

Trams Back Office

Tips & Tricks

Shirley Sweeney, Trams Trainer

Class Description:

If you're thinking there's a better way of performing day-to-day back office routines, perhaps there are! We are going to take a look at how to improve various queries, review some reports, and go over the scheduled backup.

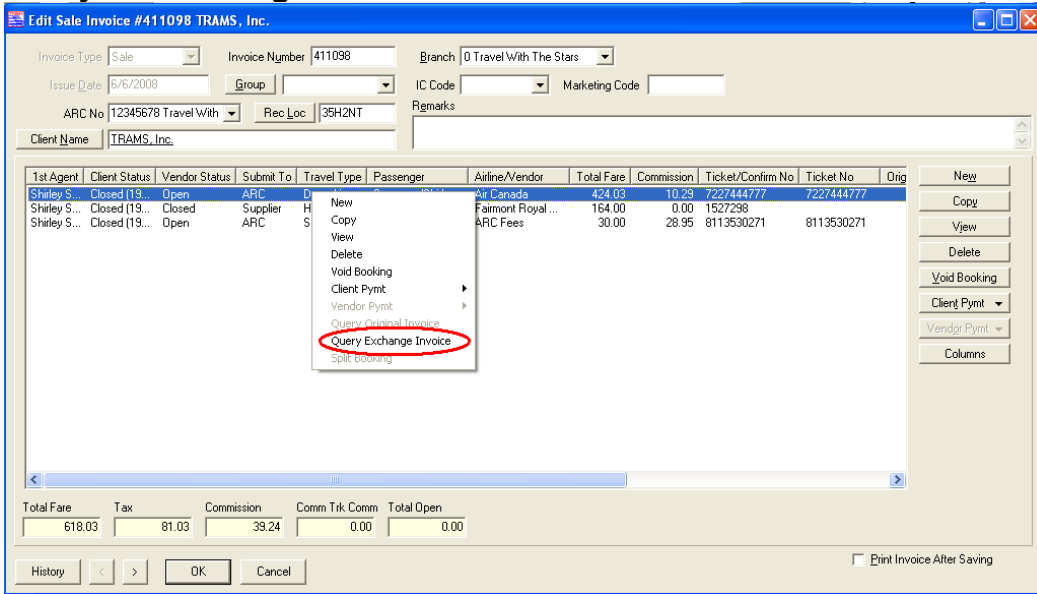
Track: Trams Back Office

Various Queries

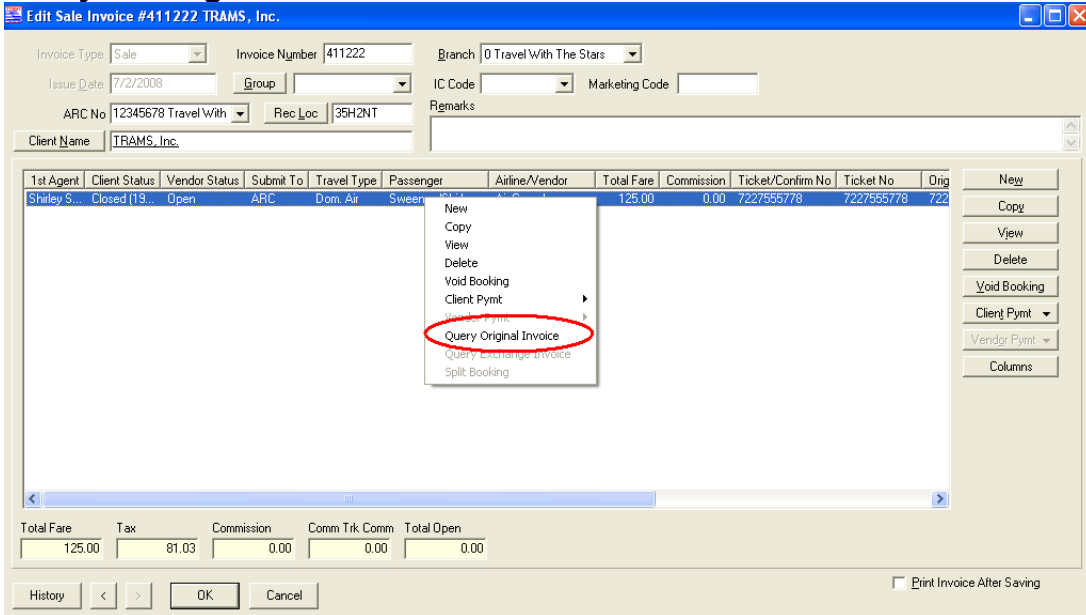
1) Track Original and Exchange Tickets

- Go to Invoice Query
- Enter the invoice number and query
- View the invoice
- Right click on the booking item in the invoice
- Select Query Original Invoice or Query Exchange Invoice

Query for Exchange



Query for Original



2) Query all invoices by the ticket or confirmation number

- Go to Invoice | Query
- Enter the ticket or confirmation number in the “Ticket/Conf. No. Ref” field
- All invoices will be listed, including:
 - Sales – original & exchange
 - Refunds – original & exchange
 - Adjustment

ARC #	Invoice #	Type	Client	Issue Date	Passenger Name	Rec Loc	Status	Invoice Rec #	Invoice Total
12345678	411098	Sale	TRAMS, Inc.	6/6/2008	Sweeney/Shirley	35H2NT	Closed	1529	618.03
12345678	411098	Adjust...	TRAMS, Inc.	7/2/2008	Sweeney/Shirley	35H2NT	N/A	1545	0.00
12345678	411222	Sale	TRAMS, Inc.	7/2/2008	Sweeney/Shirley	35H2NT	Closed	1544	125.00
12345678	411222	Refund	TRAMS, Inc.	7/2/2008	Sweeney/Shirley	35H2NT	Closed	1546	-125.00

3) Changing a Invoice from Supplier to Commission Track

