CentralCommand

For Travel Management Companies

Contents

1. Summary

1.1. Travel Solutions Designed for Your Unique Needs

Our goal is to provide a solution that is unique to your corporate culture and organizational goals. Implementing a solution is more than just software and processes, we want the solution to reflect your competitive advantage in the marketplace. The CentralCommand solution will also streamline standard business process so that your team can start to analyze data and utilize the information to drive growth and innovation for your customers. We can do this utilizing the Unit4 ERP as a base platform for all your travel processes.

1.2. Unit4 ERP for Travel

CentralCommand is the first ERP that has been built for the travel industry. By leveraging the Unit4 ERP technology platform and tools, CentralCommand is the only Travel Back office solution that is multi-company, multi-currency and multi-language. Thanks to the CentralCommand module, the solution will include travel-specific components for unrivalled facilitation of travel management operations, customer service and profitability. This integrated solution will allow you to consolidate its current back and middle office solutions into a single, cohesive finance environment - rather than having separate back and mid office solutions. The expected results will be more efficient end-to-end transaction processing, optimal data transparency, elimination of redundant and possibly conflicting information, and a considerably lower cost of ownership. It is important to stress that business and data models of the Unit4 solution can be changed quickly without touching any underlying source code. As a result, the solution empowers business users to be able to effect system changes quickly, with minimal business disruption and without the need for the expensive consultancy services typically required for traditional financial systems. This flexibility is achieved by having a common foundation across all modules, reports and workflows that automatically adapt to changing data structures. Research has shown that Unit4 ERP customers spend 55% less on annual running costs than others who run alternative ERP solutions [Source: IDC research.]

Standardizing processes and global processes

CentralCommand is the only fully integrated travel solution covering both mid and back office functions under one umbrella solution. This Unit4 solution provides an opportunity for you to exceed the initial ambitions of separate consolidation of mid and back office systems. The extra level of systems consolidation means easier implementation and adjustment of standard best practices in both the middle and back office processes. You will be on a truly global, yet highly flexible platform which can accommodate regional/local requirements. A powerful workflow engine will enable you to institute end-to-end corporate business processes across mid and back offices. The workflow tool also allows for the monitoring of process performance to easily identify potential bottlenecks which may justify adjustments to be made to a given process to ensure more efficient transactional processing.

Reducing complexities

The Unit4 solution will eliminate the need for integration between mid and back office applications. By introducing one homogenous, flexible solution for mid and back offices, Your agency can expect optimal reductions in complexity; from a system, business process, and user perspective. In other words, you will have one system to build up and maintain knowledge. One system alone to maintain, one system alone to support, one system alone to train users to expertly use. From the outset, the solution is designed to connect with the GDS(s) using standard interfaces and therefore also contains a considerable basis for interfacing with your agency's proprietary booking platforms.

Facilitating innovation and development of new services with industry leading flexibility

Thanks to the most flexible system architecture in the ERP industry adapting is easy. So when Your agency has to:

- make ongoing changes to business processes
- absorbing new acquisitions
- make structural changes
- modify reports
- develop new data-driven services for Your clients
- and/or ensure compliance with changing regulations
- adjust to comply global, regional, and/or local regulation

the effort to make these changes is greatly reduced, allowing you to continue to focus on the activities that will advance their company in the marketplace. Any such changes required will only require modification to a single solution. In other words, the Unit4 solution is an IT platform which supports business innovation.

Increasing automation

With a more tightly coupled mid and back office platform capable of integrating with Your agency CBR tool (or individually with GDSs and non-GDS booking tools), Your agency can expect a higher degree of automation in data flows and processes across departments and locations. Error detection features are built into the core of the solution to ensure the correctness and completeness of booking data passing downstream in the organization.

Exerting greater control (better control environment)

Role-based system access down to the data field level allows for a structured approach to data and system control. Users can have different rights within different legal entities/companies and rights that are specific to the individual user – not just his/her role. You are therefore able to apply controls on a global and local level without adversely affecting the end user's access.

Reducing costs

From our conversations, we have noted a significant cost of IT at Your agency resulting not only from the many separate maintenance and support fees paid, but also from the many internal and external resources required to operate, maintain, and support the various systems you have in place. Unifying travel accounting operations onto a single mid office platform will lead to optimal cost savings from reduced negotiated annual maintenance and support fees. At the same time, spend on operating and supporting a single solution will decreased based on the reduced required effort involved. The Unit4 solution is especially compelling from a cost perspective thanks to its flexibility that will allow Your agency to make changes to the solution at much lower cost than would be the case with traditional ERP/Finance solutions. Over the course of system life, this will lead to a considerably lower total cost of ownership. Costs per transaction and ancillary activities can also be expected to decrease as a result of optimally integrated processes and data.

Delivering insights to improve operational performance and business decisions

A principle reason for the success of the Unit4 solution is its unique ability to cater for a multitude of information, coupled with its ability to rapidly change as needs dictate. In order to address the demand for information across the organization and satisfy all users in all areas, powerful reporting and data capture rules cater for unlimited analysis. Unlike a more traditional approach, where the whole structure is fixed, the Unit4 Solution allows part of the structure to remain static while offering flexibility at the posting level.

In order to improve operational performance as a TMC, you need a future solution which embraces and integrates travel-specific information from travel-specific data sources. As an industry solution built for TMCs, the Unit4 application is equipped to capture and process exactly this information. With the powerful built-in reporting and analytics tools for corporate distributed reports as well as ad hoc queries. As demonstrated during the product presentation, the ease at which business users can define new reports as reporting requirements change without the need to involve IT and/or external system consultants will ensure that Your agency business users can get the right insights without delay and dependence on technical resources.

Improving the quality of data for better and more timely information

Through standard real-time interfaces with GDS's (or in connection with the Your agency Central Booking Repository) we can ensure an automated and timely delivery of relevant data into the integrated solution; thereby eliminating time-consuming, error-prone manual entry.

The built-in data validation rules and error-detection mechanism ensure that data captured is always accurate and complete and allows for easy correction of any detected errors. Since the solution is built for the travel industry, the information contained is especially fit for Your agency reporting purposes and offers a single source of the truth. This all contributes to the accuracy, completeness and availability of the travel-specific information required for better and faster business decisions at Your agency.

Increasing the speed of execution / shortening time-to-market

In order to reinforce your position as a technology-leader and first mover in the travel industry, you need a system that is flexible and nimble – especially after the implementation. With the ERP industry's most flexible system architecture, the Unit4 solution will enable you to consistently launch new initiatives faster and more cost-effectively than your competitors. Whether these initiatives consist of new differentiating services or "simply" capturing new data to satisfy management reporting, your system must be easy to change, so you can turn speed into a competitive advantage that will help increase customer satisfactions and retention and gain market share. Traditional ERP systems lack this post-implementation agility. They are rigid and require customization to accommodate business change once the system is live. This means that your cost of ownership will go up, time to market for new initiatives will increase, and you will experience undesirable disruption of your daily operations when making system changes.

In summary, the Unit4 solution CentralCommand functionality will enable your agency to raise efficiency in end-to-end travel accounting processes and transaction handling.

1.3. Functionality beyond just Travel Back Office

CentralCommand can be extended beyond just a Travel Back Office solution by implementing the whole Unit4 suite of tools. This can include:

- Unit4 ERP Modules:
  - Core Financials
  - Fundamentals
    - Automated Workflow Management
    - Forms
    - Modeler
    - Flexifields
    - Action Items
  - CentralCommand Travel
  - Project and Billing
    - Group Accounting
    - Automated Bulk Billing
  - Logistics
    - Purchasing
    - Inventory
    - Sales Orders
  - Human Resource Management
  - Planner
    - Budgeting and Forecasting
  - Web Reporting and Analyzer

You can also leverage additional Unit4 tools such as Unit4 FP&A which has been integrated with the CentralCommand Travel data.

1.4. Global Coverage

CentralCommand is currently deployed in over 30 countries globally. The CentralCommand application allows up to configure the application to meet the local requirements of each country's taxation and reporting requirements with very little customization if required.

CentralCommand Coverage Map

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2. Functionality Overview

Before we outline the basic travel solution workstream which we call Travel Lifecycle, we would like to introduce to some the tools that are available in the platform that extend across all modules. These tools allow us to extend the capabilities of the modules beyond the basic functionality.
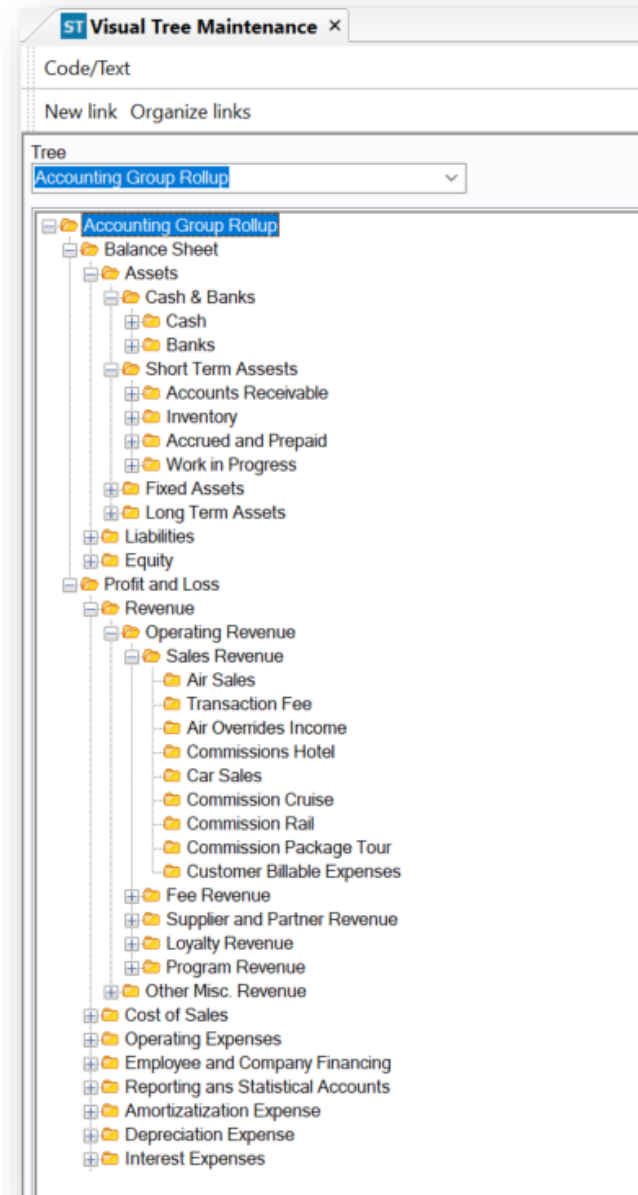
2.1. Fundamentals

Fundamentals are the main building blocks of the CentralCommand Solution. They allow us to configure the solution specific to your needs, it also allows you to change as your business continues to change and meet the needs of the ever-changing travel industry.

2.1.1. Accounting Structure

The Accounting Structure is made up of 5 elements:

- Attributes – User and System Data Elements allows us to capture and report on data unique to your organization.
- Relations – When we tie to related Attributes together to create structures for reporting roll-up or validation
- Account Rules – Creates a posting string that we use during the financial process from all Unit4 ERP modules including CentralCommand. It the account rules that allows to report on profit and loss on multiple structures such as Branch, Division Customer, Carriers, Agents.

- Account Groups – Account Rollups that allow us to rollup accounts for Reporting Purposes.

- Chart of Accounts – Your Chart of Accounts! These are tied to both Account Rules and Account Groups to create a powerful financial reporting structure:
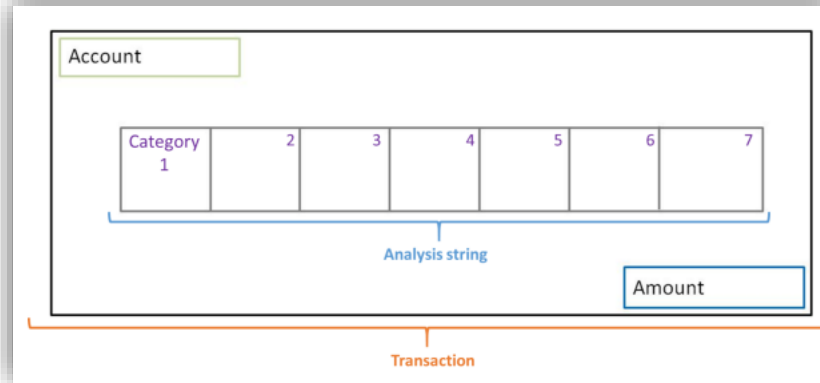
2.1.2. Reporting

The second Fundamental Tool are the numerous Reporting capabilities within UBW Platform.

Reporting tools are broken down to two categories:

- Inquiry Tools
- Reporting Output Tools

2.1.2.1. Inquiry Tools

Inquiry tools gives the users the ability to create inquiries within the application, that can be saved for repeated use. There are four different inquiry tools:

- Simple Inquiry
- Advanced Inquiry
- Browser Template
- Information Browsers (Web)

All three tools allow user to customize their own inquiries by selecting specific data columns, setting sort order, subtotaling levels and display descriptions of things like accounts, customers and air carriers, etc. (attributes). Inquiries can be saved as Private or Global to allow user to use the same inquiry.

Users can create their own custom reporting menu that can be used in both the desktop and web interface.
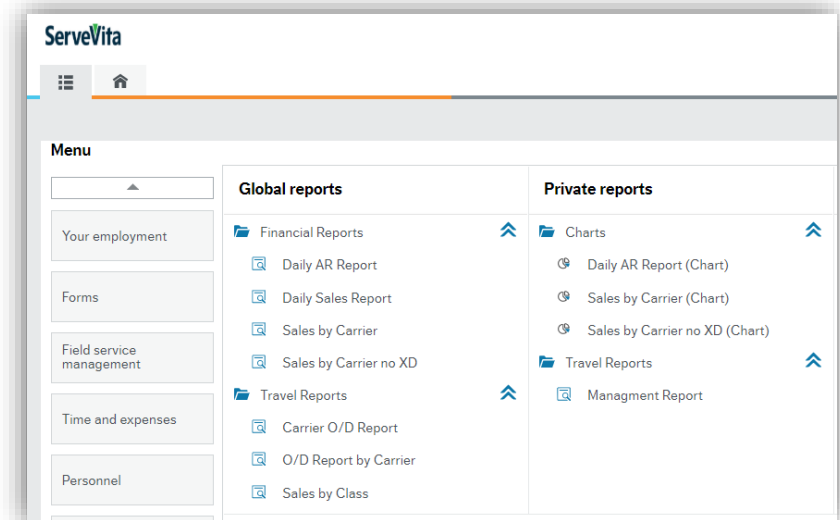
User Web Reporting Menu

2.1.2.2. Reporting Output Tools

The second class of reporting tools are Output tools, these allow you to create reports that can be distributed automatically or in both electronic and paper format. The Report Engine tools allow us to take the data from anyone of the inquiry tools and create exportable documents.

These tools consist of:

- Excelerator – a key word add in to excel that allows us to create reports in MS Excel dynamically.
- Xtra Reports – This is a tool developed by DevExpress that has been integrated into UBW. It allows us to create PDF reports. It also allows for graphical representation of data.
- XML, CSV and ASCII (Fixed text or Tab delimited) for export or integration
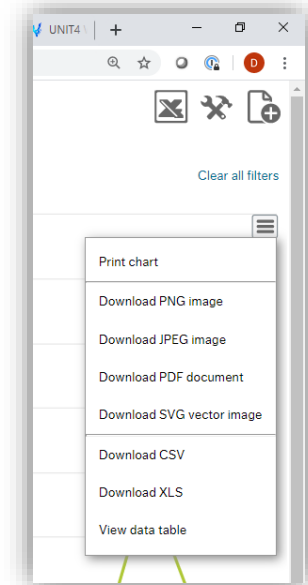
2.1.2.3 Analyzer

