



# Airline Commission Quality Control Management System

## Users Manual

Designed Exclusively For



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ComChek operates in the Microsoft Windows environment as a FoxPro © Windows application.

Automated Commission Technologies, Inc., is an Ohio State corporation, chartered July 9, 1993.

This User Manual was designed, produced and supervised by Krista Eisenman, Operations Manager, Automated Commission Technologies, using Microsoft Word '97 ©.

We would like to give a special thanks to Mr. Lee B. Rosen, President of TRAMS and Scott Ahlsmith, Vice President of TRAMS. Their effort in the creation of the A.C.T. TRAMS technology partnership is most appreciated.

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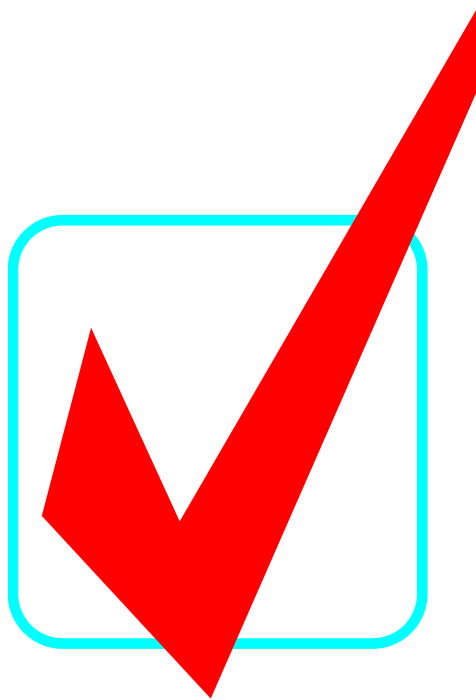
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# Chapter 1 Introduction

Overview  
Product Features  
System Requirements



## Overview

ComChek is not just a software program but actually three separate components.

- Airline Commission Audit software, known here as ComChek
- Airline commission rules database
- Client support network of Automated Commission Technologies, Inc.

This packet contains the Airline Commission Audit software, **ComChek**, which will analyze your airline sales data and report errors in claiming commission. The Query.exe program is supplied by TRAMS and is used to extract airline sales data for use in the ComChek analysis. The Get-Rules program will enable your system to “dial-up” the A.C.T. server and upload new airline commission rules. These components work together to ensure that your agency will be claiming the highest available commission on each and every ticket, as well as identify High Commission errors that produce costly debit memo research in your accounting department.

## ComChek

ComChek will “audit” your tickets using all general commission programs compiled within the airline commission database maintained by A.C.T. The system also has the capability to audit for any “special contract” your agency may have negotiated with the airlines.

ComChek should be incorporated into your weekly ARC settlement procedures. Use ComChek prior to ARC submission, to ensure that you are claiming the highest, correct commission available on your ARC Settlement, increasing revenue, decreasing overhead.

### Confidential Agency Specific Airline Commission Programs

Your agency, consortium or franchise-buying group may have negotiated directly with the airlines for incentive, point of sale commissions. This type of commission is not an override (incentive paid after ARC Settlement) but rather a time of ticketing commission claimed on the ARC Settlement. A.C.T. has the ability to include this type of program in your commission rules management.

You may also have clients that have negotiated directly with the airlines to secure this type of commission. **Contact A.C.T. for more information on including these types programs into the ComChek analysis.**

## Product Features

**Seamless interface** to TRAMS, using ODBC and/or Query.exe  
Running on Windows 95/98/NT  
FoxPro, Dbase file format  
Operates on moderately equipped P133MHZ PC or better

**Airline Commission Database** (rules):  
Maintained by A.C.T. for contract period  
May include Agency Special Programs (point of sale, up-front deals)  
User updated as required, via modem or e-mail

**Error Reporting:**  
View Tickets utility  
Report by IATA, Branch, Agent, Client, Airline  
Summary Reports

**User-Friendly Design:**  
ComChek identifies 99% of all commission errors  
User prompts for situations where intervention is required  
**No special qualifications or travel accounting training needed**

## System Requirements

ComChek is written and compiled utilizing Microsoft's, FoxPro © Version 5.0.  
ComCheck is Year 2000 Compliant.  
Executable and supporting files load in less than 5 Meg of hard drive space.  
30 megabytes of available hard drive space is recommended for operation.  
Sort and run routines require variable hard drive work area based on file size.  
16 megabytes of usable RAM are required, 32 megabytes are recommended.  
ComChek requires a modem, or internet e-mail support, for commission updates.  
ComChek currently utilizes Windows 95 or higher for its operating environment.

System processes an average of 10 tickets per second using a P300 Intel processor.

All general airline commission rules are maintained and updated weekly by A.C.T.

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# Chapter 2 Installation and Setup

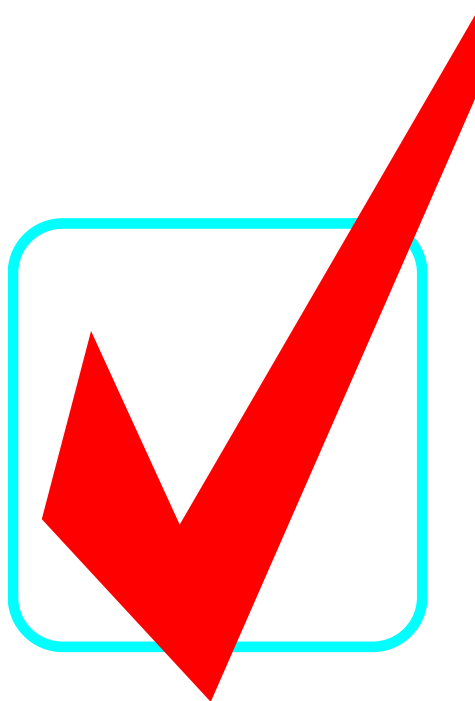
Installation

Setup

Special Instructions

TRAMS for Windows, ODBC configuration

Windows 95/98 NT Setup



## Installation and Setup

If you are a new ComChek user, your rules database is already set for ComChek.