- If the invoice was generated in ClientBase, we recommend that you go to the Expanded fare tab and you enter a credit card number in the “Comm Track Cc No” field so that the invoice will print correct in ClientBase.

1 General Info | 2 Remarks | 3 Expanded Fare Info | 4 More Taxes | 5 Agents | 6 UDIDs | 7 Segments | 8 Foreign Currency

Fare Saving Info

Face Value: [] Net Remit: -589.81
[] % Markup +/-Discount: 0.00
High Fare: 0.00 Low Fare: 0.00
Fare Code: [] Orig Comm: []

Hotel/Car Info

Number In Party: []
Number Of Rooms/Cars: []
Description: []
Comm Track CC No: []

Final Payment Info

Due Date: []
Amount: 0.00
Comm Amt: 0.00

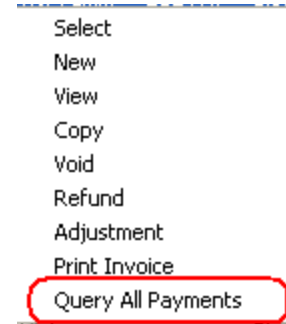
Ticket Info

Ticket Desig: []
Tour Code: []
 E-Ticket
Booking Rec Loc: []
Host Code: []

History < > OK Cancel New Booking Copy Booking

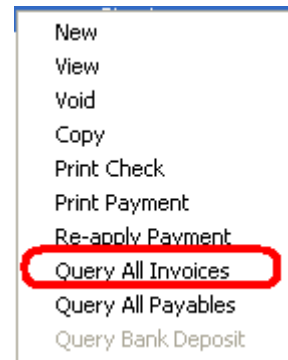
4) Find all payments linked to a specific invoice

- Go to Invoice | Query
- Query Invoice
- Right click on Invoice item
- Select Query All Payments



5) Find all invoices linked to a specific payment

- Go to Invoice | Query
- Query the payment
- Right click on payment
- Select Query All invoice



6) Access the Client & Vendor Profiles from Invoices

- Query the Invoice
- Double click in the Name field to access the Client Profile
- Double click in the Name field of the Booking to access the Vendor Profile

7) Query by Interface ID

- In any Query Screen where the Name field is a query parameter
- Right click on the actual field and select Interface ID from the drop down list