Analyzer is a powerful data analytics tool that allows users to graphically display data.
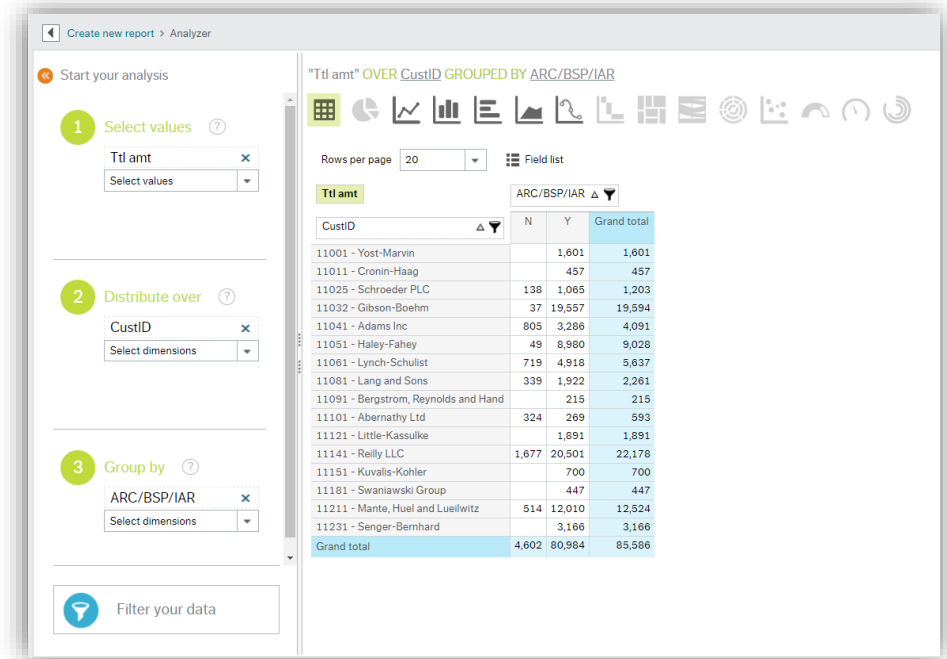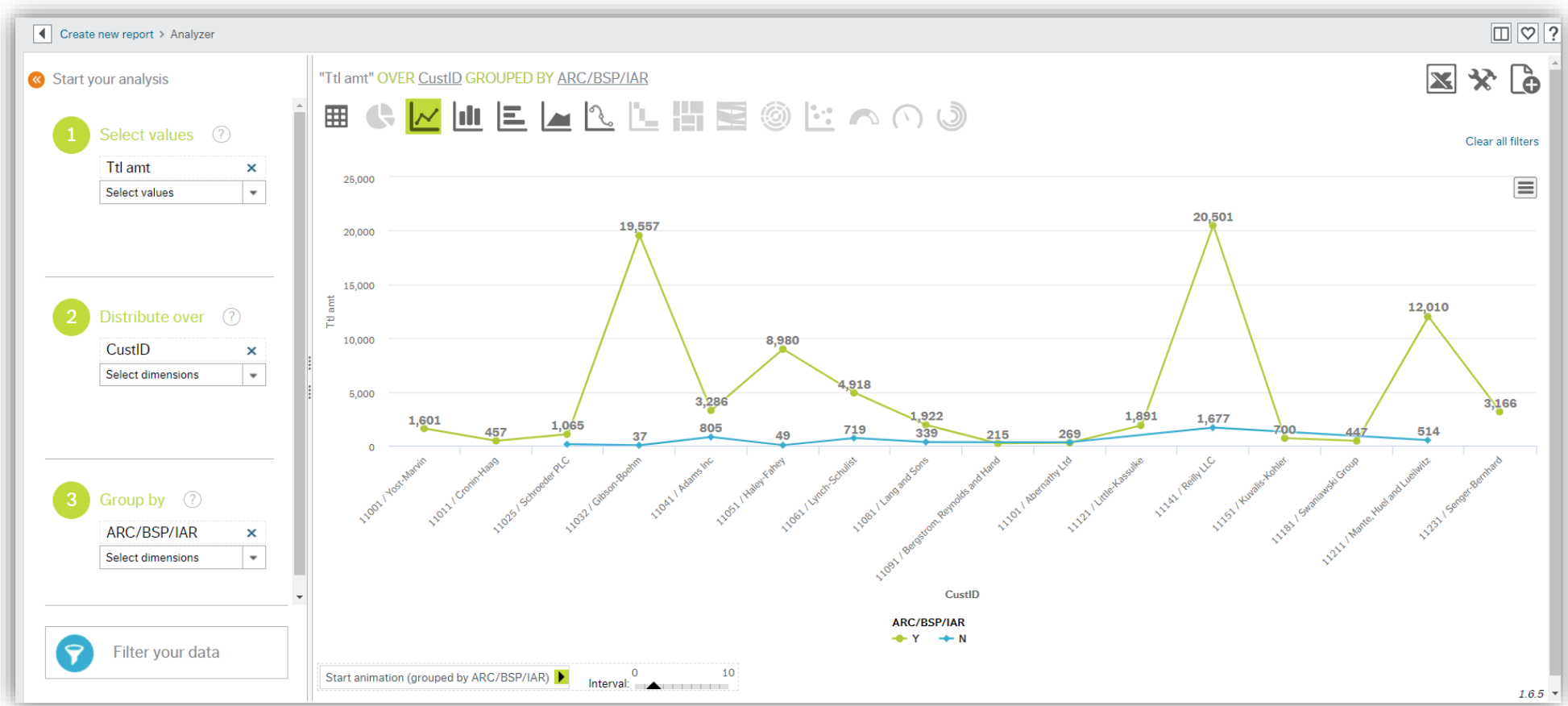

User can then filter and dynamically manipulate the data in order to perform different analysis of the data. Analyzer charts can then be saved and exported in Excel, PDF, HTML or XML formats.

Charts can then be exported in PNG, JPEG, SVG and PDF. That can be inserted in PowerPoint to present to relevant business owners.

Analyzer can graphically create data in multiple formats; Pie Charts, Line Charts, Heat Maps, Scattered Charts.

User can then filter and dynamically manipulate the data in order to perform different analysis of the data. Analyzer charts can then be saved and exported in Excel, PDF, HTML or XML formats.

3. Productivity Tools

UBW has several Productivity Tools that can be implemented to increase automation and efficiency in the day to day routine tasks.

3.1. Workflow

Workflow is a tool that allows us to map routine business process and automate the tasks within the process. For example we can create a workflow that processes journal entries based on the amount of the transaction to be routed for approval. We can also create workflows based on the creation of a customer master file.
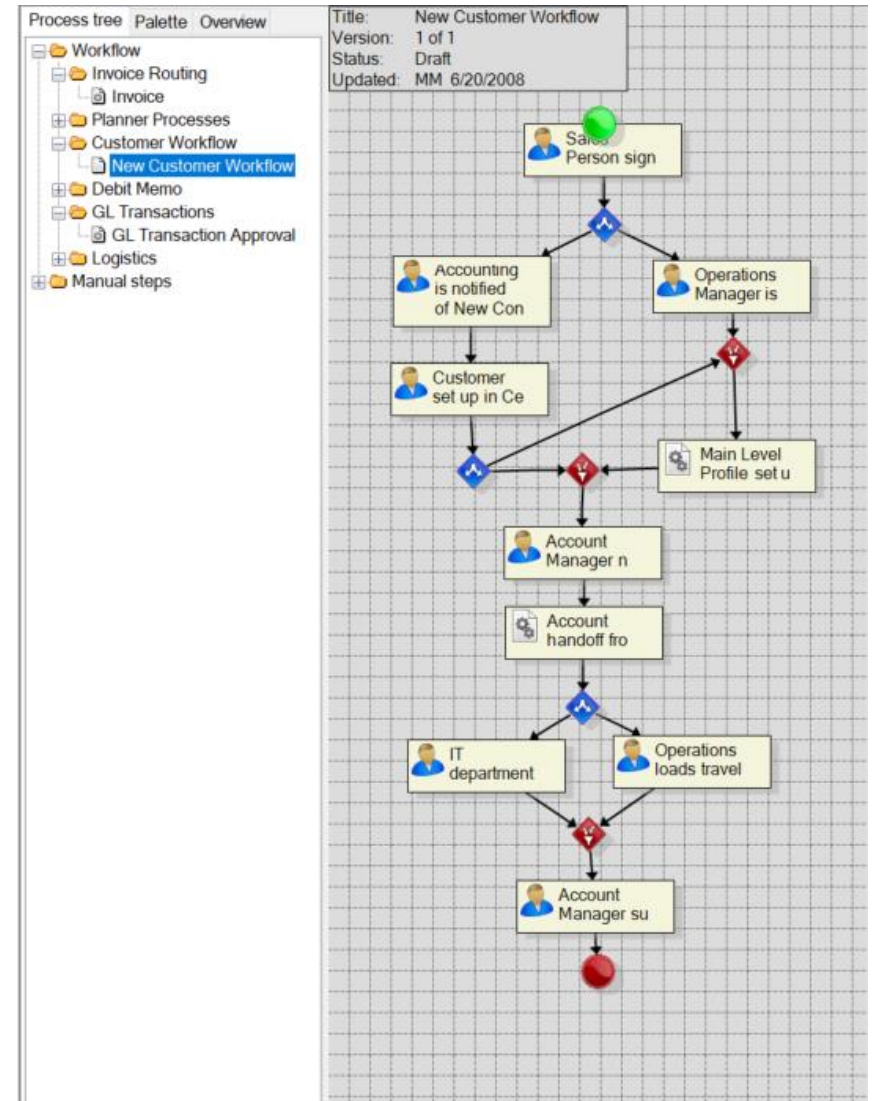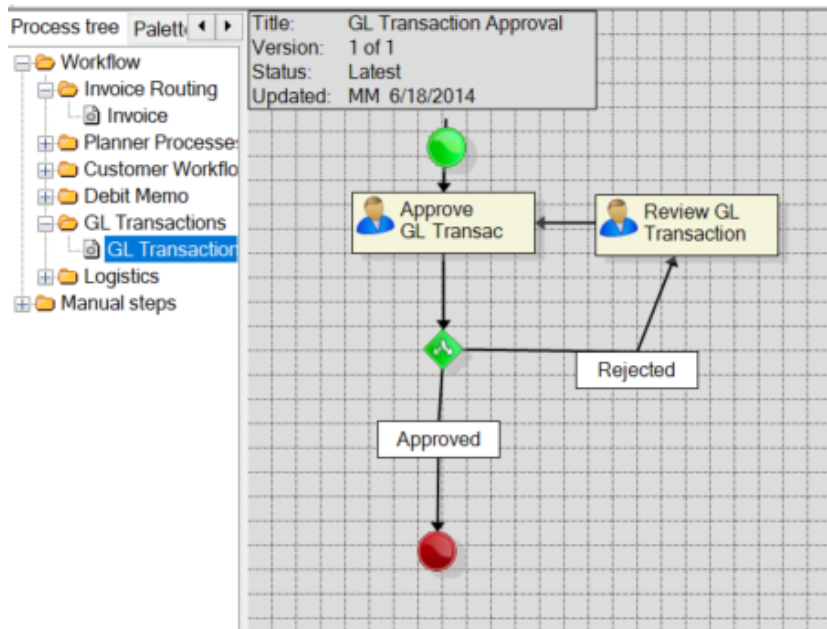
All workflows are rules based that can configured based on your unique needs or requirements.

3.2. Document Archive

The ERP Document archive allows users to store documents (text, images, videos, etc., i.e. everything that can be saved as a "file") as additional information about certain key items (objects) in the ERP database. Therefore, a document in the Document archive will not be a business object by itself, but always belong to something else, for example:

- A scanned image of a printed invoice (the document) is added to a purchase order (the key item). The scanned image will confirm that the data stored in the ERP tables is correct.
- An email from a Supplier (the document) is added to the supplier record (key item) in Supplier Master File.
- One or more images (documents) are added to certain products (key items in Resource Master File). This makes it possible for users to see a picture of the actual team members.
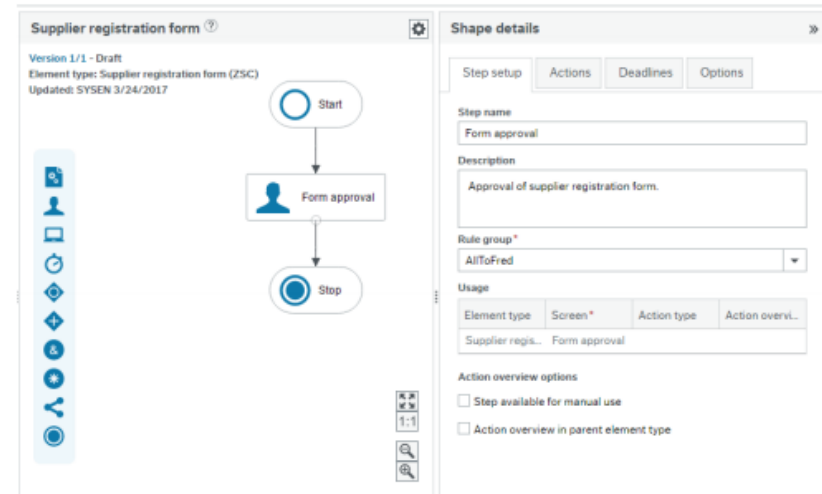
3.3. Forms

The Forms module allows a ERP super user (system administrator) to define new business objects (the forms), screens and menus. From paper based to electronic: The main purpose is to facilitate transition of paper based forms (e.g. applications of various sorts) to electronic forms, and with the ability to handle the form content as any other business objects stored in the ERP database (send on workflow, create reports etc).

In principle, any collection of data fields can be defined as a ERP form, and made available for data entry and modifications through custom screens and automatically generated menus.


Supplier Registration Form and associated workflow

4. Travel Lifecycle Workstream

In order to explain the core functionality of CentralCommand we will outline one of the core travel business workstream that we start with all customers – Travel Lifecycle. The Travel Lifecycle workstream covers the business process from booking in the GDS to Cash settlement, both AP and AR. One thing we would like to stress again is this is the basic workflow. We will outline additional example of workflows that we have created for different customers later in the document.
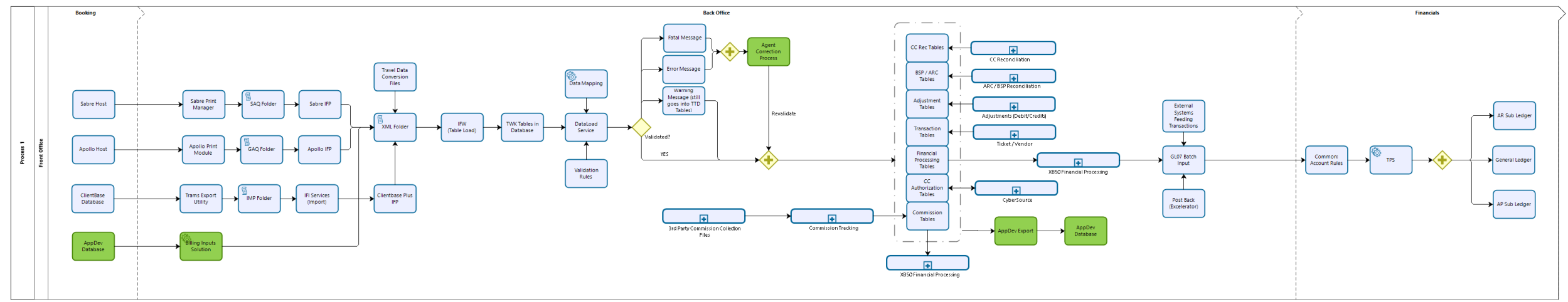
4.1. Booking Process

The process begins with the ticketing of the transactions in the GDS or supporting booking platforms. In the case of the GDS we can interface with all major GDS's (Sabre, Amadeus, Apollo, Galileo and Worldspan. We utilize the standard message file technology from each of the GDS systems using their applicable print manager software. The message files will need to be delivered to our Parser folder structure for processing. If we non-GDS XML is used to interface transaction outside the traditional booking method, then those files will need to be delivered to our Parser folder structure as well.

CentralCommand uses the native front office ticketing and accounting entries that are then created in the GDS Message files. However, we can add additional remarks that can be mapped to any fields in the travel transaction to enhance the data during the processing of the data. This is gives us the best of both worlds. We can use the standard GDS functionality and then enhance it by utilizing remarks.

4.2. Interface Process

The processing of message files is real time. There are two automated steps that the files will go through prior to being loaded into the CentralCommand application for further processing by the Dataload process. Both of IFP and IFW processes are configured as Windows services on the CentralCommand application server.

4.2.1. IFP Parser

The IFP Parser takes the GDS Messages in their different formats and formats them into a standard XML file. Once the file is processed, we can delete the file or move it into an encrypted file folder if we ever need to troubleshoot issues with the transaction in the future. If we archive the file, then we usually recommend a retention policy in which we can delete the file after a set amount of time.

Once the IFP successfully creates an XML file it inserts the file into an XML processing folder for the IFW to process the data.

4.2.2. IFW Table Load

The IFW Table Load process processes the XML and inserts the data into s set of working tables within the CentralCommand database. The tables are permanent tables in the database that hold the data until the CentralCommand Dataload process can be run. The IFW run automatically there is no user intervention required.

4.3. Dataload

Dataload is a server process that imports the data from the temporary holding tables that are loaded by the IFW process. During the Dataload process we will perform three main functions: Data Mapping, Data Validation and Data Standardization.

4.3.1. Data Mapping

The Data Mapping Tool allows us to take any remark and map it to any field within the Travel data set that we import into CentralCommand. We can also map to "Flexi-Fields" which are added to the Travel transaction. Data Mapping is used.

A Data Mapping set can have multiple rules, allowing for multiple levels of restriction of how the data mapping will apply. We can also apply the data mapping to specific Customers, Groups of Customers (Relations), Branches, Group of Branches (Relations) or Vendors, Group of Vendors (Relations). For each Data Mapping Rule we can then have different Mapping sets.

For example; we could have a rule that has a standard mapping of remarks, then we could have a rule in the data mapping that is specific to one customer that would be used in that one specific situation.

We use data mapping sets for a variety of purposes:

- Credit Card Merchant Process
- Customer Number
- Branch Code Mapping
- Agent ID Mapping
- Reporting \ UDID Element Mapping
- Mark-up Mapping
- Service Fee Generation Remark Mapping
- Savings Code \ Savings Amount Mapping

These are just a list of some of the mapping examples.

