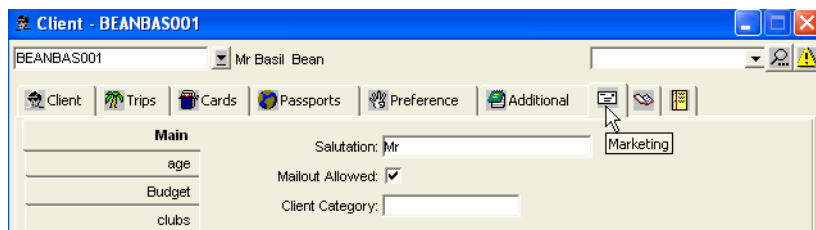


5. Click on the **Save As** button on the bottom of the report window to retrieve the Save As window.
6. Locate the folder required, and enter a file name and click on the **Save as Type** drop down arrow and select the application required (normally - Excel, or Excel with Headers) as previously described.
7. You do not have the option to add a Header from within CCT with reports generated from the menu bar.

Once the Microsoft Excel spreadsheet has been created and saved, generate mailing labels as per you version of Microsoft Word, instructions can be found through your Microsoft Help function.

Main Tab

When you open the **Marketing** tab, the **Main** tab will automatically be displayed.



This screen allows for the filtering of clients groups into categories. The first filter is the Mailout Allowed filter and the Salutation is directed to this field as well.

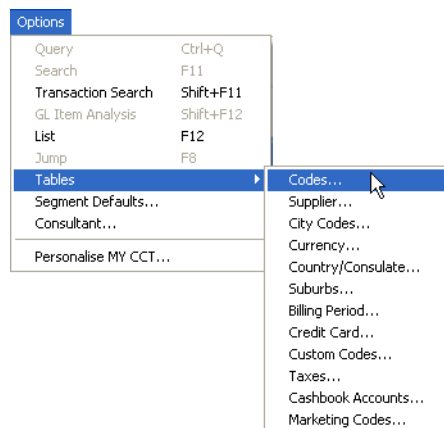
Enter the required Salutation and tick the Mailout Allowed box if the client wishes to receive promotional material.

Client Category

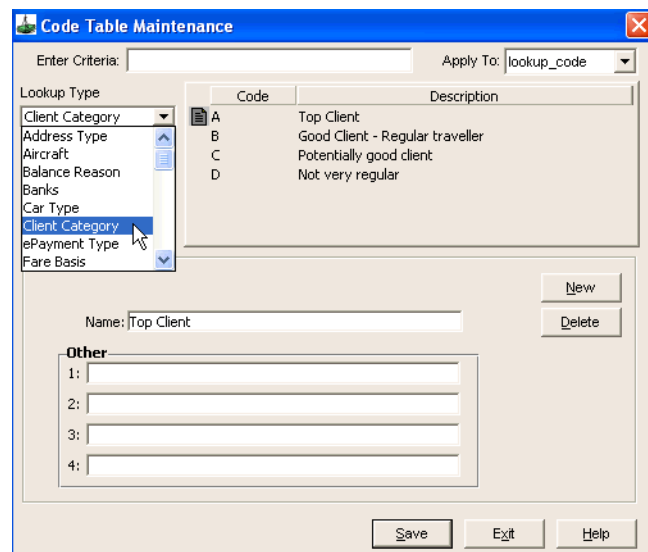
Some agencies use categories to manage their client groups. The categories must be created in the Tables for selection in this screen.

To create these entries in Tables:

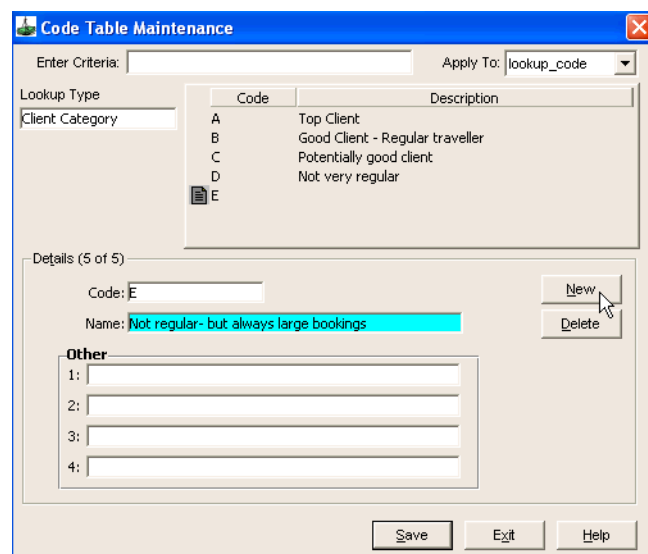
1. From the menu bar, select **Options** and then **Tables**. Select the **Codes** table from the sub menu.



