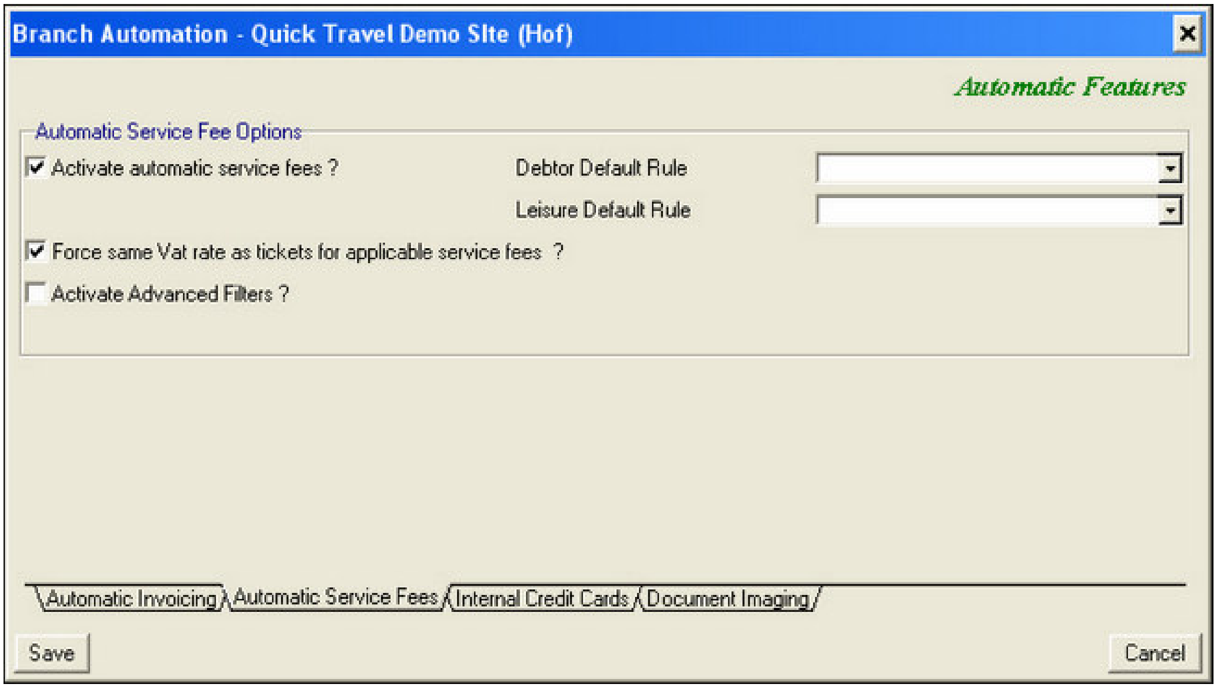
Automatic Service Fees



Introduction.

Automatic service fees have been added to QuickTrav and operate as follows:

- Each client account can optionally be linked to an “automatic service fee rule set”.
- Each “automatic service fee rule set” has a table of related detailed service fee rules. These rules determine how service fees should be applied.
- When a manual or automatic invoice is captured and saved, the applicable service fee rule set’s rules are applied and service fee lines are automatically added to the service fee section of the invoice according to the rules.
- Each line on the invoice is examined and if the line matches any rule the relevant service fee is added.
- The rules table is very flexible and allows you to simply setup one automatic service fee rule set and apply it to many /all clients or to give individual clients there own unique rule sets.

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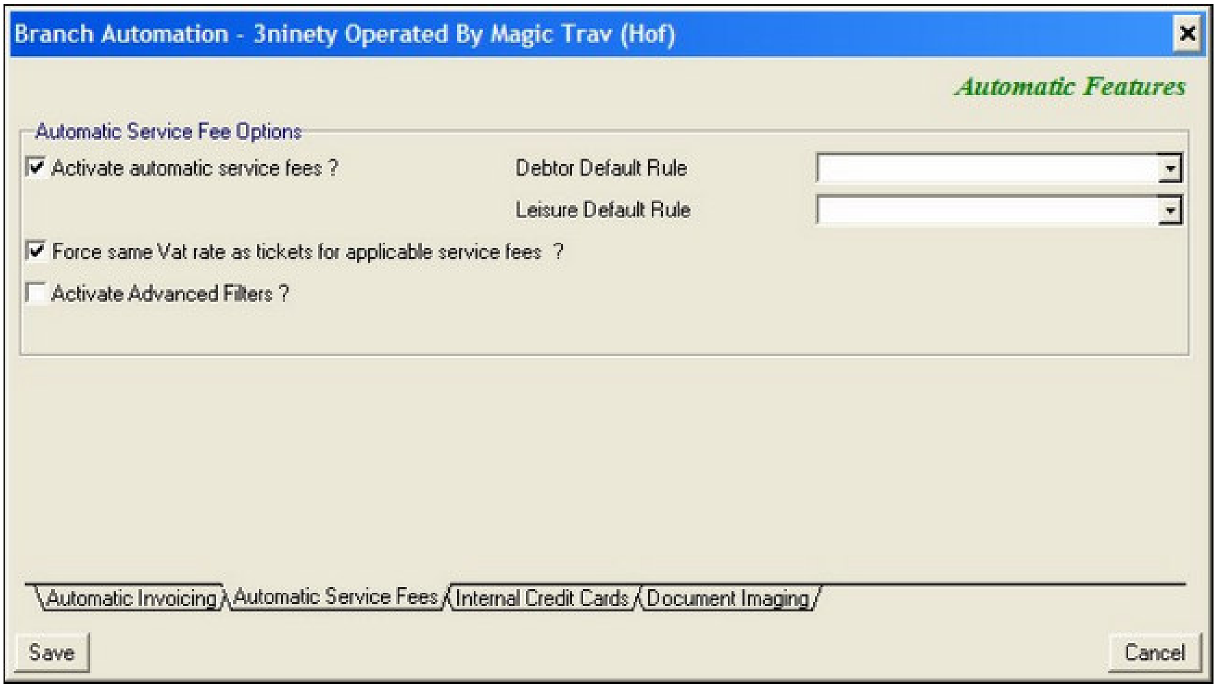
Automatic Service Fees - Setup

Invoice module setup.