If you are a current ARC Commission Audit user, we will need to convert your rules database to the new ComChek Windows 95 version. **Therefore, you must contact A.C.T. immediately following the installation... BEFORE you run Get-rule.**

*Before installing the software, close all running programs because the system may force you to re-boot after the installation.*

### **If you are using the DOS version of TRAMS ver 3.0X.X**

- Insert the CD-Rom .
- If you have the auto-run option turned on your CD-drive, simply insert the CD and the installation program will begin.
- If you don't have the auto-run option turned on, Click Start, Run, select browse. Select the CD drive by using the drop box at the top of the screen which reads "Look in:". Then select **setup.exe** from the list of files. Click on Open then click on OK. The setup program will begin.

The Welcome Screen will appear. Click on Next to move to the next screen. The next screen is the Choose Destination Location. It is within this screen that you can designate the location of the ComChek folder where all new files will be written. You may designate another location other than the default, C:\COMCHEK. If you wish to change the location, click on Browse and select the desired drive and directory. *Do not install over the Dos Version of ComAudit.* Click OK and then Next which brings you to the Program Folder screen. The default for this folder is COMCHEK. If you wish to rename the folder, type the new name under Program Folder:. Continue to the next screen where you can verify the setting that you have made. If you need to make changes, click on Back to go back to the screen that needs to be revised. If everything is correct, click on Next. At this point, the files are copied. When the process is finished you will see a screen that reads "Setup Complete", click Finish.

At the completion of the installation program, you must run the **Configuration** program from the ComChek program group. This program will setup your modem if your system is going to utilize a direct modem dialup for updating your commission rules database. It is also used to configure printers for either dot matrix or Laser compatibility.

**ODBC** connectivity is available only to TRAMS for Windows users.

**Please contact A.C.T. for ODBC installation instructions. 800-837-7371**

## Setup Preferences for Windows 95/98/NT

The Setup Preferences interface will assist you in configuring your computer, modem and printer to run the ComChek software and download airline commission rules via modem.

After successful installation of ComChek,

**YOU MUST RUN THE CONFIGURATION PROGRAM.**

From the Windows Main Menu, select: Start, Programs, ComChek program group. Select **Configuration**. If this is the first time installing ComChek, the program will ask for your license disk. Insert floppy disk labeled License Disk into your floppy drive and click on OK.

The screenshot shows the 'Commission Audit Setup' dialog box with the following fields and options:

- Client Name:** ABC Travel
- Handoff File 1:** C:\TRAMS30\RESULT.TXT
- Handoff File 2:** (empty)
- Done File:** (empty)
- Export Path:** (empty)
- Multi Path:** (empty)
- Printer Type:**  Laser  Matrix
- Date Field:** INVOICE (dropdown)
- Operation:**  Batch
- Days Open:** 7 (spin box)
- Min. Error:** 4.0 (spin box)
- Baud Rate:** 14400 (dropdown)
- Comm. Port:** COMM 2 (dropdown)
- Modem Type:** U.S. Robotics Sportster9600, 14400 (dropdown)
- Phone No.:** 540-0764
- User Name:** ACT Inc.
- Account:** TRAMS
- Stop Hour:** 6

At the bottom, there is a text field with the placeholder 'Enter your agency name. Used for reports and screens.' and two buttons: 'OK' and 'Cancel'.

In the first field, verify that your agency name appears correctly. You may modify this field to reflect the name you would like printed on all reports. Use the Tab or Mouse to move to the next field.

Handoff File 1 will contain the path location of your working TRAMS directory. (Handoff File 1 is only used with TRAMS DOS versions.) The default for this field is C:\TRAMS30\RESULT.TXT. If you make changes to this field, make sure that the path is all in capital letters and RESULT.TXT is on the end.

Next, select the printer type, Laser or Dot Matrix only. The actual printer selection is located under File, in the main Menu.

### *Setup Continued*

The Date field will identify which date and/or date range you will use when running the program. The default is Invoice Date. Selecting the alternative is Run Date, which is the actual date the analysis was executed.

Batch Mode sets the system up to start the analysis at a later time. The default for normal operation is blank.

**Days Open** is the setting associated with the number of days ticket detail (segment info) will be retained in the system. When activating the View Ticket Screen you are required to enter a date range of data you wish to view. Normally you will enter in the report period currently analyzed. However, if you operate ComChek more than once per week, you may wish to run reports on data analyzed previous to the current analysis. The ticket detail is available on reports providing that it is not aged older than the Days Open selection. The default for this field is 7 days.

Min. Error is the setting for the minimum error amount you want the analysis to display. If you select \$1.00, the analysis will not display errors less than or equal to one dollar. We recommend one dollar.

Modem configuration is activated by a left mouse click on the Modem button.



The system will automatically locate your modem, but you must enter the Baud Rate and Modem Type.

The phone number field is for modem dialup. It should contain the A.C.T. server telephone number, including area code. If your phone system requires a prefix, such as a 9 for outside line, or suffix, as in account codes, this field may be edited to include these codes. Use commas to add a pause between the phone number and the accounting codes.

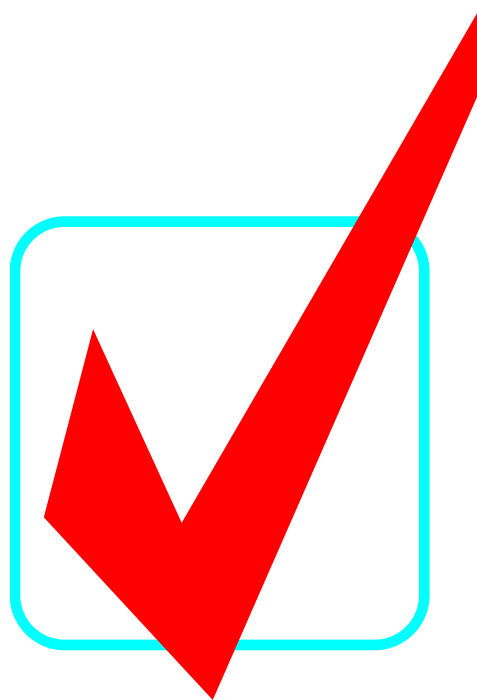
**If you receive commission rules updates via e-mail, disregard the phone number setup.**

Once you have completed the setup screen, click OK and then Yes at the prompt “Do you want to make changes permanent?”

You must run get-rule after the setup in order to use the software. **If you have not yet called A.C.T., you must contact us prior to running the get-rule program.** We must convert your rules database to the Windows Version.

