TRAMS Back Office Enhancements Workbook

Trainer: Shirley Sweeney, CTA

TECH U 2003

Knowledge is Power

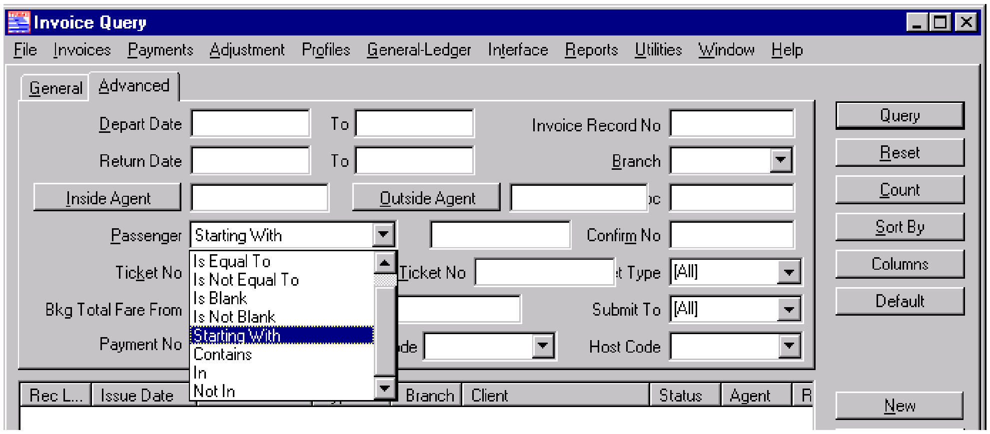
TRAMS Technology University

Legend:
- • = Changes in 2.00.00
- o = Changes in 2.00.00
- ✓ = Changes in 2.00.01
- ❖ = Changes in 2.00.01

GENERAL CHANGES

1. Query Screens

✓ Added Wild Card for passenger name on Invoice, Profile and Report Generator



✓ Select lines to be printed on the Print Query by using a Shift & Ctrl.

2. General – Exclusive Access

✓ Remove the Exclusive Access from the login & File menu
✓ Remove Pseudo EOP & Pseudo Post
✓ Remove Exclusive Access
✓ Any user can do an EOP, Year-end, enter access code, if setup in user profile

UTILITIES

✓ **Backup –**
- ❖ Retain the destination path

✓ **GL Accounts –**
- ❖ _Ability to print the setup

✓ **Purge –**
- ❖ Ability to select commtrack by the depart date

✓ **City Code –**
- ❖ Added the latitude, longitude to City Codes. Also added Transborder as a selection.

✓ **Independent Contractor/HOST**
- ❖ Enables the user to create various IC (Independent Contractor) and Host Code Names for tracking purposes
- ❖ Setup codes in Utilities|IC/HOST Codes
- ❖ Can I/F codes from all GDS
- ❖ Only reports are TCR
- ❖ Email support@trams.com for assistance

3. Use of Right Mouse Click on Query Screens

- Invoice query
  - New – create new invoice
  - View the invoice
  - Copy the existing invoice
  - Void the existing invoice
  - Refund – create refund invoice
  - Adjustment – create debit/credit memo
  - Print invoice – print copy of invoice
  - Query all Payments on the invoice

- Payment query
  - New – create new payment
  - View the payment
  - Copy the existing payment
  - Print check for the payment
  - Print payment the payment
  - Re-apply payment – voids exiting payment, create new payment with different profile name.
  - Query all Invoices related to this payment
  - Query all payables related to this payment

- Payable query
  - New – create a new payable
  - View the payable
  - View Payments related to this payable
  - Query Payments related to this payable

- Profile query
  - New – create new profile
  - View the profile
  - Delete the profile
  - Copy the profile, creates new profile.
  - Print Label – print a single label or an envelope for the profile

- Journal Entry Query
  - New – create a new journal entry
  - View the journal entry
  - Void the journal entry
  - Copy the journal entry.
  - Print JE – prints the journal entry

