

Globalware 6.0 Documentation

(Commtrak data export / hotel record reconciliation)

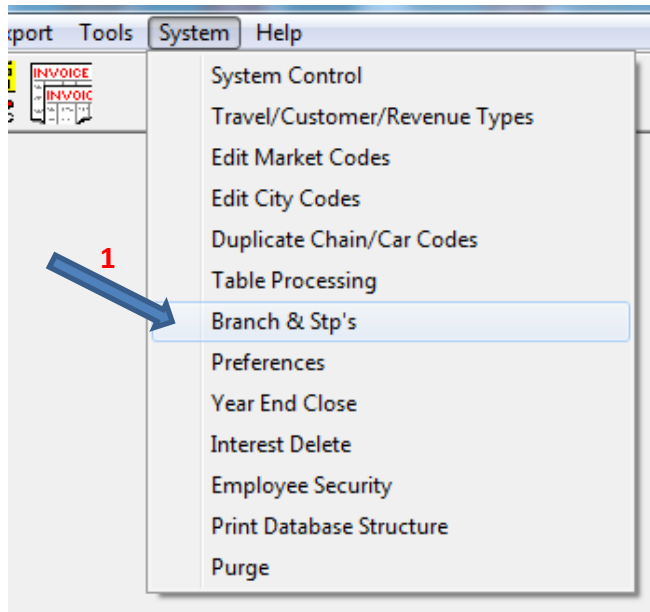
This document is designed for use with GlobalWare Version 6.0 and higher

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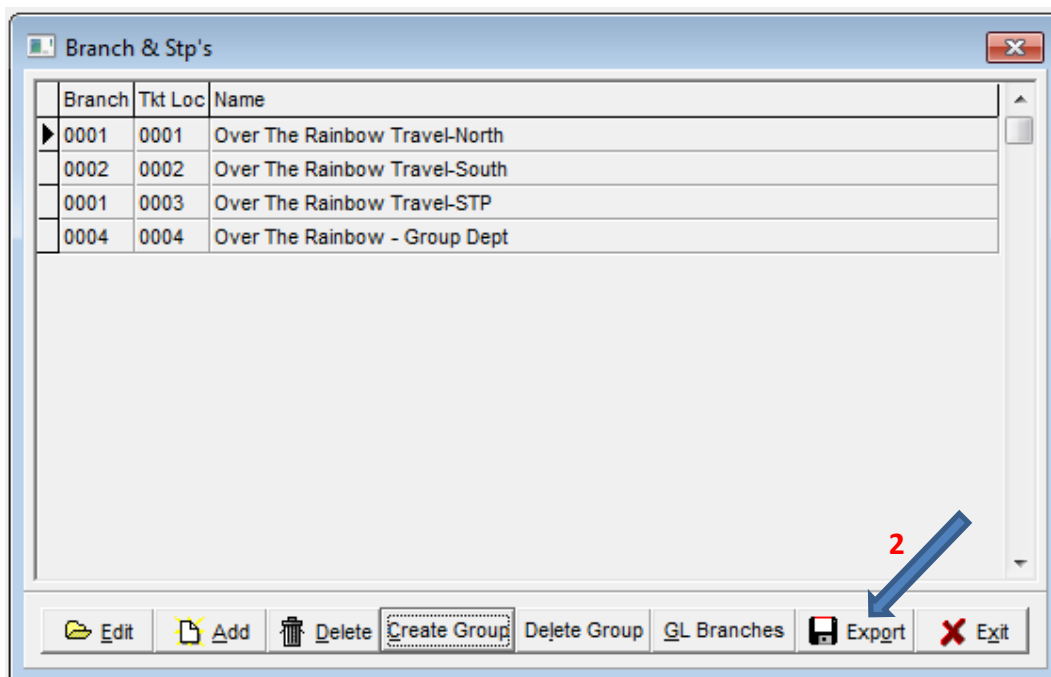
Branch Export

An export of your Branches and ARC Numbers is required initially when starting the new Commtrak process with Travelport, and when adding new Branches and ARC Numbers. Commtrak will keep the Export on file. Instructions are below.

