



TICKETING SOLUTIONS

09 June 2014

t-Office

Functionality Description

Prepared by TIN (Travel Information Network) Pty Ltd

This document is prepared for the purpose of describing TIN t-Office system configuration and maintenance functions and procedures.



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t-Office login and basic description.

t-Office is a back-office configuration and maintenance software that allows the consolidation office consultants to add/delete and maintain information required for t-solution fares and ticketing processes.

t-Office is an on-line application. The access is provided by going to specific web site with user name and password for logging in.

Here is an example of the front screen to this web site:

New World Ticketing **t-Office** system configuration **System Login**

Please enter user name and password

Login Name:

Password:

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Please enter user name and password to proceed.

Browser Compatibility

As the time goes on new version of browsers are released by their vendors. And most of them are updated automatically or require the newest version to continue using up-to-date apps and web sites.

We, at TIN, are committed to multi-browser environment. However, each new version of the browser requires to be tested before guaranteeing correct and un-interrupted functionality of the system.

Currently, we have tested our system with the following browsers:

- IE 10, IE11 (in compatibility mode);
- Mozilla Firefox v. 13.0.1
- Safari 5.1.7
- Google Chrome

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We recommend using t-Office with Firefox Browser.

All applications in t-office follow the same structure and interface. If you learn how to deal with one maintenance you can use your skills to maintain information in other options of this program.

User Roles.

t-Office is designed to provide access to the processes and configuration screens based on User Role. Each user role can be setup through the application, adding functions and screens according to the required security specification. A User can be assigned only one user role. To maintain user roles you have to login as administrator. The maintenance for users, user roles and system options is available under t-Configuration->System Maintenance option:



We recommend that the following user roles are used in the application:



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用户角色 (Users Roles) [x]

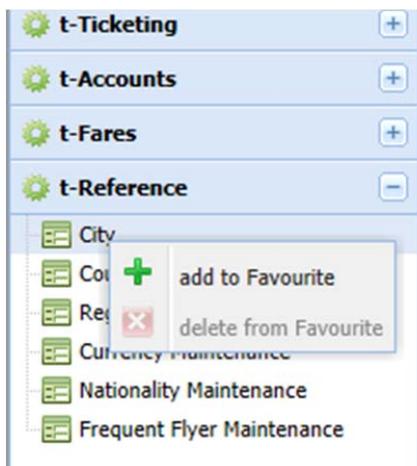
User Roles Info	
+ Add <input type="text" value="Find User Role"/> <input checked="" type="checkbox"/> search	
Name	Description
Accounts Data Entry	Bookkeeping procedures
Accounts Supervisor	All Accounting Tasks
Fares & Ticketing Supervisor	Responsible for Fares & Ticketing Procedures
Fares Data Entry	Adding and Maintaining Airline fares
Management	Management procedures and reports
Reference & Setup	Maintain Reference Information
System Administrator	Default System User
Ticketing Consultant	Ticketing Consultant

It is advisable that there is at least one user who can be assigned to each user role.

Based on the roles in the system we will describe each functionality step further in this document.

Favorite.

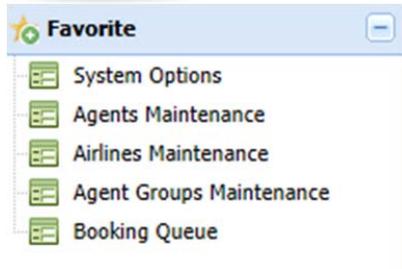
This option is a folder that allows the users to configure the functions most frequently used and list them for a quick access. In order to use the “Favorite” please right-click on the option, you would like to add to Favorite, the pop-up menu will appear:



Please left-click on “add to Favourite” to add currently selected function to Favorite folder. Please note that all options in Favorite folder will be listed in the sequence of them being added to this list.



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In order to remove or re-order the Favorite list, please use right mouse click.

Essential System Configuration Options

We assume that your system is already configured for use by setting up IATA and CRS details for both ticketing and booking offices. This is normally done during the t-solution implementation period. If the changes to these settings require, please see detailed description further in this manual.

Before the system can be used there are three main areas that have to be correctly configured. They include agents maintenance, agents logins and crs details, agency credit limit, airlines and groups membership.

Further in this chapter we will look into each of these options individually.

These three options are defined under t-Configuration area and available as:

-Agents;

- Airlines;

- Agent Groups;

It is recommended that these three options are set and maintained by the following user roles:

- Reference & Setup;
- Fares & Ticketing Supervisor;
- Accounting Supervisor;



Agents Maintenance.

One of the main functions in the system configuration is to maintain the agency information. This function includes:

- General Details;
- CRS Details;
- Ticketing Information;
- IATA Configuration (for IATA locations only);
- Credit Control function.

When you select Agents Maintenance option you will see the screen displaying a list of all travel agents, split into pages based on the number of agents available in the database. You will see a complete number of agents on the list summary bar:

Edit	Agent Code	Agent Name	City	Telephone	Contact Email	Current Balance	Credit Limit	PCC	Delete
	ARG	A RENDEZVOUS GROUP PTY LTD	SYDNEY	02 9267 9979	HOLIDAYS@ARENDEZVOUS.COM.AU	AUD \$ 0.00	AUD \$ 0.00	SYD...	X
	NWTAD	ADRIATIC ADVENTURES	EDENSOR PA...	98230011	sales@adriatictours.com.au	-AUD \$ 29...	AUD \$ 0.00	638V	X
	NWTBR	AIR TRAVEL SERVICES	SYDNEY NSW	80149608	SALES@AIRTRAVELSERVICES.COM.AU	-AUD \$ 53...	AUD \$ 3.00	72AB	X
	NWTPA	BEO TRAVEL PTY LTD	LIVERPOOL	96029622	info@beotravel.com	-AUD \$ 10...	AUD \$ 0.00	SYD...	X
	BTF	Braga Travel Freight	Rockdale	9567 1341	sales@braga.com.au	-AUD \$ 25...	AUD \$ 5.00	SYD...	X
	NWTWO	BREAKAWAY TRAVEL FAIRFIELD	FAIRFIELD N...	97277177		-AUD \$ 39...	AUD \$ 0.00	18L4	X

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You can use “search” area at the left top of the screen to search for specific agent. The search will try to locate the agents using Agent Code, Name, City, Telephone or address information.

In order to add a new agency please use “Add” button on the top-left corner of the “Agency list”, next to the “search” box.

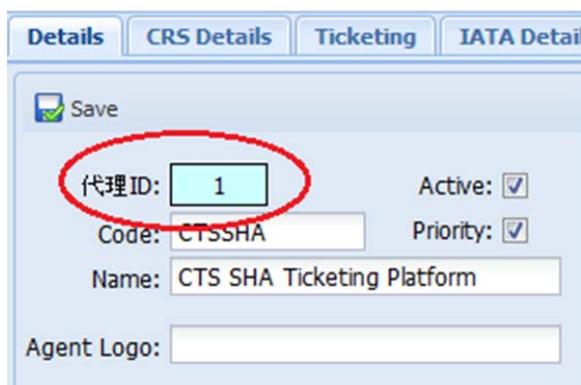
The system will display an additional panel with the number of fields available for entry. You can either enter the information and click on “Update” button or “Cancel” adding mode.



Once information added, you should be able to maintain it through relevant tab interface.

PLEASE NOTE THAT THERE ARE TWO AGENCIES THAT CANNOT BE REMOVED FROM THE SYSTEM AFTER THE HAVE BEEN SETUP. IT IS ESSENTIAL TO KEEP THIS AGENCY SETUP FOR THE INTEGRITY PURPOSES. IF YOU HAVE DOUBTS EITHER YOU CAN CHANGE THIS INFORMATION PLEASE CONTACT SYSTEM ADMINISTRATOR OR T-SOLUTION SUPPORT PERSONAL.