The following setup instructions use a few examples items to demonstrate how to setup your automatic service fees.

Turn on the automatic service fee facility.

- Select Setup, Company, Branches, click on Advanced, and select the Automation option.
- Move to the Automatic Service Fees tab:



- Tick the "Activate automatic service fees ?" to activate.
- Tick the "Force same Vat rate as tickets for applicable service fees ?" if the system should refer to the airtickets in order to charge the same Vat rate.
- Note that he "Activate Advanced Filters ?" should only be activated by advanced users, with the cooperation of the programmer of this application.
- Once activated the system will prompt for a default debtors and leisure rule set. Note that the default Rule sets are optional.
- Click on Save to save and apply all settings.

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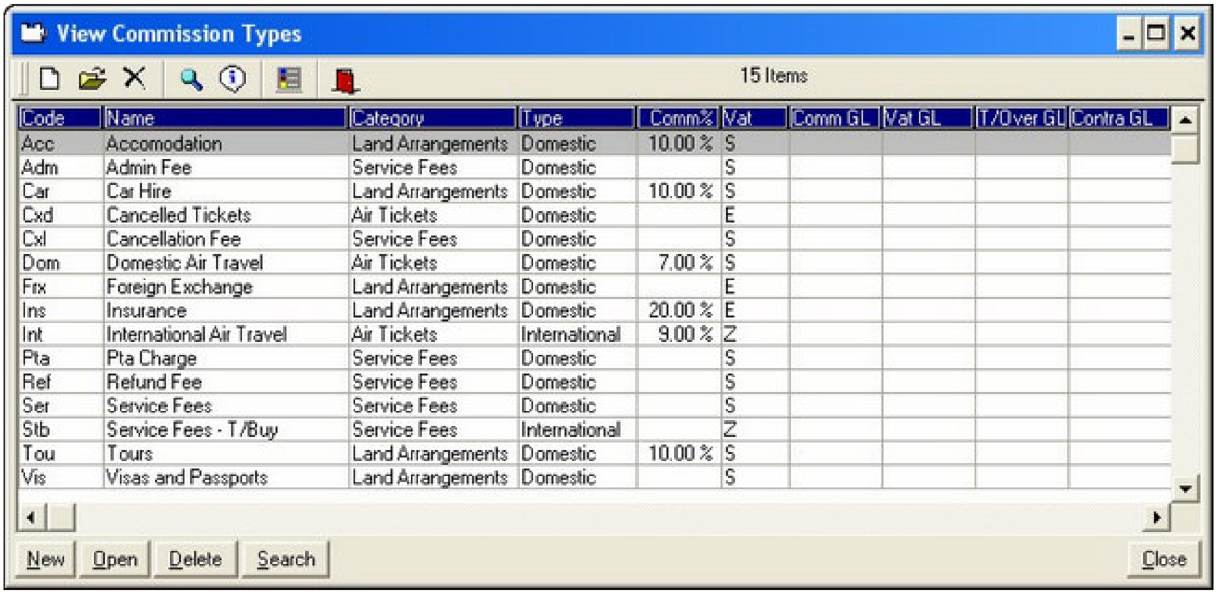
Creating Additional service fee types

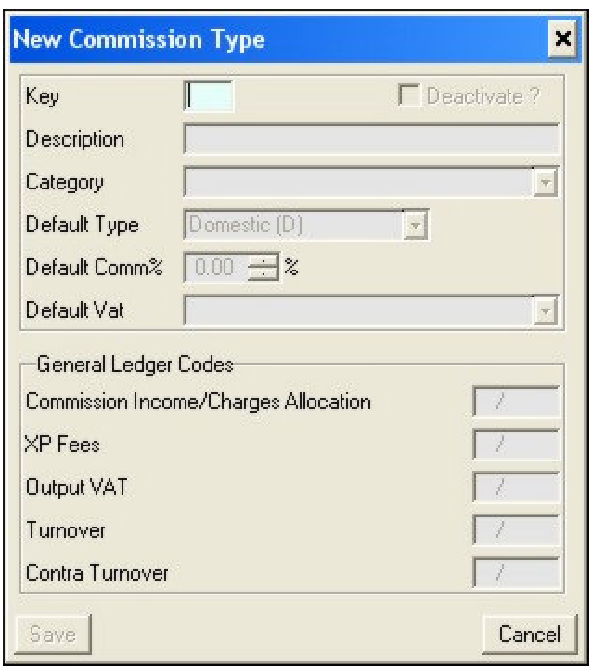
When charging Automatic service fees, it is advisable to create various service charge types in order to pull
detailed reports with regards to the income received from the service fees automatically charged.

To add additional service fee types, select Setup, Company, Commission Types.



Code	Name	Category	Type	Comm%	Vat	Comm GL	Vat GL	T/Over GL	Contra GL
Acc	Accomodation	Land Arrangements	Domestic	10.00 %	S				
Adm	Admin Fee	Service Fees	Domestic		S				
Car	Car Hire	Land Arrangements	Domestic	10.00 %	S				
Cxd	Cancelled Tickets	Air Tickets	Domestic		E				
Cxl	Cancellation Fee	Service Fees	Domestic		S				
Dom	Domestic Air Travel	Air Tickets	Domestic	7.00 %	S				
Frx	Foreign Exchange	Land Arrangements	Domestic		E				
Ins	Insurance	Land Arrangements	Domestic	20.00 %	E				
Int	International Air Travel	Air Tickets	International	9.00 %	Z				
Pta	Pta Charge	Service Fees	Domestic		S				
Ref	Refund Fee	Service Fees	Domestic		S				
Ser	Service Fees	Service Fees	Domestic		S				
Stb	Service Fees - T/Buy	Service Fees	International		Z				
Tou	Tours	Land Arrangements	Domestic	10.00 %	S				
Vis	Visas and Passports	Land Arrangements	Domestic		S				