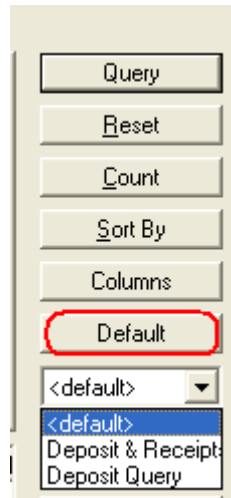


8) Voucher Payments applied to multiple invoices

- Create an Invoice/Payment Group
- Enter Payment/Received for \$10,000 and create a Voucher using the Invoice/Payment Group
- Create a Invoice for partial billing (Example \$2000)
- To reduce the \$10,000 voucher by \$2000, and close this invoice
 - Go to Payments/Received
 - Amount = \$0
 - Pay Method = Other
 - Toggle closed the sales invoice but not the voucher (note the unapplied it will now show \$2000 balance equals the sales invoice amount)
 - Highlight the voucher and right click
 - Select Partial Payment
 - Enter the amount as a negative (Example -2000.00) to reduce the voucher amount
 - No need to create a journal entry because received amount is zero
 - Repeat steps as additional invoices are created
 - Once the full voucher amount has been exhausted on the last invoice, Toggle Closed the voucher
- To track the payments & balance of the original voucher
 - Query the voucher in Invoice Query
 - Highlight the voucher
 - Right click and select Query All Payments
 - Or click on Print Invoice, to see the balance
- To track down the invoices paid by the voucher
 - Query any of the payments received
 - Right click and select Query All Invoices
- To see a report of all payments and all invoices
 - Go to Reports/Payment/Analysis
 - In the Payment Group field, select Payment Group

9) Setup a Default Query

- You can setup Default queries on any query screen
- Enter the criteria for your query (you can use formulas for the dates)
- Click on default
- Enter a name for the query (Example: Deposits)
- Select Per User or Global
- Click on Ok
- You can use the drop down arrow (window below default) to select the query - Click Query to run query



10) Remove a Default Query

- Use the drop down arrow to select the default query
- Click on default
- Select Remove the Current named setting
- Click on Ok

11) Issue payment from Payment | Query, using “NEW”

- Go to Payment | Query
- Click on New
- You can create any type of payment
- Payment information will be displayed on the results screen
 - Advantage, you do not have to display each payment number when entering payments, or you can print the check from the results screen
- Setup
 - Go to Utilities | Setup | Global Defaults | Prompt Tab
 - Add a check mark to “Add Newly Inserted Items to Query Screens”

12) Profiles – Ability to Global Modify

- Add a Group if required (Utilities/Setup/Groups)
 - This can be a Client, Vendor or Agent group
- Go to Profile | Query and Query profiles to be modified
- Select the profiles to update using Control/click or Shift/Click
- Click on the Global Modify Button
- Select the appropriate group from the drop down list
- Select either “Selected Query Results” or “All Query Results”
- Click OK

Imports That Help

13) Journal Entries - JE Import from File (KB T1691)

If you are an agency that has very large recurring periodic Journal Entries that would normally be entered by hand or copied and then modified manually in TRAMS Back Office, you also have an option to import external Journal Entries from another source (generally an Excel spreadsheet).

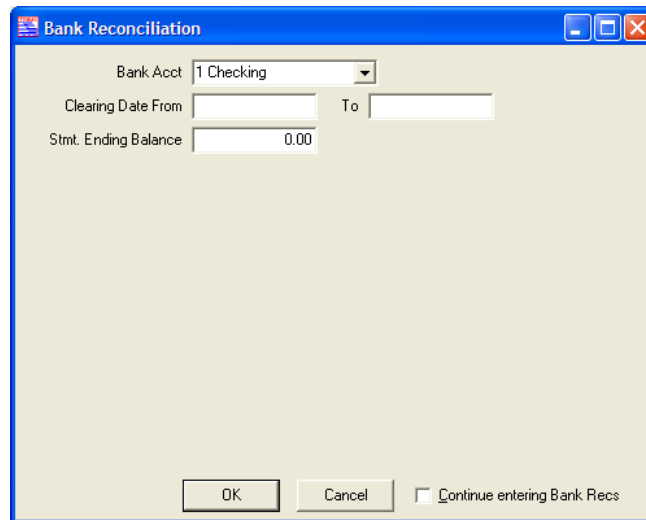
- Go to General Ledger/Journal Entry
- Right-click anywhere in the JE line-by-line creation window
- Click on the Import from File
- Browse and select a tab delimited .txt file you have created and exported
- When that tab delimited .txt file has been created using the proper format, then the Journal Entry, GL Account lines will be populated automatically from the file.
- IMPORTANT - Column Headers that must be present in Tab Delimited .txt File for import to be successful: GLNO GLNAME BRANCHNO DEBITAMT CREDITAMT REMARKS

