



accounts guide

Accounts Guide

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1. Client ledgers

The sales ledger

When a booking is completed by reservation staff, a new entry is made to the company sales ledger. This entry is in the form of a summary about certain unique parts of the booking. It contains a unique booking number; the two-letter retailer code; an optional media code and product code; the staff code of the person who made the booking, and various financial summary data. The financial summary data includes the total amount invoiced, the balance now outstanding, and the gross profit on the booking.

Note that all these details are unique for the booking: that is, there can only be one retailer code, one overall profit, one balance and so on for each booking. There can, of course, be many purchase ledger entries, names, insurance sales, cash received entries etc. per booking, but the information in the sales ledger for each booking will be either unique, or represent a summary of other data. For example, all the purchases and sales combined give the gross profit figure; a summary of all the passengers give a total of adults, children and infants, which is also stored in the sales ledger.

There are other, smaller ledgers which are tailored to specific sales, such as the insurance ledger, the extras ledger, and so on. These are not discussed separately here because they are combined to provide the information described above.

The history ledger

When a booking is first created, an entry is also made to a financial history file. Unlike most Tripper files, the financial history file is not directly accessible by any member of staff, no matter how high their access level. As a result of this automatic process, each booking will therefore have at least one entry in the financial history file. The details on any one booking in this file are visible using [Clients: Display: pg dn: History](#). What is retained in this history file is the balance due, the amount invoiced, the nett total, and the nett outstanding to suppliers.

When a change is made to a booking, the changes are instantly reflected through to the sales ledger, so that the profit, the total invoiced and the balance outstanding are corrected along with any other key details. Any changes which influence the financial standing of a booking are logged in the history file, along with the time and date of the

Client ledgers

change, and the name of the person who made the change. The difference here is that only the *change* itself is logged, so that if the only change was that the client now owes £100 less, for example if they made a payment on their booking, an entry of (£100) is added to the balance column. The balance figures when taken together for the booking will therefore add to the correct, present, amount, and if the entire column from the history file was totalled, it would give the *total* current amount now owing from clients.

Ins.:	Invoiced:	Comm:	Balance:	Profit:	Staff Comm:	2203
28.00	526.00	0.00	526.79	66.76	0.00	25/07/94
Supplier:	Reference:	Staff:	Gross:	Nett:	O/S:	Supplier's
(T) VILLMAR	ULM0023	DAVID	498.00	432.79	0.00	Extras
Extras:			Each:	Total:	Received	
Received: Mode:			Date:	Creditcard:	Issue:	Expiry:
Paid To:			Date:	Amount:	Cheque:	Acct:
VILLMAR			16/08/94	432.79	700330	1

Accounts page prior to a change

Ins.:	Invoiced:	Comm:	Balance:	Profit:	Staff Comm:	2203
28.00	775.00	0.00	775.00	93.02	0.00	25/07/94
Date	Time	User	Tax	Gross	Nett	Due in
06/09/95	12:34	IRIN_CARST	2	526.00	432.79	526.00
06/09/95	12:36	IRIN_CARST	1	249.00	222.74	249.00
Trx:			3	775.00	655.53	775.00
Received: Mode:			Date:	Creditcard:	Issue:	Expiry:
Paid To:			Date:	Amount:	Cheque:	Acct:
VILLMAR			16/08/94	432.79	700330	1

History listing after a change. Note new invoiced total

The history file therefore serves three purposes: firstly, it provides an audit trail when examining a booking; secondly, when taken as one large file, it gives an up to date summary of the current financial position of the company; thirdly, it allows changes to be reported on in the period in which the change occurred, like a sales daybook, while still maintaining only one unique booking number for your client. The implications for this will be discussed in the reporting section.

The purchase ledgers

There are several different kinds of purchase ledgers. Each one is tailored to the needs of a particular purchase. Flights and accommodation both require almost the same format, that is, a price per adult, child and infant with optional surcharges. Insurance purchases require more details such as a policy number, the original pricing (in case discounts have been offered), IPT and so on.

Client ledgers

The purchase ledgers may link to other files in which client data is stored. Because flights booked require their own special file, they are kept separate from the flights purchase ledger. They are linked by a combination of booking number and supplier number so that Tripper knows which flights have been contracted in from any one supplier. Likewise, accommodation is also kept separate, and contains similar links, and also further links into the bedbank or into reference files describing building types etc.

It is not possible to define all these files and their relationships within the scope of this document. As the software is designed around the concept of multiple files, it is important only to be aware of their existence. This will help you understand why various screens and reports are designed in a certain way, and how you can take advantage of the system design to extract the maximum amount of information from it.

2. Client financial data

Information available

Once a booking is made, all the financial details are available to anyone with the correct access levels. For a look at the access levels and how they influence the accounts systems, please see the section on Access levels. The chart in that section illustrates the various access levels and the abilities that each one gives to the user. Access levels can be adjusted for each user, using the Operations program.

Certain sets of data overlap between the client information pages and other functions in the system. For example, money received can be seen in the accounts page of the booking, and also listed in greater detail using the [Bank: Money in](#) report. For outgoing payments, these can be seen in the accounts page of a booking, and also in the [Bank: Report: Screen: Audit](#) report, which breaks down any cheque made against bookings into that cheque's component parts.

Where data overlaps different programs in this way, it is important to know in advance how much of the data you require, when looking for information. For example, if you know the booking number of a booking for which you want to see the money received, you can use the clients display. If you only know the date on which the payment was made, you can use the bank reports.

Current status: finding information

The current status of a booking can be seen using [Clients: Display: Invoice: pg dn](#).

LN: 2201: IAN	MISS L LOYNES	A	BOWRING	Passengers
4 BAUENDAY ROAD CHEADLE HUME STOCKPORT CHESHIRE SK8 7DL				Transport
Home: 061 486 0122 Work: 061 439 2238				Accomm.
MAN	AGP	29/07/94	AMY232	21.00
AGP	MAN	06/08/94	AMY233	1.50
				0.50 AH
				3.40 AH
				Inu Recud
				Insurance
				De-remind
				AURO
				B92171

The front page of the booking card

Ins.: 0.00	Invoiced: 141.00	Comm: 0.00	Balance: 0.00	Profit: 26.17	Staff Comm: 0.00	2201
Supplier: (T) AURO	Reference: B92171	Staff: LOUISE	Gross: 127.00	Nett: 107.95	O/S: 0.00	25/07/94
Extras:						Each: Total:
Received: Mode: Date: Creditcard: Issue: Expiry:						Overdue Today + 3 days + 7 days + 7 days +
Paid To: AURO	Date: 29/07/94	Amount: 107.95	Cheque: 700283	Acot: 1	Note:	

The accounts page of the booking card

Client financial data

The page visible here is referred to as the accounts page of the booking card. The front page of the booking card, which appears before the accounts page, represents data which can be shown to your client. The accounts page contains more sensitive information such as who the products were booked with, their nett costs and so on. Besides this information, the accounts page shows the profit, the balance due, and the total invoiced. Some items may appear as dotted lines in case your access level does not permit you to see the figures involved.

To see the status on any group of bookings, in general it is best to use the Overview report. The Overview allows you to specify a group of bookings based on a wide variety of parameters. A parameter is simply some further information which modifies the effect of the program to which the parameters are given. For example, you may wish to see all the bookings made with supplier ABC. You would then enter ABC as the supplier parameter, which tells Overview to only show bookings made with that supplier.

The Overview can be used to see which bookings are outstanding, which ones have yet to be ticketed, which ones are flying within a certain period of time, and so on. You can combine any number of these parameters to give a certain report, say, on all the TOD clients flying this weekend for which money is still due in. The Overview has the added advantage of allowing you to enter into any booking shown on screen to see the client and accounts pages, make changes, and return to your report where you left off.