4.3.2. Data Validation

The adage "Garbage in Garbage" out applies to travel data more so then any other industry. The travel Industry has struggled for years trying to get data correct. The CentralCommand answer to this issue is our comprehensive Data Validation module. It is not a replacement of a Quality Control (Mid-Office) tool and a great back-up solution. Our belief is that the best place to fix data corrections should be at source, but we recognize that that is not always the case. The Data Validation tool includes some standard rules that apply in order to properly ensure that CentralCommand can properly process the data that it receives. These standard rules include:

	Rule #	Name	Type	Status	Severity	Invoice/Itinerary
?				N		
1	1	AIR SEGMENT DEPART CITY CHECK	TRX	N	E	INV
2	2	AIR SEGMENT ARRIVAL CITY CHECK	TRX	N	E	INV
3	3	HOTEL SEGMENT CITY CODE CHECK	TRX	N	E	ITIN
4	4	CAR SEGMENT CITY CODE CHECK	TRX	N	E	ITIN
5	5	CARRIER CODE CHECK	TRX	N	E	INV
6	6	VALIDATING CARRIER CODE CHECK	TRX	N	E	INV
7	7	CUSTOMER/VOYAGE ID CHECK	TRX	N	E	INV
8	8	BRANCH CHECK	TRX	N	E	INV
9	10	CAR CHAIN CODE CHECK	TRX	N	W	ITIN
10	11	HOTEL CHAIN CODE CHECK	TRX	N	W	ITIN
11	12	CURRENCY CODE CHECK	TRX	N	E	INV
12	13	CREDIT CARD CODE CHECK	TRX	N	W	INV
13	14	VENDOR ID CHECK	TRX	N	E	INV
14	15	MISSING CUSTOMER	TRX	N	E	INV
15	17	MISSING CURRENCY CODE	TRX	N	E	INV
16	18	MISSING HOTEL CHAIN CODE	TRX	N	W	ITIN
17	19	MISSING CAR CHAIN CODE	TRX	N	W	ITIN
18	20	MISSING AIR SEGMENT DEPART CITY	TRX	N	E	INV
19	21	MISSING AIR SEGMENT ARRIVAL CITY	TRX	N	E	INV
20	22	MISSING HOTEL SEGMENT CITY	TRX	N	W	ITIN
21	23	MISSING CAR SEGMENT CITY	TRX	N	W	ITIN
22	24	MISSING VALIDATING CARRIER CODE	TRX	N	E	INV
23	25	MISSING CARRIER CODE	TRX	N	E	INV
24	26	MISSING CREDIT CARD CODE CHECK	TRX	N	W	INV
25	27	MISSING VENDOR FOR NON-ARC OR VENDOR ITEMS	TRX	N	W	INV
26	28	MISSING BRANCH	TRX	N	E	INV

Data Validation can be applied to either ITIN – Itinerary items or INV – Invoice Items.

Depending on the impact of the data violation will determine the severity. E- Error; means that users will need to fix the data issue prior to the transaction being imported into the system. W-Warning; means that the data will be imported into the system, but the error is logged so that user can fix the data after processing.

4.3.2.1.   Correction Process

There are three error correction screen that are used to check error coming into the system. All the error screen are available through the Web and Desktop platforms:

Fatal Errors

In the View fatal messages window you can view and correct fatal errors on messages that were not loaded into the transaction tables and that remain in the work tables, or that were not loaded into the work tables and have to be resubmitted through the front office.

Fatal errors include:

- Incorrect IUR revision.
- Corrupted IUR messages.
- Unreadable messages.
- Out of memory.
- An attempt to void when no matching transaction exists or the matching transaction has already been voided.

- An invalid IATA location ID. The IATA location ID determines the client and without the client, the message cannot be processed.
- A refund or exchange that does not have a matching transaction or the matching transaction has already been refunded or exchanged.

Each row in the View fatal messages window indicates a single error, however multiple errors can occur on the same transaction.

The options for correcting fatal errors include:

- Fix the error manually in the Correction field.
- Edit or add data in a fixed register.

In this case, there is no need to use the Correction field, but the rows must be revalidated. On revalidation, the correct information becomes available, and the error message disappears from the View fatal messages window. The messages are then included in the next run of the Data load.

If an error cannot be corrected, the transaction has to be fixed in the front office and reprocessed. If this is the case, the Correction field will be greyed out. To keep a copy of the transaction error, it can be tagged and moved to History.

4.3.2.2. Error Messages

In the View error messages window you can correct errors on transactions that have not been inserted into the transaction tables or posted to Financials.

Error correction

Each row in the View error messages window represents a single error, but multiple errors can occur on the same transaction. The options for error correction include the ability to:

- Fix the error manually in the Correction field and then save.
- Edit or add data in a fixed register. In this case, there is no need to use the Correction field, but the rows must be revalidated and saved. On revalidation, the correct information will be available and so the error message will disappear from the View error messages window. The messages are then included in the next run of the Data load.

- Fix an error by creating a new customer or vendor record using the Create new customer or Create new vendor Tools commands. These options open a new window where you can create a new record using information in the error message, correct the error by matching to an existing record, or correct the error manually.
- Zoom to the XB21 Ticket/Vendor window or the TXB021 Ticket/Vendor window (which, among many other things, supports duplicate ticket checking), where the errors can be fixed and saved. Refer to Explanation of fields for details on how to choose which window opens when using the Zoom functionality. With this method, there is no need for the XB60 Data load process to revalidate.

4.3.2.3.   View Warning Messages

In the View warning messages window you can view and correct warnings on transactions that have been inserted into the transaction (TTD) tables and have also been posted to Financials but contain warnings.

From the View warning messages window, you can Zoom to the XB21 Ticket/Vendor window or the TXB021 Ticket/Vendor window (which, among many other things, supports duplicate ticket checking), correct the warnings, and then save the transactions. Refer to Explanation of fields for details on how to choose which window opens when using the Zoom functionality.

Each row in the window is a single warning, but multiple warnings (and rows) can be attached to a single transaction.

4.3.2.4.   Data Standardization

The last step of the Dataload process is the standardization of data. Based on the settings of sever UBW System Parameters we can create different treatments that occur to the data. Some of the Standardization functionality includes:

- Purchase Cards
- Duplicate Tickets
- Branch ID Determination
- Customer ID Treatment
- Car and Hotel Itinerary Items – Void and Replacement logic.

For example, we have a parameter that tells us how to treat duplicate tickets:

To check for duplicate transactions, you need to define the XB_EW_DUP_TKTNUM_DAYS system parameter to validate for duplicate ticket numbers for a set period of days in the past and if found, flag as an error or warning.

4.4. Transaction Processing

Once the Dataload process has successfully loaded the transactions into CentralCommand database there are several applications used to perform specific tasks, specifically related to travel data. These tasks include, based on the order of standard processing:

- Service Fee Generation
- Invoice Number Generation
- Invoicing (Transactional)
- Credit Card Authorization
- BSP\ARC Reconciliation and Auto Update
- Credit Card Reconciliation
- Commission Reconciliation
- Agent Commissions
- Reporting

4.4.1. Service Fees

With the Service fees module, users can create and apply fees to CentralCommand invoices or accrual accounts. The Service fees server process can be scheduled so that service fees are automatically created according to the rules that have been set up. This process will generate fees, and should these fees be accrued fees, they will also be posted to the GL. Fees that are created as invoice items will be posted according to the normal financial posting process.

The power of the fee engine is its ability to generate fees based on any data element that is available travel transaction including remarks.

Normal business procedure is to create a fee table on the customer Masterfile using flexi-fields. We then pull the fee amount from the fee table based on several rules.

Fees can then be grouped and assigned to specific customers or customer groups.

This module gives you complete flexibility to develop what ever fee model you require for your customer base and is one of the main reasons we can configure the CentralCommand application base on your unique business needs.

Fee Structure

Fees Structures are based on the following:

Calculations
↓
Fees
↓
Roll-ups
↓
Models
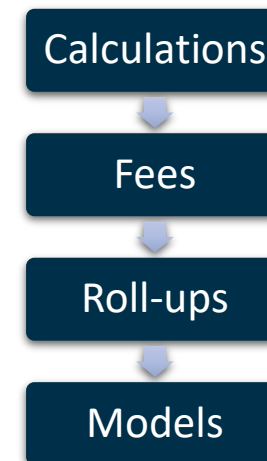
Calculations

In the Calculations window you can create, view, edit, and delete calculation formulas used with service fees. Calculations are added, edited, and displayed in three different forms (tabs).

- Calculation Pool – view the existing set of calculations.

Zoom	Name	Calculation Term	Min. value	Max. value	Decimals	Description
	COMMRBT	([Commission amt] / 2.00)	-	-	2	Commission Rebate
	HTLNIGHTFEE	([Number of nights] * 5.00)	5.00	25.00	-	Hotel fee per night
	REFUND	([Total billing item amt] * 0.60)	-	200.00	2	Refund calculation

- Calculation Detail – add or edit a calculation.

- Calculation Overview – view the calculation setup in a tree structure format.

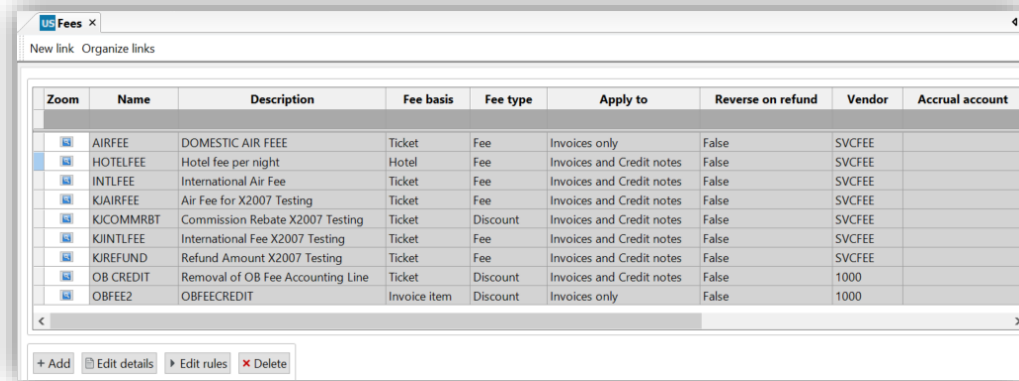When implementing Service Fees, the first step is to set up Calculations.

Fees

It is in the Fee window that we enter what criteria must be met in order to generate the fees. For example, if a fee applies when a hotel is booked. Then we would set-up the fee to recognize that a hotel itinerary in contained in the transaction. We would then apply the fee using the calculation to determine the amount.

Fees can be generated as a true Fee or it could be a discount. For example, if you have a commission sharing agreement on air tickets with your customer, we can calculate the discount on the transaction as a accrual fee that can be part of the monthly invoice process.

In the Fees window you can create, modify, and remove, Fees and Fee Rules. Fees are viewed and set up in a set of three forms.

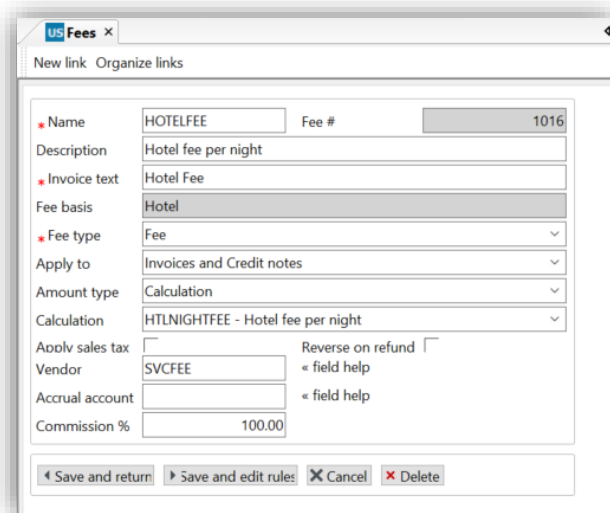- Fee Pool – View the current set of Fees used with Service Fees.

- Fee Detail – Identify when, what, and how the fee will be charged.
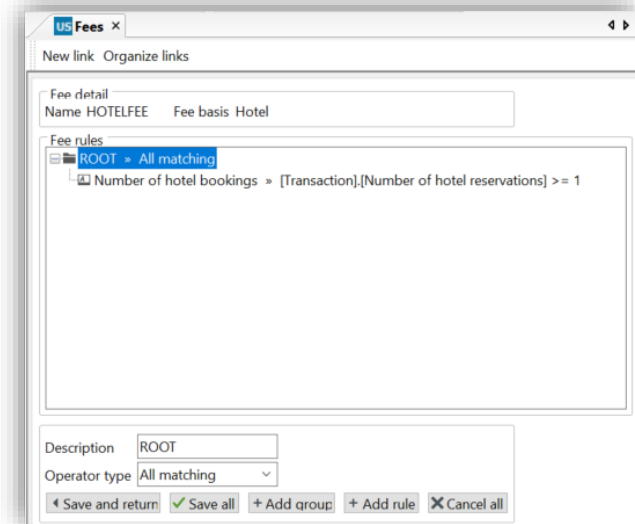
- Fee Rules – Define the circumstances for when the service fee will be applicable.

Roll-ups

In Roll-up window you can define and review the codes used for Fee Rollups. Rollups are used in Fee Models where you can specify the invoice text where multiple service fees are applicable. When a Rollup is used in a Fee Model, all fees using a rollup must have the same Vendor ID.

Models

A Model is a set of fee components that will be applied to transactions according to the criteria, rules, and circumstances established during the setup of Calculations and Fees. Before you can add a Model, you must have at least one Calculation and one Fee. Specifying Rollups on Models is optional.

Fee Generation

Once the Fee Set-up has been completed we can then generate fees or discounts on transactions. This can be completed in two ways:

Manual Fees

In Manual Fees window you can apply Service Fees to transactions found in the system. The service fees can be assessed automatically according to the setup provided in Allocations, or the fee can be added directly to an invoice. Manual fees are managed in two ways. In the Transactions table, you can filter and search for the set of transactions you are applying service fees to; and from the Transactions table, you can Zoom (ALT+F6) to the

Invoice form to apply a service fee based on a Model or register an individual fee directly to the invoice.

When a service fee has been applied to a transaction, the row displays in a different color, the Fee total field lists the service fees amount, and the State field value is Has fees.

Service Fees Server Process (X2007)

The Service fees server process can be scheduled so that service fees are automatically created according to the rules that have been set up. This process will generate fees, and should these fees be accrued fees, they will also be posted to the GL. Fees that are created as invoice items will be posted according to the normal financial posting process.

	Zoom	Trx #	Fee total	Invoiced	Branch	Customer	Inv #	PNR		Transaction date	Bk agt	Ticket agent	Created	State
1		47245	0.00	726.84	196	040965	90876	HTL100	5/22/2019		DD	DD	5/22/2019	Has fees
2		47246	0.00	736.74	196	040965	90876	HTL100	5/22/2019		DD	DD	5/22/2019	Has fees
3		47247	0.00	868.74	196	040965	90876	HTL100	5/22/2019		DD	DD	5/22/2019	Void
4		47248	0.00	677.74	196	040965	90878	HTL101	5/22/2019		DD	DD	5/22/2019	Has fees
5		47249	0.00	-636.74	196	040965	964623	HTL100	5/22/2019		DD	DD	5/22/2019	Has fees
6		47250	0.00	677.74	196	040965	90878	HTL101	6/6/2019		DD	DD	6/6/2019	Has fees
7		47251	0.00	677.74	196	040965	90881	HTL101	6/6/2019		DD	DD	6/6/2019	Has fees
8		47252	0.00	677.74	196	040965	90882	HTL101	6/6/2019		DD	DD	6/6/2019	Has fees
9		47253	0.00	677.74	196	040965	90883	HTL101	6/6/2019		DD	DD	6/6/2019	Has fees
10		47254	0.00	77.00	196	040965	90883	HTL101	6/6/2019		DD	DD	6/6/2019	Has fees
11		47255	0.00	77.00	196	040965	90883	HTL101	6/6/2019		DD	DD	6/6/2019	Has fees
12		47256	25.00	225.00	PLA	042399	964624	1324	7/14/2019				7/14/2019	Has fees

4.4.2. Invoice Number Generation (XB119)

The Invoice Number Generation server process provides customers the ability to generate and assign Travel Invoice Numbers from CentralCommand instead of using the GDS invoice number. The invoice generation process assigns invoice numbers generated from the Invoice numbers and series fixed register and link those numbers to invoice items within the database.

There are multiple scenarios that are covered within this invoice process.

- Single Transactions – Interfaced or manually entered transactions where the invoice number is linked to a single CentralCommand Transaction number.
- Merged Transaction – Interfaced or manually entered transactions where multiple CentralCommand transactions with the same PNR are linked together for invoicing purposes.
- Segment Invoices – Invoice items that are created and linked to segment information created with the new Segment Invoice functionality within CentralCommand.

The Invoice Number Generation Server Process is normally scheduled to run automatically.

Invoice Number and Type Fixed Register

The Invoice Number and Type Fixed Register window is used to format new invoice numbers. Invoice number ranges and formats can be the same or different, for both invoice types. Invoice numbers may consist of a combination of fixed values, separators, relations on branch, customer or iatalocid, and a counter in any combination.

- If the size of the counter will be the number with no proceeding zeroes, set the length of the counter to 0.
- If the length is greater than 0, smaller numbers will be padded with zeroes on the left to make up the size indicated.

4.4.3. Invoicing

The CentralCommand invoice process creates the itinerary and billing information for the passenger. The invoice includes itinerary information about the trip such as the cost of the air ticket, cost of the cruise or tour, rate information for hotel, and/or car, and other travel information. These invoices will be printed per transaction number.

The system parameter XB_AUTO_INVOICE must be present and on to enable printing of the XB201 report version. In the case of itinerary-only transactions that are not assigned Invoice numbers during the Invoice number generation process, the transaction number will be used instead of the assigned invoice number, if printing using the XB201 report version.

If you are running the XB201 report version and the assigned invoice number is missing, the invoice will not be printed. Instead a message report will be produced listing those transactions that have missing invoice numbers.

If more than one transaction has been assigned the same invoice number they will be merged into a single report. You can also include or exclude segment invoices in the report, or you can print standalone invoices with only segment invoice items. You can

also further filter the selected transactions by customer or by relation on customer.

When multiple forms of payment are used for a single document, report file XB301 has been provided as part of the product. This report can be customized and placed in the customized reports folder. A variant using report version XB201 should be created to run the XB301 report file.

Invoices can be formatted based on your requirements.

4.4.4. Credit Card Authorization

The Credit card authorization processes all new merchant sales, as well as changes to sales that have already been authorized. The Credit Card Authorization provides the following functionality:

- An automated method of authorizing and settling credit cards when a manual transaction is created.
- An automated method of authorizing and settling credit cards when imported from a data load.
- Allows credit card authorization processing to be performed by CyberSource.
- Allows for re-authorization if an error is found.
- Allows for entry of authorization results from an outside source.