2. Select **Client Category** from the scroll attached to the **Lookup Code** field. Any existing entries will then be displayed in the adjacent area.



3. Click on the **New** button to make a new entry. Some agents use alpha or numeric codes for their client groups, whereas other use short descriptions.



4. Click **Save**, and then the **New** button again if you wish to create another entry, or **Exit** to save the entry and exit the screen.

Using Information from Main Tab

The information entered under the Main tab can be accessed from any of the MyCCT Client reports by selecting the Category, Salutation and Mailout Allowed and then tailoring your entry using the Where column.

The principals demonstrated below apply to the pre-set Sales filter folders as well as to the Design your own Report folder.

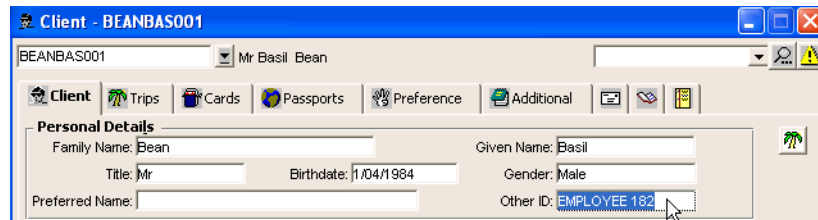
Click on the **Design Client Report** folder, and proceed as previously demonstrated.

Item	Include	Group	Order	Where
Client Code	<input checked="" type="checkbox"/>	<input type="checkbox"/>	001	
Category	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	002	= A
Mailout Allowed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	003	
Salutation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	004	
Given Name	<input checked="" type="checkbox"/>	<input type="checkbox"/>	005	
Debtor_id	<input type="checkbox"/>	<input type="checkbox"/>	006	
Family Name	<input checked="" type="checkbox"/>	<input type="checkbox"/>	006	

Other ID Field on the Client File

The **Other ID** field could be used as a marketing tool as it is a field which allows for the easy retrieval of a group of files not associated to a Debtor and not fitting the client category field.

The **Other ID** field can be completed on the **Client** tab, or under the **Additional** tab on the Client file as shown below.



To complete the **Other ID** field:

1. Open the Client file and complete the **Other ID** field on the **Client** tab or select the **Additional** tab.
2. Click on the **Interface** tab on the left-hand side.
3. Complete the **Other ID** field with a free text entry.
4. Click on the **Save** icon on the toolbar.



In this example the Defence Dept Debtor might want their clients to use their Employee numbers when making bookings as well as their Cost Centre code.

If the agent needs a list of employee numbers they could be retrieved in the Client Search screen using the Other ID field.

The screens below show a group of radiography researchers who all work for different organisations and do not belong to any common group, however CCT allows me to retrieve their files as a group so that I can send out relevant conference package specials.

Client Search Results			
Client Code	Other ID	Family Name	Given Name
HACKHAM001	radiography research	Hackett	Hamish
LIM*CLA001	radiography research	Lim	Claudia
MCINML001	radiography research	McIntyre	Millie
SMITCYB001	radiography research	Smith	Cybil
TAMOMIND001	radiography research	Tamoko	Ming

Switching Off Other ID

If your agency does not want the Other ID displayed on the Client tab of the Client file, you can choose to switch it off by:

1. Log on as **Supervisor** and click on the **Security** tab.
2. Select the **Client** radio button.
3. Select **Other** from the **Menu Name** scroll.
4. Untick the **Show Other Id on Front Screens** option for any user group.

Menu	Menu Item	Menu Item	M	S	C	C	G	M1	M2
Other	Show Other Id on Front Screens		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Examples of How to Use Other ID

The Automobile Associations travel agents could use the Marketing Code on the Trip tab of the Trip file to store the passenger's membership number. It would be useful to have this information on the cover so the consultant could easily see which files qualified for the extra discount. It could also be used in the Design your own Sales reports. The **Other ID** field on the Client file cover - for the same purpose, and it also makes it easy to retrieve these files using this field in the Client Search screen.