THESE ARE AGENTS # 1 and #2.



Agent # 1 is a default ticketing platform. This agency is required to be active and maintained for the purpose of issuing tickets and setting up IATA details.



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Details | CRS Details | Ticketing | IATA Detail

Save

代理ID: Active:

Code: Priority:

Name:

Agent Logo:

Agent # 2 is a booking Agent, designed to maintain PCC/Office ID information for bookings, created via t-solution Booking Interface in t-agent web site.

Details tab.

The first tab maintains agency general information:



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Agents

Details | CRS Details | Ticketing | IATA Details | Credit Control

Save

代理ID: Active:

Code: Priority:

Name:

Agent Logo:

Address:

City:

Contact:

Email:

Telephone:

This is related to Setting agency name, address, contact details. It also controls flags for agent to be Active or a Priority (if Priority is checked, TIN Ticketing will display any PNR for this agent at the top of the screen and assign highest priority in ticketing Q).

You can also control and upload agency logo image file. The file needs to be of a reasonable size. The logo will appear on the e-ticket document provided either via t-agent or included in PDF emailed e-tickets.

Please make sure that all General information is properly added before you start issuing tickets for the agent, as it may affect the way the agency represented on the invoice and through t-agent interface.

CRS Details tab.



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The CRS information maintained through this tab is important for recognizing the agency PCC/Office ID details and attaching PNR, processed by the system to this agent. Agency can have multiple PCCs/CRS combinations. All available PCCs/Office IDs will be available on the Auto-ticketing screen in t-agent as part of the drop-down box in the search area.

The Sequence will indicate in which priority PCC will be processed when the system is issuing ticket, considering that this agent has IATA number configured.

Some CRS interfaces require authentication details to connect to CRS Web Services. They are configured by providing Corporate ID, User Name, Password, WSAP and Data Length. Please ignore these settings if you don't have them available at the time of configuration.

Agents				
+ Add				
Edit	CRS Name	PCC	Dummy Pseudo	Sequence
	Amadeus	CTSB	Yes	1

The information is added by clicking on “Add” button at the top of the “CRS Details” grid view. The information can be updated by double-clicking on the line for edit or by clicking on “Edit” image in front of the CRS information line. The CRS details can also be removed by clicking on “Delete” image at the end of the line.

Please note that Dummy Pseudo City Code is used to attach the agent to specific PCC, when agent SIGNIN code is used (for Amadeus PNRs only) or when PNR contains “AGTPCC <PCC>” details in the PNR remarks.

Ticketing tab.



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Ticketing tab is designed to maintain all information related to the configuration of this agent related to the ticket issue interface. It contains Agency Tier, Default Ticket Location and Default IATA for issuance, also User Name and Password for logging into t-agent interface. The flags to “Allow Auto-ticket” and “Email E-Ticket” will control either the agent will be able to issue auto-ticket via t-agent interface or receive an email confirmation when the ticket is issued.

Group Name	Selected
Default Group	<input checked="" type="checkbox"/>

The screen also contains a list of all groups available in the system and will indicate with the check box either the agent is part of the current group.

You can assign/unassign the agency as part of the group by ticketing the check box and clicking on “Update” button at the top area of the “Group List”, located in the middle top part of the “Ticketing” tab.

WARNING.

Please note that without this tab, being properly setup the system will not be able to login agent into t-agent interface or issue tickets correctly.



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IATA Details tab.

This tab is designed to add/remove IATA information. This is only applicable to the IATA-based travel agency or a head office agent record. If the agency doesn't have IATA information please leave this tab blank.

The IATA screen is split into two parts, each responsible for the IATA code or associating the airlines to this IATA code plate.

First part is a simple grid that allows the consultant to maintain IATA Code:

Edit	IATA Code	Name	Sequence	Active	Delete
	0049	TS IATA	5	Yes	
	5311	CTS AU	10	Yes	
	4209	CTS NZ	20	Yes	

Airline	Name	BSP	NR
3K	Jetstar Asia Airways	<input type="checkbox"/>	<input type="checkbox"/>
3U	Sichuan Airlines	<input type="checkbox"/>	<input type="checkbox"/>
6U	Air ukraine/air ukrai	<input type="checkbox"/>	<input type="checkbox"/>
9W	JET AIRWAYS INDIA	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A3	AEGEAN AIRLINES	<input type="checkbox"/>	<input type="checkbox"/>
AA	AMERICAN AIRLINES	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
AC	AIR CANADA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
AD	AIR PARADISE	<input type="checkbox"/>	<input type="checkbox"/>
AE	MANDARIN AIRLINES	<input type="checkbox"/>	<input type="checkbox"/>
AF	AIR FRANCE	<input type="checkbox"/>	<input type="checkbox"/>
AI	AIR INDIA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
AM	AEROMEXICO	<input type="checkbox"/>	<input type="checkbox"/>
AO	AUSTRALIAN AIRLINES	<input type="checkbox"/>	<input type="checkbox"/>

The agency can have as many IATA numbers as necessary. This will be used in the Priority of Sequence setup in the system.

The second part of this tab will display airline plates associated with the currently selected IATA.

The details are displayed in the sequence of Airline Code and are separated for either BSP or Net Remit fare.

Please make sure that all plates are reviewed before the ticketing is presented in the ticket process for either TIN Ticketing or Auto-ticketing interfaces.



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Update			
Airline	Name	BSP	NR
9W	JET AIRWAYS INDIA	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AA	AMERICAN AIRLINES	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AC	AIR CANADA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
AE	MANDARIN AIRLINES	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AF	AIR FRANCE	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AI	AIR INDIA	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AN	ANSETT AUSTRALIA	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AQ	ALOHA AIRLINES	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AR	AEROLINEAS ARGENTINAS	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AS	ALASKA AIRLINES	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AY	FINNAIR AY	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
AZ	ALITALIA	<input checked="" type="checkbox"/>	<input type="checkbox"/>
B7	MAKUNG AIRLINES	<input checked="" type="checkbox"/>	<input type="checkbox"/>
BA	BRITISH AIRWAYS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CC	...	<input type="checkbox"/>	<input type="checkbox"/>

You can review/update all check boxes for BSP or NR information and click on “Update” button to save the changes. When the airlines list is re-displayed the changes have been submitted and saved in the database.



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Credit Control tab.

This tab allows the consultant to maintain Agency Credit Type (Credit/Exchange) and set Credit Limit.

ID	Type	Date	Amount	Reference	Notes
25	RECEIPT	2014-06-05 18:14:00.000	-CNY 131...	11223344 #1	TINACCOUNTS auto-update
24	TICKET_RECEIVA...	2014-06-05 18:14:20.413	CNY 1310...	1434053423	TINACCOUNTS auto-update
23	TICKET_RECEIVA...	2014-06-05 18:14:13.033	CNY 1310...	1449054909	TINACCOUNTS auto-update
22	TICKET_RECEIVA...	2014-06-05 18:14:08.830	CNY 1310...	1428052812	TINACCOUNTS auto-update
21	TICKET_RECEIVA...	2014-06-05 18:03:21.720	CNY 1310...	1403050318	TINACCOUNTS auto-update
20	RECEIPT	2014-06-05 17:59:00.000	-CNY 131...	11223344 #1	TINACCOUNTS auto-update
19	TICKET_RECEIVA...	2014-06-05 17:59:27.287	CNY 1310...	1434053423	TINACCOUNTS auto-update
18	RECEIPT	2014-06-05 17:49:00.000	-CNY 131...	11223344 #1	TINACCOUNTS auto-update
17	TICKET_RECEIVA...	2014-06-05 17:49:11.450	CNY 1310...	1434053423	TINACCOUNTS auto-update
16	RECEIPT	2014-06-05 17:46:00.000	CNY 1310...	11223344 #1	TINACCOUNTS auto-update
15	TICKET_RECEIVA...	2014-06-05 17:45:47.443	CNY 1310...	1434053423	TINACCOUNTS auto-update
14	TICKET_RECEIVA...	2014-06-05 17:45:31.140	CNY 1310...	1449054909	TINACCOUNTS auto-update
13	TICKET_RECEIVA...	2014-06-05 17:45:14.177	CNY 1310...	1449054909	TINACCOUNTS auto-update

It also displays all transactions that have been used to compile “Current Balance” value. The Available Credit information is generated from <Credit Limit> – <Current Balance>.