All credit merchant (form of payment CM) and purchase merchant (form of payment PM) transactions that have not yet been authorized, or that have had an authorization failure and have been re-selected for authorization, will be processed.

Currently the only credit card gateway provider used with this is process is Cybersource, but any payment gateway can be used with some degree of development. The following diagram outlines the business process that is applicable for processing Credit Card Transaction using the Credit Card Authorization Module including the financial impact of the transaction:
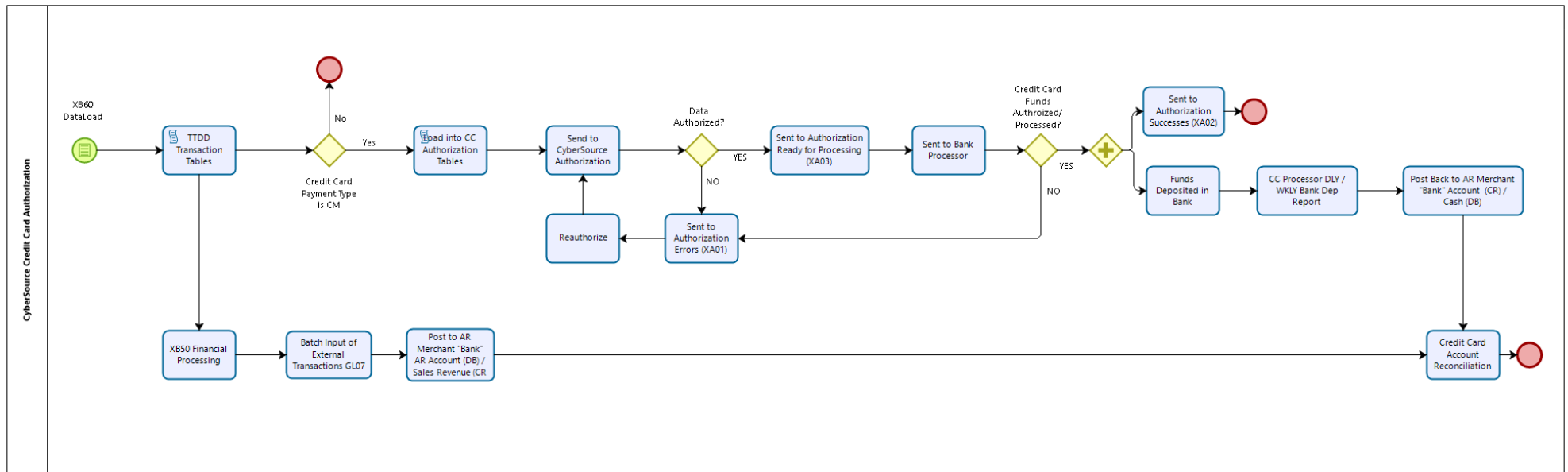
- Allows for address information related to a credit card to be pulled from a master file.

4.4.5. BSP\ARC Reconciliation and Auto Update

The following is the suggested BSP process in CentralCommand:
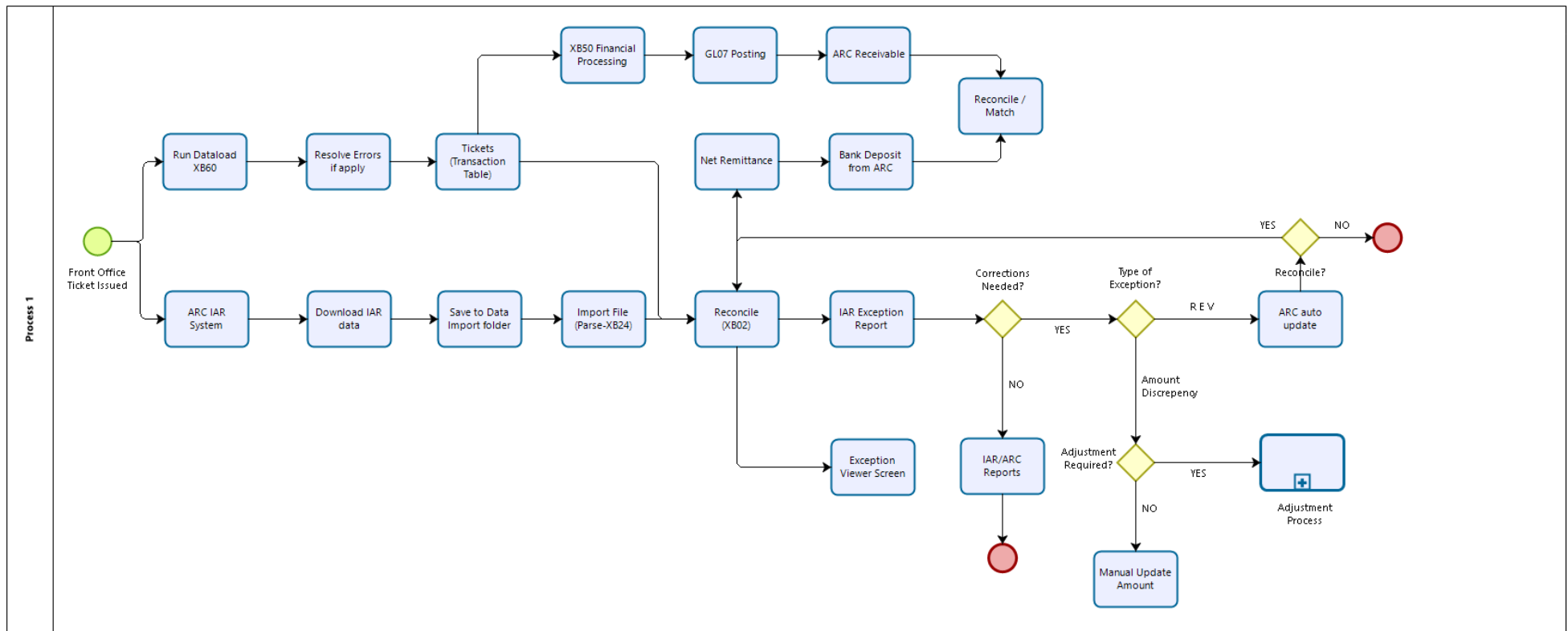
The process allows for the automation of the process with minimal manual steps. This can also be configured in order to meet your organizations needs. For example, if you practice is not to have agents drive the refunded transaction from the front office then we can automatically update those transaction that are in the BSP HOT file in the back office.

Here is a brief description of each step in the process within CentralCommand.
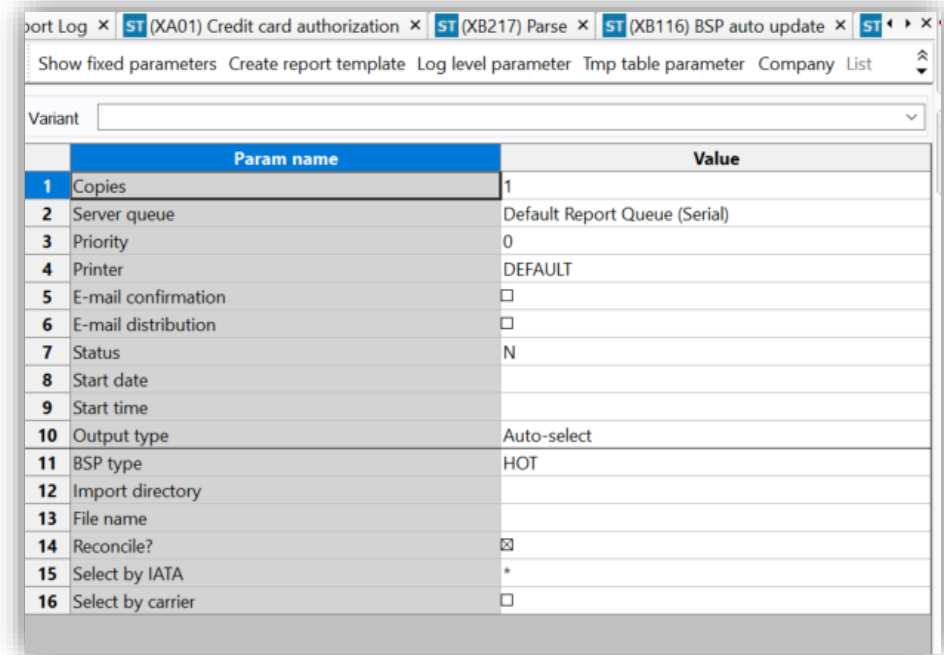
(*NOTE: While the terminology above references IAR ARC – the same process is applied to the BSP and the BSP HOT file*)

Import Parse (XB118\XB217)

Our system today identifies any differences in the transactions sent to BSP by the GDS, and the CentralCommand transactions interfaced from the GDS. The BSP iata file documents what the GDS sent to the BSP.   When the agency downloads, and imports those files into CentralCommand, we compare what the GDS sent to BSP against what the GDS sent to CentralCommand and show the agency any differences found in the two data sets.

The BSP Server process loads all the unprocessed BSP files from predetermined directories, parses, and then reconciles them.

This server process attempts to load all the files from the BSP import directories. All the files that have not already been imported, are loaded using the BSP Loader component and moved to the Imported sub-directory. Files that cause exceptions during loading are moved to the Not Imported sub-directory and an entry is added to the log.

	Param name	Value
1	Copies	1
2	Server queue	Default Report Queue (Serial)
3	Priority	0
4	Printer	DEFAULT
5	E-mail confirmation	☐
6	E-mail distribution	☐
7	Status	N
8	Start date	
9	Start time	
10	Output type	Auto-select
11	BSP type	HOT
12	Import directory	
13	File name	
14	Reconcile?	⊠
15	Select by IATA	*
16	Select by carrier	☐
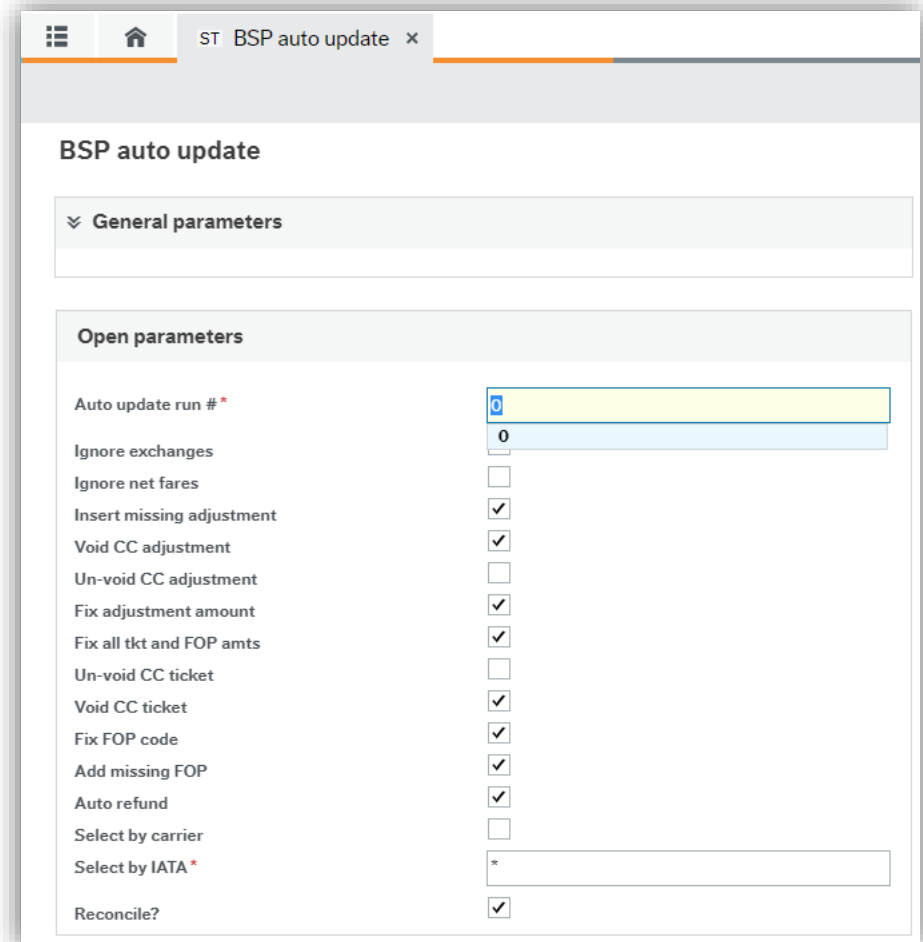
BSP Auto Update

The XB116 BSP Auto Update process updates discrepancies between values found in CentralCommand and values coming from IAR in the ARC import file. Values found in this file are considered correct and the source for updates.

The exceptions handled by this process are listed below and referred to as relevant exceptions.

Exception	Description
1	BSP ADJUSTMENT AMOUNT DISCREPANCY
2	BSP ADJUSTMENT IATALOCID DISCREPANCY
3	BSP ADJUSTMENT IS A VOID IN CENCOMM BUT NOT IN IAR
4	BSP ADJUSTMENT IS A VOID IN IAR BUT NOT IN CENCOMM
5	CANCELLED ELECTRONIC TICKET IS NOT IN CENCOMM
8	COMM AMOUNT DISCREPANCY
9	CXL PENALTY COMM AMT DISCREPANCY
14	GROSS AMOUNT DISCREPANCY
15	BSP ADJUSTMENT IS NOT IN CENCOMM
18	TAX AMOUNT DISCREPANCY
22	TICKET HAS BEEN REFUNDED IN BSP BUT NOT IN CENCOMM
23	TICKET HAS BEEN VOIDED IN CENCOMM BUT NOT IN BSP
24	TICKET HAS BEEN VOIDED IN BSP BUT NOT IN CENCOMM

Just to reiterate that in most cases the functionality is available through both the desktop and web interface:

Exception Report

The Exception Report viewer allows users to see BSP Reconciliation discrepancies. Users can filter down on specific exceptions in order to determine what need to be processed.

BSP Reports

The BSP Report shows all BSP transactions that have occurred during the specified time period and is divided into four sections:

- Automated cash sales
- Automated credit sales
- Manual cash sales
- Manual credit sales

This is followed by the Recap totals and the Voided tickets section. Travel agencies will only submit to BSP the Manual cash sales and the Manual credit sales sections. The automated transactions are included for reconciliation purposes. Service fee items are included in the automated section of the report. After submitting the BSP Report to BSP, they will close the report so that the transactions are flagged as closed and will not be included on the following BSP Report. The BSP Report should be closed on a weekly basis for each IATA Location. If the BSP Report is to be closed, the date will be validated since it must fall on a Sunday. If this is not a requirement, then the XB12 BSP Report - No Sunday closure should be used to close the report.

4.4.6. BSP\ARC Adjustment Process

The BSP Adjustment Process is very simple process. We can import the BSP Adjustment file into CentralCommand, these will cerate adjustment transaction that can be managed through the UBW application using the Action Item capabilities.
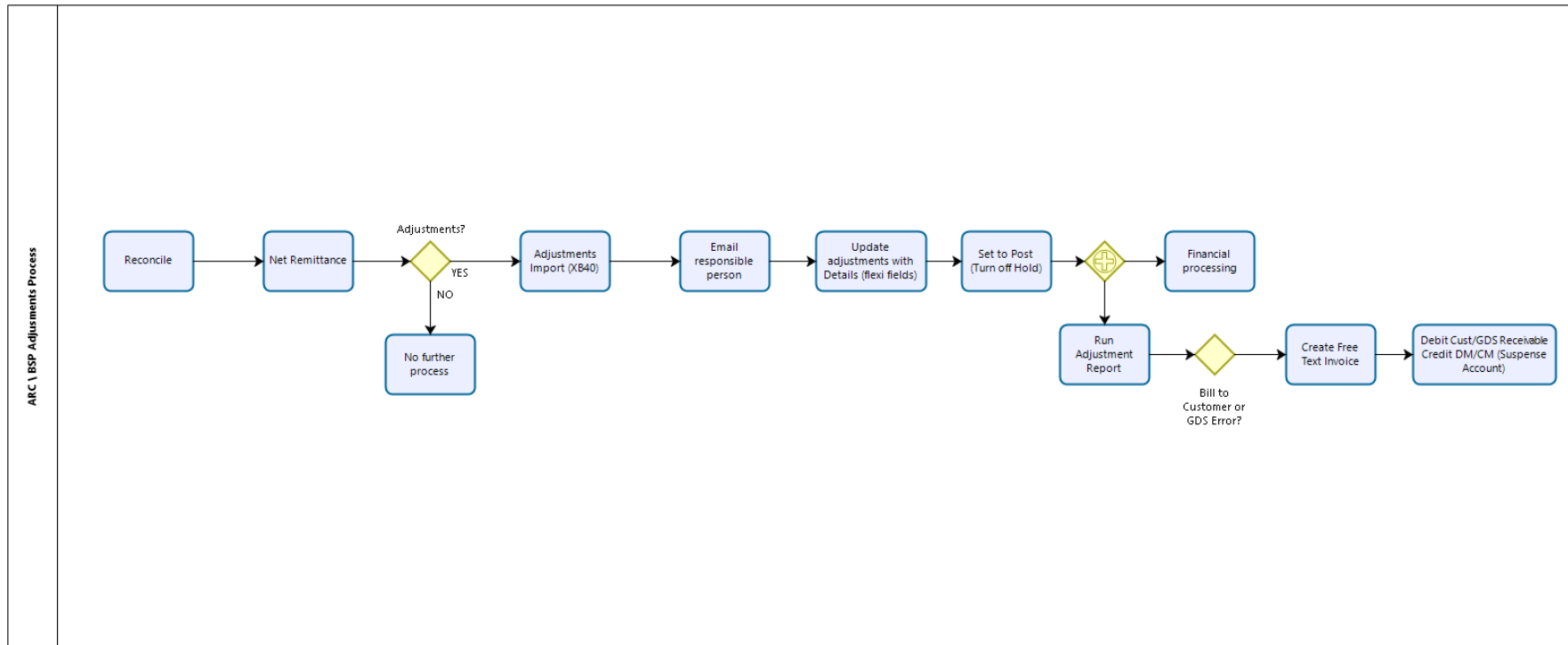
Adjustments Import (XB40)
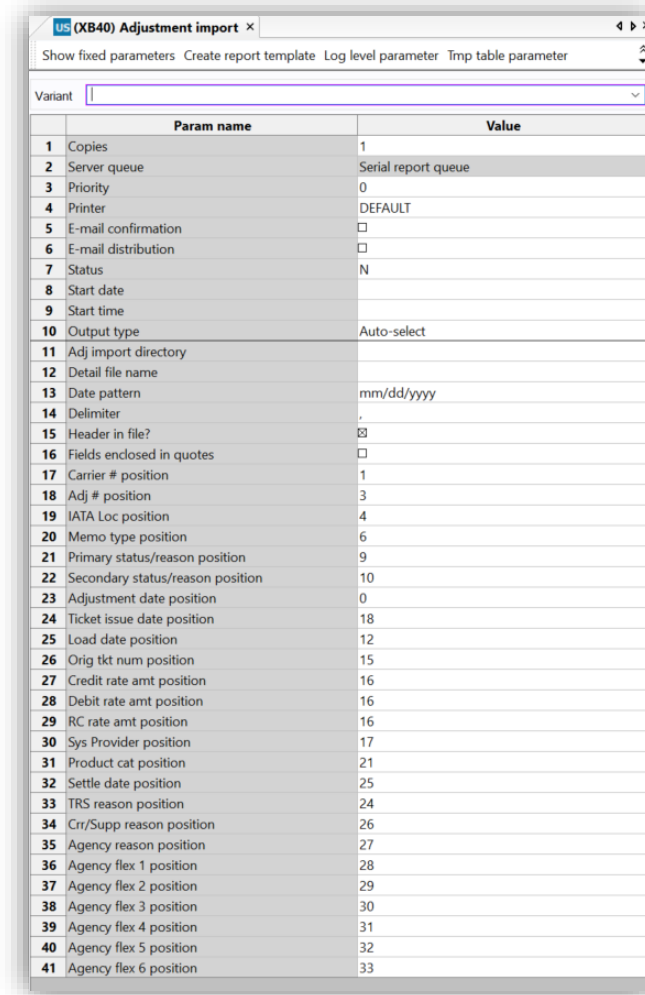
The XB40 Adjustment Import process imports adjustments produced by the Airline Reporting Corporation (ARC) or the Billing and Settlement Plan (BSP) system.