# Chapter 3 Guided Tour

Operation  
Learning ComChek



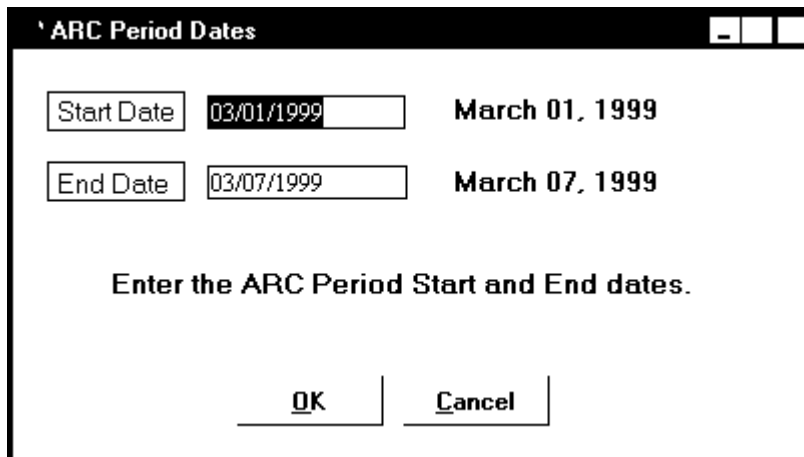
## ComChek Operation

To Begin:

Select the Windows Start button. Select Programs, ComChek. This will bring up the ComChek menu bar at the top of the screen.

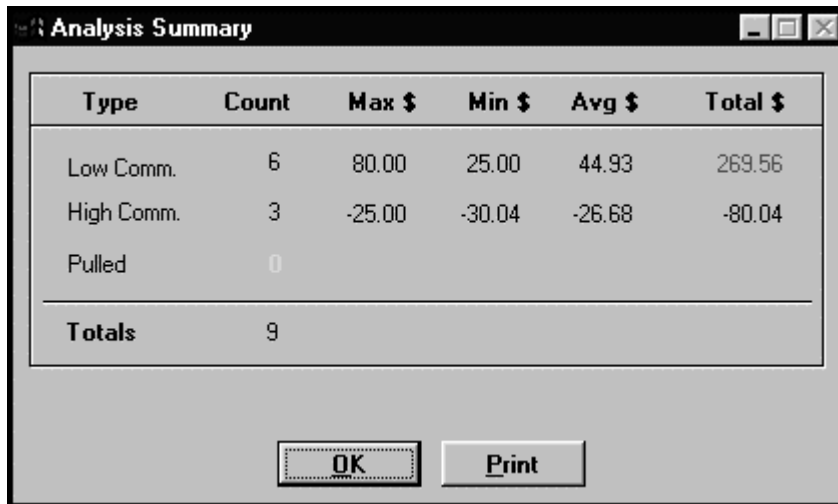


Select Analyze to extract your weekly data out of TRAMS. At the date prompt, enter the current report period date range for which you are about to make settlement to ARC. This will extract the appropriate sales data and import it into ComChek for analysis. Once the data is extracted and imported, you will see several displays, which indicate that the data has been imported, and converted into the ComChek data format and analyzed.



### ComChek Operation Continued

Once the data has been analyzed, the Summary Display screen will appear. The summary display lists the number of tickets analyzed, the number and dollar amount of the “low commissions” and the number and dollar amount of the “high commissions”. You may print this screen display by touching “P” or touch “X” to exit this screen and go to the Main Menu.



Type	Count	Max \$	Min \$	Avg \$	Total \$
Low Comm.	6	80.00	25.00	44.93	269.56
High Comm.	3	-25.00	-30.04	-26.68	-80.04
Pulled	0				
<b>Totals</b>	9				

### A Word about “Pulled” Transactions

It is VERY important to view “Pulled” transactions if your summary display indicates that your data contains them.

Pulled tickets are itineraries where ComChek did not have a valid commission rule in association with the itinerary. There are numerous conditions that would cause a ticket to be classified as Pulled, such as “No Commission Rule Found” to match the itinerary or instances where there are conditions associated with the itinerary that cannot be audited by ComChek.

In most cases, ComChek will display text in the Commission Info area of the View Ticket Screen that will assist the user in correctly auditing the itinerary.

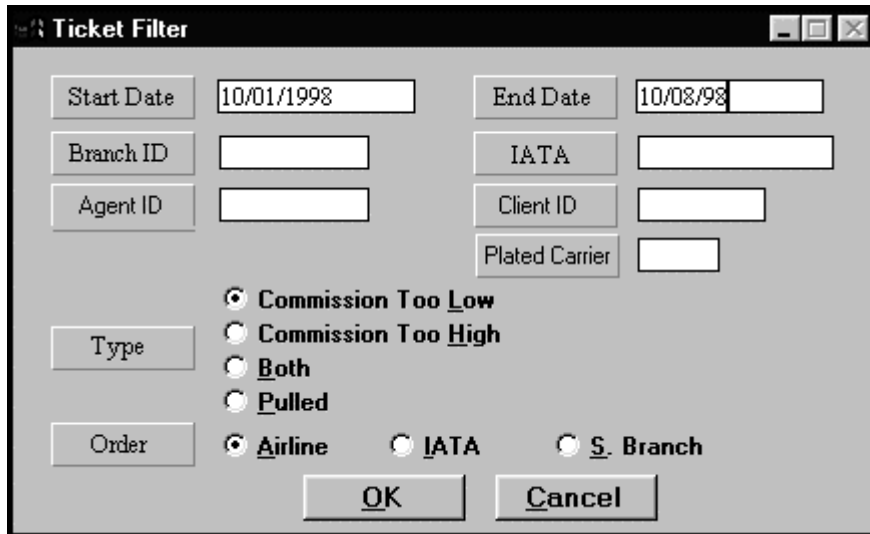
It is important to note that the S/B (should be) commission indicated with Pulled tickets is not necessarily the correct commission. It is up to the operator to determine the correct commission and either modify or delete the ticket from ComChek.

Remember that ComChek does not automatically update the commission value in TRAMS. You must manually change the commission on the associated invoice.

## View Tickets

From the Main Menu, Select View, Analysis Results.

The View Ticket Filter will be displayed, giving the user the ability to select the error transactions desired for viewing.



The screenshot shows a dialog box titled "Ticket Filter". It contains several input fields and radio button options. The "Start Date" field is set to "10/01/1998" and the "End Date" field is set to "10/08/98". There are empty input fields for "Branch ID", "Agent ID", "IATA", "Client ID", and "Plated Carrier". The "Type" section has four radio button options: "Commission Too Low" (selected), "Commission Too High", "Both", and "Pulled". The "Order" section has three radio button options: "Airline" (selected), "IATA", and "S. Branch". At the bottom are "OK" and "Cancel" buttons.