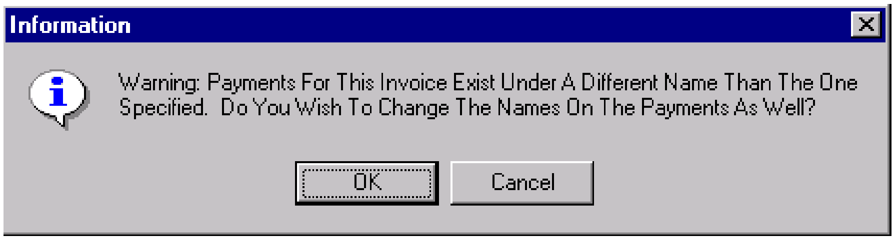
- Agent Adjustments
  - New – create a new agent adjustment
  - View the agent adjustment

NOTES:

INVOICE CHANGES

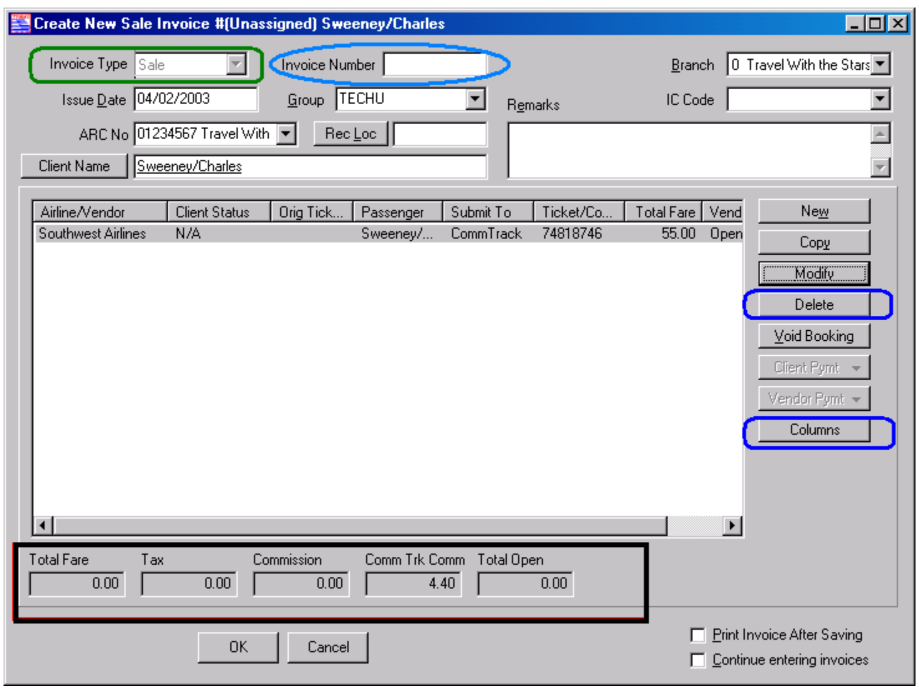
4. Correcting Duplicate Profiles

- When you change a Client Name on an Invoice in 2.00.00, you are now prompted with a message asking - "Do you wish to change the Names on the Payments as well?" If you select "Yes" then ALL payments attached to the Invoice will be moved to the new Client Name as well. If you select "Cancel" ALL Payments will remain under the original Client Name.



5. New Invoice Screen

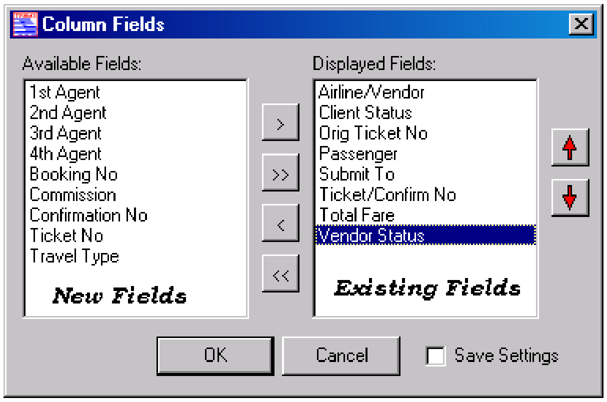
✓ Non-Modal - can minimize Invoice to perform other tasks
✓ Can open more than one invoice at a time



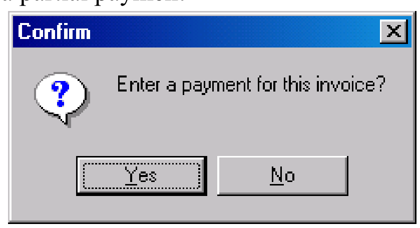
✓ Select the Invoice type from same invoice screen
  ❖ Sale, Refund or Adjustment
✓ Invoice Number is Blank – it is assigned when you save the invoice.