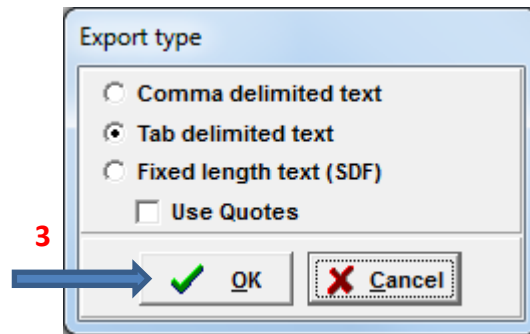
1. In the GlobalWare Menu, Navigate to System, Branch & Stp's.



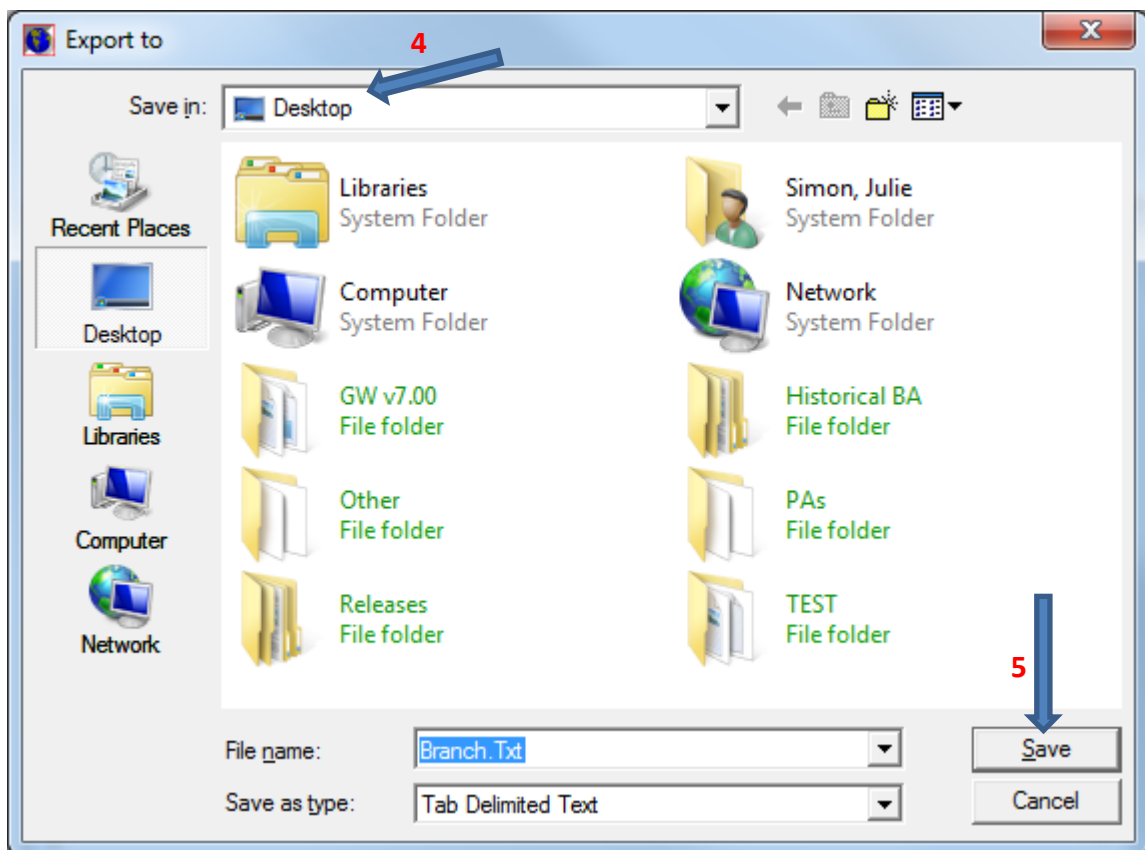
2. In Branch and Stp's window, click the Export button.