Click on New to create a new Commission Type. And create extra service fee types to match each type of service fee that you are going to charge. The following screen applies:



Key	Enter a unique reference for the commission type you are creating (May be alphanumeric)

Description	Enter a short, meaningful description of the commission type
Category	Select the category that best suit the commission type
Default Type	Enter the default type. *Note:* This may change whilst capturing invoices.
Default Comm%	Enter the default commission percentage that you will get on this commission type.
Default Vat	Select which Vat type will be applicable.
Commission Income/Charges Allocation	Enter the General Ledger Code for the Commission Type
XP Fees	Enter the General Ledger Code for the XP fees that may be charged to this Commission Type.
Output Vat	Enter the General Ledger Code for the output Vat
Turnover	(Optional) Enter the General Ledger Code for the Turnover
Contra Turnover	(Optional) Enter the General Ledger Code for the Contra Turnover

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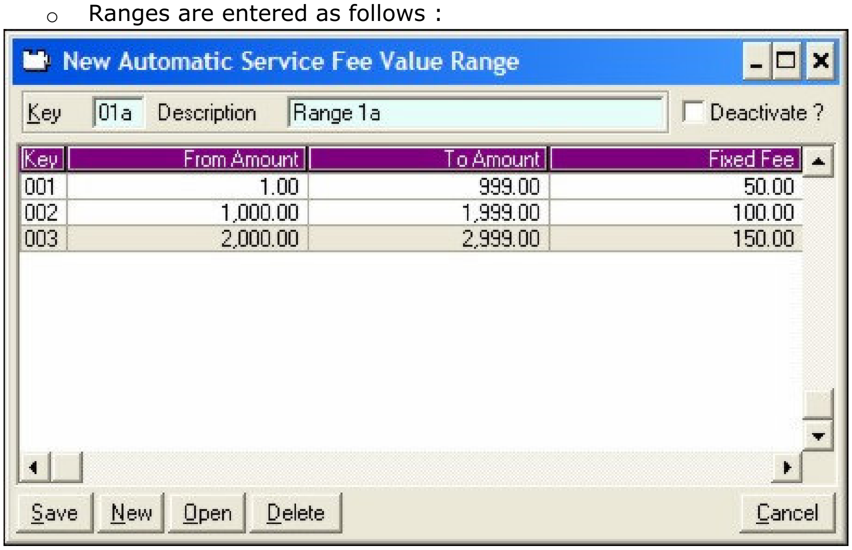
Value Ranges in Automatic Service Fees

***Automatic service fees – based on "Value ranges"* (Optional)**

- A new option has been added for automatic service fee rule sets to charge fees based on the value *range* of the invoice line item.
- This allows you to set up automatic fee rules on the following basis:
  - If the invoice line item value/amount (e.g ticket fare) is between R1 and R1000, then charge a flat R35 fee.
  - If the invoice line item value/amount is between R1001 and R5000, then charge a flat R100 fee.
  - If the invoice line item value/amount is between R5001 and R10000, then charge a flat R500 fee.

New Value ranges table

- Select Setup, Automatic Service Fees, Value Ranges :
  - This table includes the following columns - 'Key', 'Range No', 'Range Description', 'From Amount ', 'To Amount', 'Fee(excl)'
  - Ranges are entered as follows :



  - Key – Enter a unique key e.g. "01a" indicating range no '01', range sub item 'a'.
  - Range description – enter a meaningful range description.

Click on New to create a new Value range :

- Enter as follows:
  - Key – Enter a range no from 1 to 999, applicable to the key. This range no will be used when setting up the automatic fee rule and will be specified in the rule column.
  - From Amount – enter the starting value / amount (excl of Vat [and airport taxes]) for the range
  - To Amount – enter the stopping value / amount (excl of Vat [and airport taxes]) for the range
  - Fixed Fee (Excl) – enter the exclusive fee amount for the item falling within this value range.

Notes

- Value Ranges can be shared between different rule sets or separate ones can be created for each rule set. A maximum no of 999 value ranges can be created.
- Range keys must be specified in a consistent way so that they group items for the same range together and also so that they sort items within each range in the correct order (see above e.g.)

- Each range's 'From Amount' must equal the previous range's 'To Amount' ***plus 1***.
- The range table 'From/To' amounts must cover all possible amounts from 0 to 9,999,999.00
- When the fee rule is applied to an invoice and the invoice line item value / amount is compared to the value range table, the *first* correctly matching value range's fee will be applied.
- **NB** Note that the invoice line item exclusive amount (e.g. the ticket fare if the item is a ticket) is compared to the value range table i.e. Vat and airport taxes are not taken into account. Thus the ranges table 'FromAmount' and 'To Amount' columns must be captured exclusive of vat and airport taxes if applicable.