NOTES:

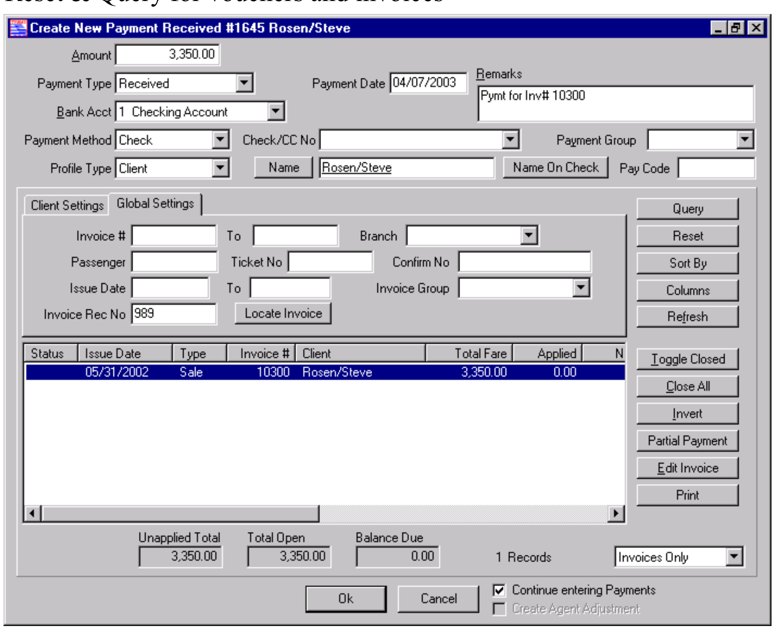
- ✓ New Buttons
  - ❖ Delete – can delete a booking
  - ❖ Columns – Select the way you want to see your invoice screen
    - ❖ Added several new fields
    - ❖ Right & left arrow can add or delete fields
    - ❖ Red Arrows allow you to re-sort
    - ❖ Click on Save Setting to make this your default



- ✓ Total Boxes – now horizontally
  - ❖ Partial Payment Box only show if there is a partial payment
- ✓ Applying a Payment when Saving/Closing the invoice



  - ❖ Will go to Payment screen
  - ❖ Enter one or more payments
  - ❖ Can Reset & Query for vouchers and invoices



NOTES: ____

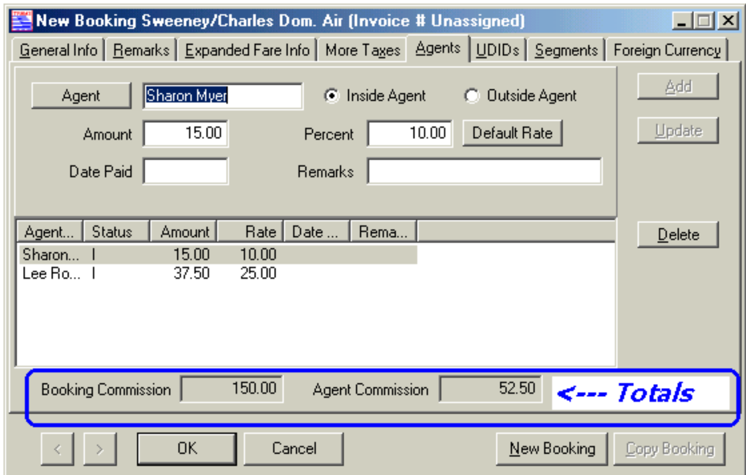
____

____

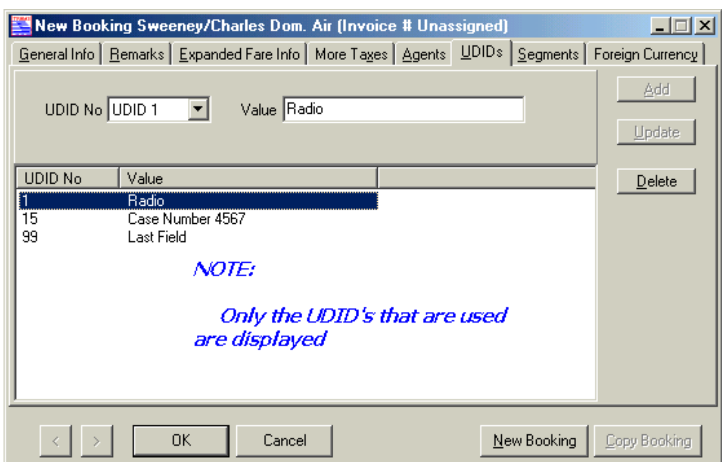
____

6. New Booking Screen

- ✓ Non-Modal – Click off screen to do another task
- ✓ Save on Tool Bar under window
- ✓ Identify Booking Screen by
  - ❖ Invoice number
  - ❖ Travel type
- ✓ Booking Screen Tabs – Only 2 have changed
- ✓ Agent Tab
  - ❖ Easier to see the total agent commission on the booking