The date range default is the current ARC Report Period in the active analysis. You have the ability to select a specific IATA or Branch, Client or Agent. Select from the Type category.

Commission Too Low, Commission Too High, Both (Low and High) or Pulled. You must also select the Order in which you want to view the data. The default is Airline.

If your analysis contains "Pulled" errors, ComChek will immediately select these transactions and bring them to the View Tickets Screen for user processing.

The Pulled category contains itineraries where the analysis program could not identify the correct commission, or additional information is needed to correctly calculate the commission. If the Summary Display indicates Pulled transactions, select Pulled first.

The Pulled transactions are the only errors that require interaction from the user to define their correct commission value. You must either Delete the error from ComChek or Modify the commission using the Modify button.

## View

**Commission Audit - Ticket View**

**TWA TW-015** **LC**

Ticket: 1034378010 Invoice: 186334 PNR: [ ] Type: Intl. Fare: \$1275.92  
IATA: [ ] S. Brch: [ ] S. Agent: 24 Client ID: 9213  
Commis: \$22.07 Commis %: 1.7 S/B Commis: \$102.07 S/B Commis %: 8.0

No.	Date	A/L	Flt No.	Orig.	Dest.	X/O	Class	Leg Fare	Fare Basis
1	02/03/1999	TW	3704	CRP	IAH	X	C	0.00	COX
2	02/03/1999	TW	1949	IAH	LGW	O	C	617.59	COX
3	02/07/1999	TW	1664	LGW	IAH	X	C	0.00	COX
4	02/07/1999	TW	3703	IAH	CRP	O	C	658.33	COX

**Commission Info**

CLAIM A FULL 8% WHEN TWA IS THE TRANS OCEANIC CARRIER IN AT LEAST ONE DIRECTION - EFFECTIVE FOR TICKETS ISSUED 5/11/98 UNTIL FURTHER NOTICE

TW: USA/ANY INT'L 8% 9/9

**Next** **Prev** **Search** **Modify** **Delete** **Cities** **Undo** **Info** **Quit**

View Tickets screen contains errors identified from the commission analysis process. The fields contained in this View interface originated from the data exported from your TRAMS accounting system.

The fields included in the top portion of the screen are: Ticket Number, Invoice Number, PNR Locator, Base Fare, Commission dollar amount claimed, Commission percentage claimed, S/B Commission dollar amount that should have been claimed and the S/B Commission percentage that should have been claimed.

**Commission Audit - Ticket View**

**TWA TW-015** **LC**

Ticket: 1034378010 Invoice: 186334 PNR: [ ] Type: Intl. Fare: \$1275.92  
IATA: [ ] S. Brch: [ ] S. Agent: 24 Client ID: 9213  
Commis: \$22.07 Commis %: 1.7 S/B Commis: \$102.07 S/B Commis %: 8.0

*Note the validating carrier code in the top left corner, and the error type code shown in the top right hand corner of the screen.*

## Leg Segment Information

The segment section of the display (located in the middle) includes the segment date flown, segment carrier, flight number, origination-destination airport codes, connection/stopover code, class of service, segment fare amount and fare basis code. The fare basis code field may include a “ / “ and a ticket designator or comment.

No.	Date	A/L	Flight No.	Orig.	Dest.	X/O	Class	Leg Fare	Fare Basis
1	02/03/1999	TW	3704	CRP	IAH	X	C	0.00	COX
2	02/03/1999	TW	1949	IAH	LGW	0	C	617.59	COX
3	02/07/1999	TW	1664	LGW	IAH	X	C	0.00	COX
4	02/07/1999	TW	3703	IAH	CRP	0	C	658.33	COX

## Commission Info

The Commission Information section contains specific commission rules text associated with this itinerary and the error relating to it. This section may also contain specific “action information” displayed to assist you in calculating the correct commission value.

**Commission Info**

CLAIM A FULL 8% WHEN TWA IS THE TRANSOCEANIC CARRIER IN AT LEAST ONE DIRECTION - EFFECTIVE FOR TICKETS ISSUED 5/11/98 UNTIL FURTHER NOTICE

TW: USA/ANY INT'L                      8%                      9/9

**Next**   **Prev**   **Search**   **Modify**   **Delete**   **Cities**   **Undo**   **Info**   **Quit**

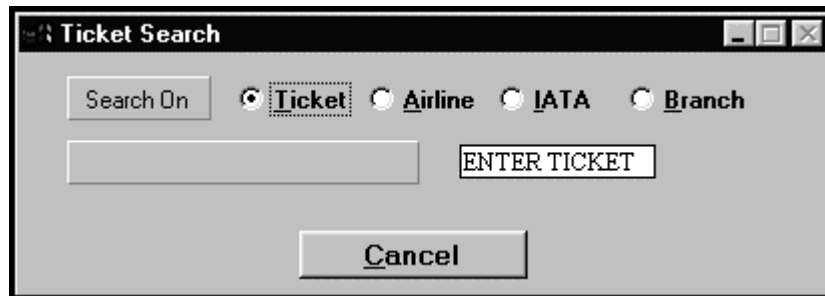
In the lower portion of this section, you will notice Error text, beginning with the validating carrier code (TW: USA/ANY INT'L 8%). This text is a brief description of the commission rule that this specific itinerary failed.

## View Menu Bar



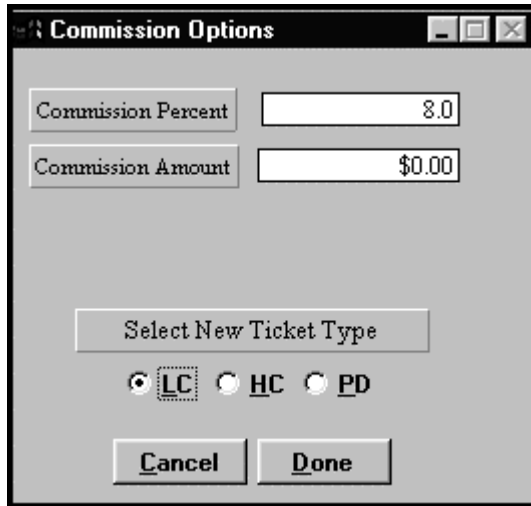
- < **Next** > will increment the screen to the next record
- < **Prior** > will increment the screen to the previous record.
- < **Search** > enables the user to go to specific Ticket numbers, Airlines or Branch codes.
- < **Modify** > Change the commission value on this ticket, used with Pulled records.
- < **Delete** > will delete the current ticket displayed from the ComChek system.
- < **Cities** > airport codes to airport names.
- < **Undo** > Undelete a deleted transaction
- < **Info** > Activates the Additional Info Screen

## Search



Search enables the user to go to specific Ticket numbers, Airlines IATA or Branch codes.