	Type	Date	Amount	Reference	Notes
358	TICKET_RECEIVABLE	2013-09-13 00:00:00.000	-AUD \$ 880.69	4169529281	TINACCOUNTS auto-update
357	TICKET_RECEIVABLE	2013-09-13 00:00:00.000	-AUD \$ 991.33	4169529280	TINACCOUNTS auto-update
356	TICKET_RECEIVABLE	2013-09-13 00:00:00.000	-AUD \$ 991.33	4169529279	TINACCOUNTS auto-update
352	TICKET_CCRCREIPT	2013-09-12 00:00:00.000	AUD \$ 1788.79	4169529277/278	TINACCOUNTS auto-update
351	TICKET_RECEIVABLE	2013-09-12 00:00:00.000	-AUD \$ 1788...	4169529277/278	TINACCOUNTS auto-update
303	TICKET_CCRCREIPT	2013-09-12 00:00:00.000	AUD \$ 2742.8	4169529264	TINACCOUNTS auto-update
302	TICKET_RECEIVABLE	2013-09-12 00:00:00.000	-AUD \$ 2742.8	4169529264	TINACCOUNTS auto-update
268	TICKET_RECEIVABLE	2013-09-11 00:00:00.000	-AUD \$ 30.00	4169529251	TINACCOUNTS auto-update
226	TICKET_RECEIVABLE	2013-09-10 00:00:00.000	-AUD \$ 158.00	4169188483	TINACCOUNTS auto-update
225	TICKET_RECEIVABLE	2013-09-10 00:00:00.000	-AUD \$ 158.00	4169188482	TINACCOUNTS auto-update
224	TICKET_RECEIVABLE	2013-09-10 00:00:00.000	-AUD \$ 158.00	4169188481	TINACCOUNTS auto-update
223	TICKET_RECEIVABLE	2013-09-10 00:00:00.000	-AUD \$ 158.00	4169188480	TINACCOUNTS auto-update
222	TICKET_RECEIVABLE	2013-09-10 00:00:00.000	-AUD \$ 158.00	4169188479	TINACCOUNTS auto-update



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Airlines Maintenance.

Airlines Maintenance option is designed to maintain correctly all airlines information, including names, IATA codes, BSP code and airline images. This option is also available under the t-Configuration->Airlines menu option.

Edit	Airline	IATA Code	Name	Short Name	Comm Domestic	Comm International	Active	Delete
	A3	390	AEGEAN AIRLINES	AEGEAN AIRLINES	0	0	Yes	
	EI	053	AER LINGUS	Aer Lingus	1	7	Yes	
	PL	210	AERO PERU	Aero Peru	1	7	Yes	
	SU	555	AEROFLOT SOVIET AIRLINES	Aeroflot	1	7	Yes	
	AR	044	AEROLINEAS ARGENTINAS	Aerolineas Argentinas	1	7	Yes	
	AM	139	AEROMEXICO	Aeromexico	1	7	Yes	
	VV	870	AEROSVIT AIRLINES/AEROSVIT	Aerosvit airlines/aerosvit	1	7	Yes	
	HM	061	AIR SEYCHELLES	Air Seychelles	1	7	Yes	
	KR	K70	Air Actana	Air Actana	1	7	Yes	

To maintain airlines, please review currently setup carriers, as most of them should be configured in the system at the time of implementation. In order to change airline details please click on the relevant airline field in the list grid, or select this information on details tab.

Details tab.

The details tab contains airline identification information and also default domestic and international commissions.

Details | Ticketing | BSP Commissions | Commissionable Tax

Save

Airline ID: Active:

Code:

IATA Code:

Name: 

Short Name:

Airline Logo:

Domestic Comm:

Inter Comm:

Spl Conditions:



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Information defined in the “Spl Conditions” will be displayed under the “Airlines Commission” option under auto-ticketing web site.

In the bottom of the “Details” option under Airlines maintenance you will find flags for triggering Airline C/Card payments and definition for the YR tax exemption (if applicable):

C/Card(BSP): <input type="checkbox"/>	C/Card(IT): <input type="checkbox"/>	C/Card(NR): <input type="checkbox"/>
Domestic: <input type="checkbox"/>		
Exempt YR Plate: <input type="checkbox"/>		
Exempt YR Sector: <input type="checkbox"/>		

Ticketing tab.

Ticketing tab is designed to maintain information for auto-ticketing procedures:

- Autoticket flag sets this carrier to be used in auto-ticketing;
- Allow Published Fares flag is defined to allow Published fares to be auto-ticketed for this carrier;
- Allow NetRemit flag is defined to allow Net Remit fares to be auto-ticketed with this carrier;

Airlines

Details **Ticketing** BSP Commissions Commissionable Tax

Save

Airline: CA-AIR CHINA

Autoticket:

Allow Published: Allow NetRemit:

For SABRE:

For AMADEUS:

For GALILEO:

Plating Carrier:



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Flags – for SABRE/AMADEUS/GALILEO – are designed to allow auto-ticketing for individual CRS.

Plating carrier will allow you to plate current carrier ticket under an alternative airlines.

BSP Commissions tab.

BSP commission tab is designed to maintain information on Airlines/BSP commissions if they are different to the originally set Domestic and International commissions.

The screenshot shows the 'Airlines' section with four tabs: 'Details', 'Ticketing', 'BSP Commissions', and 'Commissionable Tax'. The 'BSP Commissions' tab is highlighted with a red circle. Below the tabs is a '+ Add' button and a table with columns: 'Edit', 'Region From', 'Region To', and 'Country From'.

Commissionable Tax.

Commissionable tax is designed to maintain information on tax commission, if these are applicable.

The screenshot shows the 'Airlines' section with four tabs: 'Details', 'Ticketing', 'BSP Commissions', and 'Commissionable Tax'. The 'Commissionable Tax' tab is highlighted with a red circle. Below the tabs is a '+ Add' button and a table with columns: 'Edit', 'Country From', 'Country To', and 'Class'.

If these commissions are not applicable please leave this information empty.



Agent Groups Maintenance.

The agent Groups information is essential for setting up markups and commissions payable to the agents or retail offices. All agents, brokers and retail offices are grouped to allow them to share the best commission setting, making the system provider competitive on the market of paying commissions back to the agents.

Agency can be part of one or many groups.

Agency must be part of the group in order to perform Fare Search or in order to get commissions on their invoice when the ticket is issued.

When Agent Groups option is selected, the system displays groups at the top and agents attached and not attached to the group in the bottom:

The screenshot displays the 'Agent Groups Maintenance' interface. At the top, there are two tabs: '代理维护 (Agents)' and '代理组 (Agent Groups)'. Below the tabs, the 'Groups' section is highlighted with a red border. It includes a '+ Add' button, a search bar with 'Find Group' and a 'search' button, and a table with columns 'Edit', 'Name', and 'Description'. The table contains one row: 'Default Group'.