- ✓ UDID's
  - ❖ Only the UDID's that are used will show



- ✓ Increase Passenger name field from 50 to 255
- ✓ Ability to change every occurrence of agent on a invoice

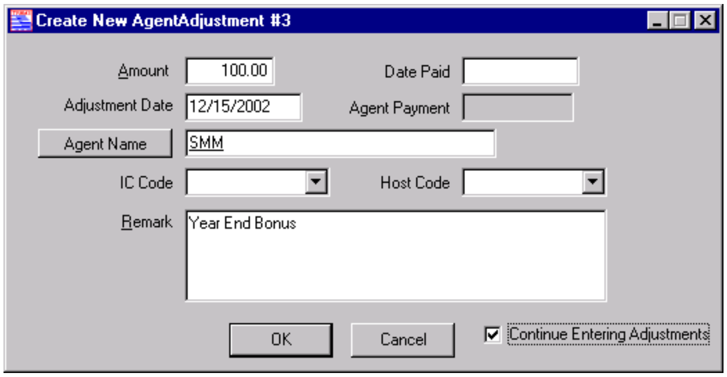
NOTES:

AGENT ADJUSTMENTS

7. Agent Adjustments

✓ Now the screen non-modal

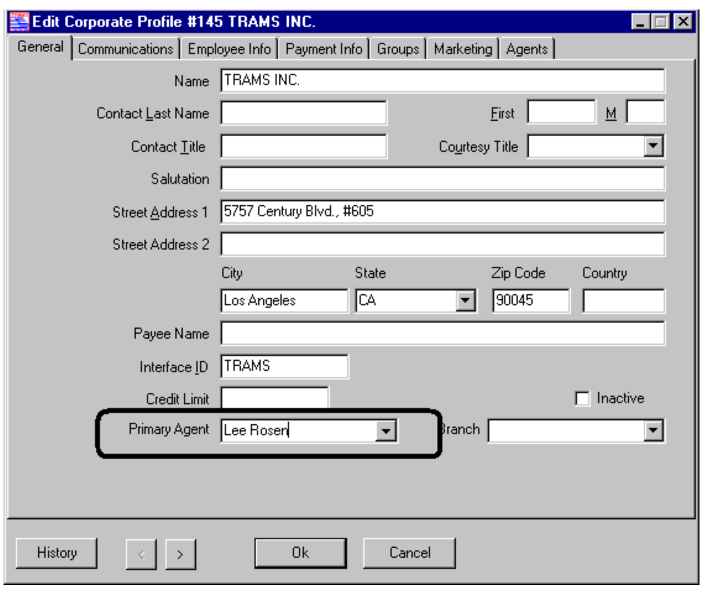
✓ When entering multiple adjustments and the continue box is checked, the remarks field will be copied to each adjustment