ARC and BSP provide agencies the ability to download and import debit memo data from their systems. This data can be downloaded as comma delimited text and CentralCommand users can import information from this file type and then update this information in the Adjustments module. This application allows for the processing of debit memos, credit memos, and recall commission statements.

ARC and BSP do not have any knowledge of agents and how adjustments are split by agent so the import file does not deal with agents. In order to pay agent commissions, CentralCommand may split a single adjustment memo, identified by a ten digit Adjustment #, into more than one adjustment if there is more than one agent of the same type, either booking, ticket or outside, earning commission. So, import detail pertaining to the same Adjustment #, but with different ticket numbers could in fact be represented in CentralCommand by more than one adjustment with the same Adjustment #.

The XB40 Adjustment Import process can be scheduled to run at intervals and pick up all files required to be processed. For this reason entry of the import file name is not mandatory since each file name will be different. Therefore the import directory location must be entered as a report parameter so that the scheduled process can pick up any files that are ready for processing, regardless of their names.

Downloaded files can have different layouts. For this reason the report parameters allow the positions of the required fields in the files to be changed in different report variants. This also means that files with different layouts should be processed from different directories, if the filenames are not being entered in the report parameters, because only one set of positions will be used.

Adjustment Window

The Adjustment window, you can record Adjustment memos that were issued by ARC/BSP. Tickets reported through ARC/BSP may have an error for various reasons, taking the wrong commission is the most common. Adjustments issued by validating airlines through ARC/BSP and entered the CentralCommand database as an accountable document can be modified or voided within the ARC/BSP reporting period.

A single adjustment memo may include detail for several previously entered tickets. The sum of multiple ticket adjustments will be the total memo amount.

The Adjustment window has three tabs;

The Adjustment Tab: Shows all the details related to the adjustment.

The History Tab: Shows the history of changes made to the Adjustment:

- Adjustment history frame shows history records for the adjustment header fields.
- The Adjustment detail history frame lists history records for the adjustment detail lines.
- The Adjustment detail field and list are used to select the adjustment detail line for which history is to be displayed.

The Action Overview: Will track action items performed during the processing of the Adjustments and who is responsible for what action.
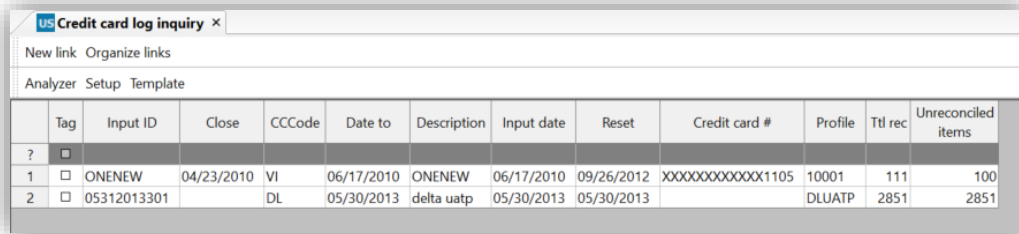
4.4.7. Credit Card Reconciliation

Using the Credit Card Reconcile process, travel agencies can assist their customers in reconciling a monthly credit card statement. The billing information is loaded into the Sabre CentralCommand system and compared to the information already stored in the database. As each transaction is compared, the program determines if the item meets the criteria for reconciliation. Reconciled items are those where the Ticket Number and the Amount in the credit card billing information and the Sabre CentralCommand database agree. If the ticket numbers match but the amounts do not agree, the program provides the option to enter a Suggested Payment Amount.

Sabre CentralCommand unmatched items are those in the database that have not yet been billed to the credit card company.

Credit Card unmatched are those received from the credit card company and not found in the Sabre CentralCommand database.

	Tag	Input ID	Close	CCCode	Date to	Description	Input date	Reset	Credit card #	Profile	Ttl rec	Unreconciled items
?	☐											
1	☐	ONENEW	04/23/2010	VI	06/17/2010	ONENEW	06/17/2010	09/26/2012	XXXXXXXXXXX1105	10001	111	100
2	☐	05312013301		DL	05/30/2013	delta uatp	05/30/2013	05/30/2013		DLUATP	2851	2851

US Credit card log inquiry ×

New link Organize links

Analyzer Setup Template

4.4.8. Commission Reconciliation

The Reconcile process allows a travel agency to reconcile commissions received from suppliers and clearing houses other than ARC (Airline Reporting Corporation) that have already been imported into the database, either using Import/Reconcile or by entering the data manually. This process reconciles the information to existing Sabre CentralCommand data and automatically applies the commission associated with the data.
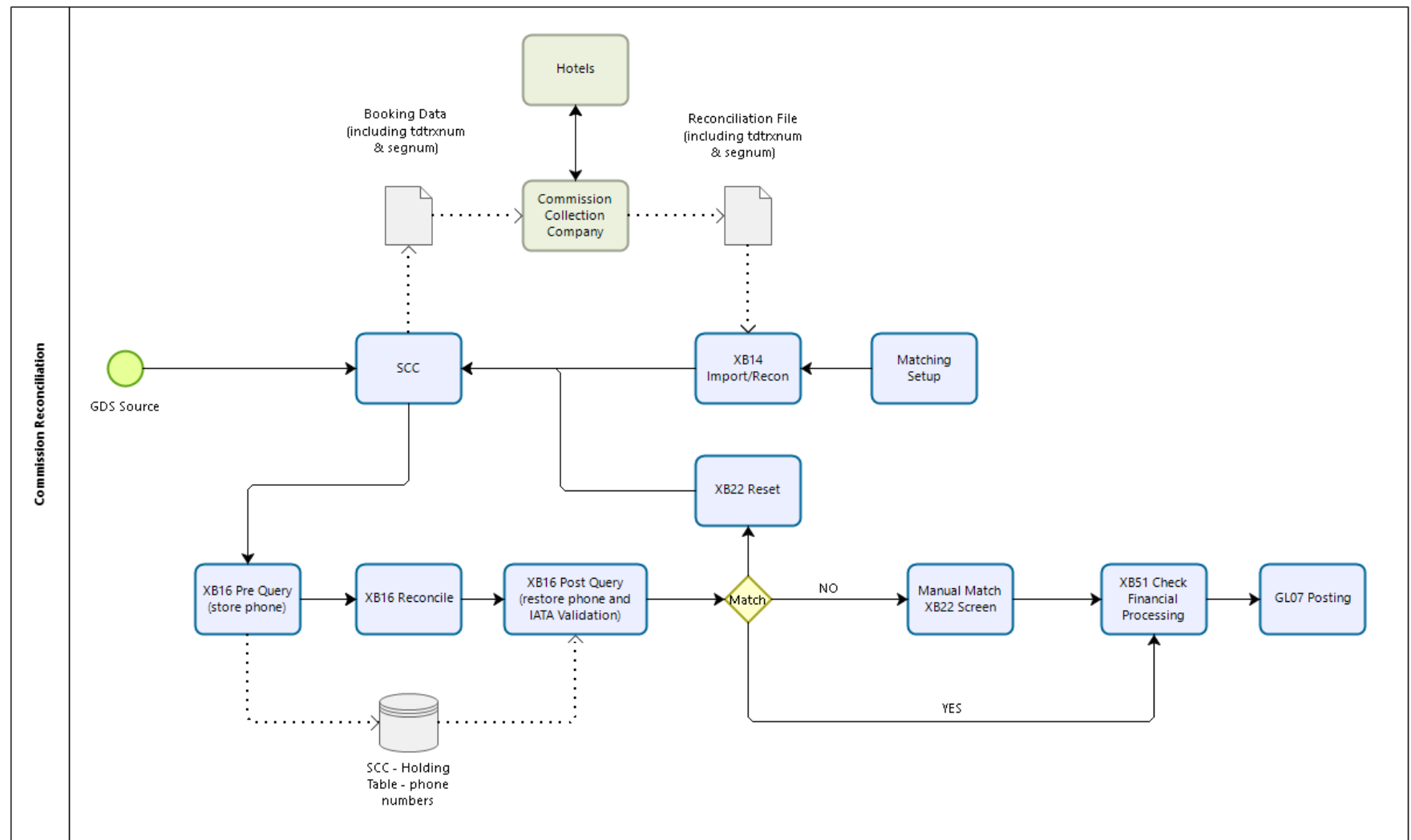
XB14 Import/reconcile

Using the Import/reconcile process, a travel agency can track commissions received from vendors and clearing houses other than ARC (Airline Reporting Corporation). The Import/reconcile receives information from these other vendors, reconciles the information against existing CentralCommand data and automatically applies the commission associated with the data.

Current imports include:

- Manual
- MC – Marriott
- MISC–CAR
- MISC–HTL
- NPC – International Format
- PEG – Pegasus
- PM – Paymode
- Ritz Carlton
- TACS2 Travel Agency Commission Settlement – Format 2 (Property phone is the 24th column in the detail row)
- TACS3 Travel Agency Commission Settlement – Format 3 (Property phone is the last (41st) column in the detail row)

Check/Reconcile/Apply/Unapply

This window is a single-entry point to:

- Manually enter hotel and car commission checks.
- Manually enter commission details associated with a check.
- View commissions that have been imported through the Import/Reconcile process.

- View the automatic matches made by the Import/Reconcile and/or Reconcile processes.
- Match and unmatched commissions and bookings (can be manually entered commissions or imported commissions).
- Determine from commission details, the amounts to be posted to car and hotel commission accounts.
- Make check entry details ready for posting to the general ledger.
- Void duplicate checks that were entered or checks that were not honored by the bank.

You can enter the information on the Check tab first or on the Details tab first.

4.4.9. Agent Commissions

The Agents Commission sub-module allows Travel Management Companies to create agent structures and run reports to process the Agent Commission payments.

In order to create the statement, the first step is the create Agent Commission Structure.

Agent Commission
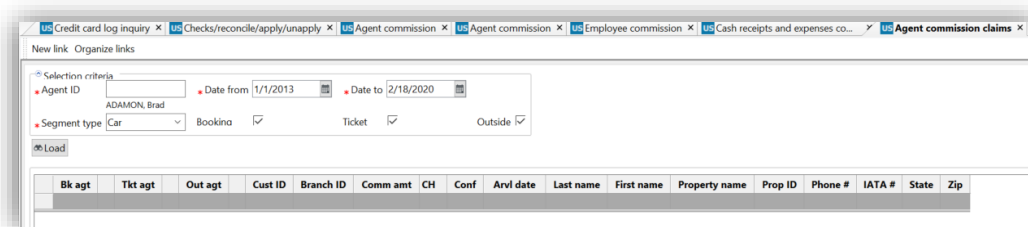
In the Agent Commission window users enter the commission structure by Agent ID in the Agent commission window. This commission structure is applied when the Commissioned Agent Statement report is processed.

Agents Commission Claims

Agents can also claim any unclaimed Commission that they may have booked that did not get attributed to them in the Agent Commission Report in the Agent Commission Claims window:

Agent Statement Report

This process provides information about transactions linked to an Agent ID and/or Employee ID. The statement allows the travel agency to calculate the amount to pay each agent/employee as their commission on sales. This process also provides the capability of closing a Commissioned Agent Statement.

The Agent Statement contains the following sub-reports:

- Commissioned Billing Items
- ARC/BSP Adjustments
- Voided ARC/BSP Adjustments
- Hotel Receipts
- Expenses
- Open Billing Items Recap
- Vendor CC- Open Billing Items Recap
- Summary of Items.
-

4.4.10. Reporting

As explained under Section 2.1.2 in the Fundamentals UBW has several reporting tools that can be used within the product. Under each module, including travel there is usually windows provided to allows users to inquiry about data relevant to that module.

For example, in the CentralCommand Travel module there is a number of inquiry screen available to the users to access data.
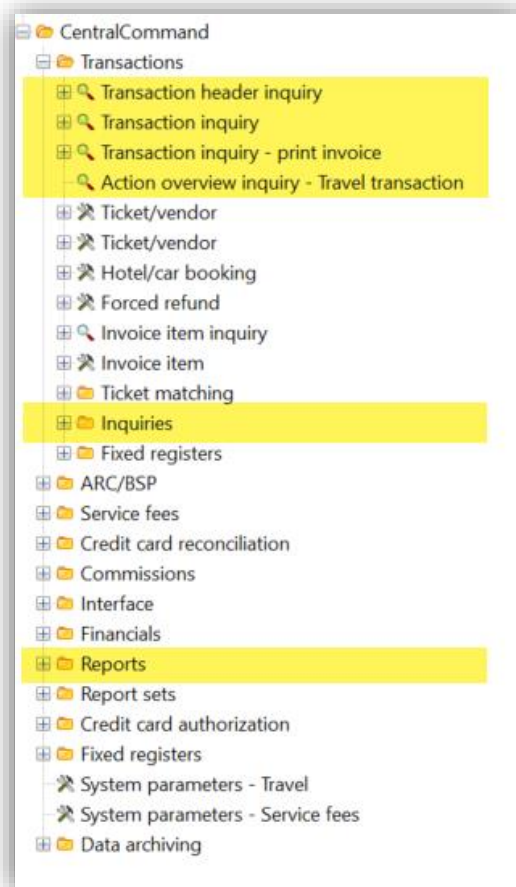
There are also several canned reports available to users to run that can be produced in PDF or Excelerator. There are also standard Export style server processes that are used to export data to third party tools such AIRPLUS or PRISM.

All report outputs can be modified to with the different reporting tools available in UBW. We can add logos and add additional data elements to each report.
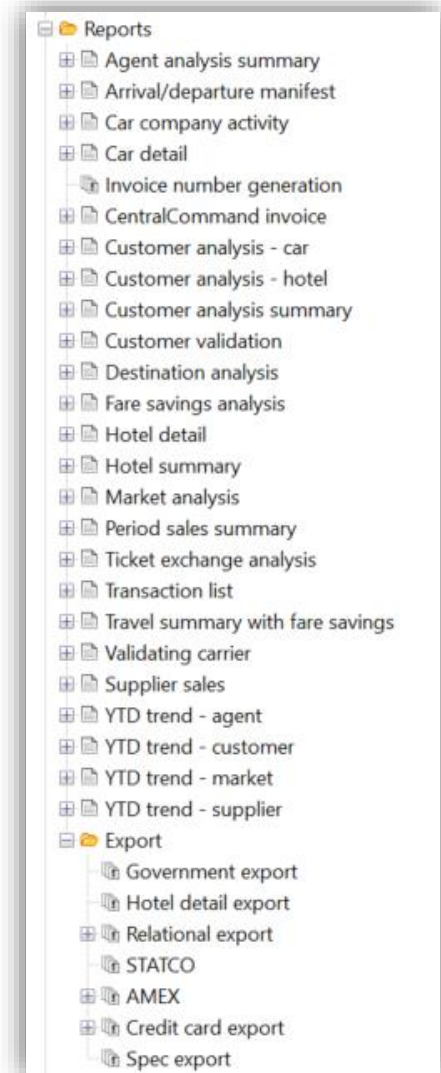
4.5. Ticket \ Vendor Window (XB21\TXB21)

As part of the day to day use of CentralCommand user will need to access the actual transactions in the system to look at details, modify transaction details, manually refund, exchange or void a transaction or even update data that was generated during the interface process that resulted in a Warning message. The Ticket / Vendor screen is available in both the Desktop and the Web interfaces. The Ticket/Vendor window is where the travel agency enters and amends transactions in the CentralCommand database.