3. The export type screen will appear, accept the default (Tab delimited text) and click OK.



4. At the "Export to" screen, if your screen does not show **Desktop** in the "Save in" box at the top, click in the "Save in" box and select Desktop.
5. Click the **Save** button to save the file to your Desktop.

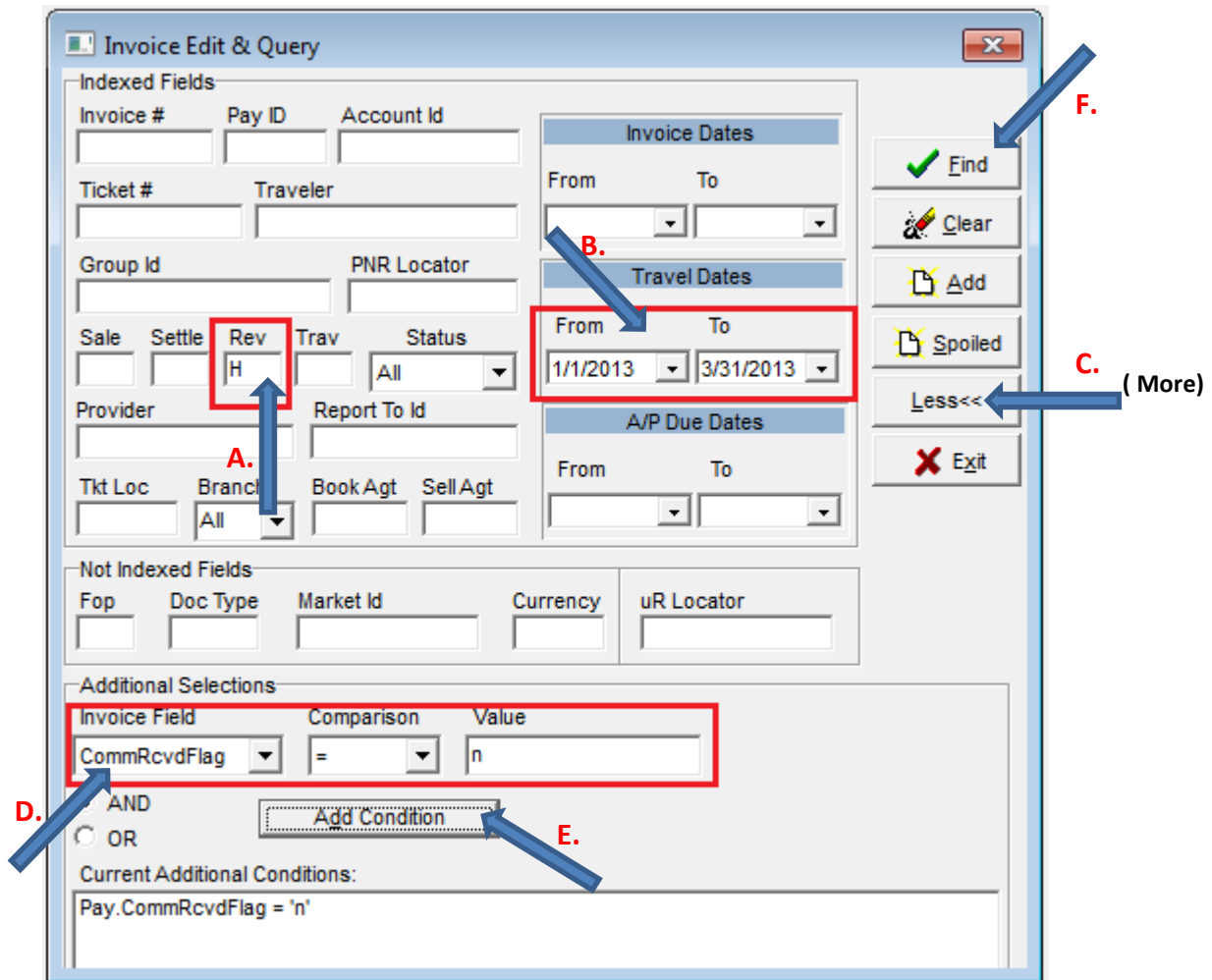


6. Open your email and attach the file that you saved and email it to Commtrak. You should not have to do this series of steps again unless your agency adds additional Branches and ARC numbers.