## Modify

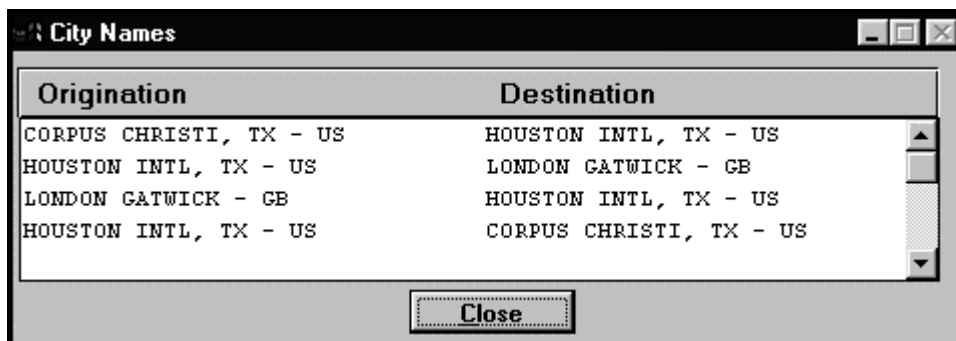


The screenshot shows a dialog box titled "Commission Options". It contains two input fields: "Commission Percent" with the value "8.0" and "Commission Amount" with the value "\$0.00". Below these fields is a button labeled "Select New Ticket Type". Underneath the button are three radio buttons: "LC" (which is selected), "HC", and "PD". At the bottom of the dialog are two buttons: "Cancel" and "Done".

Modify enables the Commission Options screen. Normally used in conjunction with Pulled tickets, this interface gives the user the ability to modify the Should Be Commission that will be listed on the error report. The commission percent and commission amount fields can be used independently or together. If both fields contain data they will be added together and listed as one value on the reports. Once the correct value is set, select the appropriate New Ticket Type. Low Commission, High Commission or Pulled.

If the new commission entered is the same as the original ticketed commission, this user prompt is displayed. Answer Yes, and the ticket is discarded.

## Cities



The screenshot shows a dialog box titled "City Names". It features a table with two columns: "Origination" and "Destination". The table contains the following data:

Origination	Destination
CORPUS CHRISTI, TX - US	HOUSTON INTL, TX - US
HOUSTON INTL, TX - US	LONDON GATWICK - GB
LONDON GATWICK - GB	HOUSTON INTL, TX - US
HOUSTON INTL, TX - US	CORPUS CHRISTI, TX - US

Below the table is a "Close" button.

Cities activates a conversion utility, which converts the airport codes to airport names.

## Info, Additional Info Screen

The screenshot shows a window titled "Additional Info" with a close button in the top right corner. The window contains the following fields:

B. Agent:	24	T. Agent:	24	B. Branch:		T. Branch:	
Control No:		Inv. Date:	10/08/1998	Run Date:	03/18/1999	Rule ID:	150580
Pay Type:							

At the bottom center of the window is a "Close" button.

Booking agent, ticketing agent, booking branch, ticketing branch, control number, invoice date, run date (analysis run date), payment type, and A.C.T. commission rule ID are listed in the INFO portion of the view tickets screen.

## Utilities

Utility Menu contains four function areas:

**Get-Rules:** Modem dialup to update commission rules database

**Rebuild Files:** Rebuild corrupt index files when required

**City Code:** Lookup conversion of city codes to city names

**Airline Code:** Lookup conversion of airline codes to airline names

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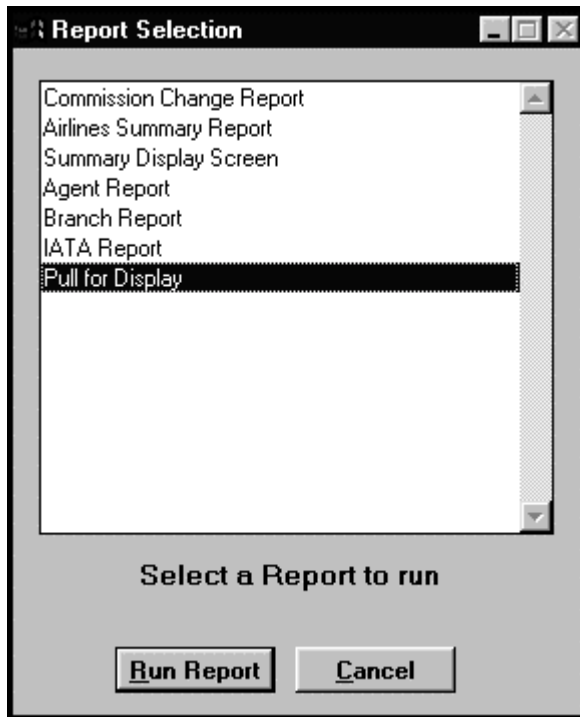
## Chapter 4

# Reports

Types of Reports  
Running Reports



## Reports



The Report Selection Menu contains seven reports that are available to be run on the current analysis week.

## Commission Change Report

03/10/1999		ABC Travel				Page: 1			
Commission Change Report									
Start Date: 08/01/1998					End Date: 03/10/1999				
TICKET #	IATA	AIR	AGENT#	INVOICE	FARE\$	COMM\$	SB	COMM\$	NET\$
1034377916		CO	23	186221	693.51	25.00		50.00	25.00
1034377919		DL	12	186224	1494.44	50.00		119.56	69.56
1034377936		CO	24	186258	1434.00	25.00		50.00	25.00
1034377939		CO	24	186261	994.00	5.00		50.00	45.00
1034377997		CO	15	186323	700.93	25.00		50.00	25.00
1034378010		TW	24	186334	1275.92	22.07		102.07	80.00

Branch had a total of 6 corrections.