Co.	Bkg:	Supplier:	Date:	Lead Name:	Pax:	Recv'ble	Payable
LN	2051	T VI				00	0.00
LN	2056	T VI				00	0.00
LN	2080	T VI				00	0.00
LN	2079	T VI				00	0.00
LN	2097	T VI				00	0.00
LN	2116	T VI				00	0.00
LN	2118	T VI				00	0.00
LN	2123	T VI				00	0.00
LN	2086	T VI				00	0.00
LN	2119	T VI				00	0.00
LN	2114	T VI				00	0.00
LN	2155	T VI				00	0.00
LN	2096	T VI				00	0.00
LN	2106	T VI				00	0.00
LN	2117	T VI				00	0.00
LN	2133	T VI				00	0.00
LN	2143	T VI				00	0.00
LN	2115	T VI				00	0.00
LN	2142	T VI				00	0.00
LN	2179	T VI				00	0.00

Overview allows many parameters to be entered

Co.	Bkg:	Supplier:	Date:	Lead Name:	Pax:	Recv'ble	Payable
LN	2281	T VILLMAR	05B4796	13/08/94	MS N TERSCH	x 2	0.00
LN	2282	T VILLMAR	06B4795	13/08/94	MS M DAY	x 2	0.00
LN	2296	T VILLMAR	24B4848	13/08/94	MISS J MANNIN	x 2	0.00
LN	2391	T VILLMAR	38B5103	13/08/94	MR D GRAHAM	x 2	0.00
LN	2317	T VILLMAR	48B4872	14/08/94	MR S PATERSON	x 2	0.00
LN	2306	T VILLMAR	34B4874	17/08/94	MRS M ALLEN	x 2	0.00
LN	2418	T VILLMAR	70B5221	20/08/94	MR N YOUNG	x 2	0.00
LN	2404	T VILLMAR	54B5134	26/08/94	MR J ABLETT	x 2	0.00
LN	2456	T VILLMAR	20B5297	27/08/94	MR K CECIL	x 2	0.00
LN	2505	T VILLMAR	73B5437	27/08/94	MR F GANDY	x 2	0.00
LN	2524	T VILLMAR	94B5458	30/08/94	MISS G HIBBER	x 2	0.00
LN	2546	T VILLMAR	18B5561	07/09/94	MISS D MORRIS	x 2	0.00
LN	2577	T VILLMAR	51B5703	09/09/94	MR L JORDAN	x 2	0.00
LN	2592	T VILLMAR	70B5780	14/09/94	MR M SPARTLEY	x 2	0.00
LN	2615	T VILLMAR	07B5824	16/09/94	MR E FURNISS	x 2	0.00
LN	2628	T VILLMAR	28B5827	16/09/94	MR J HUNTER	x 2	0.00
LN	2635	T VILLMAR	36B5857	16/09/94	MR D ROBSON	x 2	0.00
LN	2630	T VILLMAR	68B5746	17/09/94	MISS T NAVLOR	x 2	0.00
LN	2599	T VILLMAR	81B5736	17/09/94	MS C MATTS	x 2	0.00
LN	2600	T VILLMAR	82B5728	17/09/94	MRS S GREENUO	x 2	0.00

The compiled information includes colour-coded balances

As an example, this would be useful in collecting money by first specifying B for balances outstanding due in, in combination with whatever other conditions apply. The

Client financial data

Overview brings up all bookings with balances outstanding, and colours them according to how overdue they are. From the screen you can enter each booking, find the phone number on the first page, and using the INS key on page two under payments received, enter any credit card details given or approved by the client. The balance is modified and the banking files updated and you can then return to your report.

Co.	Bkg	Supplier	Date	Lead Name	Pax	Recv'ble	Payable	6-Sep-95
LN	2281	T VILLMAR	05B4796	13/08/94	MS N TERSCH	x 2	0.00	0.00
LN	2282	T VILLMAR	06B4795	13/08/94	MS M DAY	x 2	0.00	0.00
LN	2286	T VILLMAR	24B4848	13/08/94	MISS J MANNIN	x 2	0.00	0.00
LN	2391	T VILLMAR	38B5103	13/08/94	MR D GRAHAM	x 2	0.00	416.07
LN	2317	T VILLMAR	48B4872	14/08/94	MR S PATERSON	x 2	0.00	0.00
LN	2306	T VILLMAR	34B4874	17/08/94	MRS M ALLEN	x 2	0.00	0.00
LN	2418	T VILLMAR	70B5221	20/08/94	MR N YOUNG	x 2	0.00	365.95
LN	2404	T VILLMAR	54B5134	26/08/94	MR J ABLETT	x 2	0.00	482.92
LN	2456	T VILLMAR	20B5257	27/08/94	MR K CECIL	x 2	0.00	382.66
LN	2505	T VILLMAR	73B5437	27/08/94	MR P GANDY	x 2	0.00	365.94
LN	2546	T VILLMAR	18B5561	07/09/94	MISS D MORRIS	x 2	0.00	365.95
LN	2577	T VILLMAR	51B5703	09/09/94	MR I JORDAN	x 2	0.00	482.92
LN	2592	T VILLMAR	70B5760	14/09/94	MR M SPRATLEY	x 2	0.00	382.66
LN	2615	T VILLMAR	07B5824	16/09/94	MR E FURNISS	x 2	0.00	382.66
LN	2628	T VILLMAR	28B5821	16/09/94	MR J HUNTER	x 2	0.00	432.78
LN	2635	T VILLMAR	36B5857	16/09/94	MR D ROBSON	x 2	0.00	432.79
LN	2590	T VILLMAR	68B5746	17/09/94	MISS T NAVLOR	x 2	0.00	382.65
LN	2599	T VILLMAR	81B5736	17/09/94	MS C WATTS	x 2	0.00	0.00
LN	2600	T VILLMAR	82B5728	17/09/94	MRS S GREENWOOD	x 2	0.00	0.00

Any booking can be selected from the list provided

Ins.:	Invoiced:	Comm:	Balance:	Profit:	Staff Comm:	2524				
0.00	406.00	0.00	0.00	67.16	0.00	26/08/94				
Supplier:	Reference:	Staff:	Gross:	Nett:	O/S:	Supplier				
T VILLMAR	905408	PLTE	370.00	818.02	0.00	Supplier				
Extras:						Each:	Total:			
Received: Mode:						Date:	Creditcard:	Issue:	Expiry:	
Paid To:						Date:	Amount:	Cheque:	Acct:	Note:
VILLMAR						26/10/94	0.00	90909	I K SUPERU	

The booking can then be viewed and adjusted instantly

There are many other reports which can assist you in finding information. Please see the reports section for a more specific listing of the reports available and the features of each one. From the reports grid in that section you will be able to see which report is the most appropriate for any particular purpose.

Setting up for financial transactions

Using the Utilities module, you can configure your system to cope with whatever your specific requirements for handling money might be. You can create all the modes of payments required, set your banking cut off time, and specify the start of your financial year.

These parameters will have an effect on how information entered by the user, such as monies received, is processed by Tripper. Here it is assumed that, by this stage, the appropriate setup routines have already been completed, although they can be changed at any time by the appropriate staff if required.

Client financial data

Features available

Among the various programs to handle the financial side of your business are programs for:

- Allocating monies received to the correct day of banking
- Writing cheques to suppliers for deposits, balances, and full or partial nett amounts
- Reporting on due balances to and from the company
- Finding full credit card numbers using only part of the target credit card number
- Examining sales margins, based on media, retailer, staff code, etc.
- Running several bank accounts and maintaining balances
- Entering deposits to bank accounts and making transfers between accounts
- Checking for anomalies or errors on the financial side of bookings
- Reporting on transactions and the current financial picture

These items will be dealt with at various stages throughout this manual. It would be advisable to read the manual through before starting any on screen sessions; to complete a job in one section of the software sometimes requires knowledge of how a different section operates, and it can be awkward to try and locate information while under pressure of having to complete the job in hand.

Reading through the entire manual will give you a more complete picture, and even if most of it seems obvious enough, there are bound to be some pieces of advice or information that may come in handy. Certainly it will help to know how the features of other sections, which may not have been explained to you, such as the access levels in operations, can benefit or hinder you in your work in accounts. It is also useful to know how your work may affect other people in other sections.

Much like your company, the software modules all work together to form a large system, and the actions of many individual parts are all tied together. The most common frustration with users new to the system is misunderstanding why the software handles information in the way it does, and whether or not that behaviour can be modified by the user. Sometimes it is assumed that the computer is handling information incorrectly, until it is discovered that another manager has expressed a preference for the computer to behave in that way. Knowing how things can be changed and who in your organisation is able to change them will be of great benefit in keeping things running smoothly.

3. Gross, nett and VAT calculations

Setting up the system

Tripper can be configured to handle the automatic calculation of nett amounts in a number of ways. These mainly apply during reservations, but are dealt with here because reservations staff would not normally be able to change the behaviour of the system. These setups are located in [Operations: Supervisor](#).

Each transaction with a supplier on the main booking purchase ledger can be either a flight or accommodation product. In the Supplier section of the accounts package you will see how the commission levels and the applicability of VAT can be preset. If for example VAT for flights is marked as N, no VAT will be calculated on flight purchases. On a new booking, the VAT Yes/No switch is therefore brought in from the supplier file in each purchase. This can be changed by the staff making the booking. No access level is required for this as the change can be traced to the person who made the booking.