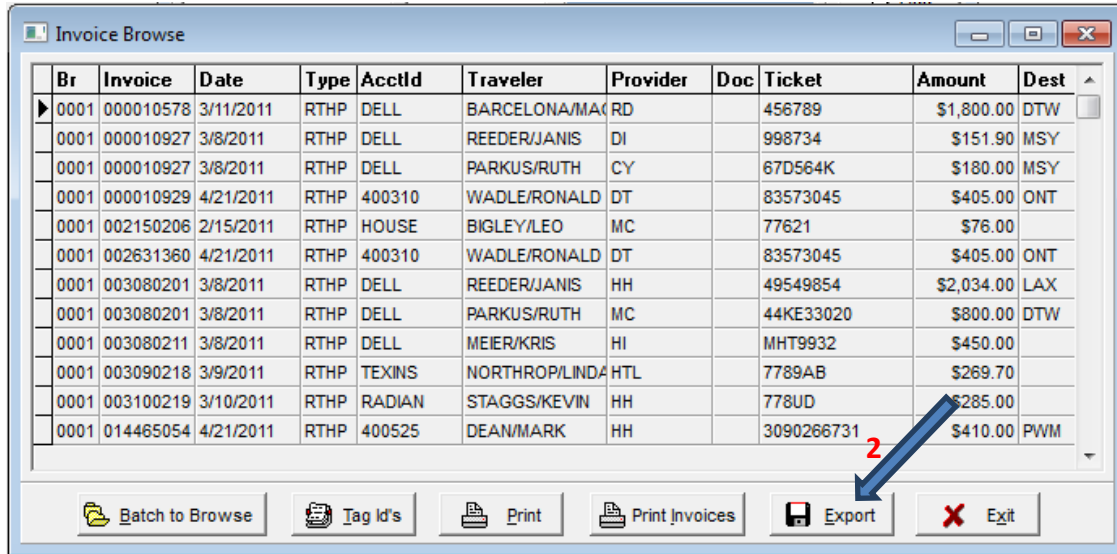
Setting up the Commtrak Export for Batch Processing

Once you set up the Commtrak Export Batch, you should not need to do these steps again. Batch Export setup process is illustrated below.

1. Go to Invoice Edit & Query
 - A. Fill in the "Rev" as "H" (Revenue Type Hotel)
 - B. Select the travel date range that you want to export.
 - C. Click **More** to show "Additional Selections"
 - D. In the Additional Selections area, under Invoice Field, from the dropdown choose "CommRcvdFlag", in Comparison choose "=", and in Value type "n".
 - E. Click the "Add Condition" button to add the condition under "Current Additional Conditions."
 - F. Now, click Find.