Below the 'Groups' section, there is a navigation bar with 'Agents List for Group', 'Published Commission', 'Special Commission', and 'Commissionable Tax' tabs. The 'Agents List for Group' tab is active. It features an 'Update' button and a table with columns: 'Agent Name', 'Suburb', 'State', 'Phone', 'PCC', and 'Included'. The table contains three rows, with the first row highlighted in red:

Agent Name	Suburb	State	Phone	PCC	Included
CTS Branch	上海		0000 0000	CTSB	<input checked="" type="checkbox"/>
CTS SHA Ticketing Platform	Shanghai		0000 0000	SHA202	<input type="checkbox"/>
CTS Shanghai Booking Agent	.	NSW	0000 0000	SHA202	<input type="checkbox"/>

Please use "Included" check box to include the agency into the current group and then click "Update" button (on the left near the tab details). The agent will be saved with the current group.



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The agency can also be set as part of the group via “Agents” maintenance option on the “Ticketing” tab.

Group Name	Selected
Default Group	<input checked="" type="checkbox"/>

Please use any convenient way for set up the group for the agent.

Either before attaching the agent or after, you can maintain airline commissions by selecting “Published Commission” tab.

Published Commission tab.

To maintain information in this tab, you can click on “Add” button to add a new carrier commission details. When setting up please make sure that you inserted at least one of the following: Commission, Incentive, Markup or service fee. Click Update button to save currently added commission.

Edit	Airline	Carrier	Region From	Region To	Country From	Country To	Cities	Class	Book Class	Commission	Incentive	Markup	Service Fee	Del
	AF	AIR FR...								0%	-5%	CNY 0.00	CNY 0.00	
	BA	BRITISH...								-4%	0%	CNY 0.00	CNY 0.00	
	CA	AIR CHI...								-3%	-2%	CNY 0.00	CNY 10.00	
	MU	CHINA ...								-5%	-3%	CNY 0.00	CNY 0.00	
	QF	QANTA...								-2%	0%	CNY 0.00	CNY 0.00	
	SQ	SINGAP...								-1%	0%	CNY 0.00	CNY 0.00	
	VN	VIETNA...								0%	0%	CNY 0.00	CNY 0.00	

T-Solution airline commissions are complex and comprehensive way of maintaining commission details for different airlines. Please use the following rules:

- If setting up commissions based on region, please use Region from and/or to fields.
- If setting up commissions based on countries, please use Country From/or to fields.
- Never use both region and country settings on the same commission line;
- Please use only available Class information;



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IMPORTANT. When multiple groups are used the system will automatically chose the best commission group for the agency to provide them with the maximum rebate.

As we said before, the agent can be part of a number of groups. For example, the default or muster group will contain information on commissions set for all agencies. If certain agents have preferred agreement with the platform holder to receive better commissions on CA, you can set a group called “CA Special” and attach agency to this group. If this group has “CA” added with the commission level more than “default” group during the search and ticketing the agent will automatically receive better commission rate, which will eventually be displayed on the invoice.

Special Commissions tab.

Special commissions tab is designed to maintain information similar to the “Published Commission” but for the private fares maintained in the system interface. There are certain restrictions on the criteria for this setup. But when the fare search is displayed the fares, maintained in the system will have these commissions applied to them.





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Translate Booking Classes.

In GDS, as well as in the Fare Sheet, provided by airline there is no simple way to identify Travel Class, based on the Booking class, specified in the Fare Response or in the PNR. Most of the airlines follow generic rules in applying the following booking classes for the corresponding travel class:

D,C,J,Z,I - Business Class
F,A,P - First Class
All others- Economy Class

But there are exceptions that can cause incorrect translation for the Booking Class details. In order to deal with it, the system allows each head office to maintain information for exceptions in Booking Class translation.

This is available in the option: "Translate Booking Classes":

The screenshot shows the 't-Office system configuration' interface. The left sidebar has a tree view with 'Translate Booking Class' selected and circled in red. The main area displays a table titled 'Booking Class Info' with the following data:

Carrier	Carrier Code	Travel Class	Booking Classes
CHINA EASTERN AIRLINES	MU	Economy	Z/

In the example above the system translates "MU" carrier booking class "Z" as an exception to the originally set default (please see the details in the beginning of this paragraph).



Essential Accounting Procedures.

This part of the document is prepared for the purpose of describing all basic functions that generally used for managing Client Account procedures. These include Invoicing, Banking, BSP and numerous reports. The information is based on current New World Travel setup and is using its data for example.

TIN Accounts Daily Book-keeping functionality description.

Daily book-keeping procedures in TIN Accounts could be split into the following three sections:

1. **Documents and Invoicing.** This area is related to the process of invoicing clients and generating transactions for further billing reconciliation.
2. **Banking activity.** This area includes procedures to receive and pay money, reconcile bank account, and run daily and monthly reports to double-check information loaded into the system.
3. **BSP procedures.** These procedures relate to BSP reconciliation processes, as well as management of ACM/ADM and refunds.

Documents and Invoicing

There are three functions that control Invoices and Invoice Statements:

- **Tickets.** Most of the tickets are automatically generated from TIN Ticketing. As the ticket information is updated the ticket is also activated. Ticket activation process creates TICKET_RECEIVABLE transaction (invoice) and TICKET_PAYABLE transaction (BSP charge).

The screenshot displays the 'Tickets' management interface. At the top, a search bar and 'Add' button are visible. Below is a table listing tickets with columns for Ticket Number, Created Date, Pax Name, Client Name, Plate, IATA, Markup Type, Agent Charge, BSP Char, BSP Schedule Name, and Invoice Number. Two tickets are listed, both for 'YANG/FRANK MR' on '06/06/2014' with 'CTS Branch' and 'BRITISH AIRWAYS'.

The 'Ticket Details' section for the first ticket (1415061503) shows the following information:

- Ref No: 1415061503, Invoice No: 16
- Markup Type: Gr
- Pax Name: YANG/FRANK MR
- Issued: 06/06/2014, Show On Statement:
- Nett Fare: CNY 0.00, Gross: CNY 5800.00

The 'Transactions' table on the right shows the following entries:

Type	Date	D/C	Amount
TICKET_PAYABLE	2014-06-06 12:15:06.990	CR	-CNY 9460.00
TICKET_RECEIVABLE	2014-06-06 12:15:07.070	DB	CNY 9634.00
EXPECTED_COMMISSION	2014-06-06 12:15:07.170	CR	-CNY 174.00
TICKET_RECEIPT	2014-06-06 11:57:00.000	CR	-CNY 9634.00
COMMISSION	2014-06-06 11:57:00.000	DB	CNY 174.00

The total balance at the bottom right is **Σ Balance: -CNY 9460.00**.



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In the sample on the screen-shot above, the transactions information also contains C/Card charge which has been processed against ticket charge.

TIN Accounts Agent Invoice

When the ticket is printed in TIN Ticketing, the invoice information is created into TIN Accounts automatically. When this happens the invoice record is created with all financial details related to the client.

Below is an example of such an invoice. Please see full details in the attached PDF file.



中国旅行社总社(上海)有限公司
China Travel Service Head Office (Shanghai) Co.,Ltd.