The screenshot shows the 'Create New Journal Entry #416' window. The title bar is blue with the text 'Create New Journal Entry #416'. The window contains the following elements:

- Journal Entry Number: 416
- Activity Date: 7/3/2008
- Journal Entry Code: [empty]
- Remarks: [empty]
- Account Name & Number: [empty]
- Branch: [empty]
- Debit: [empty]
- Credit: [empty]
- Remarks: [empty]
- Table with columns: Acct No, Acct Name, Branch, Debit Amount, Credit Amount, Remarks
- Buttons: Add, Update, Delete, Invert, Move Up, Move Down
- Buttons: Import From File (highlighted with a red circle), Ok, Cancel, Continue entering JE (checkbox)
- Summary fields: Debit Total, Credit Total

14) Bank Reconciliation files

- Download the file from your Banks web site
 - The only file format we accept is a .CSV format.
 - Deposits are reconciled by the amount and the date. The date on the TRAMS payment must be with in one day before or after the date on the bank deposit
 - Checks are reconciled by the check number and the amount. When a transaction amount is not an exact match, an error notation appears
- Payments | Reconciliation | Bank Reconciliation



The screenshot shows a 'Bank Reconciliation' dialog box. It has a title bar with a blue background and standard window controls. The main area is light beige. At the top, there's a dropdown menu for 'Bank Acct' with '1 Checking' selected. Below that are two text boxes for 'Clearing Date From' and 'To'. Underneath is a text box for 'Stmt. Ending Balance' with '0.00' entered. At the bottom, there are three buttons: 'OK', 'Cancel', and a checkbox labeled 'Continue entering Bank Recs'.

- Select Bank Account
- Enter date range for the reconciliation
- Enter your ending balance from the bank statement
- Click Ok
- Click on Reconcile
 - Enter the filename and path or Browse for the file, then click next
 - Select File type and map the fields
 - Example: The Query Screen for a Wells Fargo CSV file shows this information:
 - Field 1 to be the "Date" of the check.
 - Field 2 to be the "Amount" of the check.
 - Field 3 to be "Unknown/Not Used"
 - Field 4 to be the "Check Number" of the check
 - Field 5 to be the "Remarks" on the check
 - Field 6 to be blank or "Unknown/Not Used"
 - Ensure that the correct description for each field appears in the drop down field based on the example above. Click *Next* to continue.
 - Click Next - Review the "Bank Reconciliation from file" screen for payments that are matched or error messages. If amount is different, you will need check TRAMS payment for accuracy and make any corrections necessary. Also watch for payments that are

not matched, you may need to add that payment in TRAMS Back Office

- o Click Next to return to Bank Reconciliation screen, and continue with manual reconciliation, editing payments and/or adding missing payments.
- Once all items are cleared, you can click Print if you wish to print out a copy of the statement
- When you press OK to save the reconciliation, you will get a prompt that will read, "(xxx) Payment(s) will be Marked Cleared and (xxx) Payment(s) will be Marked Uncleared, Continue? Yes or No. Click Yes
- We recommend that you print or keep a copy of your check register. Go to Reports | Core| Check Register. Run 2 reports, one with the Bank Reconciliation to "Not Cleared" and one with the Bank Reconciliation set to "All"

Report Tips

15) Invoice Printing

- Reports/Invoice/Printing
- Settings in this screen apply to Invoice/Query/Print Invoice as well
 - o If you change settings, click on Default to save
- Print Multiple Invoices as One Job
 - o Eliminates selecting from the print preview screen

The screenshot shows a window titled "Invoice Printing" with the following fields and options:

- Issue Date From: [Text Box] To: [Text Box]
- Invoice Record No Min: [Text Box] Max: [Text Box]
- Invoice Number Min: [Text Box] Max: [Text Box]
- Invoice Group: [Dropdown Menu]
- Invoice Valid/Voided: [Dropdown Menu] All Branch: [Dropdown Menu]
- Invoice Type: [Dropdown Menu] [All]
- Client Name: [Text Box]
- Client Group: [Dropdown Menu] UDIDs: [Dropdown Menu] [None]
- Header/Footer: [Dropdown Menu]
- Print Client Remarks:
- Print Invoice Remarks:
- Print Voided Bookings:
- Only Print Open Invoices:
- Print Air Segment Information:
- Print Hotel Address:
- Print Comm. Track Pricing:
- Print Multiple Invoices As One Job:

Buttons at the bottom: Preview, Print, Printer Setup, Reset, Default, Close

Back it Up!

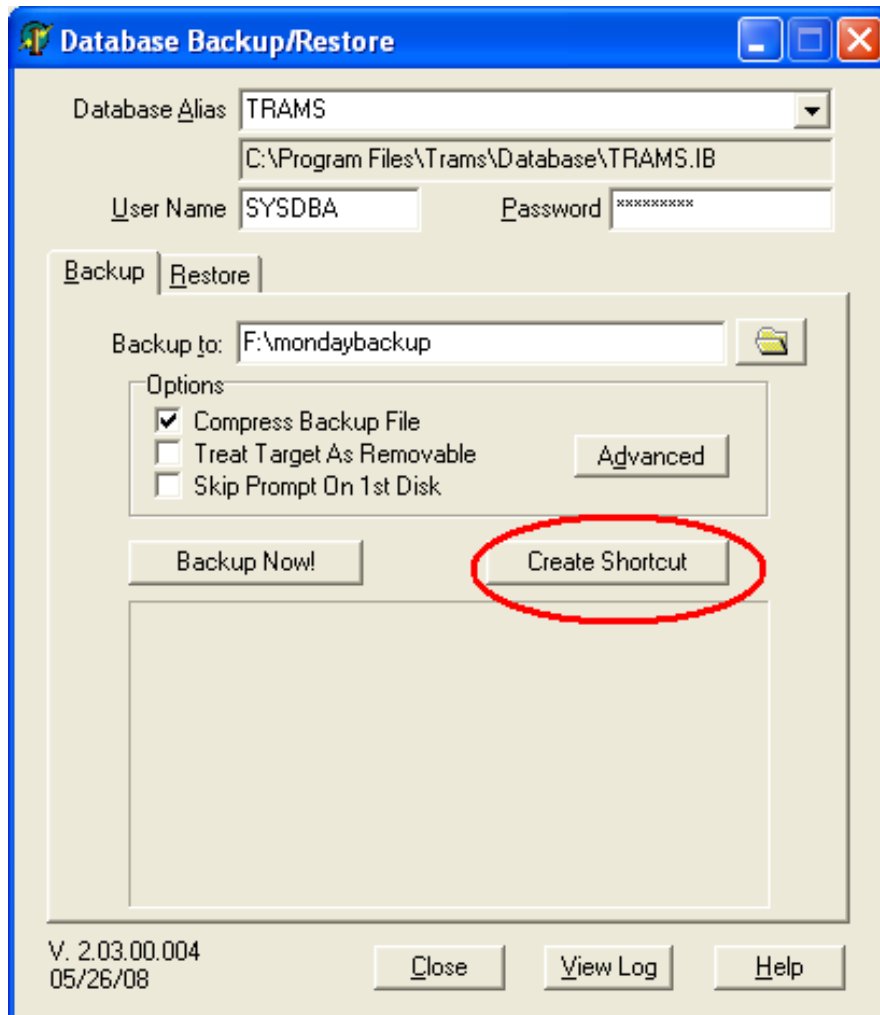
It is important you run a Trams Back Office backup on a daily basis. System backups are excellent, but the normally copy your database, and Trams can not guarantee that you can restore a copy of the database.