2. From the Invoice Browse screen, click Export.



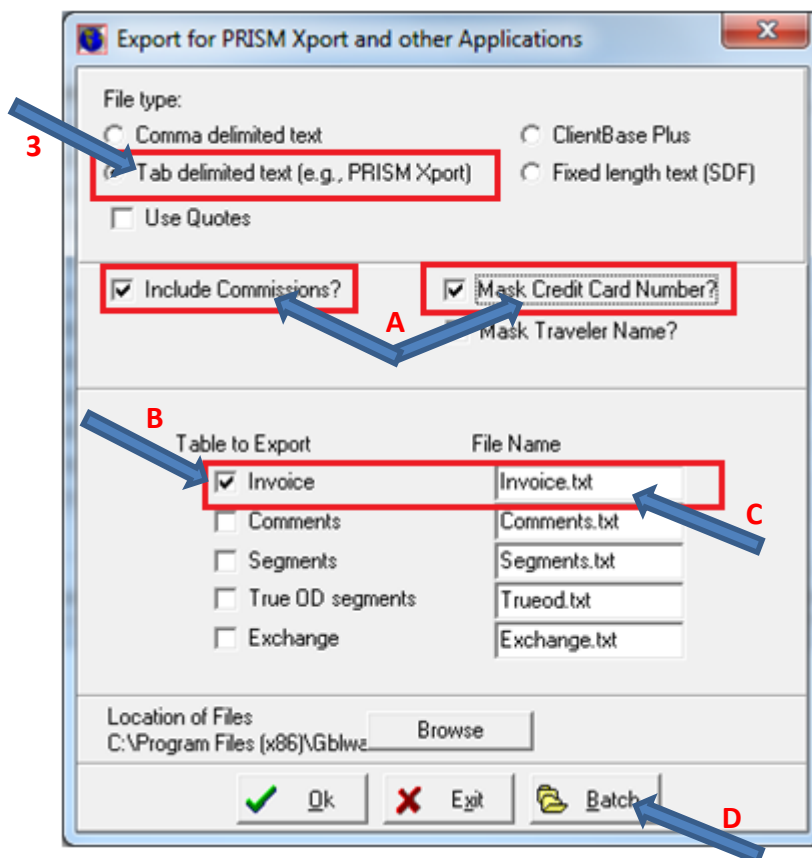
3. In the Export screen, accept the default for Tab delimited text

A. Check Include Commissions, check Mask Credit Card Number

B. Check Invoice under Table to Export.

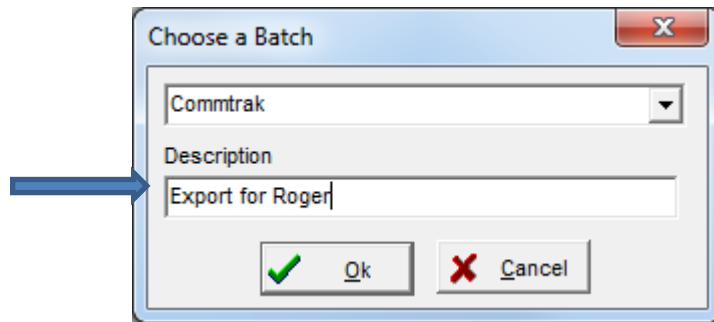
C. **Optional Suggestion:** You can create a Commtrak folder in your Gblware Directory, browse to it and store the file there.