The **Other ID** field could be used to organise groups if an agency has large group markets. The files can be easily retrieved with **Client Search**, and the entry is attached to the Client permanent record - so a list could be produced for every group and the entry deleted after they depart. The Group Name field on the Trip file could also be used while the booking was current, but for permanent records could be extracted from the **Other Id** field.

Galileo Support Contact Details

Ask Galileo

Ask Galileo is our new on-line help service. It is designed to provide customers with answers to the most frequently asked questions handled by our Service Centre.

If you have a query relating to Galileo, you can now obtain an answer at your convenience, saving you phone calls or waiting in line.

To View a short demo of Ask Galileo, visit <http://www.agentofthefuture.com/AskGalileo.htm>

Then, when you wish to use the online service, go to www.galileo-au.custhelp.com and register. Add this to your list of favourite web sites and start making your life simpler!

Regional Service Centre

Our Regional Service Centre team in Sydney receive up to 4,000 calls per week from travel agents throughout Australia & New Zealand. Their breadth of knowledge and experience is comprehensive, enabling them to answer all your Galileo queries.

Please remember to have your **PSEUDO CITY CODE** ready to quote to our service centre specialists.

Service Centre Australia: 1300 555 000

Service Centre New Zealand: 0800 425 453

The Regional Service Centre is divided into three specialised teams to ensure expert support. When your call is answered, you will be prompted to select from the following options:

For Assistance With...	You Should Talk To...	Dial
Galileo Sign-on Fares Ticketing issues Booking file issues	Galileo Host Team	1

Technical support Galileo printing issues Site Down / Connection issues Galileo Leased hardware issues	Equipment & Data Communications Team	2
CrossCheck Travel	Business Applications Team	3

Our Sales Offices

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New Zealand - Auckland	New Zealand - Christchurch	New Zealand - Wellington
Level 8, Auckland Club Building 34 Shortland Street Auckland NZ Telephone: 03 379 0545 nz@galileo.com	Level 1, Sir George Seymour College 829 Colombo Street Christchurch NZ Telephone: 03 379 0545 nz@galileo.com	Level 6, Tourism and Travel House 73-89 Boulcott Street Wellington NZ Telephone: 04 473 4826 nz@galileo.com

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- http://www.galileo.com/galileo/en-au/agency/Products/Training_for_Agents.htm (Australia)
or
http://www.galileo.com/galileo/en-nz/agency/Products/Training_for_Agents.htm (New Zealand).
- Galileo GIS pages:
GC*403/22 (Australia)
or
GC*413/9 (New Zealand)

Galileo 360° e-Learning

You can now access a whole series of Galileo 360° eLearning courses on the internet. Courses are free to Australian travel agents; all you will need is your agency pseudo code and a PIN number which will be supplied to you by Galileo on request. The courses are web based which means you will be able to access them from the office or home! No downloads, no disks, no hassle.

To register for the course you will need a PIN. Please send an email containing your Pseudo City Code to elarning_au@galileo.com, with the words "AU Galileo 360 pin application" in the subject line of your email.

Once you have your PIN, you will need to register the first time you enter the site, but after that you will automatically go to the home page where you can select the course you wish to study.

- To register for our e-Learning courses, go to:
http://www.galileo.com/galileo/en-au/agency/Products/Training_elearning.htm (Australia)
or
http://www.galileo.com/galileo/en-nz/agency/Products/Training_elearning.htm (New Zealand)

Live Training Restrictions

When you undertake any training on the live Galileo system, please adhere to the following guidelines:

- Bookings **MUST** be made at least 6 months ahead and avoiding holiday periods.
- Different dates must be used by each member of a training class.
- Names must follow best practice, using student surname and the word Galileo (i.e. **N. 1GALILEOSMITH/JOHNMR**). Avoid famous names.
- Do **NOT** book vendors other than those recommended by your instructor.
- Be sure to cancel or ignore any bookings you have made or **YOUR AGENCY MAY BE CHARGED**.

Air Bookings

- Where possible, flights should be booked in economy class. Under **NO** circumstances should they be booked in First or Business class.
- Do **NOT** book the last seats on any flight.

Car and Hotel Bookings

Very Important

When a car or hotel room is sold do **NOT** select **Ignore** from the **Finish** menu, because the booking may exist in the vendor's reservations system. Any car or hotel segments not required **MUST BE CANCELLED**.

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This Document

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This Issue: October, 2006