CHANGES TO PROFILES

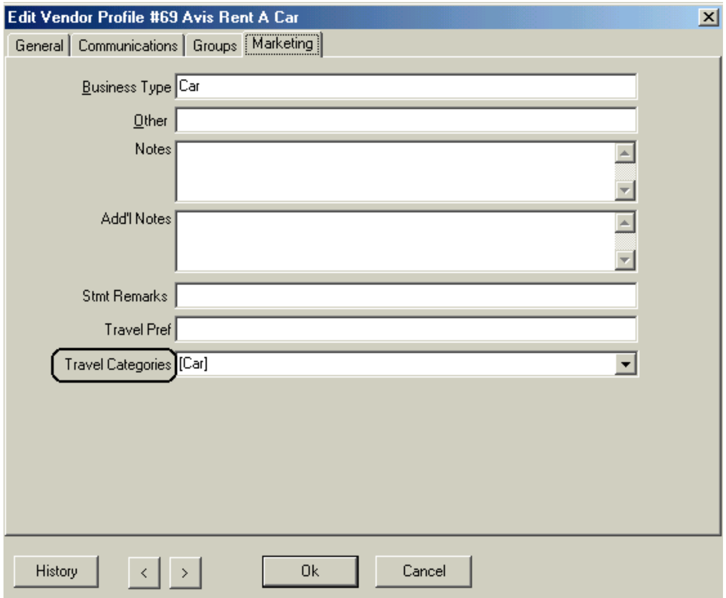
8. Profiles

- Client
  - o Individual is now called Leisure
  - o Commercial is now called Corporate
  - o Client Profile now has a field for Primary Agent
    - ▪ Assigned in ClientBase Plus
    - ▪ Interfaced on new profile – agent who booked the invoice

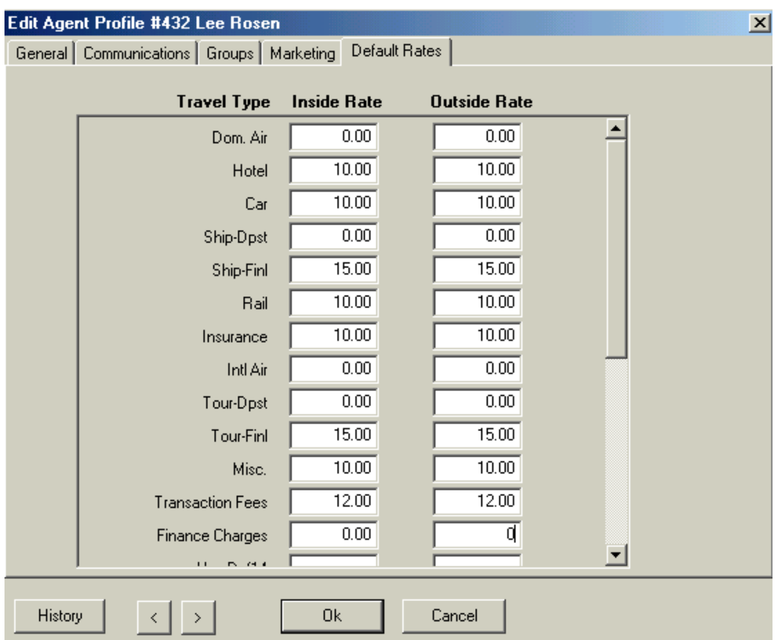


NOTES:

- Vendor
  - Travel Categories to eliminate mismatches between Car & Hotel profiles with the same two letter Interface ID code

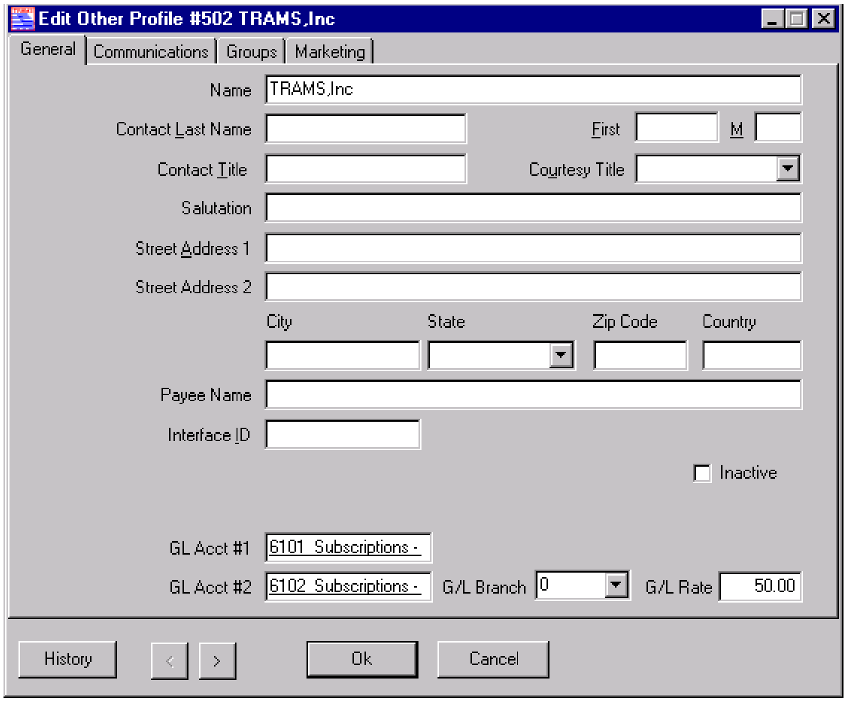


- Agent
  - Default Rates –specify the commission percentage by travel type.
  - If the defaults rates are blank, will default to the commission rates on the General tab.