The automatic calculation of nett costs is rather complex. Essentially, the system can be set to always recalculate the nett amount every time the gross is changed, or, calculate it once when the gross is entered, and leave it alone after that no matter how many times the gross amount is changed. The purpose here is to allow a flight bought in at £100 less 10% to be shown as £90 nett, and enable the gross price to be changed if it was sold on at £109 to the client without changing the nett amount accordingly. Naturally, the % commission on this product, say a flight, must have been preset in the Supplier section or entered by the user who was making the booking, before Tripper can calculate the correct nett amount.

So, if you never require the nett amount to be calculated, as for example when a supplier always gives you a straight nett figure unrelated to the gross price at which you sell it, the commission would be zero, enabling you to enter the nett figure yourself in each case. Likewise, VAT can only be calculated if the commission is known. An added feature is that you may turn the VAT switch on by entering Y for VAT, and, if the commission is zero, you can enter a VAT figure manually which the system will retain. This gives accounts staff infinite flexibility in dealing with partial VAT, allowing for partial payments, disputes and so on.

The nett amounts for adult, child and infant prices may only be entered by the user if they have access to the accounts package, or if they have the Nett costs in bookings

Gross, nett and VAT calculations

access level, which is set using [Operations: Supervisor: Users: Edit](#).

If your system is set to automatically recalculate the nett costs, this has an effect on the way nett taxes and nett surcharges are handled by the VAT calculator. It is assumed that if the automatic recalculation is turned on, you are probably an ABTA agency which always presents the client with the same gross price as given by the tour operator. Your mark up will probably be built into the surcharges and displayed as such. In this configuration, the tax and surcharge amounts are not grossed up, as they would otherwise be, using the % commission, to calculate the correct VAT.

If the automatic recalculation is on, then the VAT, if applicable (and if the % commission is known or has been entered) is worked out by finding the gross amount (which when marked down by the % commission, gives the nett total of passenger costs, taxes and surcharges) and then deducting the current VAT % from the total % commission.

The VAT figure can also be amended by staff with an accounts access level, even on new bookings, to adjust for special circumstances which may depend on the tour operator and are too complex to fit into the standard Supplier file setup.

The same logic is used by Tripper when handling an existing booking being adjusted in [Client: Display: Invoice: pg dn: Suppliers](#). In this case the current outstanding figure to the supplier is also adjusted.

The VAT amount is deducted from the figure owing to the supplier. The money is therefore payable by your company to HM Customs and Excise, and can be reported on using [Accounts: VAT: Commissions](#) (pay back).

4. Exchange rates

How these affect a booking

When a booking is made using accommodation which has nett rates in a foreign currency, the numbers stored against the booking itself are always kept in Sterling.

The exchange rate is retained in the purchase ledger entry for the supplier concerned. Sometimes it may be necessary to alter the exchange rate after the booking has been confirmed, or even after that supplier has been partly paid.

In either the res or accounts system using Client: Display: Invoice: Pg Dn: Suppliers, you can change the exchange rate against a particular supplier portion of the booking, if and only if:

1. You have managerial status (Ops: Supervisor: users: Edit to view your status)
2. You have access to the accounts program
3. The VAT content of that supplier portion of the booking is zero
4. There is still some balance outstanding on the supplier portion of the booking.

Changing the exchange rate will perform the following recalculations:

1. Calculate the original foreign currency value of that part of the purchase ledger entry on that booking
2. Work out the new value given the changed exchange rate
3. Re-enter the figures in Sterling and calculate from these per person figures the new total of that purchase ledger entry for that booking
4. Adjust the profit figure in the sales ledger
5. Record all changes to the nett and amounts outstanding in the history file, with a record of the exchange rate before and after the change, the user name, and the date and time when the change was made, for future reference and to complete the day-book requirements for this change.

5. Insurance

Features available

Trippler's insurance system is very comprehensive and almost completely automatic. You can:

- Issue as many policies per booking as you like
- Number policies automatically on as many 'pads' as you require
- Have family pricing or individual pricing on a policy
- Add people to an existing policy and see the new price immediately
- Add policies to a booking, or delete them
- Move passengers from one policy to another
- Add variations in sale price to give markups or offer discounts
- Perform full IPT accounting, and maintain a flexible IPT rate
- Settle cheque to your insurance brokers
- Produce a variety of reports on bookings which have taken insurance

Setting up prices or entering freelance prices

Insurance prices are normally pulled straight from the insurance reference files which are maintained in [Operations: Supervisor: Ins](#). Sometimes the insurance policies may be entered [freelance](#), in other words, the user enters them from scratch. They need to have the [Nett costs in bookings](#) access level for this, and the system as a whole needs to have the freelance insurance setting ON. This can be set using [Accounts: Outgoing: Freelance](#).

From an accounts point of view, you will need to understand how the reporting system handles insurance and how information can be gathered together for the monthly reconciliations with the insurance brokers.

It is assumed at this stage that the reader will be aware of how the insurance information is collated and entered during a booking. The same procedures hold true for adjusting an existing booking. If you have the freelance access level, you can type FL or FREE-LANCE in the insurance type field, which will then give you access to the gross and nett fields. These gross and nett fields are usually completed automatically depending on the holiday details such as date and duration. The variation field can also be used if it is desired to retain a true insurance price, which may not be on the system, and record

Insurance

also the discount offered to the client.

The advantage to this system is that when reporting, the type FREELANCE can be specified to generate a list of all people given this kind of insurance, while still fitting in to the standard insurance reporting methods.

Policy numbering

Policy numbering can be set up for each broker and type of insurance, if required. This feature is located in the [Accounts: Outgoing: Brokers](#) module. Consider that each record, or horizontal row in the table displayed on the lower half of the screen, represents a physical paper pad of policies. Because each pad naturally has its own sequence of numbering, and possibly its own method of numbering as well, Tripper needs to know how to generate the next number for the next policy issued from that pad.

The most likely reason for having different insurance pads is to distinguish between different brokers, or different types of insurance within any broker. Therefore if you enter a policy type in the TYPE column, Tripper will assume that this numbering protocol is exclusively for that broker and type combination. If you leave the type field blank, then Tripper will assume that the pad described there is for all policies issued on behalf of that broker.

The numbering can be sequential, in which case the BKG_NOS field should be set to F (false, or No) and the next policy number which is to be issued entered in the space provided. This means that every call for a new insurance policy for a broker and/or type matching this pad will get a unique number from that series. Each call to the pad updates the number by 1, so that the number displayed in this table is always the next number to be issued.

A three character prefix can be setup here as well. This is a prefix which identifies you to your insurance broker. For example, if your prefix was 709, and the next policy number to be issued was 147, your client's policy number would be 7090001471. The last digit represents the policy number within the booking: if three policies are taken out for this booking, the policies would be 7090001471, 7090001482 and 7090001493. While the last digit may seem redundant, if given by the client it can show that there are other policies issued on that booking.

Insurance

The numbering can also be built from the booking number and the prefix combined. In this case the numbers are not necessarily sequential as far as the insurance pads are concerned, because older bookings, with smaller numbers, might take insurance after more recent bookings with larger numbers, and gaps will be present whenever bookings are made which do not take insurance. However, the advantage here is that policy numbers can be given over the phone and reveal to the broker the agent (via the prefix) and the client's booking number at the same time as verifying that a bona fide policy has been issued.

If the booking number is 12345, and the prefix 709, then the first policy number for that booking will be 7090123451. Here the one digit suffix which reveals the policy sequence for that booking is more useful than in the sequential numbering system, because without it all policies issued would have the same number.

If this form of numbering is required, then the BKG_NOS field should be completed with a T (for true, or Yes) and the sequential policy number be made zero. If the policy number is not zeroed down then Tripper will do this anyway when it reviews the broker table after you have finished with it.

If sequential policy numbers are reverted to a number which has already been issued, Tripper will not try to prevent duplicate policy numbers from being issued.

Note also that should a policy number be entered by the user, Tripper will not overwrite it. Tripper assumes that any policy number written in that field is entered in preference to an automatically generated one.

Reporting

Tripper has some very useful features in the insurance reporting section. To enter, use [Accounts: Outgoing: Ins](#) (detail).

If you have created a report recently, Tripper asks you if you want to use the same data for the next report. This would be useful in cases where several reports are required on one set of data. Choosing No gives you the opportunity to enter two dates for your report. These dates are the first and last days on which policies have been sold that

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you wish to include in the report. Remember that policies can be sold at any time before the holiday, and if bookings which may have been created some time ago now require insurance, the day of sale (on which basis this booking's insurance will be included or excluded from the reports discussed here) will be the day on which the insurance was confirmed to the client.

Enter two dates, and Tripper then extracts all the insurance policies which fit these dates of sale. When these are all gathered together, you will see a box which asks for:

B/P/A Policy	Blank, completed, or all policy numbers.
Single Retail	One retail entity, or blank for all
Single Broker	One insurance broker, or blank for all
Type	One insurance type (such as FREELANCE) or blank for all.