中国旅行社总社(上海)有限公司
上海普陀区长寿路868号港中旅大厦9楼电子商务部
联系电话: 400-860-0716
电子邮件:

发票

CLIENT:		INVOICE DETAILS	
CTS Branch 上海普陀区长寿路868号港中旅大厦1楼电子商务部 上海,		Invoice Number:	16
		Payment Due:	2014/6/6
		Invoice Date:	2014/6/6
		Record Locator:	7HSCHJ

Passenger Name	Airline	Dest'n	Ticket NBR	Agent Nett	Tax	SVC Fee	C/C Charge	Cash	Amount Due
YANG/ FRANK MR	BA	LON	1415061503	¥ 5,568	¥ 4,066	¥ 0	¥ 0	0.00	¥ 9,634

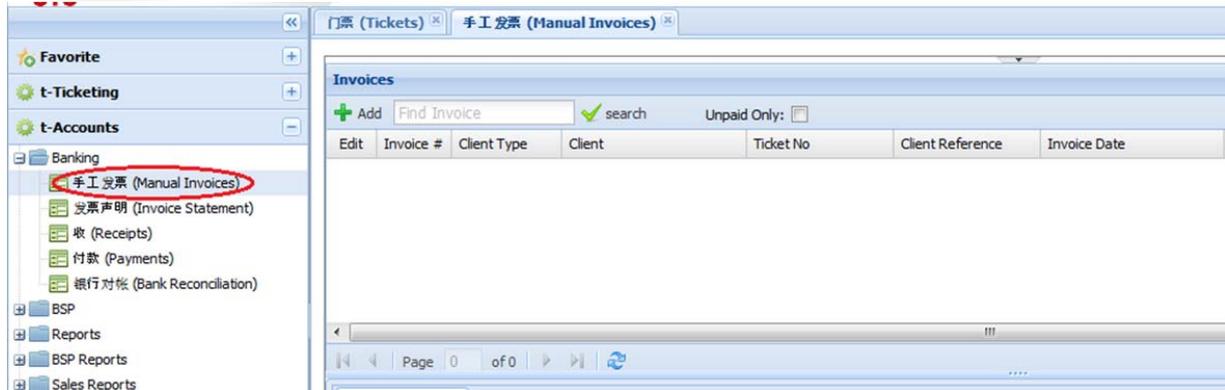
The header of the invoice contains Consolidator's logo and address details.

The Client's section contains client's address details and invoice relevant information: Number, Agency Code, Record Locator and invoice date.

- **Third-Party Invoices.** Third-party invoice is an alternative way of generating invoice. It is a general invoice that can be created to the agency or airline. Please note that if the invoice amount is set with a negative amount, the system will save it as Credit Memo.



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When ticket is cancelled, the system will automatically generate “Ticket Cancellation charge”.

- **Invoice Statement.** This option displays statement information which is automatically accumulated when the ticket record is created. When you preview a statement it doesn't mean that it is generated yet. The statement is generated when the following options are selected:
 - o Print/Fax;
 - o Email;
 - o Update;

When the statement is updated the information is attached to the new statement number which is saved in the archived area.



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Below is an example of the Statement screen. The system, by default, shows only active agents that have un-paid statement available.

Invoice Statements

Find Agents: [Search] Cut Off Date: 09/06/2014 Include Outstanding: Update

Agent	Phone	Fax	Email	Balance	Status
CTS Branch	0000 0000		alex@travelinfo.net.au	-CNY 43502.00	

Statement

INVOICE STATEMENT
CTS SHA Ticketing Platform
2000,
Tel: 02 9221 7911 Fax: 02 9123 1233
Email: alexs@travelinfo.net.au
ABN: License No.

Previous Outstanding	Received	Current	Total Outstanding	Payment Due
CNY ¥ 65,500.00	CNY ¥ -2,002.00	CNY ¥ 0.00	CNY ¥ 67,502.00	6/9/2014

CTS Branch Tel: 0000 0000 Fax: - ABN : .

Statement Ref: 2
Statement Date: 6/9/2014
Billing up to: 9/6/2014

Invoice	Invoice	Airline	Ticket	Passenger Name	Reloc	File	Agent Nett	Tax or A/L Fee	Other Charges	GST	Amount Paid	Nett Due
---------	---------	---------	--------	----------------	-------	------	------------	----------------	---------------	-----	-------------	----------

The “Search” option allows the consultant to display statement with the following options:

- Selecting agency;
- Setting up Cut-off date. The information on the statement will include only invoices to and including Cut-off date.
- Current Only. You can view the information for the agencies that have no active statement.
- Include Outstanding. Information automatically displayed on the Statement includes only invoices that have not been allocated to any statement yet. If this option is selected, the system will show both new and already saved invoices, displaying saved in the “red” color to distinguish them from the current invoices. In case the Invoice Statement contains outstanding invoices, the outstanding amount will be displayed in red in the bottom of the statement with the note: DUE IMMEDIATELY.

TIN Accounts Invoice Statement

As the invoice is created, the invoice information is automatically included into the next Invoice Statement details. The invoice Statement transactions are accumulated until the statement is saved or emailed. In this case the system allocates unique number to current invoice statement,



TICKETING SOLUTIONS

updates the snap-shot of the statement into the archived area and assists in emailing or printing the statement to the agency, based on the details set with the agency.

Here is an example of the Invoice Statement format. Please see more details in the attached PDF file.

INVOICE STATEMENT
CTS SHA Ticketing Platform
 , 2000,
 Tel: 02 9221 7911 Fax: 02 9123 1233
 Email: alexs@travelinfo.net.au
 ABN: License No.

Previous Outstanding	Received	Current	Total Outstanding	Payment Due
CNY ¥ 65,500.00	CNY ¥ -2,002.00	CNY ¥ 0.00	CNY ¥ 67,502.00	6/9/2014

CTS Branch Tel: 0000 0000
 Fax: .
 ABN : .

Statement Ref: 2
Statement Date: 6/9/2014
Billing up to: 9/6/2014

Invoice Date	Invoice	Airline	Ticket Number	Passenger Name	Reloc	File Number	Agent Nett	Tax or A/L Fee	Other Charges	GST	Amount Paid	Nett Due
6/5/2014	1	SQ	1428052812	YANG/FRANK MR	7FYPBL		CNY ¥ 11,672.10	CNY ¥ 1,427.00	CNY ¥ 0.00	CNY ¥ 0.00	CNY ¥ 0.00	CNY ¥ 13,100.00
6/5/2014	5	SQ	1449054909	YANG/FRANK MR	7FQ5PZ		CNY ¥ 11,672.10	CNY ¥ 1,427.00	CNY ¥ 0.00	CNY ¥ 0.00	CNY ¥ 0.00	CNY ¥ 13,100.00
6/5/2014	8	SQ	1449054920	YANG/FRANK MR	7GKPO5		CNY ¥ 11,672.10	CNY ¥ 1,427.00	CNY ¥ 0.00	CNY ¥ 0.00	CNY ¥ 0.00	CNY ¥ 13,100.00
6/5/2014	9	SQ	1455055502	YANG/FRANK MR	7GZQB6		CNY ¥ 11,672.10	CNY ¥ 1,427.00	CNY ¥ 0.00	CNY ¥ 0.00	CNY ¥ 0.00	CNY ¥ 13,100.00
6/6/2014	13	SQ	1409060922	YANG/FRANK MR	7H2EP5		CNY ¥ 11,672.10	CNY ¥ 1,427.00	CNY ¥ 0.00	CNY ¥ 0.00	CNY ¥ 0.00	CNY ¥ 13,100.00

Total

Previous Outstanding	Agent	Tax	Other	GST	Current	Total Outstanding

- **Daily Sales Report.** This report displays ticket invoicing information, based on the date range or the agency and plate selection. Here is an example of this report:

The total will show Cost of Sales and accrual commissions:



TICKETING SOLUTIONS

R	CTS Branch	BRITISH AIRWAYS	1415061503	10SEP	\$9,634.00	\$9,460.00	\$4,066.00	\$174.00	1	INVOICE_PAID
R	CTS Branch	BRITISH AIRWAYS	1423062320	10SEP	\$9,634.00	\$9,460.00	\$4,066.00	\$174.00	1	INVOICE_PAID
R	CTS Branch	SINGAPORE AIRLINES	1428052812	03JUL	\$13,100.00	\$12,392.00	\$1,427.00	\$708.00	1	INVOICED
R	CTS Branch	SINGAPORE AIRLINES	1434053423	05JUL	\$13,100.00	\$12,392.00	\$1,427.00	\$708.00	1	INVOICE_PAID
R	CTS Branch	BRITISH AIRWAYS	1439063959	10SEP	\$9,634.00	\$9,460.00	\$4,066.00	\$174.00	1	INVOICE_PAID
R	CTS Branch	SINGAPORE AIRLINES	1443064304	10JUL	\$13,100.00	\$12,392.00	\$1,427.00	\$708.00	1	INVOICE_PAID
R	CTS Branch	SINGAPORE AIRLINES	1449054909	03JUL	\$13,100.00	\$12,392.00	\$1,427.00	\$708.00	1	INVOICED
R	CTS Branch	SINGAPORE AIRLINES	1449054920	03JUL	\$13,100.00	\$12,392.00	\$1,427.00	\$708.00	1	INVOICED
R	CTS Branch	BRITISH AIRWAYS	1452065208	10SEP	\$9,634.00	\$9,460.00	\$4,066.00	\$174.00	1	INVOICE_PAID
R	CTS Branch	SINGAPORE AIRLINES	1455055502	20JUN	\$13,100.00	\$12,392.00	\$1,427.00	\$708.00	1	INVOICED
R	CTS Branch	BRITISH AIRWAYS	1457065721	10SEP	\$9,634.00	\$9,460.00	\$4,066.00	\$174.00	1	INVOICE_PAID
					\$139,870.00	\$134,044.00	\$30,319.00	\$5,826.00		

These three options – Tickets, Third-Party invoices and Invoice Statements – allow the consultants to handle daily routine in following up Debtors information.

Banking Activities

Banking Activities are comprised of the routines that relate to controlling and checking information related to processing receipts and payments details.

The following functions included into daily banking activities:

- Client Account Receipts;
- Client Account Payments;
- Bank Reconciliation process;
- Banking Summary;
- All Deposits Report;
- All Payments Report;
- Monthly Bank Reconciliation;

Client Account Receipts and Payments option provide a procedures to record and allocate payments from agents, airlines etc.

Bank reconciliation process helps to record and balance information in the system with the bank statement details.



TICKETING SOLUTIONS

Deposits and Payments report can be run on a daily basis to “tick-off” transactions when reconciling bank statement.

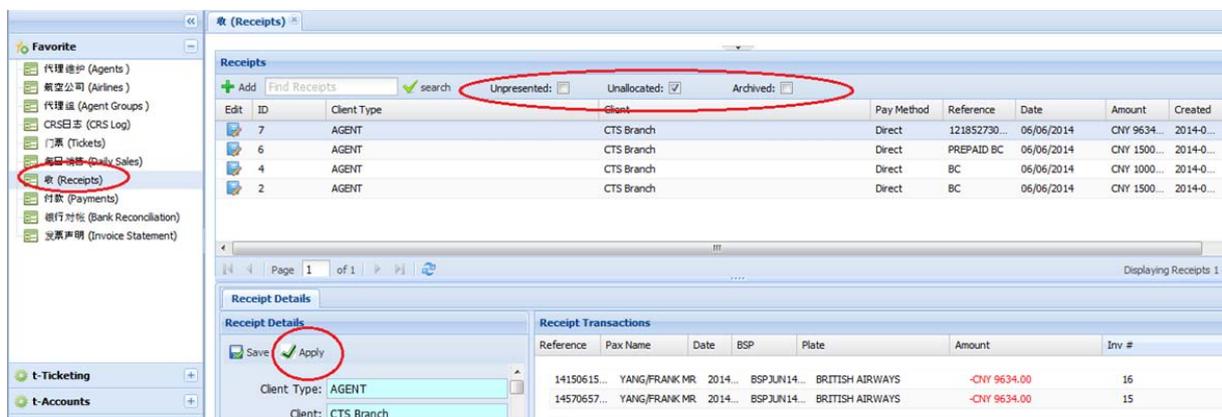
Monthly Bank Reconciliation process runs once a month when the monthly bank statement is issued. If the process balances correctly, it will be associated with the relevant Trial Balance Control account record.

Client Account Receipts

This option is designed to provide a facility for receipting money from clients. The option consists of two steps:

- Processing Receipt;
- Allocating Receipt to system transaction;

Please note that you can perform these two steps separately, first creating receipt, saving it, then allocating transactions in the future, by clicking on “Apply” button.



In order to record receipt, please click on New button, then enter information details, select Bank Account and click on “Save” button.

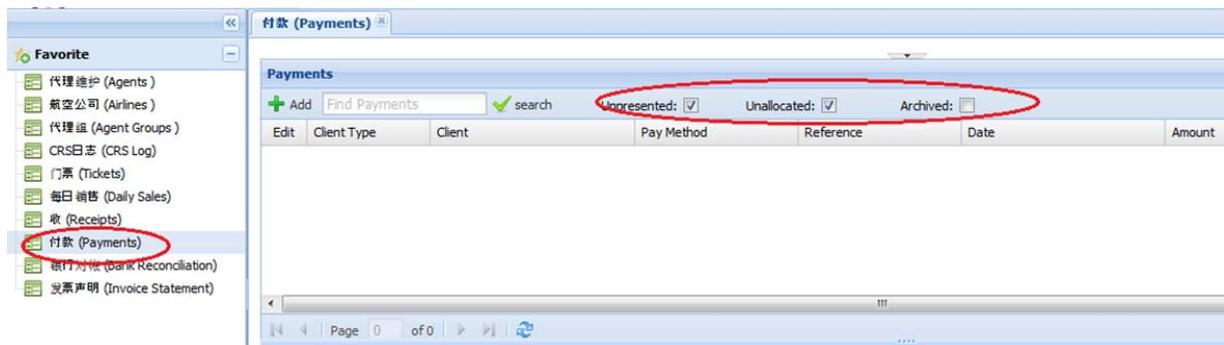
You can allocate transactions at the time of the recording receipt. For this purpose please select available transactions on the right side of the screen. If transaction is paid partially, you will be prompted with the message if you would like to close current transaction. If you answer “Yes”, the system will adjust Commission amount and this transaction will not be available for further allocation.



TICKETING SOLUTIONS

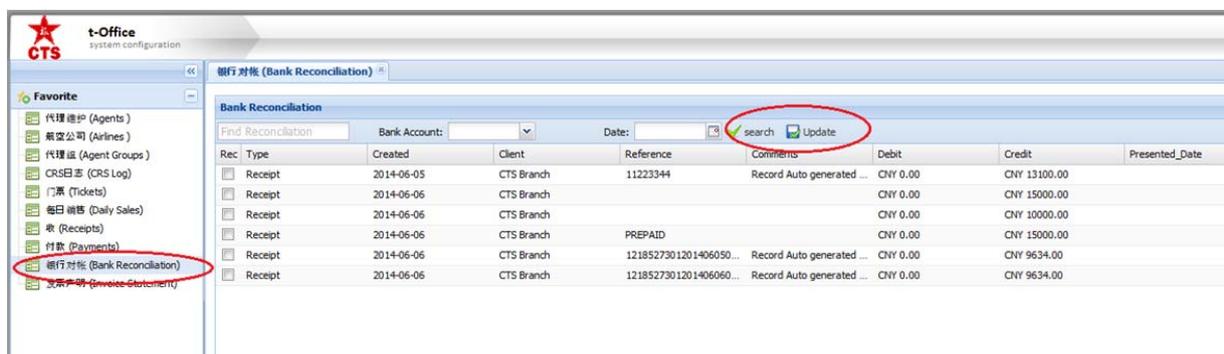
Client Account Payments

This option is designed to provide a facility for recording money payments to different clients. The same principle of allocation of payment transactions apply as in the Client Account Receipt option.