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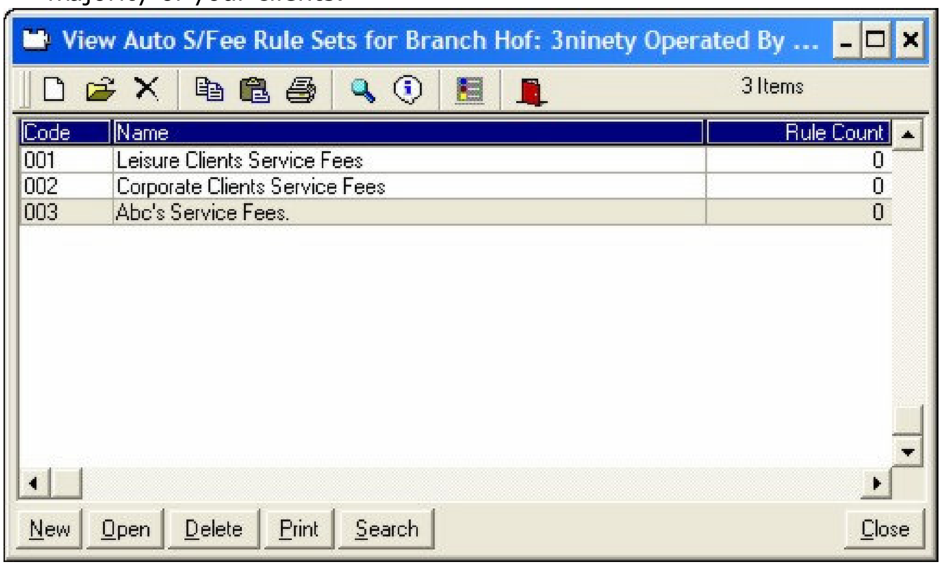
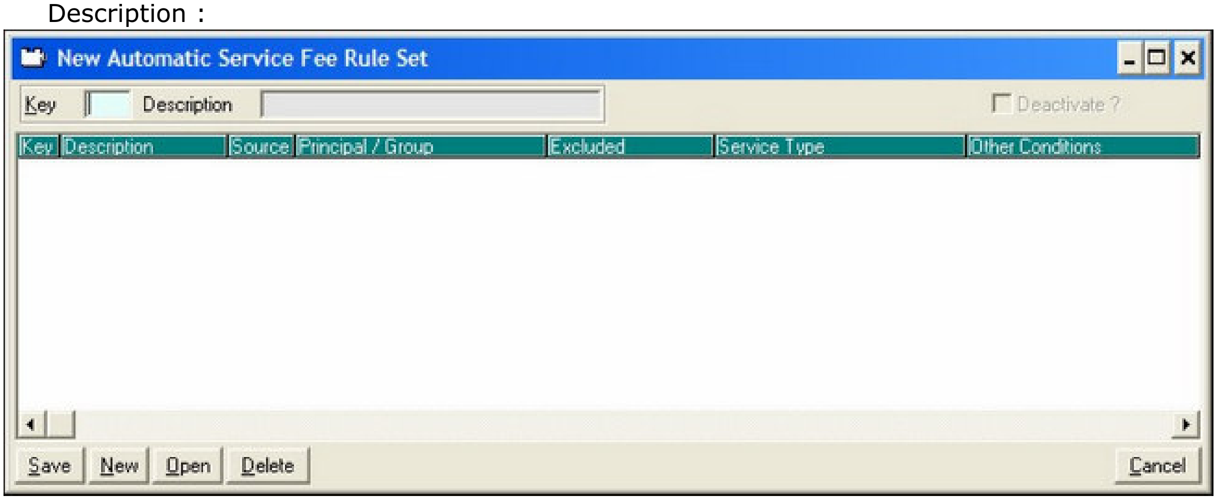
Creating a New Automatic Service Fee Rule Set

Create a rule set.

- Select Setup, Automatic Service Fees, Rule Sets
- Add a new automatic service fee rule set to the table per below. The example will use code 001 for leisure clients. You may create as many rule sets as you require. Typically you would have at least one for Debtors and one for Leisures that you would apply to the majority of your clients.



- To create a new Service Fee Rule set, simply click on New and add your key and rule Description :



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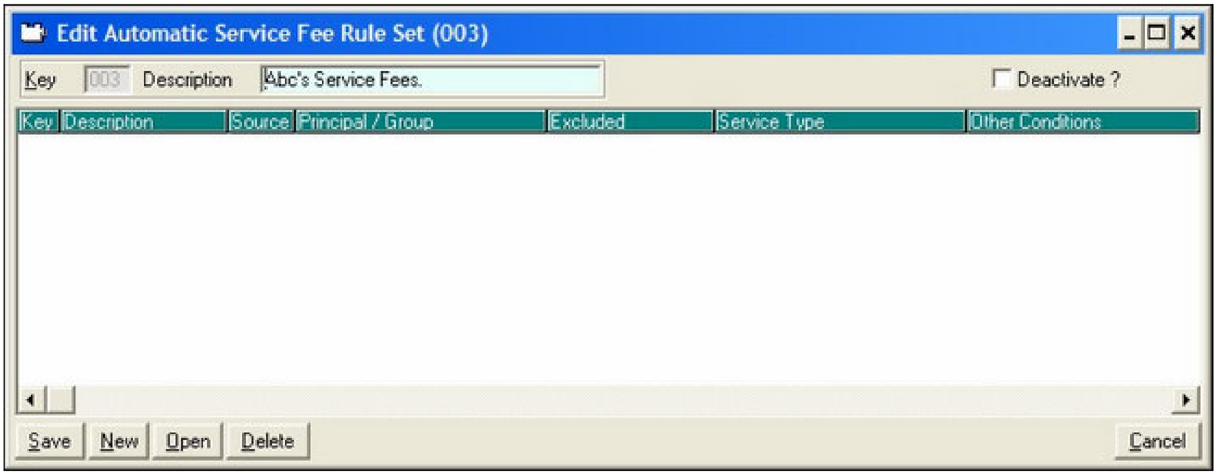
Adding Lines to the Rule Set

Add the individual rules lines to the rule set.

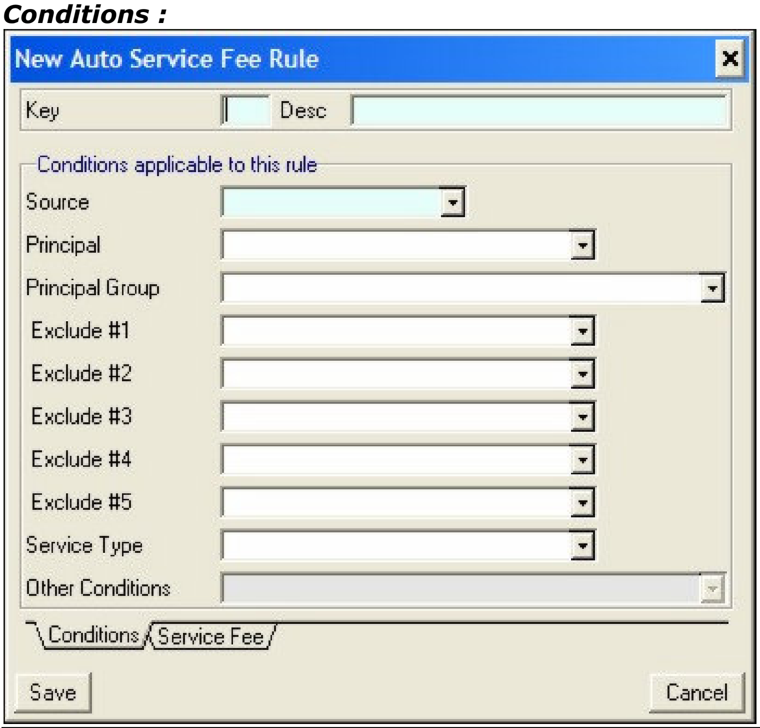


The above table is **very important** and must be set up correctly.

