



Retreat. Explore. Discover. Learn.



Trams Summer Camp 2009

**Trams Back Office (TBO)
Custom Reports Using the
Report Generator**

Frank Diaz - Presenter

Trams Back Office (TBO): Custom Reports Using Report Generator

This session will provide you with the information necessary to work within the Trams Report Generator. You will learn how to locate the documentation needed to display the available data fields and create reports to display the information requested by your customers. We will walk through the process of creating new reports and modifying existing reports. You will learn why and when to use a UDID. Not enough selectivity to narrow down your holiday mailing labels? You can use the Report Generator to create cross reference files to assist in creating mailing labels or lists. Learn how to create a mail merge file to export. We will review the process of importing text files into Microsoft Excel.

- Summary or Detail Report
- Knowing how and when to sort
- How to use UDID's
- Create a Cross Reference File
- Create Mail Merge files (ASCII, .txt)

Summary or Detail Report

The Format can be either Detail or Summary. If Format is set to Summary, all records at the lowest level with identical sorting keys are printed as one summary record. I usually enter all of the fields in Level 1 Fields for summary reports. It is possible to create a Summary Report using Level 1 and Level 2 fields. If the first field is the Client Name and I have Total Fare as the next field, the report will show the Total Fare for each client that appears on the report. No detail is displayed. Be careful of including data fields that force a report to detail. The following fields are samples of fields that could force a report to display in Detail depending on where they are entered in the report:

Issue Date
Invoice number
Passenger Name
Ticket Number
Travel Type

Single Level Summary Report

Airline Activity Summary (AL_AS)

The Airline Activity Summary report summarizes sales report by Airline. This report summarizes total number of *Tickets by Airline*, *Total Gross Sales*, *Total Commission* and Total number of *Segments*. (It may be helpful when negotiating override commissions!) To run this report, set the *Submit To field* to ARC/BSP and *Travel Type* to Air

Report Name: C:\Program Files\Trams\Tramswin\Reports\AL_AS.RPT
Description: Airline Activity Summary
Format: Summary

Level 1 Fields						
FieldName	Size	Gap	Caption	Sort	SubTtl	Total
Airline/Vendor Name	10	0	Airline	Ascending	No	No
Summary Count	5	3	Bookings	None	Yes	Yes
Total Fare	13	2	Total Fare	None	Yes	Yes
Commission Amount	13	2	Commission	None	Yes	Yes
Segment Count	5	2	Segment Count	None	Yes	Yes

Multi Level Summary Report

Branch Activity by Client (BR_CL_AS)

For each Branch, the Number of Bookings, Total Fare, and Commission are listed for each Client. A subtotal of the Number of Bookings, the Total Fare and Commission is given by Branch. The report can be run for a single branch or all branches.

Report Name: C:\Program Files\Trams\Tramswin\Reports\BR_CL_AS.RPT

Description: Branch Activity By Client

Format: Summary

Level 1 Fields

<i>FieldName</i>	<i>Size</i>	<i>Gap</i>	<i>Caption</i>	<i>Sort</i>	<i>SubTtl</i>	<i>Total</i>
Branch	3	0	<Branch	Ascending	No	No

Level 2 Fields

<i>FieldName</i>	<i>Size</i>	<i>Gap</i>	<i>Caption</i>	<i>Sort</i>	<i>SubTtl</i>	<i>Total</i>
Client Name	20	5	<Client Name	Ascending	No	No
Summary Count	5	2	Bookings	None	Yes	Yes
Total Fare	13	2	Total Fare	None	Yes	Yes
Commission Amount	13	2	Commission	None	Yes	Yes

Sorting

Ability to Sort on One or More Fields

With the report generator, you can sort and arrange your data by telling the program what to sort. What is sorting? Sorting is putting a list of like items in a particular order. For example, you have a list of numbers: 45, 17, 81, 27, and 6. We can sort the list lowest to highest (ascending) is: 6, 17, 27, 45, and 81. The numbers haven't changed; you have just rearranged them in ascending order. By sorting, you can easily find a particular item. In the list of numbers, if you were looking for the number 25, you only have to look at the first three numbers, since you know 25 is between 17 and 27.

The other advantage of sorting is grouping similar items together. Sorting is a powerful aspect of the Report Generator, allowing us to see, for instance, a report in Issue-Date order or to look at a report grouped by Airline.