6 Credit Corrections:	\$	269.56
0 Debit Corrections :	\$	0.00

The Commission Change Report is used as a summary listing of commission errors. It can be passed to accounting personnel to assist them in making corrections to the auditor coupons and correcting the invoice in the accounting system, prior to ARC Settlement.

Note: The Commission Change Report should only be printed after the operator has used the View utility and verified that the commission changes recommended by ComCheck are indeed valid. All Pulled transactions should also be processed in the View utility, and either deleted or modified prior to printing any report.

## Airline Summary Report

03/09/1999		ABC Travel				Page: 1			
Airline Summary Report									
Start Date: 10/01/1998					End Date: 03/07/1999				
AIRLINE	INTERNATIONAL CHANGES				DOMESTIC CHANGES				TOTAL ERRORS
	Low Comm.	High Comm.	Low Comm.	High Comm.	Low Comm.	High Comm.	Low Comm.	High Comm.	
\$	#	\$	#	\$	#	\$	#	\$	#
CO-005	0.00	0	0.00	0	120.00	4	0.00	0	4
DL-006	69.56	1	0.00	0	0.00	0	0.00	0	1
TW-015	80.00	1	0.00	0	0.00	0	0.00	0	1
TOTALS:	149.56	2	0.00	0	120.00	4	0.00	0	6

The Airline Summary Report lists total errors by carrier.

## Summary Display

Type	Count	Max \$	Min \$	Avg \$	Total \$
Low Comm.	6	80.00	25.00	44.93	269.56
High Comm.	3	-25.00	-30.04	-26.68	-80.04
Pulled	0				
<b>Totals</b>	<b>9</b>	<b>Analyzed: 109</b>			

The Rules were outdated or incomplete!! Contact ACT Inc.

OK Print

The Summary Display Report is the same Summary Display that appears at the completion of the analysis process. It can be re-run and printed from this interface.

## Agent Report

AGENT#	BRANCH	A/L	TICKET NO.	ITINERARY
12		DL	1034377919	1 LAX-BUE DL 980 10/06/1998 Y06 2 BUE-LAX DL 1289 10/06/1998 Y06
FARE:\$ 1494.44 ORIG COMM:\$ 50.00 % 3.3 COMM S/B:\$ 119.56 % 8.0 NET:\$ 69.56 PNR Loc.: ERROR: DL: USA/ANY INT'L 8%				
Corrections for Agent: 12 1 Low Commission Tickets :\$ 69.56 0 High Commission Tickets:\$ 0.00				

This Agent Report contains detailed ticket data, sorted by Agent ID. It is also sub-totaled by agent number. This report could be distributed to the agent for training purposes, or used in place of the Commission Change Report.

## Branch Report

03/09/1999		ABC Travel		Page: 1	
Branch Detail Report					
BRANCH	AGENT#	A/L	TICKET NO.	ITINERARY	
=====	=====	===	=====	=====	
	23	AA	1034377864	1 CRP-DFW AA 3822	10/02/1998 Y26
Client No:36				2 DFW-MSP AA 302	10/02/1998 Y26
FARE:\$ 642.59	ORIG COMM:\$ 50.00	% 7.8	COMM S/B:\$ 25.00	% 3.9	NET:\$-25.00
PNR Loc. :	ERROR: AA: DOMESTIC O/W > \$312.5 = \$25 COMMISSION				

The Branch Report is a detailed listing of all errors including segment information, sorted in branch order. This report is used more than any other report in this menu. It is distributed to agents, as well as used to make corrections to the ARC Submission and accounting invoice record, in place of the Commission Change Report.

## IATA Report

The IATA Report is only available to ComChek systems that are interfacing the IATA number from their accounting system. It is in the same format as the Branch Report, only sorted by IATA Number.

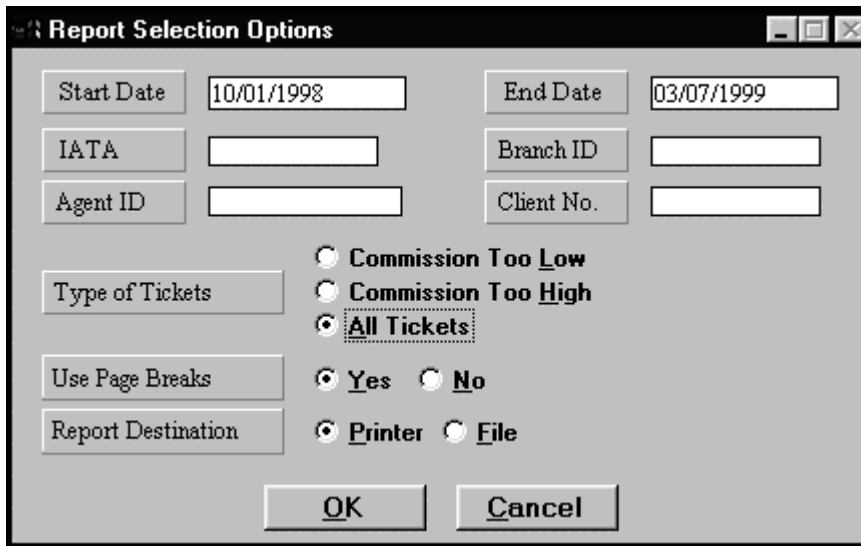
## Pull for Display Report

The Pull for Display Report lists any Pulled records needing operator intervention. It should be run after the analysis, prior to View Tickets. If there are any Pulled transactions, the operator must select them using the View Ticket Filter. All Pulled transactions must be Deleted or Modified to a Low Commission or High Commission.

## Export Corrections

At some time in the future, we will have the ability to Export Corrections back to the TRAMS database. This will eliminate the need to manually update the invoice record in TRAMS with the correct commission value. ComChek will be upgraded when this function is available.

## Report Selection Options



The screenshot shows a dialog box titled "Report Selection Options" with the following fields and options:

- Start Date: 10/01/1998
- End Date: 03/07/1999
- IATA: (empty)
- Branch ID: (empty)
- Agent ID: (empty)
- Client No.: (empty)
- Type of Tickets:  Commission Too Low,  Commission Too High,  All Tickets
- Use Page Breaks:  Yes,  No
- Report Destination:  Printer,  File
- Buttons: OK, Cancel

After selecting a report to print, you will be prompted to fill in the Report Selection Options screen. The report period dates will default to the ARC Report Period dates you entered, which extracted data from TRAMS. You may also select a specific IATA, Branch, Agent or Client for this report. If you want all errors on your report, leave those four fields blank.