Capture each column of the rule as follows: Remember each rule will be compared to each line on the invoice and if the rule's conditions are applicable service fees will be added to the invoice.

Click on New add a new Line to the Rule set :

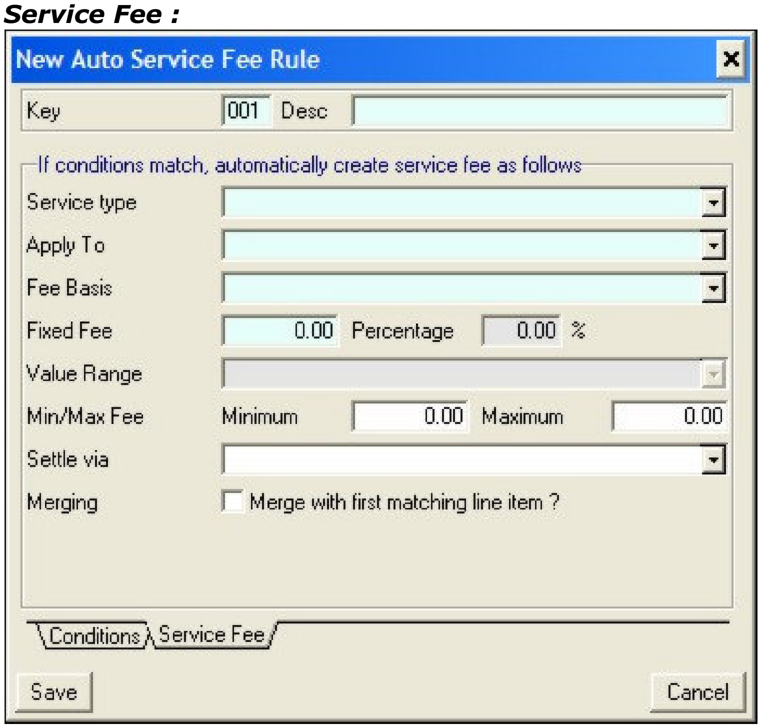
Conditions :



Key	Enter a short key for the Line to be added to the Rule set.
Description	Enter a Description relevant to the rule you are creating.
Source	Enter the transaction source (1 = air ticket, 2 = land arrangement, 4 = Adm, 8 = General Charge) that this rule must apply to.
Principal	Enter a specific principal code to apply only to that principal or leave this blank so that the rule applies to any principal. To search for a specific principal type any alphabetical letter and [Enter] to show a lookup table of

	options applicable.
Principal Group	(If applicable) Enter the principal group name, applicable to the specific rule
Exclude #1	Enter the name of the 1st Principal you wish to exclude from the service fees. These principals will be ignored and excluded from charging service fees.
Exclude #2	Enter the name of the 2nd Principal you wish to exclude from the service fees. These principals will be ignored and excluded from charging service fees.
Exclude #3	Enter the name of the 3rd Principal you wish to exclude from the service fees. These principals will be ignored and excluded from charging service fees.
Exclude #4	Enter the name of the 4th Principal you wish to exclude from the service fees. These principals will be ignored and excluded from charging service fees.
Exclude #5	Enter the name of the 5th Principal you wish to exclude from the service fees. These principals will be ignored and excluded from charging service fees.
Service Type	Enter a specific product type to apply only to that product type or leave this blank so that the rule applies to any product. To search for a specific product type, type any alphabetical letter and [Enter] to show a lookup table of options applicable.
Other Conditions	Enter extra conditions specific to that transaction source or leave this blank so that no extra conditions apply. Currently this column only applies to air tickets (source 1) and allows you to specify that the rule must only apply to a predefined list. To search for a specific ticket condition type any alphabetical letter and [Enter] to show a lookup table of options applicable.

Service Fee :



Service Type	Select the relevant service fee code to use for this rule.
Apply to	• The *Apply per line item on invoice* option will check the rule against every line item on the invoice and apply it if it matches. • The *Apply once per invoice document* option will check the rule against every line item on the invoice but will apply it only to the first line that matches.

	• The *Apply per passenger per line item on invoice* option will check the rule against every line item on the invoice and apply it once per passenger per line item. So eg if there are two passengers on the line item, the rule amount when applied will be doubled or multiplied accordingly. If you use this option, you must specify the number of passengers if there is more than one passenger. You do so by specifying #2 at the end of the passenger name(s), where 2 is the no of passengers. • The *Apply once per passenger on invoice* option will apply the fee once for each passenger on the invoice. This is useful for charges per booking which might result in more than one ticket per passenger.
Fee Basis	• The *Minimum commission amount* allows you to specify that a service fee must be applied equal to the difference between the specified fee amount less any commission earned on that invoice line item i.e. the commission amount is supplemented by the service fee to equal the specified fee. Using this method you can ensure a fixed profit/commission amount per transaction. • The *Minimum commission percentage* allows you to specify that a service fee must be applied equal to the difference between the specified percentage of the amount less any commission earned on that invoice line item i.e. the commission amount is supplemented by the service fee to equal the specified percentage fee. Using this method you can ensure a fixed percentage profit/commission per transaction. • The *Fee per flight/sector/segment* allows you to specify a service fee per flight sector per passenger on the invoice. • The *Fixed percentage of published fare saving* allows you to specify what percentage of the fare saving should be charged as a service fee. (Note only applicable if Published Fare Saving is turned on in General Setup) • The *Fixed percentage of benchmark fare saving* allows you to specify what percentage of the fare saving should be charged as a service fee. (Note only applicable if Benchmark Fare Saving is turned on in General Setup • The *Per value range table* added to specify that the fee must be determined from the value range table
Fixed Fee	The *Fixed fee* option applies a fixed amount service fee e.g. R30.00
Fixed Percentage	The *Fixed percentage of the charge* option will apply the specified % of the amount as a service fee e.g. 2% of the fare amount.
Value Range	• Specify "R" in the fee rule column to tell the system to look up the fee from the value range table:  • Specify the value table range ***no*** to use (1 to 999). This must correspond to the value ranges table :  • NB the system will display the no in this column with decimal places (eg 1.00 instead of 1), but will ignore the .00 decimals when reading the value range no to apply any relevant fee rules.
Min/Max Fee	• This allows you to specify a minimum fee and / or a maximum fee for the rule. • The minimum and maximum limits are ignored if blank or 0.00. • The minimum and maximum limits are only applicable to fee types