Daily Bank Reconciliation

This option is designed to reconcile daily banking activity (Receipts and Payments) with the bank statement.



BSP Procedures

This area describes procedures related to BSP billing reconciliation and following up on ADM/ACM and Refunds procedures.

BSP Schedule

In order to maintain BSP information in the system, there is an option, which indicates BSP period schedules.



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BSP Schedule normally represents Monday-to-Sunday BSP period. Within the system BSP Schedule is also used to recognize a biller, different to BSP. For example, one of the pre-entered BSP schedules is NET_CHEQUE.

The following screen shows where you can find BSP Schedule maintenance option.

Edit	Name	Date From	Date To	Active
	BSPJUN14-1	02/06/2014	08/06/2014	No

BSP Schedule Details	
Name:	BSPJUN14-1
Date From:	02/06/2014
Date To:	08/06/2014
Active:	<input type="checkbox"/>
Tickets Total:	0
Sales Transmittal:	
Agent Billing Dispatch:	
Agent Remittance Billing:	22/06/2014

BSP Reconciliation Process

The main process in BSP procedures is BSP reconciliation process. This report should be run by a consultant when BSP billing has charged the company with the weekly fee.

The BSP process includes processing of Tickets (Issued in the current BSP period), ACMs (previously created), ADMs (either previously generated or created by user) and REFUNDS, for the tickets that didn't fall into the current BSP period.

Type	Reference	Cash	Tax	Ticket Balance	BSP Payable	Include	Diff	Status
Ticket	1409060922	CNY 11790.00	CNY 1427.00	CNY 12392.00	CNY 0.00	<input type="checkbox"/>	CNY 0.00	INVOICED
Ticket	1415061503	CNY 5800.00	CNY 4066.00	CNY 9460.00	CNY 0.00	<input type="checkbox"/>	CNY 0.00	INVOICE_PAID

If ACM/ADM or Refunds transactions are not automatically generated during previous BSP reconciliation runs, they have to be manually added by consultant.



Here is a description of the process flow related to BSP Report reconciliation:

1. The consultant must have a printed copy of a provided BSP report;
2. The consultant should have an ASCII version of the BSP report;
3. Please select relevant BSP period and relevant IATA number (please check BSP Schedule dates matching with the BSP report);
4. Please enter BSP amount from the printed copy of the report;
5. Please enter BSP billing date from the report schedule;
6. Click on “Import” button and select ASCII BSP file from the folder where the file was saved before.

BSP Schedule

Save

BSP Period:

IATA:

Date From:

BSP:

Tickets:

ADMs:

Adjustments:

Date To:

ACMs:

Refunds:

Date:

Disbalance:

Total:

Tickets

Update Undo

Type	Reference	Cash	Tax	Ticket Balance	BSP Payable	Include	Diff	Status
Ticket	1409060922	CNY 11790.00	CNY 1427.00	CNY 12392.00	CNY 0.00	<input type="checkbox"/>	CNY 0.00	INVOICED
Ticket	1415061503	CNY 5800.00	CNY 4066.00	CNY 9460.00	CNY 0.00	<input type="checkbox"/>	CNY 0.00	INVOICE_PAID
Ticket	1423062320	CNY 5800.00	CNY 4066.00	CNY 9460.00	CNY 0.00	<input type="checkbox"/>	CNY 0.00	INVOICE_PAID
Ticket	1428052812	CNY 11790.00	CNY 1427.00	CNY 12392.00	CNY 0.00	<input type="checkbox"/>	CNY 0.00	INVOICED
Ticket	1434053423	CNY 11790.00	CNY 1427.00	CNY 12392.00	CNY 0.00	<input type="checkbox"/>	CNY 0.00	INVOICE_PAID

When the ASCII file is processed, the system will pop up Ticket Mismatch report. In this report represented tickets that exist in the file and don't exist in the system. Unless the value of the ticket is 0, which means that it was cancelled internally in GDS, the ticket must be entered into “Tickets” option for correct reconciliation procedures.

Once the ASCII file was run, the consultant will see different group of tickets on the “Tickets” tab of BSP reconciliation:

- Ticked tickets. These tickets are perfectly matching the BSP billing information and are going to be processed;
- Un-ticked tickets with the positive amount next to the tick. These tickets, where BSP charges less than originally expected by the consultants, issuing tickets. These tickets will generate ADM transaction against ticket record and the ADM will be available for viewing in the “ADM



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Management” area. Also, These tickets will be available for further BSP report ADM tab reconciliation.

- Un-ticked tickets with the negative amount. These tickets will generate an ACM transaction, that either will be returned by BSP later, or will be closed via ACM Management option.
- Tickets that don't have amount in the “Diff” column. These tickets have to be identified and removed from this BSP as they are, most likely, not part of the current BSP;

After these procedures were handled the BSP report can be saved. The ideal situation would show \$0 amount in “Adjustments” field at the top right of the screen and \$0 disbalance.

The next step will require pressing “Update” button at the top of the screen which will process current BSP and create payment transaction fully reconciled with the BSP amount.

BSP Schedule

 Save

BSP Period:

IATA:

Tickets:

Date From:

Date To:

BSP:

Date:  D

ADM Management

After BSP report is run all ADM transactions can be reviewed in the ADM Management option. There are two ways ADMs can be handled:

- Within the next BSP period, if ADM is appearing on the BSP report, it can be selected from the ADM tab on the BSP reconciliation report (please see previous option);
- If ADM will never be charged by BSP it can be closed, by clicking on “Close” button in the ADM Management area. In this case ADM will be posted to “Commissions Available for Transfer” account and the record will be sent to Archived.

In case when BSP report contains ADM that has not yet been created by the system, the consultant can create ADM manually by clicking on “New” button, entering Ticket Number and pressing “Enter”. The system will retrieve ticket information and the ADM amount can then be added manually. Please don't enter any information and “Undo” new record if you have not found this ticket in the system. It is recommended to add all tickets via “Tickets” option. This would keep system referential integrity.



TICKETING SOLUTIONS

BSP对账 (BSP Reconciliation) x ADM (ADM) x

ADMs

+ Add Find ADMs search

Edit	Ticket Number	Created Date	Pax Name	Service Provider	Ticket Amount
------	---------------	--------------	----------	------------------	---------------

Page 0 of 0

ADM Details Save

Transactions

Type	Date
------	------

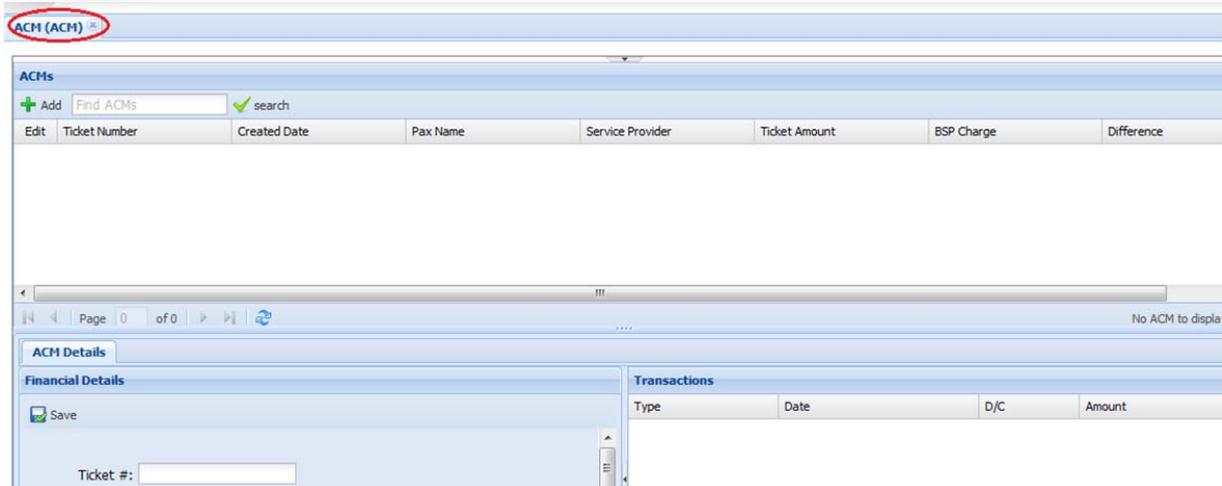
ACM View and ACM Request

Similar to ADM Management , when BSP report ran transactions that were not matching expected billing value with the negative amount create ACM. This means that BSP charged the company more than expected before. In this case , rather than sending “DISCOUNT” transaction to the “Commissions available for Transfer” account, the system moves disputed amount into ACM account.

In the ACM View you can preview ACM transactions and put relevant references or comments if necessary.



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ACMs can be handled in two ways:

- Either Request ACM from the airline;
- Or “Closing” ACM. In this case “DISCOUNT transaction is moved from ACM Control account to “Commission Available for Transfer account”.

Accounts Reports

This section describes the most essential accounts reports.

- Ageing Debtors Report. Located in the “Client Account” section.
- Monthly Bank Reconciliation Report. Located in the “Banking” section.
- GST Summary. Located in the Accounts Reports section.
- Trial Balance Report. Located in the Accounts Reports section.
- Account Details Report. Located in the Accounts Reports section.

Most of the reports have similar format and represent search options similar to the example below:



TICKETING SOLUTIONS

Ageing Debtor Report options

✓ Run 🖨️ Print 💾 Save 📄 Save to CSV

Date: Date To:

Rec Month: Select Year:

Agent:

Some reports have Agent or Plate selection, which could be used for specifying detailed information on the subject.

In the section below we provide more detailed description to the “Trial Balance” report.

TIN Accounts Trial Balance Report

The Trial Balance report contains information related to the monthly movement for the specifically requested month as well as the accumulated totals for each General Ledger account.

The accounts can be configured at the beginning of the system use. All descriptions or account codes can also be pre-configured depending on the client’s requirement.

Here is an example of the Trial Balance Report:



TICKETING SOLUTIONS

Printed on: 14/03/2012

Month: March 2012				
Account	Account Code	Current Month	YTD Total	Running Total
Commission Available for Transfer	1010	-\$3,605.07	-\$5,665.17	-\$5,665.17
Commission Transferred	1011	\$0.00	\$0.00	\$0.00
ANZ Bank Account	4103	\$197,045.02	\$333,146.80	\$333,146.80
Debtors Control Account	4540	\$3,072.00	\$144,176.20	\$144,176.20
Creditors Control Account	6130	\$0.00	\$0.00	\$0.00
BSP WIP	6200	-\$196,570.63	-\$472,251.93	-\$472,251.93
ACM Control Account	6210	\$0.00	\$0.00	\$0.00
ADM Control Account	6220	\$0.00	\$0.00	\$0.00
Refund Control	6230	\$0.00	\$0.00	\$0.00
Client Control Account	6300	\$58.68	\$594.10	\$594.10
GST On Sales	6850	\$0.00	\$0.00	\$0.00
GST Due to ATO	6870	\$0.00	\$0.00	\$0.00
Expense Control Account	6890	\$0.00	\$0.00	\$0.00
Income Control Account	6895	\$0.00	\$0.00	\$0.00
Retained Profits Previous Year	8260	\$0.00	\$0.00	\$0.00
Total		\$0.00	\$0.00	\$0.00

Please see below description of each Trial Balance account.

Commission Available for Transfer

This account is used to accumulate automatic transactions of the type: COMMISSION or DISCOUNT.

These two transactions created in the following circumstances:

- When RECEIPT from the client is processed and there is a difference between PAYABLE and RECEIVABLE amount;
- When BSP PAYMENT is processed and there is either difference related to specific ticket or ADJUSTMENT transaction is created for the BSP;
- When Closing not-fully allocated RECEIPT or PAYMENT;
- When Closing ACM/ADM/REFUND which is not returned by the airline or is not due to be paid to the agency;
- When Third-Party invoice is received.



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Commission Transferred

This account is based on the manual journal entry, created by the client at the end of the month to transfer all commissions from the account 1010.

Bank Account

This account represents all transactions related to the banking activity from all bank accounts available in the system. The total of this account for the month equals to the sum of all bank account reconciliation totals.

This account is automatically updated by two procedures: RECEIPT and PAYMENT, that are created in relevant book-keeping options in the system.

Creditors Control Account

This control account is meant to contain information for all non-BSP transactions. But it is currently not used.

BSP WIP

This control account (sometimes referred to BSP Accrual) contains all current financial information based on BSP activity. This includes:

- Ticket Printing generates TICKET_PAYABLE transaction;
- If C/Card payment is used TICKET_PAYMENT is also generated into this account;
- BSP Reconciliation process generates PAYMENT (or RECEIPT) transaction that is affecting this account;
- When ADM/ACM/REFUND transactions are processed they are also create transactions into BSP WIP account;

ACM Control Account

This account contains information related to pending ACM transactions. Two processes generate transactions into this account:

- Create ACM;
- Receive ACM as part of BSP. If not received completely, the remaining amount is sent to the account 1010 as DISCOUNT;



TICKETING SOLUTIONS

ADM Control Account

This account contains information related to pending ADM transactions. Two processes generate transactions into this account:

- Create ADM;
- ADM Payment to BSP or via manual Payment method to the airline;

Refund Control Account

This account keeps pending transactions in relation to un-resolved Refunds. Refund process contains three steps:

- Create Refund record. This action is not generating any Trial Balance transactions;
- Receive Refund from BSP. This action moves received Refund amount from BSP to Refund Control Account;
- Activate Refund for payment to the agency (after all relevant charges are entered). This action moves relevant amount from Refund Control Account to the Debtors. The difference is posted into the account 1010.

Client Control Account

This account is used as an intermediate account for transactions related to any other pending control account. For example, when ticket is printed two types of transactions are being created: TICKET_PAYABLE and TICKET_RECEIVABLE. Both second types of these transactions are posted to the Client Control account with the different Debit/Credit code. The difference of these two transactions is reflected on the Client Control Account until the RECEIPT is processed and the COMMISSION or DISCOUNT is posted from Client Control Account to the account 1010.

GST On Sales

This account accumulates transactions from all domestic sales; The Account is not automatically cleared up.

GST Due to ATO

This account is not used

Expense Control Account

Accumulates total for all expenditure transactions processed through the system. Currently is not used.



TICKETING SOLUTIONS

Income Control Account

This account is currently not used

Retained Profit Previous Year

This account is not automatically updated. It is designed to maintain the profit posted into this account from "Commission Transferred" at the end of the financial year.

Debtors Control Account

This account has an accumulated total of all debtor activities. In general it represents current status of all debtor information. There are a number of reports that will display the details of this total per debtor or a time-line.

The information in this account is based on the automatic update from the following activities:

- Create Ticket Invoice or Third-party invoice;
- Process RECEIPT or PAYMENT option;
- Activate Refund for the payment to the agency.