



A Guide to Managing your Travel Agency using the Travel Management System

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The Travel Management System has been designed to assist you in managing the administrative and accounting functions of your business more efficiently and effectively so that you can focus on sales, and expand your business quickly. The Travel Management System allows your inside, outside or independent agents to quickly access the system from anywhere and at any time to enter and manage their invoices. From there on, the system ensures proper controls are in place and reports generated to keep you informed in real-time of the status of your agency, and to ensure that your agency is properly managed and controlled.

This guide provides suggestions on how you may wish to implement the Merang TravelOffice system within your agency. This guide complements the three other user guides, which show you the details on how to use the Merang TravelOffice system:

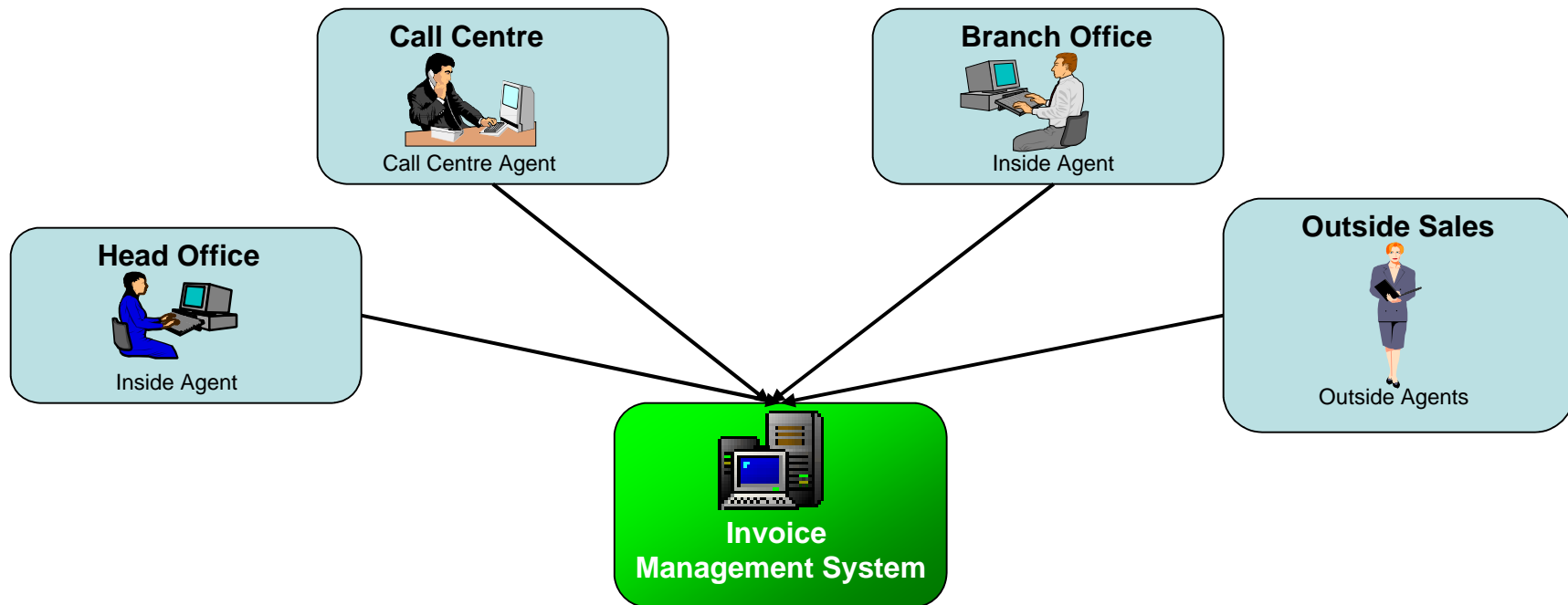
- Getting Started Guide
- Invoice Management System Guide
- Back-Office Management System Guide

This guide provides a checklist of procedures to follow, from the moment that a customer books with your company, the various reporting and reconciliation functions, monthly accounting postings, and finally to the closing of the invoice.

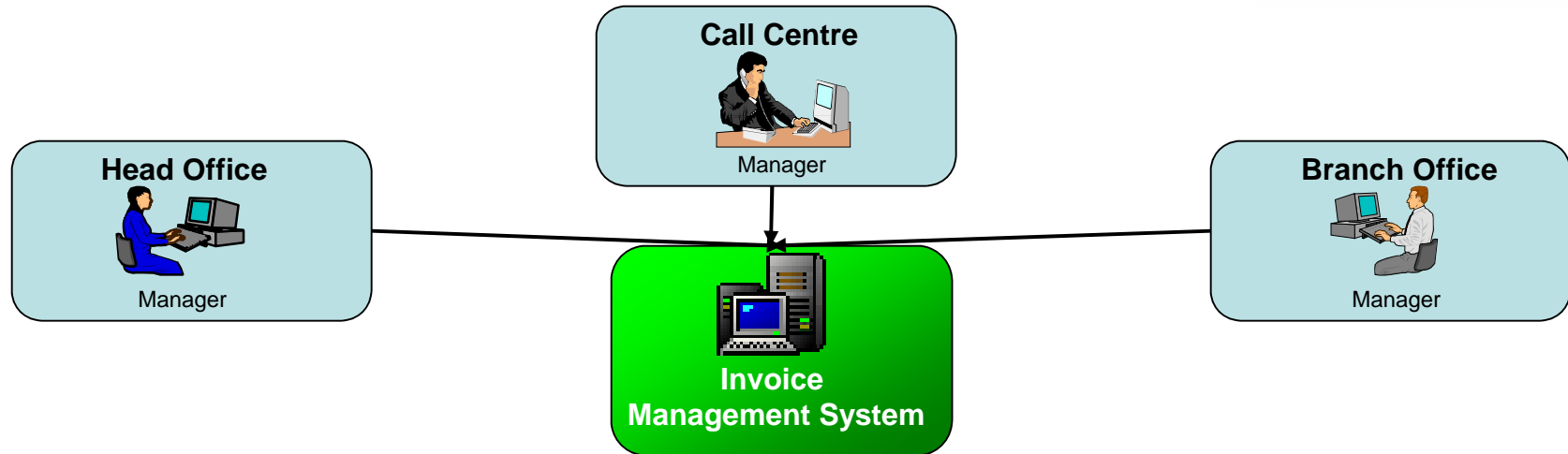
Note: This guide has only been provided as one suggested method of implementing the Merang TravelOffice system. However, we encourage you to adopt and customize the process to fit your organization's procedures. Also, where names of accounting systems are provided, they are only provided as examples. Merang does not recommend or endorse any of these systems. Finally, while we have included the role of the person performing the various tasks, it is possible that one person in your organization has multiple roles. For example, the owner may be the accountant, or the managers are also agents.