	that are "variable" in nature (e.g. fixed % of fare) and are not applicable to the following fixed fee types where, the exact fee is specified / implied in the rule: • F - Fixed fee • M - Minimum commission amount (only the minimum limit is applicable as the rand amount specified in the rule is by its nature a minimum amount)
Settle Via	Select the Settle method if payment is done with credit card. (Only applicable if merging is activated, and payment methods match.) e.g TravelBuy or TASF
Merging	This allows the automatic service fee, (when applicabe) to be merged with the source line entry, and appear on the printed invoice as one entry.

Once all the rules conditions have been entered the Line must be saved. Click on Save to add the Line to the rule set.

You may add as many rules as required to each rule set. Each rule will be checked against each line item on the invoice to see if a service fee must be added. It is possible that one invoice line may satisfy more that one rule resulting in multiple service fees being charged. We recommend you keep the rule sets simple

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Linking Rule Sets to Specific Clients

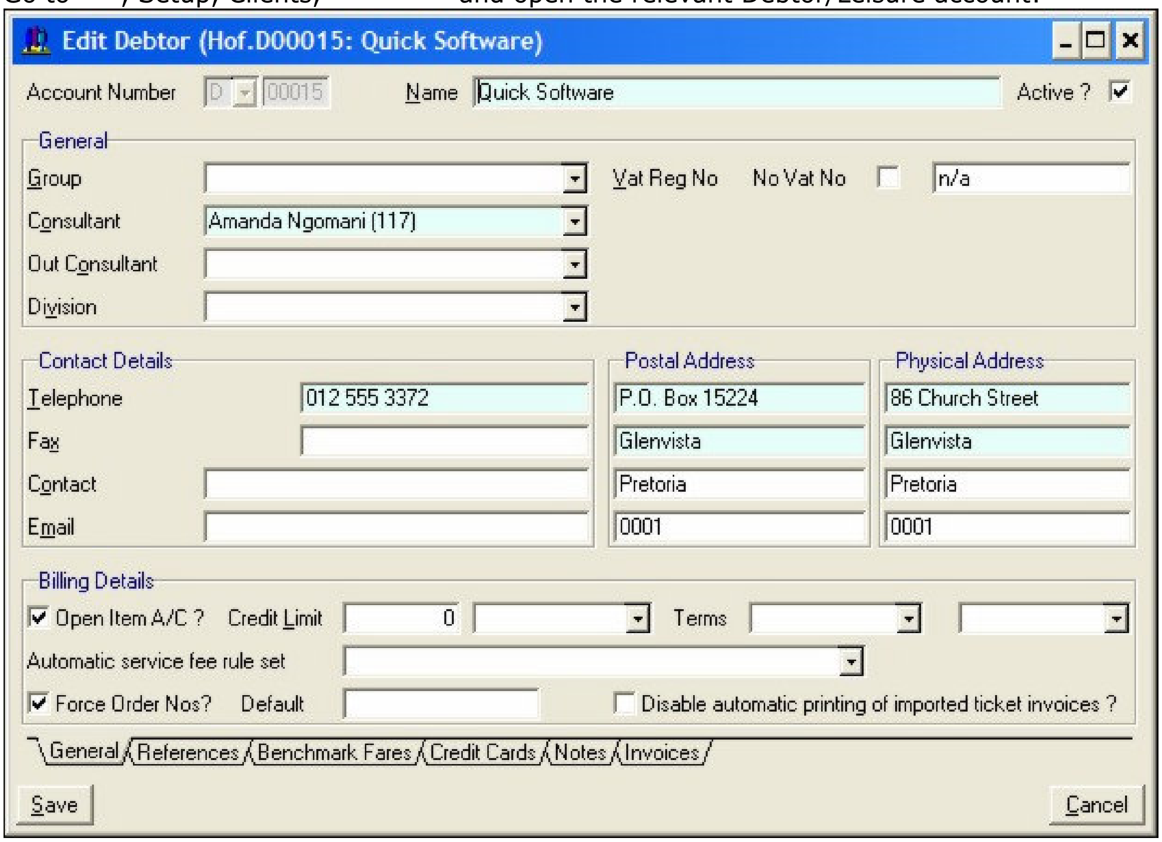
Specify which rule set applies to which clients.

Rules sets can be applied in one of the following three ways:

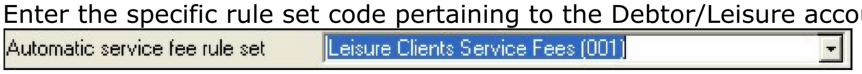
1) Apply a Rule set only to Specific Debtor / Leisure Accounts
2) Apply a default Rule Set to all Debtor & Leisure Accounts
3) Apply a default Rule Set to all Debtor & Leisure Accounts, but override the rule set for a specific Debtor/Leisure Account.