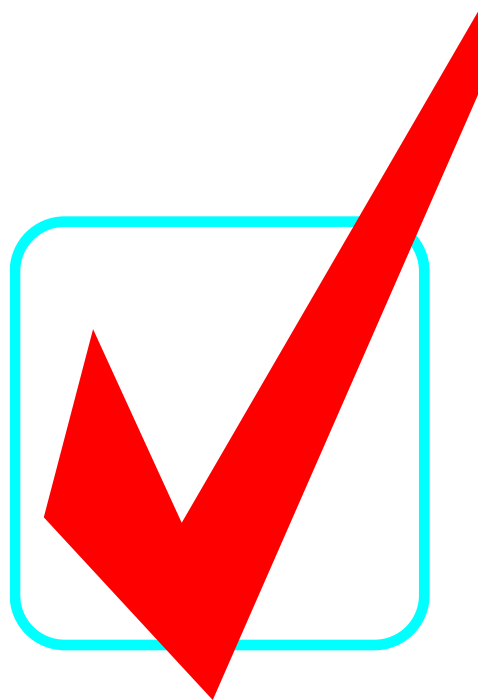
You may also indicate the Ticket Type: Commission Too Low, Commission Too High or All Tickets. The default should be All Tickets.

If you have a large number of errors and several branches to correct, you may want to select "Use Page Breaks," to separate the errors by the sort criteria.

You also have the ability to save the report to a file. This is helpful if you have the need to send a specific report to someone via e-mail.

# Chapter 5 **ComChek**

Weekly ComChek Commission Audit Procedures



# Flowchart

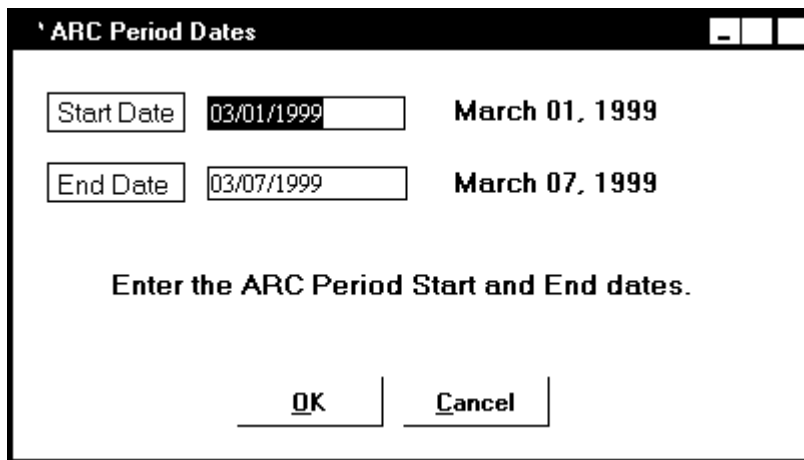
## Getting Started

From the Windows Start Menu, select Programs. Select ComChek. This will activate the ComChek Main Menu.



Select Analyze. This command will start the TRAMS Query program or activate the ODBC interface used in the TRAMS for Windows version.

You will be prompted to enter in the ARC Report Period that you wish to audit for commission errors.

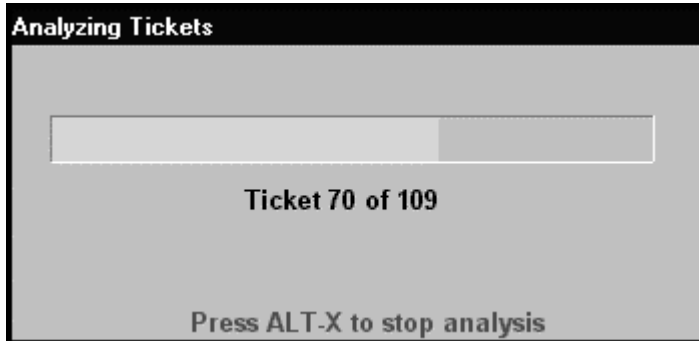
A screenshot of a dialog box titled "ARC Period Dates". It contains two rows of input fields. The first row has a "Start Date" field with the value "03/01/1999" and a corresponding label "March 01, 1999". The second row has an "End Date" field with the value "03/07/1999" and a corresponding label "March 07, 1999". Below the input fields is the text "Enter the ARC Period Start and End dates." At the bottom of the dialog are two buttons: "OK" and "Cancel".

Upon entering the dates, select OK. At this time, you may be prompted for your log in and password to TRAMS. This is normal if you have security turned on in TRAMS.

ComChek will export sales data from the accounting system, based upon the date range entered and move that data into the ComChek directory for analysis.

## Analysis

After the data is extracted from TRAMS and copied to the ComChek directory, the Conversion program will run automatically, converting the TRAMS data file to a FoxPro database. This Convert process should run with no user prompts or errors.



Once the Conversion is complete, the analysis program will start automatically. Several activity screens will appear, but do not require user input. The main analysis screen will display a thermometer bar, indicating the progress of the analysis. This process should not be interrupted and should not stop for more than a couple of seconds.

## How Does It Work?

The commission analysis module of ComChek compares every ticket to the A.C.T. airline commission rules database. Every ticket itinerary is compared to over 10,000 separate rules comprised of 140 carriers. Each ticket is compared to the specific commission rules for the validating carrier of the ticket. Each ticket is compared to commission rules in the database until there is an itinerary match.

The commission claimed by the agent is compared to the commission set in the rules database for that specific itinerary. If they match, the ticket is accepted as correct, and passed.