16)Using the USB drive or CD

- Create a folder on the drive prior to running the back
 - If you can create a folder, TRAMS should be able to save the backup file to the CD or USB drive
- Go to My Computer | open the drive
- Click on File | New | folder

17)Scheduling Backup

- Create a Shortcut by logging in as SYSDBA. Go to Utilities | Backup and enter the path you want to backup to. Click Create Shortcut.

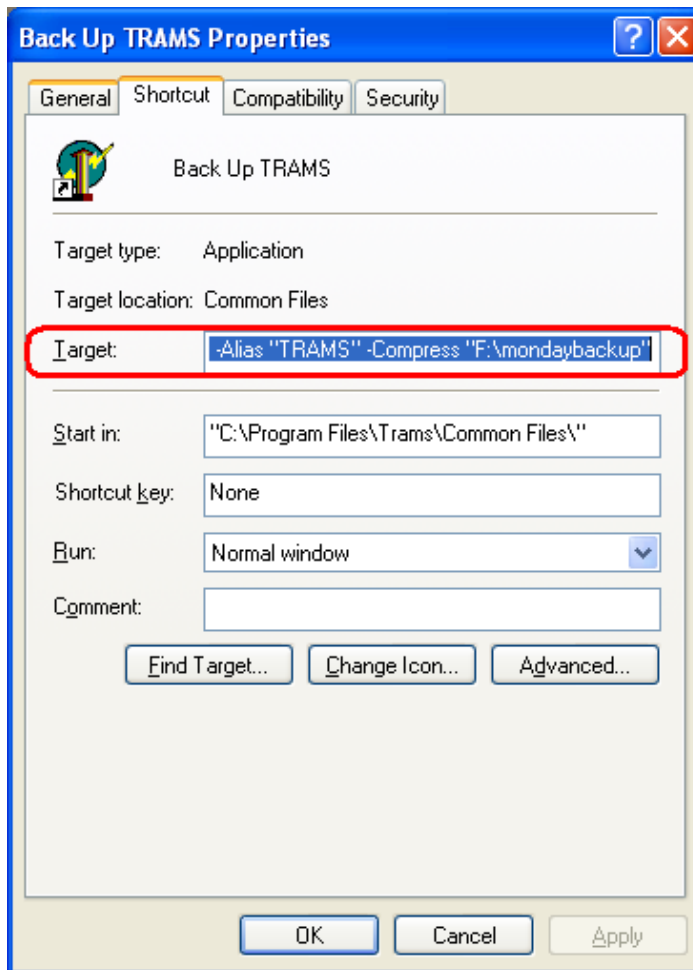


- Right mouse click on the short cut on your desktop
- Left mouse click on properties

- Edit Target Line by right mouse clicking the short cut you have just created on your desktop. Left Click Properties and place your cursor at the end of the target. Add "space" -auto (Press space bar; do not type the word space and then type - auto). Highlight Target line & press <CTRL> C to copy, and Click OK.

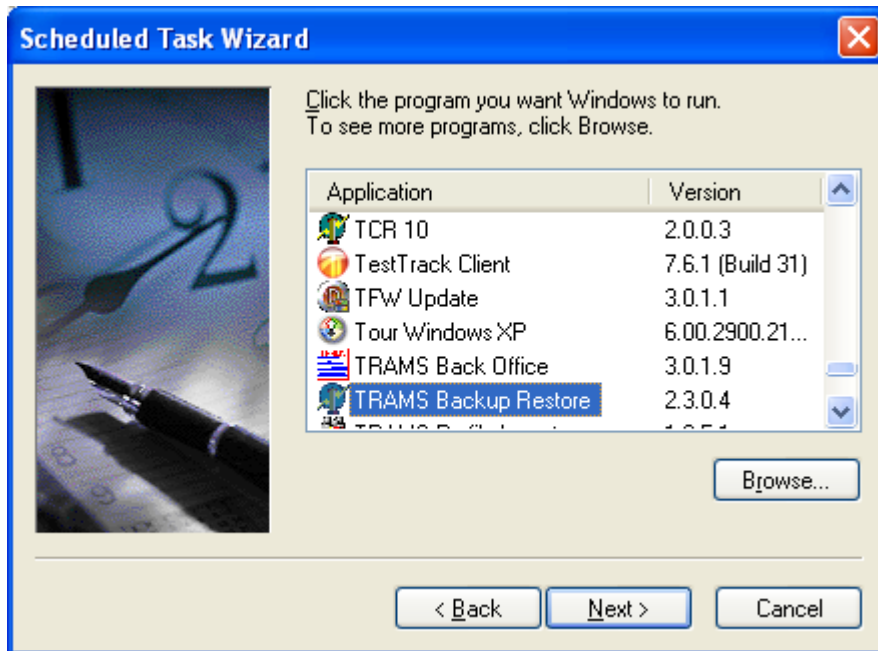
Example of target line:

"C:\Program Files\Trams\Common Files\ibbackup.exe" -UserName SYSDBA -EncPwd1 "696D28D2F51DB07CEF" -Alias "TRAMS" -Compress "F:\mondaybackup" -auto



- Go to Start | All Programs | Accessories |System Tools| Schedule Task to setup the schedule
 - Click Add Schedule Task – follow the Wizard
 - Click Next
 - Click on Browse and change the Look in to "Desktop"

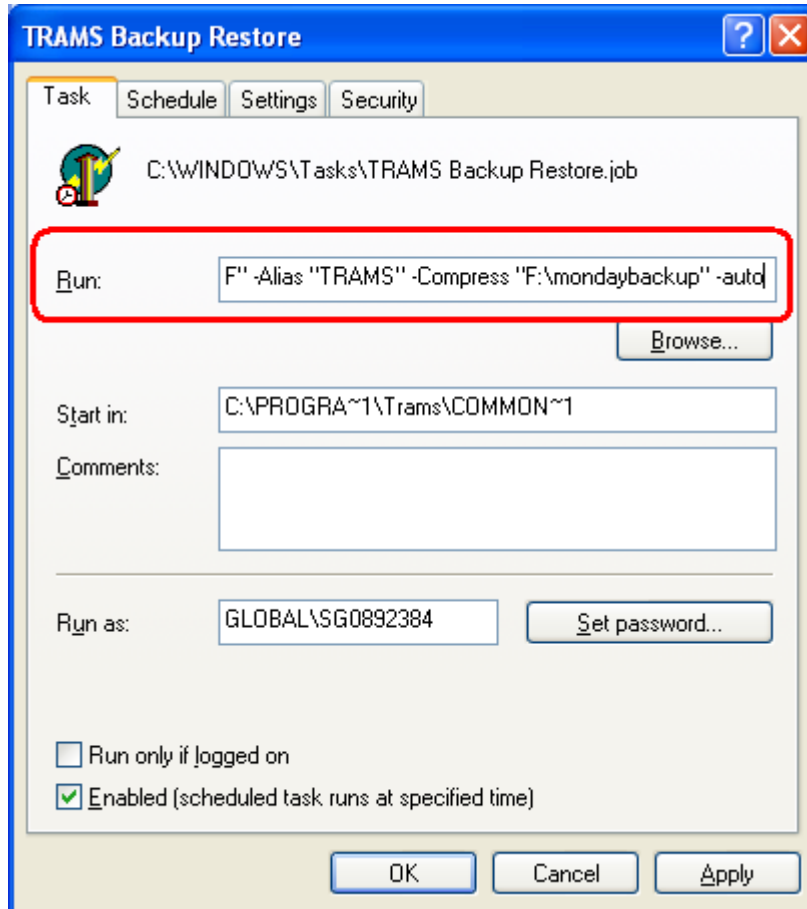
- Select TRAMS Backup Restore and click Next



- Select Daily
- Next select how often you want the backup to run by selecting the following Start Time, when task is performed and Start Day.
- Enter the login for your Computer (make sure your password is correct and do not leave blank it will not run if there is no password).
- Be sure to check the “Open advanced properties for this task when I click finish” and click on Finish



- Click in the Run box, and press <CTRL> V to paste the target line from the short cut in the box, and click OK.
 - If prompted re-enter the password you use when you login



- Make sure your backup disk is in the Drive, and make sure your computer is on when the backup is scheduled.