The sort order is established in the report. By going to Reports/Report Generator/Build report you can change the sort order. Your choices are:

- None – Random, as they are found in the database.
- Ascending – (A, B, C or 1, 2, 3)
- Descending – (C, B, A or 3, 2, 1)

UDID'S

UDID's (User Definable Interface Data) are pieces of information attached to a booking for reporting purposes. They are stored in the invoice booking screen and accessed through the UDID's tab at the top of the screen. Click on *UDID's* to display the table.

There are 99 UDID fields. Each field has capacity for 60 alphanumeric characters (if using the GDS), otherwise the capacity is 128 alphanumeric characters).

For reporting purposes, UDID's allow you to define categories for each booking, giving you access to information which may be important for your clients and to your customer service - as well as your data base. By listing the UDID's in a table, they are easier to read and input and they are separate from the client remarks field. UDID's can contain both negative and positive dollar values which are added together in the report generator. Do not use any other character other than the period (.) if you want the report generator to total the column.

When creating your reports change the Caption to identify the data in the UDID.

Level 2 Fields						
FieldName	FieldSize	Gap	Caption	Sort	subt...	Total
UDID # 1	60		My Data	Ascending	No	No
* UDID #99	20		Fee Amt.	None	Yes	Yes

CRS Formats

Apollo/Galileo –	T-UD1 data	(Space required between fields) (60 characters)
Amadeus –	RM*UD1 data	(Space required between fields) (60 characters)
Sabre –	5.S*UD1 data	(Space required between fields) (60 characters)
Worldspan –	5UD! Data	(Space required between fields) (60 characters)

When to use a UDID

UDID's can be used for Anything that TRAMS doesn't normally track:

- Case Numbers
- Pullman Ticket Numbers
- Special Needs – Wheel Chair, Ground Transportation
- P.O. Numbers
- Room Mate name
- Dollar amounts

Trams Back office has assigned UD2 to the GR_MTGT.RPT Special Assistance/Meet & Greet Report and UD1 to the GR_RL.RPT Group Rooming List report. UD1 is Room Mate information and UD2 is the Special Needs information. But you can still use UD1 and UD2 for other types of data.

Group Rooming List (GR_RL)

Useful for group leaders and vendors, this report gives the name of the Hotel/Vendor, Passenger, Invoice #, Check-In, Check-Out Times, and a list of Roommates. UDID#1 is used for Roommate.

Report Name: C:\Program Files\Trams\Tramswin\Reports\GR_RL.RPT
 Description: Group Rooming List
 Format: Detail

Level 1 Fields

<i>FieldName</i>	<i>Size</i>	<i>Gap</i>	<i>Caption</i>	<i>Sort</i>	<i>SubTtl</i>	<i>Total</i>
Vendor Name	40	0	Vendor/Hotel	Ascending	No	No

Level 2 Fields

<i>FieldName</i>	<i>Size</i>	<i>Gap</i>	<i>Caption</i>	<i>Sort</i>	<i>SubTtl</i>	<i>Total</i>
Passenger Name	25	3	Passenger	Ascending	No	No
Invoice Number	7	2	Invoice	None	No	No
Depart Date	8	2	Check-In	None	No	No
Return Date	8	2	Check-Out	None	No	No
UDID #1	35	0	Roommate	None	No	No

Special Assistance/Meet & Greet (GR_MTGT)

For each Vendor, this report lists Passenger, Invoice Number, Check-In, Check-Out dates, and any special need specified in UDID#2.

Report Name: C:\Program Files\Trams\Tramswin\Reports\GR_MTGT.RPT
 Description: Special Assistance/Meet & Greet
 Format: Detail

Level 1 Fields

<i>FieldName</i>	<i>Size</i>	<i>Gap</i>	<i>Caption</i>	<i>Sort</i>	<i>SubTtl</i>	<i>Total</i>
Vendor Name	40	0	Vendor/Hotel	Ascending	No	No

Level 2 Fields

<i>FieldName</i>	<i>Size</i>	<i>Gap</i>	<i>Caption</i>	<i>Sort</i>	<i>SubTtl</i>	<i>Total</i>
Passenger Name	25	3	Passenger	Ascending	No	No
Invoice Number	7	2	Invoice	None	No	No
Depart Date	8	2	Check-In	None	No	No
Return Date	8	2	Check-Out	None	No	No
UDID #2	60	0	Special Needs	None	No	No

Create a Cross Reference File

How to Use Cross Reference to Generate Labels

Your agency is preparing a master letter to everyone who has taken a cruise with you this past year, notifying them of your agency's discount plan for repeat cruisers. First, you need to find out which of your clients have taken a cruise this past year.