To apply a *Rule set only to Specific Debtor/Leisure Accounts :*

Go to , Setup, Clients, Debtors and open the relevant Debtor/Leisure account:

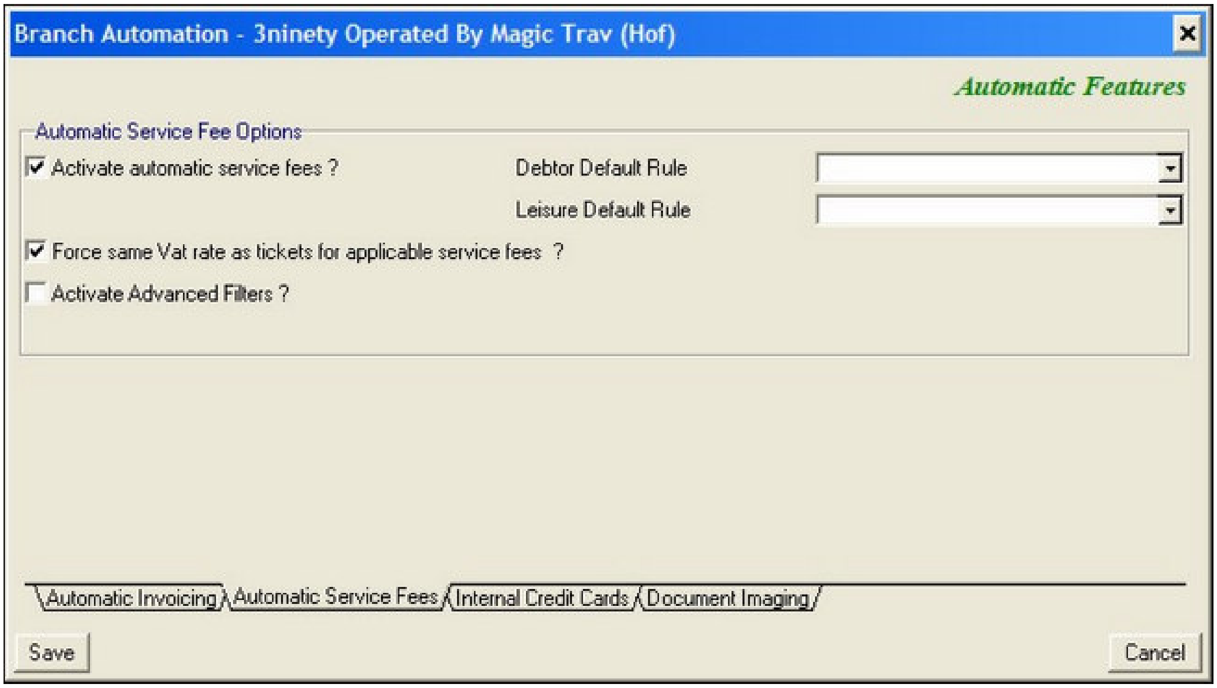


Enter the specific rule set code pertaining to the Debtor/Leisure account in the field provided.



To apply a *Rule Set to all Debtor & Leisure Accounts by default:*

- Select Setup, Company, Branches, click on Advanced, and select the Automation option.
- Move to the Automatic Service Fees tab:



Enter the relevant default rules set that you would like to apply on all Debtors and Leisure Accounts.

Save your changed settings by clicking on the  button.

To apply a *default Rule Set to all Debtor & Leisure Accounts, but override the rule set on specific Debtor/Leisure Account*s apply both the above options.

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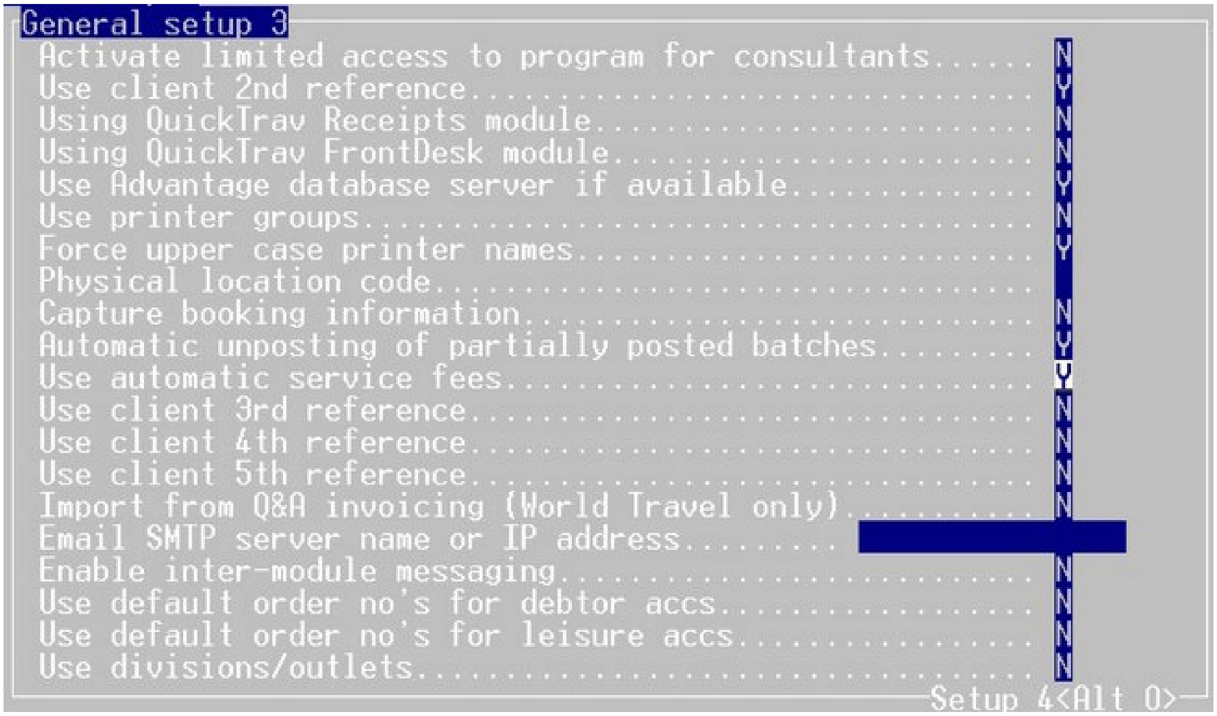
Main module activation of Auto service Fees

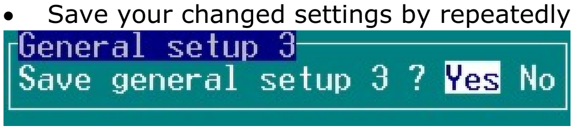
Main module.

Since client accounts can also be created in the main module, the main module [Use automatic service fees] setting should also be turned on to match the invoice module (although this is not essential).

- Select Special / General setup. Repeatedly press Alt + O to get to Setup 3.



- Save your changed settings by repeatedly pressing Page Down and selecting Yes.



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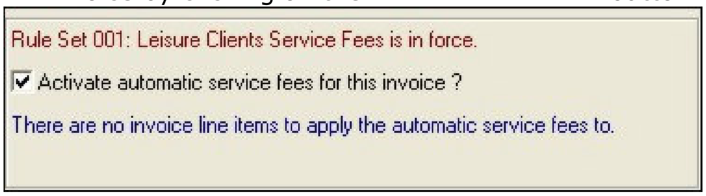
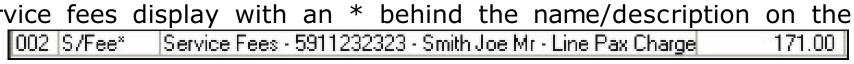
General Principals and Guide Lines

General Principles and Guidelines.

- Automatic service fees can be applied and viewed *at any time* while building a manual invoice by clicking on the 

button:

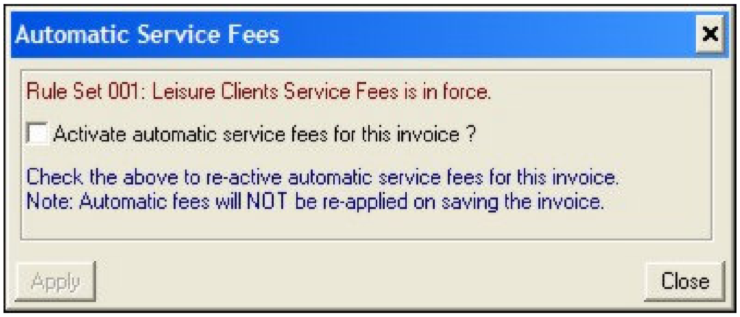


- You can do this as often as you want to. Each time the process will first delete any previously applied auto service fees and re-apply the auto fee rules and add fees according to the rules / items on the invoice.
- When you save an invoice, the auto fees are applied just before the summary of the invoice is displayed.
- Each time auto fees are applied, the service fee section of the invoice is displayed for you to view
- Automatic service fees can only be applied to invoices, not to credit notes.
- Automatic service fees are never applied to nil or negative amount invoice line items. Only line items on an invoice with a positive amount (ignoring Vat / taxes) are compared to the rule set.
- Automatic service fees display with an * behind the name/description on the invoice (screen only). 

The * tells you it was generated automatically.

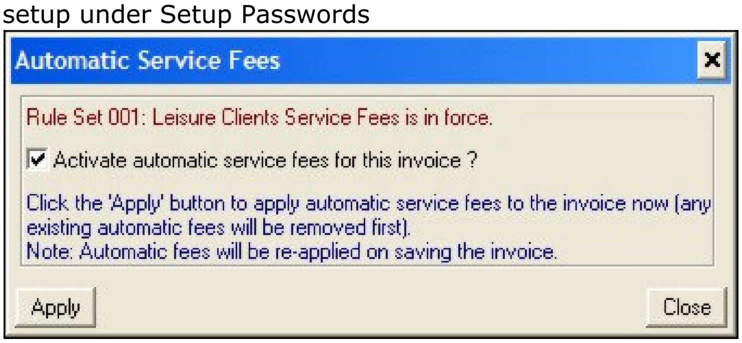
- Vat is added to the service fee per the relevant service fee table vat type. Note not all service fees are subject to standard rate vat.
- Automatic fees do not apply to credit notes. Generally you would reverse an invoice and all items, (incl. service fees) on it via the credit note F6 retrieve function.
- If you use the [Apply fee *per passenger* per line item on invoice] in the rules table, then you must indicate how many passengers there are (if more than 1) by adding #2 (where 2 is the no of passengers) to the end of the passenger name(s). Eg if a land arrangement invoice is for 4 people and you are invoicing it out on one line, you would indicate the 4 persons via a #4 as follows: "Smith party #4". This is only necessary if you use the per passenger option.
- Automatic invoices (of automated tickets) will add automatic service fees on the same basis as manual invoices, but without any user intervention.
- This can be temporarily turned off for the current automatic invoice by adding #NOAUTO to the end of the S* accounting info.
- The existing automatic invoicing accounting info flag to add a service fee to an automated ticket (e.g. A*D23 C*L01 **S*99** where 99 is the service fee) still works, but should no longer be necessary, as the whole process is completely automated. If you do use this accounting info flag, the specified service fee will be added to the invoice as before and automated service fees will also be added per the rule set. Therefore duplicating the service charges to the client.
- Service fees display separately on invoices. Clients will see them and query them unless they are properly informed as to your service fee policy and are in agreement with it. This can be partially overcome by doing consolidated invoices, which hide the detail of an invoice by consolidating all invoice lines into one "package" line. To specify that an automated ticket automatic invoice must be consolidated, add **D*C** (document = consolidated) to your normal accounting information e.g. A*D000058 C*PK D*C
- To temporary switch off automatic service fees for the current invoice, untick the 

while capturing the manual invoice.



Automatic fees will now not be applied to the invoice.

- Ticking the checkbox again, allows you to toggle the automatic service fees switch for the current invoice back on. This temporary switch is always reset to apply automatic service fees each time a new manual invoice is started. Usage of this function override can be controlled via the [Turn Off auto service fees for current invoice] password in Branch setup under Setup Passwords



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