D. Then click Batch.



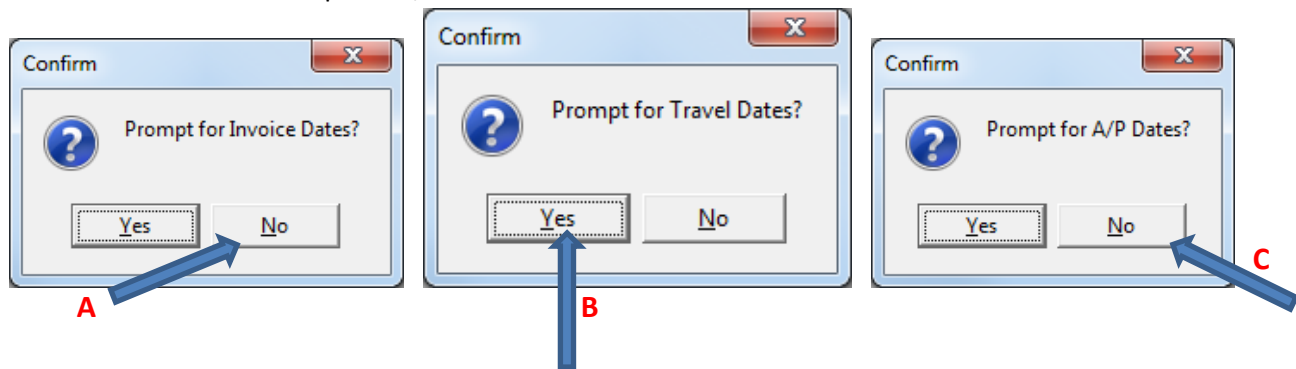
Note: Location of Files

4. Name it Commtrak with description, and then click Ok.



5. A series of prompts will display.

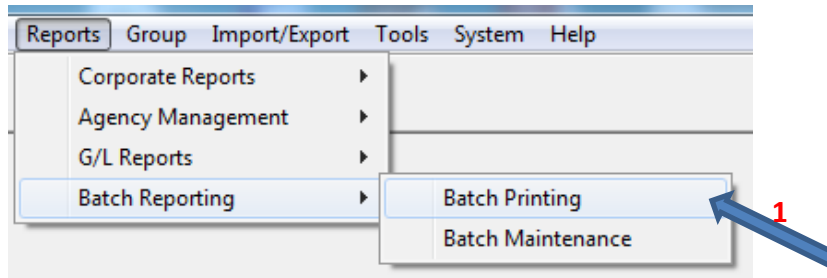
- A. For "Prompt for Invoice Dates?" select No.
- B. For "Prompt for Travel Dates?" select Yes.
- C. For "Prompt for A/P Dates?" select No.



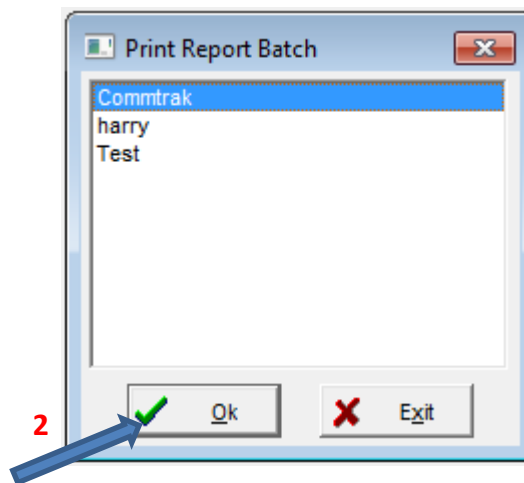
Running Commtrak Batch

Batch Printing will need to be done every time you need to send the export file to Commtrak.

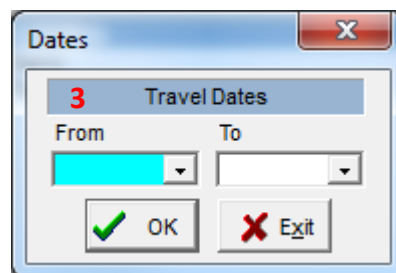
1. When you are ready to run the Export for Commtrak, simply navigate to Batch Reporting, Batch Printing.



2. Select Commtrak and click Ok.



3. There will be a prompt for you to fill in Travel Dates; fill those in for exported range.



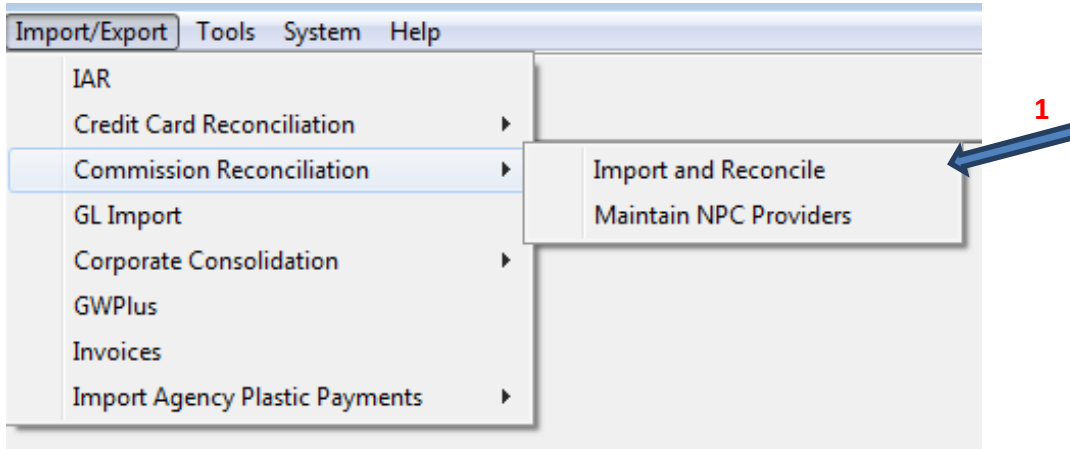
4. Upload the file from the specified saved location to Commtrak's FTP Server via their website.