- 1) Go to **Reports | Report Generator | Print Reports** and select a Client Activity Report (such as CL_AS.rpt).
- 2) Enter the selection criteria for "Submit To" "Supplier/Comm Track", with a Travel Type of "Ship Final" and run the report for the last year to find all the clients who have taken cruises.
- 3) Select "Client Only" or "Client & Vendor" under the Cross Reference field on the Advanced Tab.
- 4) Preview the report. But there No need to print it.
- 5) To print labels or to merge the names from this "Ship Final" query in Report Generator from TRAMS Back Office to your word processor, go to **Reports | Client | Lists & Labels**, or **Reports | Profile**.
- 6) Select "Label" in the Report Type field, if you are going to print labels, or "Mail Merge" if you want to export to your word processor.
- 7) Check *Use Cross Reference Data*.
- 8) Make sure the Zip Field *IS NOT BLANK*, so that any client name that does not have an address/zip code are not printed.
- 9) Click *Preview* and select your label type. Print labels.

Create Mail Merge files (ASCII, .txt)

Mail Merge

Mail Merge is an option that takes the information stored in Reports and puts it into a format accepted by other software applications. To activate this option, go to the main Reports menu, then to Report Generator and to Print Report. Click *Report* and *Select* the desired report from the report menu. Click on the down-arrow on the *Format* field to select the option for Mail Merge. Complete the desired selection criteria fields and click *Preview* to process the report. Next, decide where you want to save the file and enter the folder in the *Save In* field. Enter the file name *File Name* field with a .txt extension. Click on *Save*.

You can also create a mail merge file from **Reports | Clients | Lists and Labels** and **Reports | Vendor | Lists and Labels**. To create a mail merge file, go to either the Client or Vendor subheading under the Reports menu and choose the *Lists and Labels* option. Select *Mail Merge* for Report Type and complete the desired selection criteria fields. Enter the file name for the data source for the mail merge. The mail merge file is a tab-delimited file. You can change this delimiter in **Utilities | Setup | Global Defaults**. Having access to all customer names in mail merge format means you can print letters to all your travelers.

Tips on the Report Processing

Sort on Page Break

Sometimes you run a report and it has information on several clients. It would be helpful if the report generator would create a report per client instead of all of the clients on one report.

1. Enter Reports/Report Generator/Print Report. After you have selected the report to process and have entered all of the selection criteria, place a check in the box for “Page Break on Sort Change”. Every time the Report Generator starts a new entry based on the Major Sort Field in the Report, it will skip to the top of the next page and display the data.

Saving Reports

Custom Reports do not get saved with the nightly backup. It is a good idea to save your custom reports on to some other media just like your nightly backups. If we need to recover the reports after a catastrophe we can restore the reports from the save.

- a. File Path:
 - i. C:\Program Files\Trams\Tramswin\Reports (Server)
 - ii. Server1:C:\Program Files\Trams\Tramswin\Reports (Workstation)
- b. Backup to a CD-RW or Flash Drive
- c. Create a folder on the media and copy from the Reports folder.
- d. Highlight all of the custom reports and CTRL/C to copy
- e. Open the backup media and Paste to save. (Ctrl/V)

“Double Down” Hints

❶ When running a report it may be helpful to use a formula for the date instead of the actual date. Examples of Date formulas can be located in the HELP files under Report Generator/Report Generator Overview / Navigation.

- From: =1,-1,0 to: =31,-1,0
- Run from first day of last month to last day of last month.

❷ Don't create a separate report for each corporate account by placing their name in the description ... use the Sub-Title to display the corporate name.

❸ **Report naming convention:**

- | | |
|---------------------|----------------|
| ● 1- Agent reports | 1_AG_AS.RPT |
| ● 2- Air reports | 2_AL_AD.RPT |
| ● 3- Branch reports | 3_BR_COMM.RPT |
| ● 4- Client Reports | 4_CL_LIST.rpt |
| ● 5- Misc. reports | 5._HT_COMM.RPT |
| ● 6- Vendor reports | 6_VN_ACT_D.RPT |

● ❹ **Create a Run book for all of the Report Generator Reports you run Standard or Custom. Include the following:**

- Report Definition Page.
- Run report and print Selection Criteria page.
- Print first and last page of report.
- Place in a binder and keep in a common area.
- Sort by Category and report title.

<The End>