You use this window to:

- Enter new airline ticket transactions that have been ticketed, but not recorded, in Sabre CentralCommand. This happens when an ARC/BSP ticket is generated by the GDS but not properly processed through the interface, or when the ticket is handwritten.
- Enter new vendor item transactions, that have been sold, but not recorded in Sabre CentralCommand. This happens when a vendor item is sold by the GDS but not processed through the interface.

- Enter new invoice items by Zooming (ALT+F6) from an invoice item on the Invoice item tab to the XB24 Invoice item window. Invoice items can be edited, invoiced, or have remarks, relations, and flexi-fields added to them on the XB24 Invoice item window. Fields that refer to the whole transaction must be edited in the XB21 Ticket / Vendor window.
- Create hotel or car bookings in Sabre CentralCommand. Generally, a hotel and car booking does not create a payable, but is generated for reporting purposes and commission tracking.
- Refund transactions that do not exist in Sabre CentralCommand. This information must be entered from scratch.
- Amend transactions.
- Correct errors that were detected by the XB60 Data load.
- Provided they have been altered, remarks will be re-mapped to the UDID tables, merchant sales, and PCARD fields only. Since most other fields that are available for data mapping can be edited in the window, these will not be re-mapped from remarks on save even if they are altered. Use the Remark inquiry/update window to re-map remark details.

The window has multiple tabs that users will be able to navigate in order to make changes to the transaction.

4.5.1. Transaction Header
The transaction tab contains the transaction header information of the transaction and summary of the transaction details.

4.5.2. Intinerary / Invoice

The Itinerary tab stores the Itinerary and the Invoice Items details of the transaction.

4.5.3. Remark

The Remark tab includes all the Remarks that were created in the transaction for both tracking and reporting purposes.

4.5.4. Address

The Address tab contains the address information of both the Travel Management Company and the traveler or their company.

4.5.5. History

The History tab contains any of the history associated with changes that are made to the transaction.

ServeVita

ST Ticket/vendor ✕

Ticket/vendor

| 1 - Transaction | 2 - Itinerary | 3 - Remark | 4 - Address | 5 - History | 6 - Action Overview | 7 - Info |

Look up

Trx # 1002 ...
HDKMLE

Information

Trx date 1/2/2017　IATA # 99904690　CustID 11018　Inv # 151788
7:36 PM　ServeVita Travel　Towne-Larson

⌃ Invoice history

#	New	Inv #	#	Last name	First name	Mod date	Source	Element	Orig val	Mod val	Orig amt	Mod amt	Mod by	
	▼					📅								Filter
1		1	1	CLARKSON	OLIVER	2/18/2020	ModTkt	touritnum		123		0.00	0.00 DELD	

⌃ Remark history

#	New	Code	Inv #	Psg #	Last name	First name	Mod date	Orig remark	Mod remark	Mod by	
	▼						📅				Filter
1		U25	0	0			2/18/2020	Y	N	DELD	
2		U93	0	0			2/18/2020		123.62	DELD	

4.6.   Financial Processing (XB50)

This process creates and activates a set of CentralCommand transactions and creates the accounting distribution, posting them to Accounts Receivable, Account Payable, and the General Ledger. The process also updates CentralCommand transaction history. This process includes a General Ledger Analysis for the transactions, including Tax and General Ledger Accounting Analysis.

Overview of financial processing

- Financial Processing selects CentralCommand transaction items and creates the accounting distributions for Accounts Receivable, Accounts Payable and General Ledger.
- Each transaction must go through General Ledger (GL) Analysis. This step completes the GL accounting string by selecting relation values from linked attributes and validating that account rules are met.
- Standard processes within Agresso automatically do this validation for you.
- Distributions are created only for transactions that have successfully passed validation for GL Analysis.
- Records not successfully validated will remain in the extract tables with a short error description on the record explaining the reason for the error.

High level view of the main functions of the Financial processing:

- Selects transactions and adjustments that are ready for processing.
- Changes held adjustments to active and posts them if they Held date is less than or equal to the posting date.
- Creates and filters CentralCommand transactions from the transfer tables.
- Performs validation, calculations, and tax calculations.
- Creates a General Ledger distribution for each transaction, based on your business rules.
- Performs General Ledger Analysis on distributions.
- Summarizes distributions, if required.
- Assigns new transaction numbers to all distributions.
- Creates distribution entries in the Batch Input table.
- Creates entries in the CentralCommand transaction history tables.
- Removes entries from the transaction tables.
- Posts the accounting transactions by initiating the GL07 Batch Input of External Transactions process.

Transactions entered in CentralCommand are treated as entries from an external system to UBW. To transfer this information to Agresso, you use the Batch Input Transactions for CentralCommand (GL07) server process.
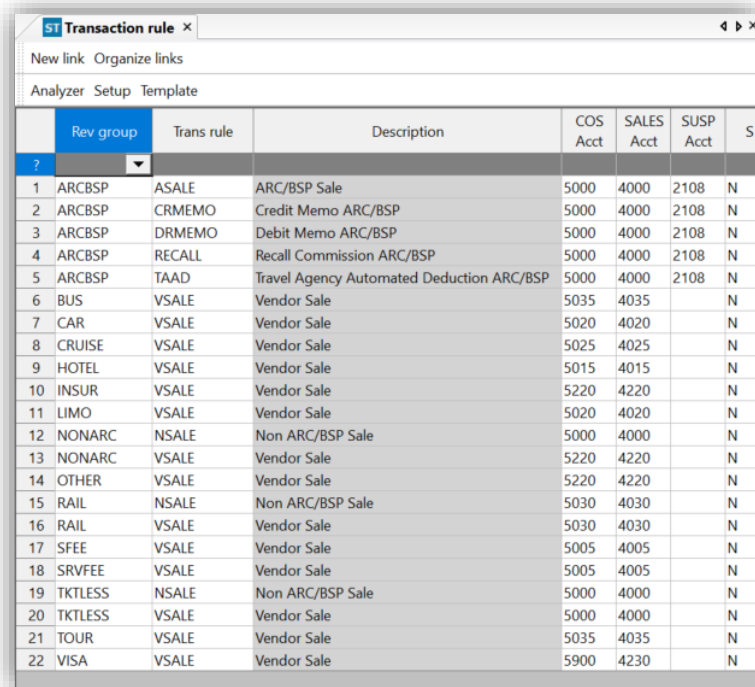
4.6.1. Financial Posting Rules

During the financial posting process the system needs to know what to post based on the Accounting Structure. So the process determines what chart of accounts are used for the posting and then what details need to be posted to the account.

As part of the process we have screen where you configure what account are used to post different transactions.

Transaction rules define the sales, cost of sales, and revenue account numbers used during the General Ledger posting process. The agency will define account values for the Sales and Cost of Sales accounting method.

4.6.2. General Ledger Posting Examples

The system will automatically create the posting entries from travel transaction based on the configuration. There is several ways that we can also modify the postings by configuring the financials modules to uses tools like:

- Batch Input Triggers
- Transaction Tiggers

Triggers give us the ability to use criteria in the posting rule to move amounts from one account to another.

For example, if you are generating and charging fees in the front office using the XD carrier code, since these are considered BSP Transaction they normally are posted to the ARCBSP – ASALE Account. But what we can do is add the carrier code to the posting rule on that account then create a trigger that moved the transaction detail associated with the XD transaction and move it to a Service Fee account.

We have provided some sample transaction posting on the next page to give you an example of how CentralCommand will post different transactions based on the type of payment, etc.

	Rev group	Trans rule	Description	COS Acct	SALES Acct	SUSP Acct	S
1	ARCBSP	ASALE	ARC/BSP Sale	5000	4000	2108	N
2	ARCBSP	CRMEMO	Credit Memo ARC/BSP	5000	4000	2108	N
3	ARCBSP	DRMEMO	Debit Memo ARC/BSP	5000	4000	2108	N
4	ARCBSP	RECALL	Recall Commission ARC/BSP	5000	4000	2108	N
5	ARCBSP	TAAD	Travel Agency Automated Deduction ARC/BSP	5000	4000	2108	N
6	BUS	VSALE	Vendor Sale	5035	4035		N
7	CAR	VSALE	Vendor Sale	5020	4020		N
8	CRUISE	VSALE	Vendor Sale	5025	4025		N
9	HOTEL	VSALE	Vendor Sale	5015	4015		N
10	INSUR	VSALE	Vendor Sale	5220	4220		N
11	LIMO	VSALE	Vendor Sale	5020	4020		N
12	NONARC	NSALE	Non ARC/BSP Sale	5000	4000		N
13	NONARC	VSALE	Vendor Sale	5220	4220		N
14	OTHER	VSALE	Vendor Sale	5220	4220		N
15	RAIL	NSALE	Non ARC/BSP Sale	5030	4030		N
16	RAIL	VSALE	Vendor Sale	5030	4030		N
17	SFEE	VSALE	Vendor Sale	5005	4005		N
18	SRVFEE	VSALE	Vendor Sale	5005	4005		N
19	TKTLESS	NSALE	Non ARC/BSP Sale	5000	4000		N
20	TKTLESS	VSALE	Vendor Sale	5000	4000		N
21	TOUR	VSALE	Vendor Sale	5035	4035		N
22	VISA	VSALE	Vendor Sale	5900	4230		N

BSP Ticket – paid by CC in the GDS – No Commission – No Service Fee:

	T	TT	TransNo	#	Trans.date	Period	Account	Account (T)	Branch	Customer	Cat3	Cat4	Agent	Cat6	Cat7	TC	Text		Amount	Curr. amount	Value
71	B	XT	70042398	0	02/12/2017	201702	5000	Air Sales - Cost of Sales	104	11014			AIR	WN	N	0	LAWRENCE,CLAIRE	A7792368916	350.96	350.96	0.00
72	B	XT	70042398	1	02/12/2017	201702	4000	Air Sales	104	11014			AIR	WN	N	0	LAWRENCE,CLAIRE	A7792368916	-350.96	-350.96	0.00
Σ1			70042398																0.00	0.00	0.00

BSP Ticket – Paid by CC in the GDS – No Commission – With a Service Fee Charged by BSP:

	T	TT	TransNo	#	Trans.date	Period	Account	Account (T)	Branch	Customer	Cat3	Cat4	Agent	Cat6	Cat7	TC	Text		Amount	Curr. amount	Value
11	B	XT	70042383	4	02/12/2017	201702	2108	ARC \ BSP Payable	104							0	ROBLES,CARLO D	A7792215143	4.30	4.30	0.00
12	B	XT	70042383	1	02/12/2017	201702	4000	Air Sales	104	11205			AIR	AS	N	0	ROBLES,CARLO D	A7799279471	-314.00	-314.00	0.00
13	B	XT	70042383	0	02/12/2017	201702	4000	Air Sales	104	11205			AIR	XD	N	0	ROBLES,CARLO D	A7792215143	-5.00	-5.00	0.00
14	B	XT	70042383	2	02/12/2017	201702	5000	Air Sales - Cost of Sales	104	11205			AIR	XD	N	0	ROBLES,CARLO D	A7792215143	0.70	0.70	0.00
15	B	XT	70042383	3	02/12/2017	201702	5000	Air Sales - Cost of Sales	104	11205			AIR	AS	N	0	ROBLES,CARLO D	A7799279471	314.00	314.00	0.00
Σ1			70042383																0.00	0.00	0.00

There is a Receivable from BSP for $4.70 ($5.00 Fee - .70 BSP Processing Charge) and a Sales and Cost of sales associated with the Service Fee.

BSP Ticket – Paid by CC in the GDS – with Commission and Service fee charged by BSP:

	T	TT	TransNo	#	Trans.date	Period	Account	Account (T)	Branch	Customer	Cat3	Cat4	Agent	Cat6	Cat7	TC	Text		Amount	Curr. amount	Value
5	B	XT	70000002	0	01/02/2017	201701	2108	ARC \ BSP Payable	104							0	EDMUNDS,WARREN	A7790064099	4.30	4.30	0.00
6	B	XT	70000002	1	01/02/2017	201701	2108	ARC \ BSP Payable	104							0	EDMUNDS,WARREN	A7795948967	32.96	32.96	0.00
7	B	XT	70000002	2	01/02/2017	201701	4000	Air Sales	104	11080			AIR		N	0	EDMUNDS,WARREN	A7790064099	-5.00	-5.00	0.00
8	B	XT	70000002	3	01/02/2017	201701	4000	Air Sales	104	11080			AIR		N	0	EDMUNDS,WARREN	A7795948967	-737.32	-737.32	0.00
9	B	XT	70000002	5	01/02/2017	201701	5000	Air Sales - Cost of Sales	104	11080			AIR		N	0	EDMUNDS,WARREN	A7795948967	704.36	704.36	0.00
10	B	XT	70000002	4	01/02/2017	201701	5000	Air Sales - Cost of Sales	104	11080			AIR		N	0	EDMUNDS,WARREN	A7790064099	0.70	0.70	0.00
Σ1			70000002																0.00	0.00	0.00

BSP Ticket – Paid by AR – with commission and Service Fee charged by BSP:

	T	TT	TransNo	#	Trans.date	Period	Account	Account (T)	Branch	Customer	Cat3	Cat4	Agent	Cat6	Cat7	TC	Text		Amount	Curr. amount	Value
1	B	XT	70010152	6	01/02/2017	201701	1200	Customer A/R	100							0	FERGUSON,OLIVER	A7795854212	301.50	301.50	0.00
2	B	XT	70010152	4	01/02/2017	201701	2108	ARC \ BSP Payable	100							0	FERGUSON,OLIVER	A7790048760	26.06	26.06	0.00
3	B	XT	70010152	5	01/02/2017	201701	2108	ARC \ BSP Payable	100							0	FERGUSON,OLIVER	A7795854212	-201.50	-201.50	0.00
4	B	XT	70010152	2	01/02/2017	201701	4000	Air Sales	100	11034			AIR	XD	N	0	FERGUSON,OLIVER	A7790048760	-27.00	-27.00	0.00
5	B	XT	70010152	3	01/02/2017	201701	4000	Air Sales	100	11034			AIR	DL	N	0	FERGUSON,OLIVER	A7795854212	-301.50	-301.50	0.00
6	B	XT	70010152	1	01/02/2017	201701	5000	Air Sales - Cost of Sales	100	11034			AIR	DL	N	0	FERGUSON,OLIVER	A7795854212	201.50	201.50	0.00
7	B	XT	70010152	0	01/02/2017	201701	5000	Air Sales - Cost of Sales	100	11034			AIR	XD	N	0	FERGUSON,OLIVER	A7790048760	0.94	0.94	0.00
Σ1			70010152																0.00	0.00	0.00

5. Financial Analysis

Now that we have outlined some sample financial postings, the biggest benefit of the UBW platform is its ability to analyze the data above using the Accounting Structure. Using the above example, you will see that we have posted transaction to accounts 4000 and 5000. Those account are being populated with the "Attributes" Branch, Customer, Activity Code (AIR) and the Carrier Code. In this case we can analyze the P&L on any one of those Attributes:

Profit and Loss by Branch

	Account	Account(T)	Branch	Branch(T)	Amount
1	4000	Air Sales	100	Operations - Internal Admin	-328.50
2	5000	Air Sales - Cost of Sales	100	Operations - Internal Admin	202.44
Σ1			100	Operations - Internal Admin	-126.06
4	4000	Air Sales	103	Operations - Groups & Meetings	-55,282.47
5	5000	Air Sales - Cost of Sales	103	Operations - Groups & Meetings	54,282.76
Σ1			103	Operations - Groups & Meetings	-999.71
7	4000	Air Sales	104	Operations - Online Tools	-7,234,993.26
8	4030	Commission Rail	104	Operations - Online Tools	-113,985.90
9	5000	Air Sales - Cost of Sales	104	Operations - Online Tools	7,035,788.20
10	5030	Commission Rail - Cost of Sales	104	Operations - Online Tools	113,985.90
11	5050	Agent Commission Errors or Reduction	104	Operations - Online Tools	20.00
Σ1			104	Operations - Online Tools	-199,185.06
13	4000	Air Sales	105	Operations - Leisure	-1,905,698.81
14	4005	Transaction Fee	105	Operations - Leisure	94.14
15	4030	Commission Rail	105	Operations - Leisure	-31,543.20
16	5000	Air Sales - Cost of Sales	105	Operations - Leisure	1,837,738.26
17	5005	Transaction Fee - Cost of Sales	105	Operations - Leisure	-94.14
18	5030	Commission Rail - Cost of Sales	105	Operations - Leisure	31,543.20
Σ1			105	Operations - Leisure	-67,960.55
20	4000	Air Sales	107	Oprerations - Marine	-1,149,785.32
21	4030	Commission Rail	107	Oprerations - Marine	-13,124.00
22	5000	Air Sales - Cost of Sales	107	Oprerations - Marine	1,075,355.53
23	5030	Commission Rail - Cost of Sales	107	Oprerations - Marine	13,124.00
Σ1			107	Oprerations - Marine	-74,429.79
25	4000	Air Sales	108	Operations - Wholesale	-1,284,809.90
26	4030	Commission Rail	108	Operations - Wholesale	-15,662.65
27	5000	Air Sales - Cost of Sales	108	Operations - Wholesale	1,202,667.23
28	5030	Commission Rail - Cost of Sales	108	Operations - Wholesale	15,662.65
Σ1			108	Operations - Wholesale	-82,142.67
30	4000	Air Sales	201	Client - Onsite	-1,082,176.25
31	4030	Commission Rail	201	Client - Onsite	-56,624.00
32	5000	Air Sales - Cost of Sales	201	Client - Onsite	1,019,062.13
33	5030	Commission Rail - Cost of Sales	201	Client - Onsite	56,624.00
Σ1			201	Client - Onsite	-63,114.12
35	4000	Air Sales	202	Client - Dedicated Onsite	-418,162.96
36	4030	Commission Rail	202	Client - Dedicated Onsite	-22,152.00
37	5000	Air Sales - Cost of Sales	202	Client - Dedicated Onsite	395,905.98
38	5030	Commission Rail - Cost of Sales	202	Client - Dedicated Onsite	22,152.00
Σ1			202	Client - Dedicated Onsite	-22,256.98
40	6100	Computers, Software & Maintenance	700	Technology and Development	782.27
Σ1			700	Technology and Development	782.27
Σ					-509,432.67

Profit and Loss by Customer

	Account	Account(T)	Customer	Customer(T)	Amount
3	4000	Air Sales	11001	Yost-Marvin	-110,456.32
4	5000	Air Sales - Cost of Sales	11001	Yost-Marvin	101,554.51
Σ1			11001	Yost-Marvin	-8,901.81
6	4000	Air Sales	11002	Franecki-Considine	-5,777.76
7	5000	Air Sales - Cost of Sales	11002	Franecki-Considine	5,646.99
Σ1			11002	Franecki-Considine	-130.77
9	4000	Air Sales	11003	Little PLC	-788.60
10	5000	Air Sales - Cost of Sales	11003	Little PLC	788.60
Σ1			11003	Little PLC	0.00
12	4000	Air Sales	11004	Paucek-Keeling	-176.99
13	5000	Air Sales - Cost of Sales	11004	Paucek-Keeling	143.21
Σ1			11004	Paucek-Keeling	-33.78
15	4000	Air Sales	11005	Powlowski and Sons	-260.41
16	5000	Air Sales - Cost of Sales	11005	Powlowski and Sons	260.41
Σ1			11005	Powlowski and Sons	0.00
18	4000	Air Sales	11007	Wintheiser, Rath and Shanahan	-5.00
19	5000	Air Sales - Cost of Sales	11007	Wintheiser, Rath and Shanahan	0.70
Σ1			11007	Wintheiser, Rath and Shanahan	-4.30
21	4000	Air Sales	11009	Marvin, Rowe and Altenwerth	-231,162.72
22	4030	Commission Rail	11009	Marvin, Rowe and Altenwerth	-3,482.00
23	5000	Air Sales - Cost of Sales	11009	Marvin, Rowe and Altenwerth	224,152.53
24	5030	Commission Rail - Cost of Sales	11009	Marvin, Rowe and Altenwerth	3,482.00
Σ1			11009	Marvin, Rowe and Altenwerth	-7,010.19
26	4000	Air Sales	11010	Morissette Inc	-2,962.04
27	5000	Air Sales - Cost of Sales	11010	Morissette Inc	2,869.34
Σ1			11010	Morissette Inc	-92.70
29	4000	Air Sales	11011	Cronin-Haag	-35,073.61
30	4030	Commission Rail	11011	Cronin-Haag	-60.00
31	5000	Air Sales - Cost of Sales	11011	Cronin-Haag	34,330.23
32	5030	Commission Rail - Cost of Sales	11011	Cronin-Haag	60.00
Σ1			11011	Cronin-Haag	-743.38
34	4000	Air Sales	11013	Ortiz, Hammes and Huel	-15,759.93
35	5000	Air Sales - Cost of Sales	11013	Ortiz, Hammes and Huel	15,633.23
Σ1			11013	Ortiz, Hammes and Huel	-126.70
37	4000	Air Sales	11014	Reichert-Sporer	-47,904.88
38	4030	Commission Rail	11014	Reichert-Sporer	-346.00
39	5000	Air Sales - Cost of Sales	11014	Reichert-Sporer	46,712.46
40	5030	Commission Rail - Cost of Sales	11014	Reichert-Sporer	346.00
Σ1			11014	Reichert-Sporer	-1,192.42
42	4000	Air Sales	11018	Towne-Larson	-877,766.19
43	4030	Commission Rail	11018	Towne-Larson	-14,799.00
44	5000	Air Sales - Cost of Sales	11018	Towne-Larson	871,665.79
45	5030	Commission Rail - Cost of Sales	11018	Towne-Larson	14,799.00
Σ1			11018	Towne-Larson	-6,100.40

Profit and Loss by Carrier

	Account	Account(T)	Cat6	Cat6(T)	Amount
10	4000	Air Sales	2V	AMTRAK	-195.00
11	4030	Commission Rail	2V	AMTRAK	-213,634.55
12	5000	Air Sales - Cost of Sales	2V	AMTRAK	195.00
13	5030	Commission Rail - Cost of Sales	2V	AMTRAK	213,634.55
Σ1			2V	AMTRAK	0.00
15	4000	Air Sales	3M	GULFSTREAM INTERNATIONAL	-1,051.35
16	5000	Air Sales - Cost of Sales	3M	GULFSTREAM INTERNATIONAL	1,051.35
Σ1			3M	GULFSTREAM INTERNATIONAL	0.00
18	4000	Air Sales	4B	OLSON AIR SERVICE INC.	-177.42
19	5000	Air Sales - Cost of Sales	4B	OLSON AIR SERVICE INC.	177.42
Σ1			4B	OLSON AIR SERVICE INC.	0.00
21	4000	Air Sales	4O	ABC Aerolineas S.A. de C.V.	-1,031.24
22	5000	Air Sales - Cost of Sales	4O	ABC Aerolineas S.A. de C.V.	1,031.24
Σ1			4O	ABC Aerolineas S.A. de C.V.	0.00
24	4000	Air Sales	7H	ERA AVIATION	-113.00
25	5000	Air Sales - Cost of Sales	7H	ERA AVIATION	113.00
Σ1			7H	ERA AVIATION	0.00
27	4000	Air Sales	9B	ACCESS RAIL INC	-119.20
28	5000	Air Sales - Cost of Sales	9B	ACCESS RAIL INC	119.20
Σ1			9B	ACCESS RAIL INC	0.00
30	4000	Air Sales	9F	EUROSTAR - BSP	-1,429.00
31	5000	Air Sales - Cost of Sales	9F	EUROSTAR - BSP	1,403.96
Σ1			9F	EUROSTAR - BSP	-25.04
33	4000	Air Sales	9W	JET AIRWAYS	-4,638.00
34	5000	Air Sales - Cost of Sales	9W	JET AIRWAYS	4,609.44
Σ1			9W	JET AIRWAYS	-28.56
36	4000	Air Sales	AA	AMERICAN AIRLINES INC.	-2,703,689.36
37	5000	Air Sales - Cost of Sales	AA	AMERICAN AIRLINES INC.	2,668,013.98
Σ1			AA	AMERICAN AIRLINES INC.	-35,675.38
39	4000	Air Sales	AC	AIR CANADA	-159,505.49
40	5000	Air Sales - Cost of Sales	AC	AIR CANADA	155,786.85
Σ1			AC	AIR CANADA	-3,718.64
42	4000	Air Sales	AD	Azul Linhas Aereas Brasileiras	-522.33
43	5000	Air Sales - Cost of Sales	AD	Azul Linhas Aereas Brasileiras	522.33
Σ1			AD	Azul Linhas Aereas Brasileiras	0.00
45	4000	Air Sales	AF	AIR FRANCE	-42,960.71
46	5000	Air Sales - Cost of Sales	AF	AIR FRANCE	42,192.75
Σ1			AF	AIR FRANCE	-767.96

6. Financial Modules

UBW has several Financial Modules that are part of the application. The CentralCommand application has a subset of the modules as part of the initial solution. The modules that are included with CentralCommand are:

- General Ledger
- Accounts Receivable
- Account Payable
- Incoming Invoice Register
- Bank Reconciliation
- Batch Input
- Activity Based Triggers

Additional Modules available for additional license cost are:

- Cash Accounting
- Fixed Assets
- Consolidation
- Contract Accounting
- Loan Management

While these modules are available the majority of the Travel Management companies have not had a use for these additional modules.

In this section we will focus on the core CentralCommand modules that you will get with the outlined solution. If you have interest in any of the additional Financial Modules these can be discussed further during the discovery or due diligence phase of the sales process.

6.1. General Ledger

The General Ledger module provides features for bookkeeping and periodic accounting tasks. Transactions of nearly all types (for example Accounts Payable, Accounts Receivable and Payroll) are recorded in the General Ledger. Many transactions are generated by ERP and recorded automatically. Others are entered manually, usually in VP10 windows, a window that assumes the name of the posting cycle used.

GL Transaction Processing

You can handle General Ledger transactions on ERP Desktop and ERP Web with or without the use of a workflow process. This is how you would handle GL transactions without using workflow features:

- Someone enters a GL transaction in Registration of GL transactions.
- An accountant posts this transaction on the page Posting GL transactions on ERP Web or in the posting window General Ledger transactions on ERP Desktop.

OR

An accountant posts transaction directly (no registration first). This is how you would handle GL transactions using a workflow process for approval.

Note that you may use Workflow enquiry -GL transactions on UBW Web or UBW Desktop to enquire about GL transactions on workflow.

- Someone enters a GL transaction in Registration of GL transactions.
- The workflow system picks up this item and sends it to approval in GL transaction approval and possibly other workflow steps modelled into the process.
- When the workflow process is finished, an accountant posts the item in the posting window General Ledger transactions on ERP Desktop, using the command Workflow transactions on the Tools menu to locate it, or on Posting GL transactions on ERP Web.

Alternatively, transaction can be posted using a feature integrated into Excel call the "Excelerator Postback". We normally create templates that can be used over and over to post large transactions automatically. We can also extract data from the system – manipulate it in the case of allocation and repost the data to different allocation accounts.

Recurring journals and accruals

You may post an expense in the VP10 window and distribute it over future accounting periods. This is done using recurring journals. Similarly, you may distribute an income over periods using accruals.

Reversals

Whereas incorrect transactions may be re-posted, invalid transactions may be reversed. The latter are not removed from the General Ledger, but rather cancelled with their amounts reversed so that they have no fiscal influence on the bottom line.

Automatic posting (triggers)

Transactions can be generated automatically using triggers. Triggers reallocate transaction information to other accounts. Triggers can be used to:

- Create new transactions based on a posted transaction.
- Apportion overheads and income.
- Create inter-company transactions between different companies.
- Convert data.

Objects

Objects are available in ERP Web, in the Reports section of the Accounting module. They enable you to view reporting information. You can filter and customize the objects to include or exclude various information in your enquiry. The following objects are available for General Ledger:

- Trigger transactions - use this object to enquire about automatic trigger-generated transactions recorded in the trigger record.
- Parked transactions - use this object to track down transactions before a period is closed for posting.

- General Ledger transactions - use this object to enquire about unauthorized transactions, General Ledger transactions and historic (over previous financial years) General Ledger transactions.
- Reversal transactions - use this object to enquire about reversed transactions.
- Tax transactions - use this object to enquire against the registers for tax transactions.
- Tax codes - using this object you can enquire about the tax codes used for automatic posting of tax.
- Accounts - use this object to enquire about chart of accounts information.
- Reconciled transactions - use this object to enquire about open transactions per reconciliation account. You can also enquire about reconciled or unreconciled items.

6.2.   Accounts Payable

Accounts payable, fully integrated with General ledger, is designed to handle supplier invoices and their subsequent payment. The module offers tools for tracking invoices from receipt (and before that if you are also using the Purchasing module in Logistics), and then following its progress through the entire payment cycle.

Supplier groups and suppliers

Before you can register individual suppliers in this module, you must establish supplier groups, into which suppliers are added. Each supplier group is set up so that the suppliers within the group are treated according to common rules (for example supplier debt accounts, prepayment accounts, currency, payment and discount terms). These rules may be overridden at the supplier level if desired, but generally they provide a template for standard treatment of suppliers and simplify entry of new information.

All supplier information can be shared between different companies using UBW.

Registering and posting invoices

Supplier invoices can be registered in three different ways:

- With the help of the Registration of supplier invoices window supplier invoices can be input and saved without posting to the General ledger. Registered invoices may later be authorized and posted so that payments can be made.

- Alternatively, supplier invoices may be authorized and posted directly, without having been registered previously. Posted invoices can be amended before payments are made.
- If Purchasing is installed, supplier invoices may be posted from that module directly into Accounts payable and General Ledger.

Registered invoices can be followed up using reports and enquiry windows. When a registered invoice has been authorized it can be posted to the General ledger and Accounts payable (it gets a new transaction number if different series have been defined for each function).

Maintain open items

Invoices that have not been fully matched to payments, credit notes, and advance payments can be maintained in a separate window.

Reversals

Invalid transactions may be reversed, using a proposal, maintenance and confirmation process.

Payments and remittance

Payments are set up using a remittance proposal. In this proposal, invoices are automatically selected for payment according to user-defined criteria. The proposal may then be amended allowing new invoices to be included or invoices to be removed, and allowing the payment amounts to be adjusted.

Once the proposal has been confirmed, the selected invoices can be paid in any of the following ways:

- Cheque (cheques can be printed automatically by UBW).
- Written transfer (a letter detailing the amounts and accounts may be printed automatically).
- Electronic payment (BACS via a bank that supports this payment method).
- Manually (the payment can be posted, and the supplier can be paid manually).

When an automatic payment method is used, the original invoice is matched automatically, and discounts and currency exchange gains and losses are calculated and posted. Payments may be matched manually against outstanding invoices.

Inquiries and reports

You can make inquiries against all supplier information, including registered, outstanding and paid invoices. An enquiry can give you this type of information:

- All available information on the original invoice.
- Matching transactions.
- The General ledger transactions associated with an invoice.
- The invoices purchase order (from Purchasing).
- Supplier payment statistics.

Objects

Objects are available in UBW Web, in the Reports section of the Accounting module. They enable you to view reporting information. You can filter and customize the objects to include or exclude various information in your enquiry. The following objects are available for Accounts payable:

- Open customer and supplier transactions - using this object, you can enquire about outstanding and paid invoices for all, or range of customers/suppliers. Both the invoice and payment transactions can be displayed.
- Parked transactions - use this object to track down transactions before a period is closed for posting.
- Reversal transactions - use this object to enquire about reversed transactions.
- Payment methods - use this object to view payment method details for different companies.
- Supplier payment recipients - use this object to enquire about payment recipients.
- Supplier groups - using this object you can enquire about supplier groups. Each supplier is connected to a supplier group. All suppliers in the same supplier group will share the same control account and prepayment account.
- Supplier output filters - using this object, you can view whether the supplier has the relevant report output as XML.
- Supplier - use this object to enquire about supplier information.

- Supplier transactions - using this object you can make display information on registered, outstanding and paid invoices.
- Cheque registers - use this object to enquire about the cheques.
- Import customers or suppliers - use this object to enquire about imported customers and suppliers. Property groups like customer/supplier, contact information, invoice, payment or relation can be added as reporting criteria.

6.3. Accounts Receivable

Accounts receivable is used to record, monitor and pay invoices that have been raised and sent from elsewhere in UBW (sales orders, project invoices, free-text invoices) or from external systems. Details are posted automatically from other UBW modules and require no further intervention. Invoices from external systems may be registered manually or imported.

Customer groups and customers

Before you register individual customers in this module, you must establish customer groups into which customers are added. Each customer group is set up so that the customers within the group are treated according to common rules (for example payment methods, General Ledger accounts, reminders and interest handling for late payment and invoice currency).These rules may be overridden at the customer level if desired, but generally provide a template for standard treatment and simplify registration of new information. All customer information can be shared between different companies using UBW.

Registering and posting invoices

UBW uses a standard window for the input of customer invoices. Invoice scan be input manually using this window or transferred automatically from an external system (for example from Sales Orders). You also have the option of entering free-text invoices.

Payment follow-up

You can enquire about and make amendments to unpaid customer invoices. For invoices that have not been paid within the due data, the reminder process allows you go generate reminder proposals, check the results and make amendments before confirming the proposal.

Debt collection

You may run a routine, subject to selection criteria, to pass a file of outstanding debts to a collection agency. The agency collects the payment on your behalf and returns a file containing the payment. Alternatively, they may send a notification that they have been unable to collect the item. This automatically updates the status of the item and makes it ready for write-off.

Automatic write-off

You may run automatic write-off of bad debts with a loss proposal, customer credit diary, electronic interface with debt collection and credit information agencies, direct debit and notes portfolio.

Payments and Reversals

Payments from customers can be easily matched to an invoice and posted through an invoice matching window. Payments can also be matched automatically, and unpaid invoices can be moved between customers or from customers to suppliers. Credit notes and advance payments are also easy to process. For countries where electronic payment systems are available, payments can be matched and processed automatically. Taxes and discounts are calculated and posted automatically. A separate remittance routine can be used to reimburse customers with credit notes or overpaid invoices. Invalid transactions may be reversed, using a proposal, maintenance and confirmation process.

Inquiries

You can make inquiries against all customer information, including both outstanding and paid invoices. An inquiry can give you this type of information:

- All available information on the original invoice.
- Paid and unpaid invoices.
- The General Ledger transactions associated with an invoice.
- The invoice sales order (from Sales Orders).
- Customer payment statistics.