NOTES:

- Other Profile
  - o Can now specify Branch



CHANGES TO PAYMENTS

9. General

- Non-Modal
- Ability to use a shift or ctrl and mouse click to select a range – and print only the lines selected
- Add a warning on payment with other profile, that JE does not match bank
- ✓ TRAMS now sets your "Continue entering Payments" and the "All/Invoices/Bookings" settings as default when you complete the payment, quit TRAMS and restart TRAMS.

10. Bank Reconciliation

- ✓ Added a "Columns" button so you can now select columns, rearrange, resize & save the settings.
- ✓ Added a Refresh button. If you click off the Bank Reconciliation, and do other things that affect the Bank Reconciliation, you can refresh the Bank Reconciliation to see the change.
- ✓ Added a "name on Check" to the columns.

NOTES:

CHANGES TO INTERFACE

11. All

- Added more Advance Interface Processing filters
  - **"Allow Comm Track Hotel/Car"**
    When "checked" all Comm Track Hotel/Car Bookings will be interfaced.
    When "unchecked" NO Comm Track Hotel/Car Bookings will be interfaced.
  - **"Allow Comm Track on Exchanges"**
    When "checked" all Comm Track Hotel/Car Bookings will be Interfaced with Exchanges.
    When "unchecked" NO Comm Track Hotel/Car Bookings will be Interface with Exchanges.
  - **"Allow Duplicate Ticket Numbers"**
    There are 3 options for processing Duplicate Ticket Numbers: Always (no prompt), Prompt, and Never.
    - ALWAYS: processes dupes with no prompts and lists warning messages on Interface Processing Error Log.
    - PROMPT: gives typical prompt screens with chance to change ticket number.
    - NEVER: Ignores dupes, however leaves them on the processing list to delete manually. To process, the user would need to change the option from "never".
  - **"Allow Voids"**
    - ALWAYS: Invoices with voided tickets in them will be accepted. There will be no warning other than a message on the Error Processing Log.
      When Interface Processing is set to Auto, for simple voids, (single ticket - single payment) the system will not prompt for tracking and will default to YES to track the voided invoice.
    - PROMPT:" is selected, Invoices with voided tickets in them will be accepted but a warning will be given to allow the user to manually intervene and void the tickets, as the system operates currently.
    - NEVER: is selected, NO "Voids" will be accepted.

  - **"Allow Multiple Agents Per Booking"**
    When "checked" Multiple Agents can be interfaced into a booking as you presently can.
    When "unchecked" only the first agent listed in the Interface record will be captured. If any agents are assigned to the Clients Profile those agents will still be added to the booking. Any agents not processed from the record will be listed on the Processing Error Log.
  - **"Allow New Client Profiles"**
    When "checked" New Client Profiles are brought in during processing. That means that processing will stop so you can deal with creating New Client Profiles.
    When "unchecked" Processing will not stop for New Client Profiles and they will be listed on the Processing Error Log for you to handle as an exception after auto processing.
  - **"Allow New Agent Profiles"**
    When "checked" New Agent Profiles are brought in during processing. That means that processing will stop so you can deal with creating New Agent Profiles.
    When "unchecked" Processing will not stop for New Agent Profiles and they will be listed on the Processing Error Log for you to handle as an exception after auto processing.

NOTES:

CHANGES TO INTERFACE – cont'd

- Added a "Delete Record" button to the Interface Processing screen.
- Email Address are now updated by adding the new address to the profile instead of replacing the old address
- Added the capability to interface to different bank accounts for invoices with multiple CC Merchant Bank Accounts by using a *BK entry
- ✓ If the *GP is present, pick up code on invoice & payment
- ✓ Add i/f override for domestic (*IXD) AND TRANSBORDER (*IXT) like international
- ✓ Add the ability to Print the invoice list from the Interface/Processing Window.