Once you have entered this information, Tripper offers you the choice of creating a summary report, or a standard listing of policies sold.

Policy summary report

The summary report takes all the policies that have been created as reference information via the Operations program, and tries to find the policies taken by the clients which match up to the policies offered. In other words, if you have a policy on file which is for the geographical area EUROPE for 7 days in July, Tripper now finds all the policies in the listing which has just been gathered together which would have been sold this kind of policy.

It then breaks the passengers down by age if the age has been given, or the A/C/I indicators on each name. You can then find out how many of each policy has been sold. This is useful for insurance companies who require only that they be told how many of each policy type and duration have been sold. The nett costs are then worked out from the insurance reference file instead of from the client bookings. By using the program [Utilities: Setup: Customise: Ins rpt](#) you can force Tripper to use client prices instead, if you want.

Some indexing then takes place. This is required to organise the data in a way that makes it easier to match the information found from the client files with the summary file

Insurance

of insurance policy types.

After all the activity boxes have been completed, the data has been compressed and matched with the summary records as far as was possible to do. You can then print or view the summary report, choosing to eliminate zero totals if you prefer, or send the summary report to a text file.

Because each summary record will be comprised of one or more actual client policies, you may want to see all the policies that match any one record. Or you may want to see ones which Tripper was for some reason unable to match with any summary record. The options allow you to do all of the above as many times as you require.

When printing or viewing actual client policies, you have the choice of organising the data in any number of ways. For details of these methods, please see the section entitled Standard listings.

Standard listings

If you prefer you can choose No for the summary report, and instead organise the client policies by any preferred order. Each order has a matching report listing which subtotals the information in a way suited to that particular order.

For example, if you choose to organise the policies by Insurer / Area / Date taken, then all policies for broker ABC will appear before the section containing all policies for broker XYZ. Within the ABC section you will have a further breakdown by Area, so that all areas EUROPE will appear alphabetically before area WLWIDE. Within the Area you will have all policies ordered by the date they were taken, and so on.

The subtotals and totals will therefore match the sections of broker and area. Clearly, a separate totalling procedure is needed if the Area is chosen as the main order category, as in Area / Insurer / Date taken, where all EUROPE will appear before all of WLWIDE, and within EUROPE all brokers will appear in alphabetical order, and so on.

Choosing any order will bring up an indexing box to let you know how the indexing process is progressing. You can then print, or view, or create a text file in the standard way.

At various key stages of the entire reporting section you have the opportunity to press

Insurance

ESC and abandon the report. But, you can take up where you left off by using the previously generated report file as described earlier in this chapter.

Creating disk files: exporting data

In creating a disk file, you are exporting data from Tripper to the outside world. When creating a disk file for external use, that is, one that can be used outside the Tripper environment, you need to know on which physical computer disk you intend to leave the file. Typically a network drive may be labelled f: but this may not always be the case. If you are using a floppy disk, the drive is most likely to be labelled a: but could also be b:, so you need to be very clear about where this file is going to end up, to avoid losing it.

Also you will need to assign a name to the file. Most times, Tripper will have a default name at the ready which will help describe the file's contents. For example, an insurance report for August 1998 might be called **f:\31aug95.txt** . The **.txt** suffix usually means that this file contains *unformatted* text data. This is information with a neutral format that can be used as a starting point by other software programs. All software requires data to be formatted, or surrounded with some software "packaging" that tells the program much more about the data contained within that file. Depending on this extra information, "01/01/99" could appear as a date, or a string of characters, or the number 1 divided by 1 divided by 99.

A text file has all this built-in information taken out so that the above entry just reads "01/01/99", and may not even have quotation marks around it. It is then up to the person using the importing software program to know what that text is supposed to represent. A client might be **0012345 Mr. A. Smith, Adult, Insured** to Tripper, but in the text file, only **0012345MRASMITH, A, I**. It is assumed that the end user of the text file will know the form and meaning that Tripper-exported data represents.

Paying brokers

Please see the section on outgoing payments for a description of this process.

6. Payments incoming

Setting up payment parameters

Using the [Utilities: Setup: Customise](#) you can configure a variety of parameters for the payments received programs. These are:

Banking cut off time	Assigns items received after this time to next day banking
Receipt when rec'd	Forces or disables a receipt print for each payment received
Credit period	Fixes the number of days before flying when payment is due
Payment modes	Allows complete flexibility in setting up all modes of payment

Money can be received on a booking in two ways. The first is by using [Clients: Payments](#) to enter the amount and the mode of payment. The second way is to enter the accounts page of the booking using [Clients: Display: Invoice: pg dn: Received](#).

To enter a payment, choose Received. If money has already been received against the booking, a list will appear of all the payments made, with a highlight bar on the first item. If you then want to add a payment, press the INS key. You can then complete all the relevant details.

Note that the credit card number can be entered with spaces or without spaces. Tripper can be configured using [Utilities: Setup: Customise: Cred cards](#) to insert spaces automatically in the credit card numbers every four digits, or to compress them all into one number, or leave them exactly as entered.

It is useful to have a company policy regarding entering the numbers, as when looking for them using the bank module, they must be entered exactly as stored in the client files.

Once the payment has been entered and the list escaped from, the balance is updated and shown on screen. Remember that each payment received is stamped with a banked date. This date might be the day of entry, or it could be the next working day, depending on the banking cut off time as configured in [Utilities: Setup: Customise](#). If you would like payments to always be logged as banked on the day they have been received, then set the banking cut off time to zero.

Payments cannot be deleted from the booking once entered. They can be adjusted by selecting that payment and altering the amount, but the record of that transaction cannot

Payments incoming

be deleted. All changes are logged in the History file.

Refunds

Refunds are made in the same way as normal payments. The computer treats them as transactions with a positive effect on the client balance if the amount of money received is entered with a minus sign preceding it. The advantage is that all payments and refunds can be reconciled with the banking deposits for any given day, for any mode of payment, or, combined to give the overall transaction total.

Making a deposit to the bank

Once money has been received and the banking cut off time exceeded, funds should be added to the banking files in the same way that the actual funds are taken to the bank.

To see or print a total of all money received for today's banking date, choose [Bank: Money in: Go: Screen/Print](#). The Retailer Print option is used as an alternative for breaking down monies received under various retail entities within one computer system, and is always sent direct to the appropriate printer.

The Money In report has several parameters which narrow down or expand the amount of data which can be seen or printed. A Full report will show all payment types, whereas a Partial report will show only one payment type (such as Visa). Single date and Range of dates can be used to select any one day, or a range of banking days. Remember that the dates here indicate the day the money was banked rather than the day the money was received.

An additional option on this screen, Cards, is used to locate any one credit card out of the entire client money received file. Simply enter either the entire credit card number, or as many digits from the left as you know. You can also optionally enter a range of amounts which narrows down the search.

If you know that the card is a visa card prefixed with 4929, and was around £150, entering 4929 followed by 145 and 155 as the payment amounts will bring up a list extracted from the client records of all payments matching this criteria. The full credit card number, the name of the person who provided the credit card, the exact amount, the day

Payments incoming

of banking, and the booking number are all displayed. Pressing pg dn will continue to bring up data until the list is complete or you press ESC.

Once you have the totals of money received, you need to enter the money against a specific bank account. It is best to enter a separate transaction for each payment mode, because this makes auditing and reconciling the banked items much easier later on.

Choose [Bank: Deposits: Enter](#). You then can select from the list of bank accounts which has been setup in Utilities. Then confirm the day of deposit, which should match with the banked day of the received items. If a deposit reference is used this should be entered here as well. This deposit reference is used by some banks but not by others. To find items later on, it will be much easier if a unique number is assigned at this stage, even if it only has meaning to your company and not the bank.

The amount of the deposit is then entered, and the type of deposit. The type of deposit should ideally match the payment modes comprising it, but can be any relevant text which describes the deposit. This text will be displayed in the bank reports for that account.

You can view transactions in a bank account at any time by using [Bank: Report: Screen](#). In the reports section is also a Printed Reports option which allows more selective printing of bank data. Using this report you can specify items which apply to a specific ledger, for example, bookings or expenses, and change the order in which the information appears. While it is more flexible than the standard report, it takes more thought to generate and therefore may not necessarily be required on a day to day basis. It is suited to period auditing where specific groups of transactions need to be examined over any given period.

The standard bank report is more suited to daily adjustments. In it are features for auditing any given booking-based transaction, deleting cheques (given the appropriate access level) made against bookings, and editing text attached to any transaction.

Cleared/uncleared amounts

While items can be logged in the system at any time, they may not necessarily be cleared by the bank. Deposits may not be credited until the next day or cheques written

Payments incoming

may take some time to clear. For that reason any transaction with a unique reference number can be stamped as cleared or uncleared.