Objects

Objects are available in UBW Web, in the Reports section of the Accounting module. They enable you to view reporting information. You can filter and customize the objects to include or exclude various information in your enquiry. The following objects are available for Accounts receivable:

- Open customer and supplier transactions - using this object, you can enquire about outstanding and paid invoices for all, or a range of customers/suppliers. Both the invoice and payment transactions can be displayed.
- Parked transactions - use this object to track down transactions before a period is closed for posting.
- Reversal transactions - use this object to enquire about reversed transactions.
- Credit terms - this object is used to enquire about terms of payment. These payment terms are held as defaults against suppliers or customers and are used during transaction posting for the automatic calculation of due date, early settlement discount date and amount.
- Interest/Reminder rules - this object is used to enquire about the rules for the calculation of interest charges, for reminder letters for late payment and for payment plans. The rules are used in the Customer and Customer groups windows. You can have interest/reminder rules on the invoice level if you are using the Batch input transactions server process from external system.

- Payment plan templates - using this object you can report on payment plan templates and their unique IDs. These are used in Payment plan to invoice customers according to a specific instalment frequency. Payment plans include information about invoice amounts and due dates.
- Payment methods - use this object to view payment method details for different companies.
- Customer groups - use this object to enquire about customer groups. Each customer is connected to a customer group and customers in the same customer group share the same accounts. The group may also be used to define common treatment rules concerning currency, payment terms, tax system, interest billing, reminders and payment plans. A customer group may contain a single customer or many customers.
- Customer payment recipients - using this object, you can enquire about payment recipients. Payment recipients are used if the customer pays via a third party and not directly to the supplier.
- Customer output filters - using this object, you can view whether the customer has the relevant report output as XML.
- Customer - this object is used to enquire about customer information included in the customer master file. The file contains practical information on individual customers and can be shared by several companies.

- Customer transactions - using this object, you can enquire about outstanding and paid invoices for all, or a range of customers. Both the invoice and payment transactions can be displayed. Unlike the Open customer and supplier transactions object, only customer invoices can be viewed using this object.
- Payment plans - use this object to view payment plans for all customers. It contains information about invoice amounts and due dates.
- Note portfolio - use this object to enquire about note items.
- Import customers or suppliers - use this object to enquire about imported customers and suppliers. Property groups like customer/supplier, contact information, invoice, payment or relation can be added as reporting criteria.

Interest debiting

Invoices that are paid after their due dates can be charged with interest. An interest note proposal is run according to user-defined rules. Before the interest is posted to the General Ledger and interest invoices are printed, you can check and amend the interest note proposal. You may use several different methods to charge interest on late payments. Interest is posted automatically to General Ledger and Accounts receivable.

6.4. Bank Reconciliation

Bank Reconciliation contains routines for both manual and automatic bank reconciliation in the General Ledger against bank statements. These are the most important features:

- You can reconcile at any time.
- Reconciliations have full audit trail, which comprises the following:
  - You can enquire about previous reconciliations and you may reprint the reports at any time.
  - The full history of the items that have been matched, including the time and by which resource, and why items have not been matched at what time and by which resource.
  - Ability to correct historic items.
  - Stronger validation and tracking of balances.
  - Historical statistics on balances, differences, trends, etc.
- All reconciliation reports show summary and details of balances and matches.
- Bank statement processes handle scenarios with multi-company, multi-bank, multi-statement and multi-currency.
- You can use match codes in automatic matching to define match rules. Automatic matching includes date tolerance, sub-strings and matching by transaction types. You can also define match code sequences to use different combinations of priority order.
- In manual matching you can make notes about no-matched items for audit purposes.

Process overview

- Enter bank statements either automatically with CB05 Import bank statement or manually with Manual bank statement window. Cashbook transactions are transferred automatically from the General Ledger by the TPS.
- Define or verify that you have set up matching rules in the window Match codes.
- Match transaction automatically with CB09 Automatic matching or manually in the window Manual matching.
- Choose an end date if you start a new reconciliation for a bank.
- Run CB10Confirm reconciliation.
- Optionally, recreate historical reconciliation reports with CB12 Reprint reconciliation.

These windows and server processes are described in detail below.

- Auto-find - This function finds the rows for which you need to complete the match if there are unmatched items in the Manual matching window.
- Autoposting - This is the process of automatically recognizing bank originated transactions on the statement and posting them to a ledger, for example interest payments.
- Balance tracking - The system tracks the bank balance and identifies this at any time. This is used to:

Check that uploaded bank statements are consistent. Provide meaningful reports to compare and reconcile the bank statements with the cashbook.

- Match codes - If you want the system to automatically find related cashbook transactions and bank statement transaction, you can define match codes stating how the search should be performed.
- Match sequence - In a match sequence you define the order in which the match code searches should be carried out.
- Not matchable items versus unmatched items - Not matchable items are items which were not matched in a reconciliation. Unmatched items were matched in a previous reconciliation but have later been unmatched.

Some of the windows described in this manual are available for both UBW Web and UBW Desktop. Please note that the layout and appearance of the windows may be slightly different on the two platforms.

Objects

Objects are available in UBW Web, in the Reports section of the Accounting module. They enable you to view reporting information. You can filter and customize the objects to include or exclude various information in your enquiry. The following objects are available for Bank reconciliation:

- Match bank reconciliation items - use this object to enquire about a chosen bank and to see a summary of all matched items.
- Cashbook transactions - use this object to enquire about the open and/or historical cashbook transactions.
- Bank statements - use this object to enquire about bank statement files.

7. Automated Billing (Bulk)

The ServeVita Automated solution using UBW Project Costing and Billing module allows Travel Management Companies to bill customers for services fare beyond just standard fees. The solution can bill customers for everything from recurring Management Fees, Hourly costs of the technology team to develop OBT solutions, website, profile loading on behalf of a customer. We can also automate the capture of recoverable billable expenses or agent salaries.

The following flow provides an overview of each step of the billing process and what can be possibly billed during the process:

Before we explain each part of process please remember that the biggest driver is the ticketing process from the GDS or other 3rd party tool that is interfaced into CentralCommand. In most cases that is where it starts. Secondly, this is solution is geared to customers that are usually billed on a periodic basis such as weekly, monthly etc. and not on a transactional basis.

Big benefits of this solution include the ability to invoice faster after month end, more accurate billing and no missed items. Which equates to more revenue on a timely basis.

Groups and Meetings

A second use of this solution is to manage your Group and Meeting activities. This allows us to generate invoices for customer deposits and track Work in Progress. We can then issue a final invoice and automate the posting from WIP to Expenses. The Project Module also allows to manage the budget of each Project to ensure that the it is profitable at every step of the way.

7.1. Process Explanation

We will walk through all the steps associated to the Automated Billing solution. The solution utilizes existing functionality that we have explained and is standard with the CentralCommand solution. So you should be familiar with some of the functionality.

7.1.1. Service Fees Accruals
As we discussed above under the Service Fees section, we will generate fees using the accrual method. These fees will accumulate in a GL Accrual account with are then processed by the system and eventually feed into the Invoice Base later in the process.

7.1.2. Service Fee Results
We can use Service Fee Results window to ensure that all fees have been processed correctly in the travel module and posted to the General Ledger.

7.1.3. Posting of Service Fees \ AR Tickets
As part of the automation the fees and in some cases if your arrangement with your customer requires you to bill other travel services – such as Air ticket, rail tickets, auxiliary items, these can all be feed through the financial processing process and posted to the invoice base.

7.1.4. General Ledger Accounts
As part of the configuration we will set specific cost account that will be used to capture the costs and then pass those cost to the billing system to billed back to the customer, this will also include the accrued revenue accounts with the services that we generated.

We will also include ant expense accounts that may have a direct cost to a specific project or customer for billing purposes. For example, we can take the office costs that are allocate to customer or direct agent cost and post them to the invoice base to bill the customer.

7.1.5. Transaction Processing Server
The Transaction Processing Server (TPS) is what posts transaction that have been sent either through the GL, AP, AR windows or through the Batch Input process the General Ledger and applicable subledgers. This process also validates the data once more to ensure that it complete and transactions balance.

7.1.6. Expenses Balance Table
Once the TPS runs the Expenses Balance Table will be updated with all the billable transactions, service fees, expenses etc. This is a holding table until they are processed by the Processing of Time and Expense server process which will then put the billable transactions in the invoice base.

7.1.7. Process of Time and Expenses
This is a Server Process that determines if an item is billable or not based on the Invoice Rule on the Project Master file. It also determines if there is any markup to be applied to the billable item. If you are recording time against projects and they are also billable this process will determine the billable rate and insert the billable time into the invoice base.

7.1.8. Invoice Base

Once the above processes have been complete; (please note that in most cases the above can be completely automated or we can create check and balances in place to ensure that everything is accurate.) we will now have all the billable items accumulated in the invoice base. At this point the billing team could review all the billable items, they will be able to sort or filter the items however they want. The billing team can park or Close items to keep them from being processed during the invoice steps. They will have the ability to check any billing rates and mark-ups that should have been applied. Once they are satisfied that the invoice looks correct the Invoice Proposal can be generated.

7.1.9. Create Invoice Proposal

One of the main benefits of UBW is the workflow automation, the invoice generation process is a perfect fit for the use of the Workflow Engine. Each step of the invoice process can be automated.

The first step to generating an invoice is the invoice proposal. The proposal can be used to be sent to account managers who will then review the billing items before billing the customer. The approver can then accept, modify or reject the invoice proposal. Once they have completed the required action the invoice will be routed to the next step based on the workflow.

7.1.10.   Generate Invoices

Once the invoice has had it final approval the invoice is generated. What we have found is in most instances is it not just about the invoice but all the supporting documentation that people will receive. For example, usually with a invoice in our solution you in need to provide back up reports. We have been able to provide these reports all in one server process so that users do not have to manually pull these together – in most cases from multiple systems.

Our invoice is usually supported by the following sub reports:

- Invoice
- AIR Transactions related to any Fees generated.
- Travel Invoice Item Details
- Billable Expense Details
- Timesheet Details

We can also add more if required.

Lastly through the tools that are available in the system we can also:

- Automate the distribution of the invoice to the client
- Create a Data Archive of the Invoice on the transaction, in the Project Masterfile or even on the Customer Masterfile

7.1.11. Posting of Invoices

The last step of the billing automation is the posting of the invoice to the GL and AR. Again, this step is usually automated.

The key is that the system is going to post to the correct accounts every time so you will have consistent journal entries each month. This will ensure that all your budgeting and financial statements are clean and include the details you need to analyze your data.

7.2. Groups and Meetings

The Groups and Meetings process follows the above steps as a bulk billing process. The only difference will be the type of transactions that are generated and feed into the billing system.

For example, most events take months to plan out so depending on your revenue recognition process we will record invoices to customers as customer deposits on the balance sheet then track costs to Work in Progress (WIP) accounts balance sheet also.

Transaction posted to the WIP accounts are feed to the billing system. At the end of the event the final invoice can be generated with all the billing details.

It is at that point that we can move the WIP Transactions from the WIP accounts to the expense accounts using a postback.
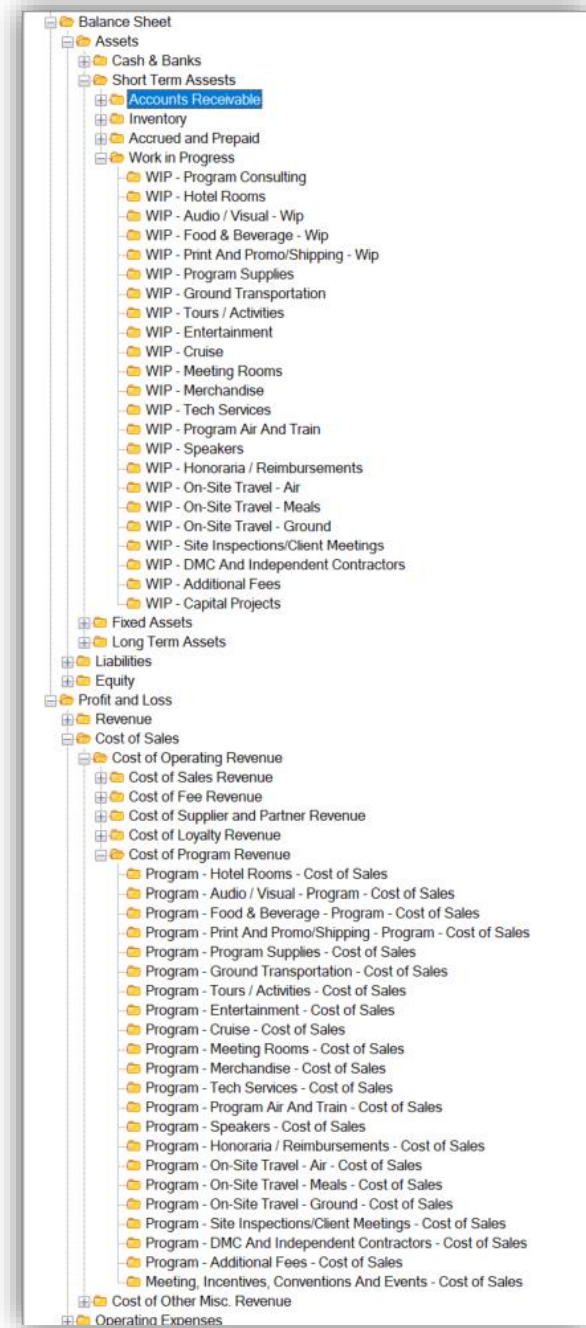
8. ServeVita Steps of Service

While each implementation is unique as it relates to the client and their business, ServeVita has a standard approach to helping our clients walk through the implementation process. ServeVita's "Steps of Service" allows us to build a relationship with your agency as we implement the solution. Whether it's listening to your needs in seeking out a new solution or leveraging our expertise to avoid costly delays and issues in the implementation, our steps create a seamless project. Following go-live, our goal is to have users feel confident that they can use the software without costly support hours, but still know they can count on us for further customizations and upgrades down the road.
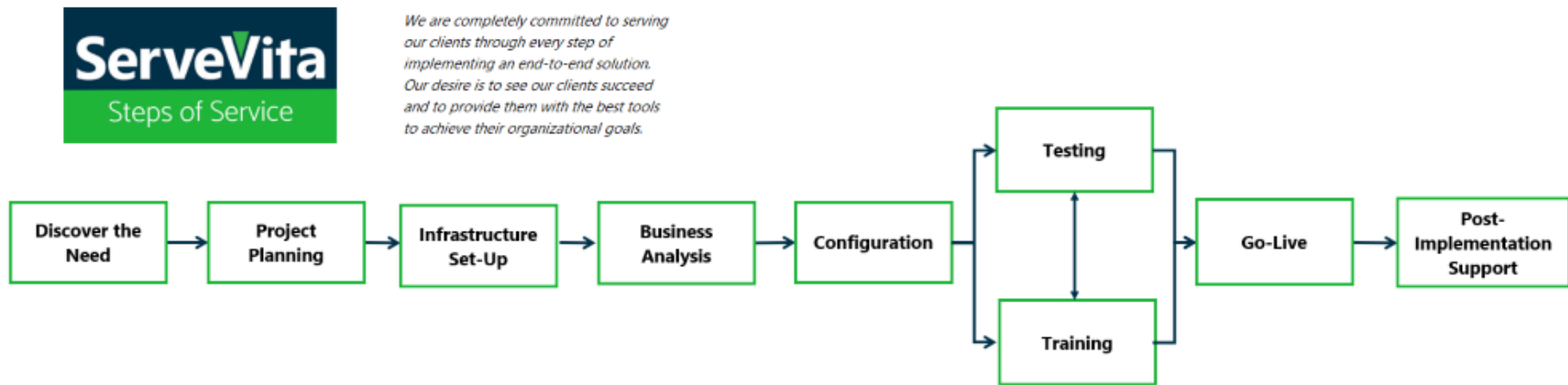
8.1. Discover the Need

ServeVita is committed to listening to our clients. We ask the questions that help both parties identify the root problems that are blocking our clients from achieving their business objectives. In this phase, ServeVita gains insight into what makes Your agency's business unique.

8.2. Project Planning

ServeVita takes the information learned about the client and begins to plan the proposed solution. Our project plans are agile and customized to work with the organization we are working on the implementation with. ServeVita gathers stakeholders in the project for a project kick off meeting to walk through ServeVita's methodology and officially start the project.

8.3. Infrastructure Set-up

ServeVita works with the IT team at Your agency to ensure the correct hardware and software is in place. We then install Unit4 in your environment.

8.4. Business Analysis

With a project plan in mind, ServeVita embarks on the business analysis, which is a continuation of the conversation that happened under the "Discovering the Need" phase. ServeVita still works during this phase to ask the right questions and understand the unique processes of our client. ServeVita hosts fun, engaging workshops to collaborate with the client's teams to collect all the requirements for the solution. The result is clear and concise documentation of the current business processes and what advantages the solution should provide. Also during this phase, Your agency will begin data collection required to make their company a reality in the solution.

8.5. Configuration

Under configuration, ServeVita consultants develop a custom solution that is uniquely our client's. We are not afraid to build outside the box or be creative in configuring or developing specialized components to directly solve problems. Configuration is where ServeVita proves that our clients are purchasing more than software.

8.6. Training

Our goal is to create independent superusers (identified by the company during the earlier phases) and to get end users repeated exposure to the solution. ServeVita wants to establish comfort and confidence of users on the capability of the application so that the full potential of the solution is realized following go-live. ServeVita approaches training as an on-going activity. Even outside of dedicated "training" activities, we want to create a partnership with our clients that contributes to a knowledge sharing environment.

8.7. Testing

In the Testing phase of the implementation, clients can be at peace that ServeVita will engage Your agency users to execute a comprehensive testing plan and make agile solution tweaks to ensure a completed, proven solution.

8.8. Go Live

Welcome to your victory lap. Given the extensive work put into the solution and the thorough testing already completed, there are no surprises here.

8.9. Post Implementation Services

Post-Implementation we want to make sure that your solution continues to change with Your agency. We assist through any services that are needed. We can develop and design new reports and features and be there when it is time to upgrade to the next milestone (we recommend upgrading every other milestone release)!