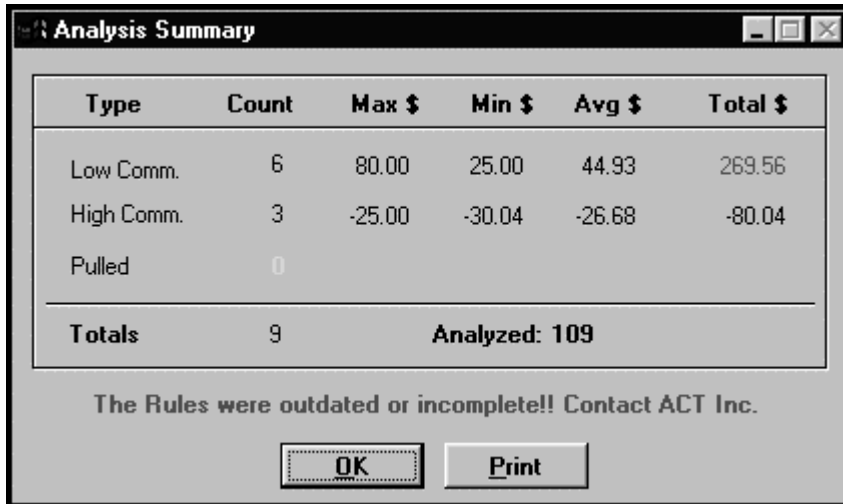
If they do not match and the commission claimed by the agent is lower than the commission set in ComChek, it is reported as a **Low Commission**.

If they do not match and the commission claimed by the agent is higher than the commission set in ComChek, it is reported as a **High Commission**.

In some cases the commission rules are more specific than the ComChek Analysis. In those instances (less than 1% of tickets analyzed) the ticket is displayed as a Pulled for Display.

## Analysis Summary

Upon completion of the analysis, the Summary Display will show the number of tickets analyzed and the result of the analysis. Press “P” to print this screen or “X” to exit this screen, and return to the Main Menu. You should now activate View Menu and select Analysis Results.



Type	Count	Max \$	Min \$	Avg \$	Total \$
Low Comm.	6	80.00	25.00	44.93	269.56
High Comm.	3	-25.00	-30.04	-26.68	-80.04
Pulled	0				
<b>Totals</b>	9				

**Analyzed: 109**

The Rules were outdated or incomplete!! Contact ACT Inc.

OK Print

## Pulled for Display

### **Pulled for Display tickets must be viewed by the operator.**

Specific instructions are displayed with these PD's to assist the operator in calculating the correct commission. Once the analysis is complete, Pulled tickets are listed are shown on the Summary Display. If Pulled tickets are listed in this display, continue to the View, Analysis Results and select Ticket Type, Pulled. Review these transactions, correct or delete.

## View Ticket Filter Screen

The screenshot shows a 'Ticket Filter' dialog box with the following fields and options:

- Start Date: 10/01/1998
- End Date: 10/08/98
- Branch ID: [Empty]
- IATA: [Empty]
- Agent ID: [Empty]
- Client ID: [Empty]
- Plated Carrier: [Empty]
- Type:  Commission Too Low,  Commission Too High,  Both,  Pulled
- Order:  Airline,  IATA,  S. Branch
- Buttons: ,

Normal procedures for processing weekly data would be to select the Pulled tickets first. These are tickets that need further analysis by the operator. View of Pulled tickets would only be needed if the Summary Display indicated that there were tickets in the PD (Pulled for Display category). Activate the Pulled Filter and process any tickets in that file. Once all Pulled tickets are processed, you must return to the View Tickets Screen, and repeat the selection process selecting Commission Too High, Commission Too Low or Both.

*It is easier for the new user to select these Ticket Types individually. As you gain confidence in the system, working the Pulled Tickets first, then proceeding to the Both category will be the normal procedure.*

You may now View Commissions Too Low. ComChek has determined that additional commissions are due on these tickets. Note: Viewing of the Low Commission tickets is not required but most agencies prefer to view these tickets “just as a double check”. You may also view the Commissions Too High, by reverting back to the View Tickets screen, selecting Commissions Too High filter type. Once you are satisfied with the results of the analysis by viewing the data, you may print the results.

# Reporting

## Commission Change Report

The Commission Change Report is not detailed. It is primarily used by accounting personnel to correct the commission on the Auditors Coupon and update the ticket invoice in TRAMS. This report is sorted by branch and by ticket number and contains all the information required to make corrections to the auditor's coupon, TRAMS and IAR, prior to ARC Submission. It is not designed for distribution to travel agents.

## Branch and Agent Detailed Reports

The Branch and Agent reports contain detailed information about the ticket in error. You may want to print the Branch or Agent report depending on the order desired. Branch Report is in Branch order by airline by ticket number. Agent Report is in Agent order by airline by ticket number. These reports are printed from the Report Menu, while the current week is still the active analysis. All segment information associated with the ticket will be listed on these reports.

By listing the segment information on the report, along with the Error Message, we have a report that is easily used as a training tool for your agents. The agent can easily identify the type of error made and utilize the error description information for training purposes.

## Modify Commission on Auditor Coupon

Make these changes very legible. Use highlighter or post a note to call attention to the commission change.

## Modify Commission in TRAMS

Correct the commission amount for this ticket in TRAMS, prior to closing your ARC Report.

## Modify Commission in IAR

If you are using IAR, make changes to the commission amount prior to transmitting.

This is the end of the “normal” weekly auditing procedure.

# Running ComCheck with TRAMS

## Currently NON IAR

- 1) Process interface messages.
- 2) Quality control invoices and ARC documents (Invoice Analysis and ARC Reconciliation)
- 3) **Run ComChek Commission audit program to check for commission percentage and cap errors/opportunities.**
- 4) Modify TRAMS Invoice bookings. FOPs, Voids, etc.
- 5) Run ARC report, sorting tickets in number and FOP order. Double check items and amounts, comparing ARC items and the source documents.
- 6) Fill out the Sales Settlement Authorization.
- 7) Take the report to the post office and spend \$5.00 for efficient service
- 8) Upon receipt of the weekly ARC Sales summary run ARC Settlement and post/close all transactions. Edit and fix errors before, if you aren't perfect, which most the times we are!

## With IAR

- 1) Process interface messages.
- 2) Quality control invoices and ARC documents (Invoice Analysis and ARC Reconciliation)
- 3) **Run ComChek Commission audit program to check for commission percentage and cap errors/opportunities**
- 4) Modify CRS data for FOPs, Voids, correct commission, etc.
- 5) Run ARC Report?
- 6) Print the IAR report from the CRS.
- 7) Authorize the settlement.
- 8) OK, so you don't go see your friendly postmistress, or pay \$5.00
- 9) Upon receipt of the weekly ARC Sales Summary: Import and run IAR Reconcilement, query on all the errors in TRAMS and make the changes in TRAMS and there will be changes if the QC is done in the CRS and not TRAMS. Now you have to go back and do it a second time, but now in TRAMS

Run ARC Settlement and post/close all transactions.

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