All items are, by default, uncleared when they are entered to the files. To clear an item, you should be working from a printed statement from your bank. [Choose Bank: Report: Clear](#), entering the unique reference number. The amount of the transaction appears and you can then either see the existing cleared date, or enter one if none is present. This date represents the day on which the bank itself has cleared that item.

Note that the bank reports can be specified to show either cleared or uncleared items, or both. This is very useful when reconciling your bank balances but will require regular updating of the cleared dates.

Staff/Money In

A useful report is included in the Bank section to show payment modes next to the member of staff whose booking the payment was made against.

Some agencies do not encourage credit card payments for balances because of the commission involved. Often they charge the commission incurred back to the reservation staff who made the original booking (not the one who processed the payment). This report enables a full listing to be printed of payments and res staff who made the booking, subtalled either by member of staff or by payment mode.

Payments can be grouped primarily by res staff, or primarily by payment mode. So the report could also be used to see and total all the VISA payments for any given period, with subgroupings of the res staff involved, or, all the payments for a given res staff's bookings, subtalled by mode of payment.

7. Payments outgoing (for bookings)

Making a payment

While payments received can be made from inside the client invoice accounts screen, payments outgoing require a special program located in [Accounts: Outgoing: Pay](#). This program allows you to:

- Assemble payments to suppliers by flying dates, or specific bookings
- Allow a cheque run to cover all suppliers and bookings
- Include only deposits for bookings requiring deposits to be sent first
- Pay balances for bookings requiring balances to be sent
- Deduct VAT on bookings as appropriate
- Allow multiple cheques per bookings
- Display all cheques paid in the client invoice screen
- Allow partial payments to be made where the amount may be in dispute
- Allow cheques to be cancelled, automatically updating all affected bookings
- Allow the user to enter the booking itself and make adjustments straight from the cheque construction page
- Print cheques in accordance with the standard cheque design
- Allow up to 39 items to be printed on the cheque remittance, or more items to be printed on a separate report which can be sent automatically to a separate printer
- Allow BSP-style reports to be generated if these accounting practices are used
- Maintain the bank account balance in accordance with the amounts paid

It can be seen from the above list of features that the cheque writing module is a powerful and flexible program. It is therefore vital that anyone using it has a very clear understanding of how it works and the impact of the payments made on the system as a whole.

In this section we will be dealing with the cheques for flights, accommodation and car hire. Insurance expenses and overheads payments will be dealt with elsewhere.

Selecting items to pay

First choose [Accounts: Outgoing: Pay: Flts/Accomm](#) and then select the relevant bank account from which the payments are to be made. Then select whether you want to gather payable items together by departure date, for one supplier after another, or by

Payments outgoing (for bookings)

entering specific booking numbers. Each of these options works in a slightly different way.

1. Selecting by Departure will first require you to select the period of time in which the clients are flying. You may have a policy of paying suppliers for clients flying only in the next six weeks, for example.

Pay by:	Next Alpha	Supplier	Specific Bookings	Payee:	Account 1
2092	WILLMAR	3483992	25-Jun MR P MAYNARD		-105.35
2093	WILLMAR	1484135	15-Jun MISS A BURKE	381.85	573.99
2094	WILLMAR	1584136	15-Jul MISS A BURKE		-129.28
2095	WILLMAR	1584138	23-Jul MISS P JORDAN		3.86
2193	WILLMAR	4884476	23-Jul MR B LONG		0.45
2194	WILLMAR	4284116	29-Jul MR S FRANCIS		0.01
2197	WILLMAR	3084191	29-Jul MR S SMITH	355.00	-301.00
2198	WILLMAR	4284114	30-Jul MR B SOMERSON		7.00
2199	WILLMAR	4184445	30-Jul MR P SOMERSON		0.01
2200	WILLMAR	4184442	3-Aug MR G STEINSON	775.00	222.74
2201	WILLMAR	5284942	9-Aug MR T INGT		1622.68
2202	WILLMAR	4884441	15-Aug MR D CROHAM		415.07
2203	WILLMAR	3885103	20-Aug MISS J COLLINAR		729.24
2204	WILLMAR	8984947	20-Aug MR E LOUELL		1290.85
2205	WILLMAR	9685043	20-Aug MR P WILLARD		416.08
2206	WILLMAR	2685049	20-Aug MISS S MCINN		415.85
2207	WILLMAR	6485134	20-Aug MR N ABLETT		485.92
2208	WILLMAR	9085297	27-Aug MR M CLETT		485.99
2209	WILLMAR	2185240	27-Aug MR B SMITH		307.02
2210	WILLMAR	2385255	27-Aug MR P HUNNAM		365.94
2211	WILLMAR	7385437	27-Aug MR E HILBERT		365.94
2212	WILLMAR	4485289	30-Aug MR E L WARRROU		384.42
2213	WILLMAR	1485229	31-Aug MISS L GREEN		525.43
2214	WILLMAR	6285027	3-Sep MR S SLOMAN		419.01
2215	WILLMAR	4185396	3-Sep MR S SLOMAN		466.21
2216	WILLMAR	1085289	05-Sep MR R ABARD		466.21
2217	WILLMAR	1885621	7-Sep MISS V MORRIS		355.95

Period Total Outgoing: 31.68
SubTotal: 11164.81

Items here have been assembled by entering a supplier name. Ctrl+L has been used to expand the screen size

Item:	Date:	To:	Cld?	Type:	Ref No:	Amount:	For:	Clear:
4419	07/08/95	AURO	/cx	CHQ	878867	0.00	TICKETS	
4420	11/08/95	AER		CHQ	878868	138.12	TICKETS	
4421	05/09/95	AEROSCOPE		CHQ	878867	392.08	TICKETS	
4422	06/09/95	WILLMAR		CHQ	878867	-11,164.01	TICKETS	

Running Total: -10,633.81

More Top Audit Edit Delete

When confirmed, the cheque immediately appears in the appropriate bank account report

Once this period has been selected, Tripper will go through the purchase ledger and find all outstanding bookings for each supplier in alphabetical order. Once these bookings have been either rejected or accepted for payment, Tripper moves on to the next supplier found in the purchase ledger. You also have the choice to enter a new supplier for which payments should be made, or specific bookings.

2. Selecting a specific supplier follows the same routine as in (1) above, but goes directly to the section of the purchase ledger dealing with that supplier. After each new supplier is chosen, you can also adjust the period of time over which clients are departing.

3. Selecting specific booking numbers allows you to write a cheque composed of a series of booking numbers which you specify. The system will not allow you to mix different suppliers on one cheque.

Payments outgoing (for bookings)

Accessing the booking card

Once some items have been gathered for the cheque, you will note that a horizontal bar appears across the first item. The list of bookings is now a scrollable list, and pressing Enter on any one booking will enable you to access the booking data itself, in much the same way as in [Clients: Display: Invoice](#). You should be aware, however, that in changing nett amounts for suppliers for whom you are now writing a cheque will not change the amount shown on the cheque screen. Should you abandon the cheque and re-write it, the modified details will then be collected.

Once you press ESC from the list of bookings, you have the option of re-entering the viewing process, writing the cheque, abandoning it, or part paying the items shown. This means that even having got this far with your cheque, you can still adjust the amount of money to be paid on behalf of any particular booking.

When you decide to write the cheque, the next cheque number will be selected from that bank account and the cheque will be written.

Information created

For each cheque, the following information is created on the system:

1. The summary of the cheque itself, with total amount, payee, day of issue etc. is added to the bank account transactions file, and can be viewed from any date using the [Accounts: Bank: Report](#) program.
2. The component breakdown of the cheque. This may be one or many records, each one representing the money paid out in that cheque on behalf of a given booking. If a cheque contains 30 booking payments, there will be 30 components stored in the components file. This information includes the cheque number, the booking number, the client lead name of the booking, the amount paid on behalf of that booking, and so on.

This information when totalled will equal the amount written on the cheque. These pieces of information can be viewed using the Audit command in the bank report, or seen on their own in the Editor.

Payments outgoing (for bookings)

When information in a component file such as this is altered in the Editor without changing the cheque itself, the two files will be out of sync. The Bank Anomaly report will highlight these changes. Editor access should be strictly limited to auditors and high level staff.

3. The bank balance will be updated by the subtraction of the cheque amount from it.
4. Each booking will be updated for that supplier, and the cheque linked to the booking by way of the component file, in which the booking number is retained.
5. The document manager retains a log of the cheque date and time, and the user who generated it.
6. The booking history file is updated to reflect the new balance due to the supplier, or, if changes were made while in the booking card, the results of those changes as well.

Refunds

When a supplier owes you money for a given booking, in the case of cancellations, etc., this is stored as a minus amount. When this amount is added to the cheque total, the cheque total is reduced accordingly. In this way you can include refunds due from suppliers in your cheque runs, without having to wait for the supplier to issue a cheque.

BSP

BSP bookings are handled in a different way again. When a supplier name has only two letters, it can be included in the BSP reporting system. It may also have cheques paid in the normal way.

In the standard BSP program, when a ticket is issued against a booking, it becomes payable. When a ticket number is logged against a booking, if that ticket number is preceded by an @ sign, this purchase ledger entry can become part of a BSP payment, provided of course that there is money outstanding for that booking.

It is recommended that the ticketing index, which, being used only for BSP, is only active

Payments outgoing (for bookings)

during the BSP program, is then updated to reflect all changes made since the last BSP report.

Trippler then asks you for a range of dates which represents the day on which tickets were received. The BSP report summed up here will therefore be closed for good once the last date in the range has actually passed, unless for any reason tickets are logged as being received before they actually have been, for example, by changing the system date.

The information is then organised by airline code and then by ticketing date. You then have the option to:

1. view the list
2. part pay any one item
3. print out the information by airline/supplier code, or by the left-most portion of the ticket number which under BSP ticketing rules specifies the carrier.
4. assign payment to the entire list.

Cancelling cheques made for bookings

For various reasons, a cheque may need to be cancelled after it has been issued. If this is the case, use the [Bank: Report: Screen](#) program. Enter the date on which the cheque was issued, or a date preceding it, and when the item appears on screen, choose Delete. Only staff with the appropriate access code will be allowed to complete this function.

Once the delete process has started, all bookings affected by it will appear on screen as the accounts module replaces money owed on each of these bookings in turn. When viewing a booking card accounts page, the cheque will show up as a zero amount, with CX beside it.

The history program is adjusted accordingly to reflect the cancellation. It should be noted that the cheque amount will now be zero, as will the amount paid in all of the component transactions. There is no way to discover the exact sum paid out on the cheque before it was cancelled apart from deriving them from the history records for that booking.

8. Overheads

In addition to the bookings programs already described, Tripper contains software for handling company overheads or expenses. This software allows you to:

- Enter new expenses from suppliers which are known to the system
- Place these expenses in any one of an unlimited number of user-defined categories
- Account for VAT on any one expense
- Settle the expenses by writing cheques from any account
- Produce printed reports on expenses organised by category, month, or supplier

Setting up categories

Using the [Utilities: Setup: Customise: Expenses Categories](#) you can describe any number of categories. Every new expense is placed in one of these categories.

The category names should be representative of the expenses themselves, and should be readily distinguishable from the other categories defined. For the purposes of printed reports and to make things easier for users entering data, the categories should be alpha-numeric codes. PETTY CASH would be preferable to PC001 AC/PD, for example.

Entering a new expense

New expenses are entered using [Accounts: Outgoing: New](#). A data entry form is presented to the user, into which must be entered the date of the expense, the company name and various details about the amount being invoiced to your company. Note that supplier names and expense categories will be verified against the existing reference lists in order to prevent mis-spellings.

Due dates

Once entered to the ledger, Tripper needs to know when the payment should be made to the supplier. A due date is normally stamped as 30 days after the day the expense was entered to the system. This can be over-ridden by the user if required. The date stamp is then used to bring up the item requiring payment within the cheque writing program. It is also used to place the items correctly in the quick expenses report.

9. The banking system

You will no doubt have seen by now the various ways information is entered into the banking system by the actions of other programs. In fact because the banking system is only a log of the financial transactions into and out of the company on behalf of various sales and purchases, all information retained here is generated by other programs.

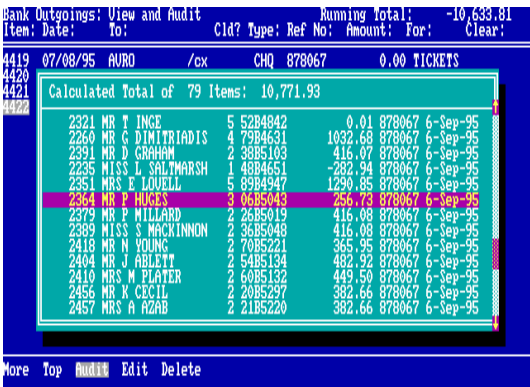
Master file

The master file of bank accounts can be setup using **Utilities: Customise**. This is used to give names to the bank master records. These names are only changed by using this program or the Editor. In all other programs they are only selectable by the user, not changeable.

Beside each master record is a current balance. This balance can be amended at any time using the **Bank: Balances** program or by using the Editor, with the appropriate access levels.

Each time a record is added to the transaction file for that bank account, the balance is updated accordingly. The current balance is shown at the foot of the **Bank: Report: Screen and Anomaly** report.

- Clearing items See: Payments/Incoming
- Making deposits See: Payments/Incoming
- Auditing items See: Payments/Outgoing
- Reports See: Payments/Incoming & Outgoing, also Reports
- Cheques See: Payments/Outgoing



Checking the contents of a bank item can be done easily using the audit feature

10. VAT

VAT is currently set at a rate of 17.5%. Should this rate change, the software can be adjusted accordingly by Dataworld.

On bookings

The full programming logic for VAT on bookings is explained in chapter 7: Gross, Nett and VAT Calculations. The VAT component is stored with each purchase ledger entry, so that for each supplier on the booking, a separate amount of VAT can be stored. The VAT is held back from the amount to be paid out to each supplier, but does not decrease the gross profit on the booking.

Using [Accounts: VAT](#) you can total all the VAT collected between any two dates. This can then be printed if required.

On expenses

Each time an expense is entered, if VAT is tagged as yes, then the current VAT rate is recorded on the entire gross amount payable. Should only part of the invoice require VAT accounting, you should enter the different parts separately; they can all be settled on one cheque, with the breakdown of the separate components listed on the remittance advice. This VAT is paid to the supplier and is then reclaimed from HM Customs and Excise.

VAT can be totalled between two dates using [Accounts: VAT: Expenses](#), and printed as required.

On petty cash

Petty cash entries made using the [Accounts: Outgoing: Petty](#) cash system can also include a VAT component. These transactions are all kept in a separate ledger, and should be totalled between two dates using the [Accounts: VAT: Petty](#) menu option.

VAT

VAT reports

VAT summary reports require the turnover figures of sales and purchases to be listed. These can be assembled using reports such as the Margins report, for turnover between two dates (in this case, the VAT quarter), and the Auditor report on expenses, which will give all outputs in the same way. These reports should be printed and stored with your VAT summary for inspection by HM Customs and Excise if required.

11. Reports

There are many reports in Tripper. They cover a wide variety of requirements from cheque processing to client information. Some reports, such as those found in the Operations module, are suited to issuing tickets and vouchers, or listing client arrivals at a certain airport. The reports in the Accounts section all have a financial angle of some sort, and you may need to refer to the table below to find the exact one that suits your particular needs.

These reports are amended and adapted from time to time to suit client requests. In this section, all the significant reports from the Accounts module are listed, along with some relevant information on each one, such as whether the information can be printed, and in what order the printed information is available.

Menu Commands				Summary	Print	Order
Auditor	Date to date			Flexible breakdown report of company activity	Yes	Day of sale, day of flying
Auditor	Receivables			Finds money received on range of bookings during any given time	Yes	Day money received
Auditor	Expenses			Company expenses and payments against them over date range	Yes	Day of company expenses
Auditor	Staff Report			Summary of res. staff activity: % prof/to, pax, sales, profit	Yes	As found
Auditor	Full Audit			Tracks down and points out discrepancies in booking accounts and totals figures	Yes	Booking number
Clients	Overview			Flexible report to extract bookings with certain characteristics	Yes	Day of sale, day of flying
Clients	No cars			Quick report on clients/destinations with no car hire booked	Yes	Day of flying
Clients	No Tix			Quick report on clients/suppliers with no ticket issued	Yes	Day of flying
Clients	No Margins			Quick report on clients who have no profit margin on their booking	Yes	Booking number
Accounts	Margins			Financial report organised by Retailer; Source; Staff; Product; ABP	Yes	Flexible
Accounts	Outgoing	Pay		Cheque based report: summary of outstanding amounts to suppliers	Yes	
Accounts	Outgoing	Report		Simple report on expenses logged through the overheads ledger	No	
Accounts	Outgoing	Staff		Res. staff activity by Staff; Retailer; Supplier name. Superseded by Staff Report	Yes	Staff code
Accounts	Outgoing	Insurance		Report on insurance sales over a time period. Superseded by detailed report	Yes	Varied
Accounts	Outgoing	Currency		For foreign currency commitments to cope with varying rates of exchange	Yes	Rate/Supplier
Accounts	Outgoing	Staff Report		Res. staff activity over date range, optional limit to retailer and/or staff no.	Yes	Staff code
Accounts	Outgoing	Ins. (detail)		Series of reports on insurance sales over given periods	Yes	Flexible
Accounts	Receivable	Overdue		Chase report for clients, with phone numbers and balance due details	Yes	Due day of balance, booking no.
Accounts	Receivable	Total Due		Summary of funds due in	No	

Reports

Menu Commands				Summary	Print	Order
Accounts	VAT	Expenses		VAT elements on overheads expenses	Yes	Day of company expense
Accounts	VAT	Petty		VAT elements on petty cash	Yes	Day of company expense
Accounts	VAT	Comm.		VAT elements on bookings commission	Yes	Day of sale
Accounts	Agents	Statement		Agent bookings subtalled for each agent. Produces agent usable information	Yes	Agent code
Accounts	Agents	Listing		Listing of all agents on system	Yes	Agent code
Accounts	BSP			BSP specialist report	Yes	Flexible
Accounts	P.REP			Profitability report over any given destination	Yes	Destination
Accounts	Supplier	Purchase		Summary and breakdown per supplier given a range of parameters	Yes	Supplier, day of sale, day of flying
Accounts	Supplier	Sales		Summary and breakdown of sales made over a given period. 1 or many suppliers	Yes	Day of sale
Accounts	Supplier	List		Lists all supplier details to the printer	Yes	Supplier name
Accounts	Supplier	Listings		Bookings made with one supplier over a given departure date range	Yes	Supplier name
Accounts	Supplier	Comm. rate		Print standard commission rates for one or many suppliers	Yes	Supplier name
Accounts	Bank	Report	Screen	Listing of bank items form any one account from a given date onwards	No	Day of transaction
Accounts	Bank	Report	Anomaly	As above, with auto audit. Only valid if data entry rules have been used	No	Day of transaction
Accounts	Bank	Report	Printed	Flexible report on all bank record items	Yes	Flexible
Accounts	Bank	Money in		Listing of money received over range of dates	Yes	Day of banking
Accounts	Bank	Payee		Reconciles payments made to a supplier with current supplier status	Yes	Booking number
Accounts	Bank	Staff/money		List of modes of payment, optionally against res. staff who confirmed	Yes	Staff/mode

Reports

A useful day to day tool is the Margins report. Here the user has chosen to extract data from the sales ledger for bookings made over the last 365 days, for a Moving Annual Total.

```

Margins: All Sales.                               6-Sep-95
Day Week September M.A.T. This Year Date Range Ins. Show Comm.
Moving Annual Total: the last 365 days
Acct 1000 D: LN:IAIN_CARSTAIRS
Number of Different Codes: 3
I/o Prof. % Pax. Prf/Pax O/S MEDIA of Tot Ins
20,650.42 2,979.09 14.43 98 30.40 861.42 ORC 96.72 64.29
140.00 0.00 0.00 1 0.00 140.00 FRE 0.00 0.00
466.00 100.94 21.66 2 50.47 0.00 WHU 3.28 100.00

21,256.42 3,080.03 14.49 101 30.50 1,001.42 64.36
Insured Pax: 65 Total Pax: 101
    
```

The report generator steps through the sales ledger, organising information by Media Code (shown in yellow), in this example. Other options include breaking information down by Staff Code, Retailer, Product Code and advance booking period

```

Margins: All Sales.                               6-Sep-95
Day Week September M.A.T. This Year Date Range Ins. Show Comm.
Moving Annual Total: the last 365 days
Acct 1000 D: LN:IAIN_CARSTAIRS
Number of Different Codes: 10
I/o Prof. % Pax. Prf/Pax O/S MEDIA of Tot Ins
65,819.82 8,672.79 13.18 282 30.75 11,773.82 ORC 88.92 48.94
140.00 0.00 0.00 1 0.00 140.00 FRE 0.00 0.00
466.00 100.94 21.66 2 50.47 0.00 WHU 1.03 100.00
3,330.00 771.80 23.18 19 40.62 1,695.00 B/B 7.91 21.05
852.00 122.72 14.40 4 30.68 0.00 REC 1.26 100.00
106.20 0.00 0.00 2 0.00 106.20 SS 0.00 0.00
443.00 20.87 4.71 52 0.40 218.00 ACT 0.21 1.92
49.00 24.06 49.10 1 24.06 0.00 WALK 0.25 0.00
408.00 30.00 7.35 4 7.50 0.00 TGRA 0.31 0.00
606.00 50.00 8.33 4 12.50 590.00 ASK 0.10 0.00

72,214.02 9,793.18 13.56 371 26.43 14,123.02 40.38
Insured Pax: 149 Total Pax: 369
    
```

More information is extracted as the report progresses, with each sale being added to the relevant Media Code row, while the averages and totals at the foot of the screen are updated. Note that the report can be run over any period of time, for year on year comparisons

```

Margins: All Sales.                               6-Sep-95
Day Week September M.A.T. This Year Date Range Ins. Show Comm.
Moving Annual Total: the last 365 days
Acct 1000 D: LN:IAIN_CARSTAIRS
Number of Different Codes: 13
I/o Prof. % Pax. Prf/Pax O/S MEDIA of Tot Ins
65,819.82 8,672.79 13.18 282 30.75 11,773.82 ORC 70.63 48.94
140.00 0.00 0.00 1 0.00 140.00 FRE 0.00 0.00
466.00 100.94 21.66 2 50.47 0.00 WHU 0.82 100.00
3,330.00 771.80 23.18 19 40.62 1,695.00 B/B 6.29 21.05
852.00 122.72 14.40 4 30.68 0.00 REC 1.00 100.00
106.20 0.00 0.00 2 0.00 106.20 SS 0.00 0.00
443.00 20.87 4.71 52 0.40 218.00 ACT 0.17 1.92
49.00 24.06 49.10 1 24.06 0.00 WALK 0.20 0.00
2,959.00 132.03 14.06 7 18.86 0.00 TGRA 1.08 42.86
2,524.04 408.53 16.19 21 19.45 1,319.95 ASK 3.33 9.52
16,666.20 1,821.49 10.93 155 11.75 16,062.55 RPT 14.18 5.61
696.90 225.10 32.30 4 56.27 299.00 TRX 1.83 0.00
692.00 59.20 8.55 6 9.87 252.00 STND 0.48 0.00

92,364.26 12,278.63 13.29 554 22.16 31,506.62 29.06
Insured Pax: 161 Total Pax: 554
    
```

The report nears completion. Note that additional figures provided are the number of passengers insured compared to total passengers booked, and the relation of each row to the totals in terms of % contribution of profit

```

Margins: All Sales.                               6-Sep-95
Day Week September M.A.T. This Year Date Range Ins. Show Comm.
Moving Annual Total: the last 365 days
Acct 1000 D: LN:IAIN_CARSTAIRS
Number of Different Codes: 13
I/o Prof. % Pax. Prf/Pax O/S MEDIA of Tot Ins
49.00 24.06 49.10 1 24.06 0.00 WALK 0.16 0.00
106.20 0.00 0.00 2 0.00 106.20 SS 0.00 0.00
140.00 0.00 0.00 1 0.00 140.00 FRE 0.00 0.00
443.00 20.87 4.71 52 0.40 218.00 ACT 0.14 1.92
466.00 100.94 21.66 2 50.47 0.00 WHU 0.68 100.00
692.00 59.20 8.55 6 9.87 252.00 STND 0.40 0.00
696.90 225.10 32.30 4 56.27 299.00 TRX 1.53 0.00
852.00 122.72 14.40 4 30.68 0.00 REC 0.83 100.00
2,959.00 132.03 14.06 7 18.86 0.00 TGRA 1.46 62.50
2,524.04 408.53 16.19 21 19.45 1,319.95 ASK 2.77 9.52
3,330.00 771.80 23.18 19 40.62 1,695.00 B/B 6.04 28.57
23,095.35 4,095.30 17.94 244 16.42 21,882.10 RPT 27.16 14.34
65,819.82 8,672.79 13.18 282 30.75 11,773.82 ORC 58.82 48.94

99,862.21 14,745.42 14.77 648 22.76 37,794.97 29.78
Insured Pax: 193 Total Pax: 648
    
```

When complete, all rows are organised in order of ascending turnover, and individual rows can be selected in order to print the bookings comprising that row. Totals can also be printed if required. Before running the report, Ctrl+L can be used to double the screen depth

12. Access levels

Within the Operations module, each user can be assigned access levels which will allow or disallow them to perform various tasks. As explained in the **Getting Started** reference guide, attempting to enter a program to which they do not have access will bring up a list of all the users who currently have access to that program. They can then select a user and buzz that user's terminal for assistance. All access levels are by default turned off when a user is created, either manually, or automatically when they first log in. All users have automatic access to reservations to begin with.