Daily Procedures > Entry of Invoices (Agents)

The following process starts once a customer's reservation is completed:



- Performed by Agents on a daily basis:
 - ❑ Step 1: Create a new invoice in "Pending" status.
 - ❑ Step 2: Complete the first three tabs of the invoice; Booking Details, Customer Fare Received, and Supplier Net Cost.
 - ❑ Step 3: Once the agent is comfortable that all details have been entered, change the status of the invoice to "Review", for review by the manager.



- Performed by Manager on a daily or weekly basis:
 - ❑ Step 1: Through the Invoice Management System, check the following for all invoices in "Review" status:
 - ❑ Step 1a: Booking details: all customer information, product information and documentation requirements is accurate.
 - ❑ Step 1b: Customer Fare Received: all amounts received, including method received, have been entered accurately.
 - ❑ Step 1c: Supplier Net Cost: Ensure the supplier net cost matches to the reservation system/supplier invoice.
 - ❑ Step 1d: Supplier Payments: Enter payments made to supplier for the reservation, if applicable.
 - ❑ Step 2: Change the invoice status to "Complete" which will push the invoice to the Back-Office Module.

Monthly Procedures > Record and Reconcile (Accountant)



- Performed by the Owner/Accountant on a Monthly basis:
 - ❑ Step 1: Record and reconcile accounts receivable amounts:
 - ❑ Step 1a: Customers: Enter amounts received during the month and reconcile cash received (per the system) to the bank account statement.
 - ❑ Step 1b: Suppliers: Enter commissions received during the month and reconcile the commission deposits (per the system) to the bank account statement.
 - ❑ Step 1c: Card Processor: Reconcile the amounts (per the system) to your card processor's statement and also to the bank account where the amount was deposited.
 - ❑ Step 2: Record and reconcile accounts payable amounts:
 - ❑ Step 2a: Agent Payroll: Record commission amounts paid to agents.
 - ❑ Step 2b: Suppliers: Record amounts paid to suppliers during the month, and reconcile the amounts paid (per the system) to the withdrawals reported in your bank account statement.
 - ❑ Step 2c: Company Credit Card: Reconcile the amounts (per the system) to your company credit card statement and also to the bank account from where the amount was paid.
 - ❑ Step 3: Record amounts transferred from the Trust Account to the General Account.

Monthly-End Close Procedures (Owner/Accountant)

- Performed by the Owner/Accountant on a Monthly basis:
 - ❑ Step 1: Before commencing with the month-end close procedures, ensure that all invoices for the month (based on the booking-date) has been completed, including the recording of all amount received and paid. Also, ensure that the invoices have been properly and completely reconciled.
 - ❑ Step 2: Through the “GL Posting and Closing” section, generate the journal entries for the month.
 - ❑ Step 3: Ensure that the total debit and credit amounts for each journal entry balances. For the monthly sales transaction (transaction 003), if the total debits and credits do not balance, review the details of each invoice (by clicking on the “See Details” link), identify the invoices causing the variance, and investigate those invoices through the “Invoice Management” section.
 - ❑ Step 4: Print the month’s journal entries and record the transactions into your accounting system.
 - ❑ Step 5: Enter the remaining journal entries for your business into your accounting system. These journal entries would include: Overhead expenses (e.g. rent, utilities, telephone, bank service charges etc.).
 - ❑ Step 6: Generate and print your month-end trial balance and financial statements (i.e. income statement, balance sheet, statement of cash flows).
 - ❑ Step 7: From the Back-Office Module, through the “GL Posting and Closing” section, select the invoices for the month that have now been posted into your accounting system, and close these invoices to prevent any further entries.

- Performed by the Owner/Accountant on a Real-Time, Ongoing basis:
 - ❑ Step 1: Print all the following reports from the “Management Reporting” section of the Back-Office Management System:
 - Sales Activity Reports
 - Receivable Reports:
 - ❑ Customer Receivables
 - ❑ Commission Receivables
 - Payables Reports:
 - ❑ Agent Payroll
 - ❑ Supplier Payables
 - ❑ Step 2: Review the reports to monitor the status of the sales of your agency, ensure amounts are being collected on a timely basis, and payments are made on a timely basis.

Support

If you have any questions, support is available.

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