Reconciling Commtrak File in GlobalWare

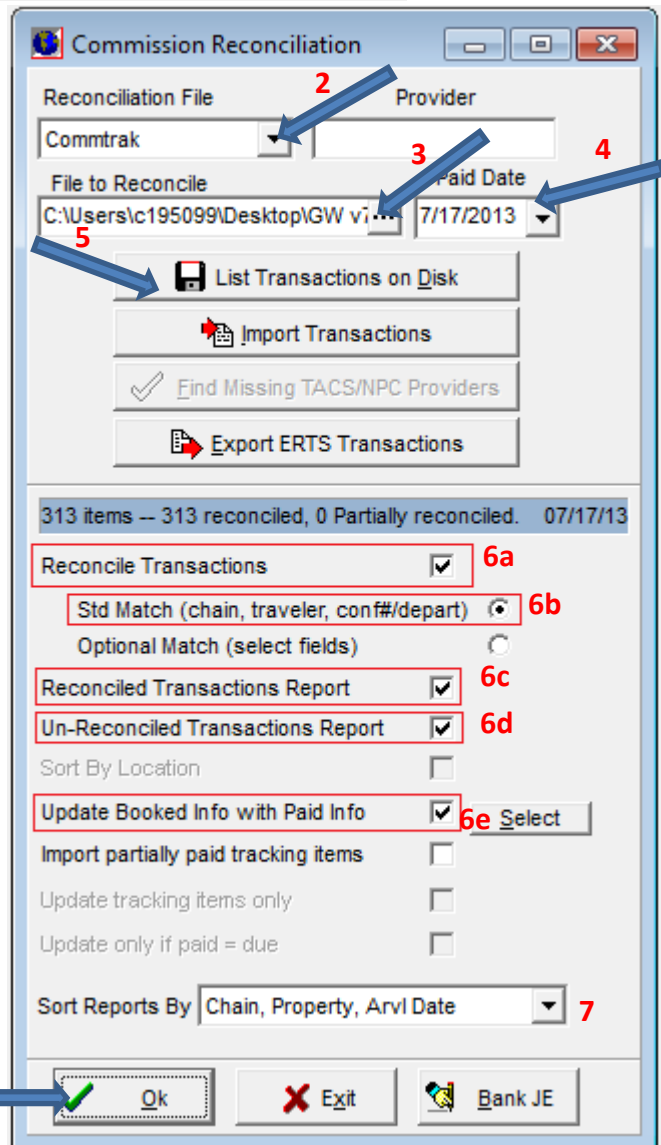
Once you receive the file from Commtrak, you will need to save it to a location in your computer.

To reconcile the file:

1. Go to Import/Export, Commission Reconciliation, and Import and Reconcile.



2. In Reconcile File, select Commtrak from the dropdown.
3. In File to Reconcile, click the three dot button to browse to the location of the file.
4. Fill in the Paid Date with the Reconciliation Date of the Commtrak file.
5. Click Import Transactions button (List Transactions on Disk is optional, if you want to just view the data in the Commtrak file). Illustration below.
6. Then, from the bottom pane, check:
 - a. Reconcile Transactions
 - b. Standard Match Toggle
 - c. Reconciled Transactions Report
 - d. Un-Reconciled Transactions Report
 - e. Update Booked Info with Paid info
7. Optional: choose what you would like the reports sorted by in the "Sort Reports By" dropdown.
8. Click Ok, GlobalWare invoices will be updated with the Paid info, and Reconciled/Un-Reconciled Reports will display. The reports can be printed as needed.



Note: For more information, please see *GlobalWare Help on Commission Reconciliation*.