The access levels are loaded into the user's computer terminal memory at the time they first enter, or attempt to enter, any of the main modules. No changes made to that user's access levels will have any effect until they exit the program and re-enter, or attempt to re-enter. The memory of his computer will then contain the new access levels.

In addition to access levels, passwords can be created which block access to certain programs. These passwords can be created or deleted in the Utilities section. Whether or not to use passwords depends on how your office runs. Passwords are useful to prevent unauthorised access to a program on a terminal that has been left unattended temporarily. The drawback is that they tend to slow down and distract the operator and are therefore used mainly on larger programs rather than interrupting a user mid way through a procedure.

Access levels are handier when dealing with very frequent routines for which passwords would be too inconvenient, and have the advantage of being quick to change. Once a password has been lost or forgotten, a programmer is needed to unravel the encrypted memory file.

An example of access level use is the Admin and Accounts levels. Admin staff can change the "shape" of a booking, by adding names, flights and so on. Only staff with Accounts level can actually change the costings of a booking by altering the prices. Users can of course have both if required.

The following is a list of all the current user access levels. For clarity, they have been separated from the standard user configuration settings, which while in the same screen in Operations for convenience, will be dealt with elsewhere in the reference guides.

Access levels

Access Name	Usage	Access Name	Usage
Reservations Prog	Access to reservations module	Add cars in booking	Enables res staff to add car hire to a new booking
Operations Prog	Access to operations module	Alter Ins (display)	Amend the insurance details while in client display
Accounts Prog	Access to accounts module	Edit/Delete bank items	Allow user to edit and delete a cheque using the bank report
Editor Access	Access to editor module	EEC advice on bkgs	Force user to see EEC/ notification text for all active notes while making new booking
Utilities/Audit	Access to Utilities and Auditor	Change EEC notes	Change text of the EEC/ notification advice in Operations: Supervisor: EEC
Change: Info	Should be active for all users: generally superseded by more detailed access levels, below	Enable invoice print	Allow user to print invoice at the end of each new booking and from Mail sections
Change: Dates	as above	Work on others diaries	Allow user to see and assign jobs to the diaries of other users
Change: Numbers	as above	Nett Tax: new bkgs	Allow user to change the tax on accounts page of booking card
ADMIN Level	Enables amendments to bookings, such as adding names, flights etc.	Old view access	See old, redundant, data view. Maintained for compatibility with earlier versions of Tripper (I,II and III)
ACCOUNTS Level	Enables re-costing of bookings, by changing prices in the booking card accounts page	View accts on bkg	Allow access via pg dn to the accounts side of the booking card
Profit/Margins	Margins program/view gross profit in bkg card accounts page	Nett/Ins. in new bkg	Allow users to use the FREELANCE option on insurance, if active across system, and amend nett prices in new bookings
Edit Staff Code	Amend staff code in booking card	Edit acc. info in res	Enable accomm. text to be edited while user is still in reservations sales pages
A/Scan Ops + Reports	Maintain Airscan operators and produce reports while in Airscan maintenance program	See others' enquiries	Enable user to call up other users' enquiries via enquiry system
Edit A/Scan Products	Edit Airscan prices while in Airscan maintenance program	Edit cheque totals	Edit the numeric portion of the cheque while in bank report
Edit Retailer Code	Adjust 2-character retailer code while in client booking card	Access message system	Allow access to system-wide communications and conference system
Alter Spl O/S	Adjust the amount currently outstanding to suppliers via booking card page 2	Manager	Arbitrary manager status: used to give priority in messaging and in setting bulletins
Auto fill payment	Automatically complete the amount for each payment received on a new booking. The alternative is to allow the staff to enter their own figures	Current user	Confirms that the user is a current member of staff
Access to bal debit	For future use		

Access Levels

New access levels:

The following access levels have been added to the above table:

Recalc Bookings Enable recalculation inside Client Display Accounts page

13. Audit routines

One of the most powerful reports is the date to date option in the Auditor. This report should be used as a period end routine for whichever periods you prefer to run your accounts on.

Ideally, if this report is run every month, you will then have a full record of all company sales activity over that period, including VAT, with a total of figures outstanding. This report can be run by day of sale or by day of flying, and data can be narrowed down in many ways to select only the information you wish to report on. For example you can:

- Report on bookings made and/or flying within a certain period
- Include only bookings from one retail entity if required
- Include only bookings which were unpaid at the end of the period reported on
 - ...or bookings which were fully paid by the end of that period
 - ...or bookings which were partially paid by the end of that period
 - ...or only bookings for which payments were received *within* the reporting period
- Include bookings which were outstanding to suppliers by the end of that period
 - ...or bookings which were fully paid to suppliers by the end of that period
 - ...or bookings which were only partially paid to suppliers by the end of that period
 - ...or bookings for which payments were made to suppliers *within* the reporting period

The audit report will total all the relevant sales and purchase figures for bookings which match the criteria specified. The main body of the report will show the outstanding receivable and payable figures as they were at the very end of the period specified in the report.

For example, if today is the 24th of November, and the report was to cover bookings made in September, the figures outstanding and payable in the main body of the report will be as they were on the 30th of September.

Additionally, it will provide figures at the far right of the report which show the balances due in and out as they are when the report was run (24 Nov). The difference between these two sets of figures will be the transactions performed in the meantime (i.e. from 1 October to 24 November).

The only drawback to this report is that it presently works from the sales ledger, which as we have seen from the first section, is affected by changes to the booking such as

Audit routines

adding passengers or changing prices. The audit report will only give the sales and purchase figures as they stand when the report is run.

Therefore, if a booking made on the 1st of September has a decrease in invoiced amount by £100, from an activity which took place on the 22nd of October, that is, outside the reporting period in the example given above, only the new, decreased invoiced total will be revealed on the report.

Date to date audit logic

The date to date audit routine has several stages which it is important to understand. Several optional parameters significantly modify the requirements for bookings to be included in, or excluded from, the overall report.

1. Day of sale or day of flying

This first stage enables you to enter two dates for the start and the end of the report. These dates can signify sold-on dates or flying dates. They become the overall dates for the report, affecting the client balance and supplier balance figures described below.

2. The retailer code can be left blank or specified to include all bookings, or only those carried out on behalf of the retailer specified.

3. The overall dates for the report are then displayed. The user can now enter separate flying date and sale date ranges for further flexibility. For example, the overall picture required might be of a financial year sale date range running from 1 Jan to 31 Dec, but the sale dates entered here might be 1 Jul to 31 Jul, to give a more manageable output. The overall dates though, (1 Jan - 31 Dec) will still be used when including/excluding bookings on the basis of client and supplier information if the characters "O" or "P" are used.

They can also be used to further narrow down the criteria. For example, using these parameters it is easy to generate a report of all those passengers who booked in one period but flew in another period.

4. Client balances are often used as criteria to narrow down reports at period end.

Audit routines

For example, a report on all passengers who booked in one period but whose balances were still outstanding at the end of that period would give a creditors' figure to be carried over into the next financial period. The parameters available are:

Blank: parameter has no effect

"A" parameter has no effect (All included subject to other parameters)

"S" indicates Some money paid from clients: includes a booking if the two dates which are then requested to describe the payment date range are left blank, or, if any money received on the booking has been received within the date range specified by these same two dates

"O" includes the booking if an amount is still outstanding at the time of running the report, or, if any payment was received on the booking on a date which is after the overall dates for the report (see step 1, above)

"P" includes the booking if the very last payment made on the booking was made on or before the overall date range specified in step 1, above

5. Supplier balances are also a potential reason for including or excluding bookings. The parameters available are identical to the client balance parameters, above, with the difference being that they apply to payments made to suppliers on behalf of a booking, instead of payments received. Dates can also be entered to define a supplier payment range when the character "S" is used, in the same way as regards client payments, above.

Using a combination of these parameters it is possible to create very flexible and useful period end reports.

Daybook reports

The Daybook history ledgers provide another way of looking at transactions. In the Daybook program, users give a start and end date, defining a period in which all the transactions made in that period are reported, with their influence on the company accounts being listed and subtalled. Running this report over any given period will al-

Audit routines

ways tell you the transactions made in that period, without regard to the time at which the original bookings on which these transactions were made, were originally confirmed.

Other period end reports

The [Bank: Money in](#) or the [Bank: Staff/Money in](#) report should also be run to provide a cross reference of all funds to be deposited at the bank.

The [Bank: Reports: Printed Reports](#) should also be run for each active account, at the end of each accounting period. The flexibility of this report will enable you to focus on certain groups of data in order to get a complete picture of the company's activity.