CHANGES TO REPORTS

12. **Invoice Reports**
    - ✓ **Activity -** Ability to suppress or print the selection criteria
    - ✓ **City Pair -** Added ticket Indicator so the report can be run by Domestic, International & Transborder
    - ✓ **Market share Analysis** – Use vendor ID instead of vendor carrier for supplier & commtrack air bookings with segment data
    - ✓ **Depart/Arrival Manifest -** Option to include Non-ARC invoices
    - **Invoice Printing**
      - Can Select UDID's to print on invoice
      - Checkbox to print only Open invoices

13. **Client Report**
    - **Client Statement**
      - No Longer print enter credit card number
      - ✓ Add drop down box to select the header & footer

14. **Vendor Reports**
    - **Statement**
      - Added Travel type as selection Criteria
      - Both local & foreign currency amounts print
      - ✓ Add drop down box to select the header & footer
      - ✓ Column for ARC/BSP Number

15. **Lists and Labels – Both Client and Vendor**
    - Added count for number of labels
    - ✓ Added the ability to print an entire page of labels for one profile. When you preview the label, put a check mark by Print Full Page of Labels for Each Address.

16. **Agent Reports**
    - **Activity**
      - Added selection by agent
      - Added Booking Count to Summary version
    - **Statement**
      - Added Transaction Count
      - ✓ Add drop down box to select the header & footer

NOTES:

17. **Payment Reports**
   - **Receipts**
     - ✓ When entering the payment date, the "To Date" will fill in
   - **Disbursements**
     - ✓ Widen the space for the Payee Name from 14 to 20 characters
   - **Analysis**
     - o Added Payment Status so you can sort by All, Valid, Voided
     - o Added CC/Check number – run a report for one credit card
   - **Check Writer**
     - o Added Default button so you can save setting
   - **Group Profit Analysis**
     - o Payment Made with Profile a "Other" will now show on the report
     - o Added Remarks to the report
     - ✓ Changed invoice group to invoice/payment group

18. **General Ledger Reports**
   - **Journal Entry Analysis**
     - o Added Mailmerge format
   - **Account History**
     - o Specific Chart of account remarks now print along with the Global Journal Entry
     - ✓ Move running balance so it is not listed under remarks
     - ✓ Insert blank row between level 1 and level 2 and between totals line for one account and in the start of next accounting listing when run for all accounts
   - **GL Reconciliation**
     - o If no errors will print blank report
     - ✓ Modify message when the JE account does not match the bank

19. **Interface Reports**
   - **Invoice List**
     - ✓ Insert a blank line between invoices

20. **Report Generator**

➢ **Print**

- Added the ability to select more than one branch, with drop down.
- Added a third choice to Hdr Format of Vendor Statement. Allows vendor name and address to appear on the report.
- Advance Tab now has the IC/Host Code Selection
- ✓ Add invoice type of void
- ✓ Add drop down box to select the header & footer
- ✓ Add a sort by for Total Fare, Base Fare as Ascending or Descending
- ✓ Added to the Report Generator Selection Criteria Screen the ability to run "First XX" Reports. The field is located on the Advanced Tab of Report Generator Print Reports and is labeled "Print First XX Items".
  - ❖ The Report Generator Reports used for this feature should be "Summary" Reports with only "Level I Fields" utilized. The column to be sorted on should be in "Descending" Order to give you a Top X report. The Reports can be run for sorts on fields other then "Total Fare", such as Commission, and Booking or Invoice Counts.
- ✓ Added "AGENT" as a drop down field under "Groups" on the Advanced Tab of Report Generator - Print Reports.

NOTES:

➢ **New Fields**
- Added 3 digit Airline number.
- ✓ Add booking indicator field (Domestic, International & Transborder)

➢ **Build Reports**
- Added a Warning Message "XXX.XXX file Already Exists. Do you want to Replace it?"
- Increased the number fields that can be contained in Level I and Level II. Limit was 15. Print limit is still the first 15 or 132 characters.

✓ Added "Ascending" & "Descending" as "Sort Criteria" to Report Generator Build Reports, to control the sort of fields for such items as Client Name, Total Fare, Base Fare, Commission & Summary Count. You may sort on any fields you designate as "Ascending" or "Descending". If the report is a "Summary" Report you will not see the effects of the sorting on some fields, unless you change to or create a "detail" version of the report.

✓ Added "Invoice Summary Count" field to Report Generator Build Reports so reports can be created that count Invoices as well as bookings. Renamed existing Summary Count to "Booking Summary Count"

21. **Batch Reports**
- Added the ability to email a batch report as a PDF type.
- Client reports with out data will show as not found

22. **Export**
- Added Vendor Name and Vendor group to Prism Export

NOTES: