



Suggested Trams Product Sessions: Trams Back, ClientBase Windows and ClientBase Online

TTX 17 Trams Back Office Suggested Track

- **Tuesday, June 27, 2017 9:00 am – 12:30 pm for new users - TBO Basics: Master Trams Back Office - Parts 1-3**
OR, take Advanced Trams Back Office sessions during this time:
 - 9:00 am – 10:00 am: TBO Advanced: Trams Back Office enhancements
 - 10:15 am – 11:15 am: TBO Advanced: Efficient workflow concepts OR
 - 10:15 am – 11:15 am: CBO/CBW/TBO Advanced: Group Open Forum
 - 11:30 am – 12:30 pm: CBW/TBO Advanced: Why use vouchers and receipts?
- **Wednesday, June 28, 2017, any Trams Back Office user may attend these Trams Back Office sessions:**
 - 9:00 am - 10:00 am: TBO Advanced: Report Generator and Reminders new functionality OR
 - 9:00 am – 10:00 am: TBO Advanced: Evaluate your agency's data using Trams Crystal reports
 - 10:15 am – 11:15 am: CBW/CBO/TBO Advanced: Going green every day OR
 - 10:15 am – 11:15 am: TBO Advanced: Optimize your GDS process
 - 1:45 pm – 2:45 pm: TBO Advanced: What do agencies frequently ask support? OR
 - 1:45 pm – 2:45 pm: TBO/CBW Advanced: Best practices for maintaining a secure and healthy database
 - 3:00 pm – 4:00 pm: TBO Advanced: Payment and Invoice functionality
 - 4:15 pm – 5:15 pm: TBO Advanced: Validation of data through reconciliations OR
 - 4:15 pm – 5:15 pm: Trams Tech Talk: Latest Trams tech updates
- **Thursday, June 29, 2017, any Trams Back Office user may attend these Trams Back Office sessions:**
 - 9:00 am - 10:00 am: TBO Advanced: Make it easy with the Payment Import feature OR
 - 9:00 am – 10:00 am: CBW/TBO Advanced: Bridging the gap between front and back office
 - 10:15 am – 11.15 am: TBO Advanced: Closing the Accounting Period
 - 1:45 pm – 2:45 pm: TBO Advanced: Best practices for agency credit cards OR
 - 1:45 pm – 2:45 pm: Trams and ClientBase Multi-Year Strategies and Roadmaps
 - 3:00 pm – 4:00 pm: TBO Advanced: Maximizing your General Ledger
- Feel free to attend other Basic or Advanced classes being held on *ClientBase Windows, ClientBase Online, ClientBase Marketing Services, Trams Tech Classes* or any other non-Trams class listed on the TTX 17 website agenda.
- Sit down for one-on-one Trams Back Office training in the **Exchange** at TTX. The **Exchange** offers a forum to address your list of questions, and provide personalized training. We have trainers on Trams Back Office features, and a GDS specialist available to provide assistance with Trams Back Office GDS integration.
Exchange Hours: Tuesday: 12:30 pm – 2:30 pm and 4:30 pm – 6:00 pm; Wednesday: 5:30 pm – 7:00 pm; and Thursday 4:00 pm – 6:00 pm

TTX 17 ClientBase Windows Suggested Track

- **Tuesday, June 27, 2017 9:00 am – 12:30 pm for new users: CBW Basics: Master ClientBase Windows Parts 1-3**
OR, take advanced ClientBase Windows sessions during this time:
 - 9:00 am – 10:00 am: CBW/CBMS Advanced: What grade would you give your client data?
 - 10:15 am – 11:15 am: CBO/CBW/TBO Advanced: Group Open Forum
 - 11:30 am – 12:30 pm: CB/CBMS Basics: Automate your marketing with ClientBase Marketing Services/TouchBase OR
 - 11:30 am – 12:30 pm: CBW/TBO Advanced: Why use vouchers and receipts?
- **Wednesday, June 28, 2017, any ClientBase Windows user may want to attend these ClientBase Windows sessions:**
 - 9:00 am - 10:00 am: CBW/CBO Advanced: Creating a culture that drives ClientBase adoption OR

- 9:00 am – 10:00 am: *CBW Advanced: Build powerful Res Cards and Invoices*
- 10:15 am – 11:15 am: *CBW/CBO/TBO Advanced: Going green every day OR*
- 10:15 am – 11:15 am: *CBW Advanced: ClientBase Crystal Dashboard/Pacing Reports OR*
- 10:15 am – 11:15 am: *Now it's personal: How ClientBase and Sabre Profiles can help you achieve personalization*
- 1:45 pm – 2:45 pm: *CBW/CBO Advanced: How ClientBase and ClientBase Marketing Services can help you achieve personalization! OR*
- 1:45 pm – 2:45 pm: *TBO/CBW Advanced: Best practices for maintaining a secure and healthy database*
- 3:00 pm – 4:00 pm: *CBW/CBO Advanced: A comprehensive examination of ClientBase Merge to PNR and PNR Import OR*
- 3:00 pm – 4:00 pm: *CBW/CBO Advanced: Managing your margins*
- 4:15 pm – 5:15 pm: *CBW/CBO Advanced: Using Live Connect efficiently OR*
- 4:15 pm – 5:15 pm: *Trams Tech Talk: Latest Trams tech updates*
- **Thursday, June 29, 2017, any ClientBase Windows user may attend these ClientBase Windows Sessions:**
 - 9:00 am - 10:00 am: *CBW Advanced: Understanding your database with reports OR*
 - 9:00 am – 10:00 am: *CBW/TBO Advanced: Bridging the gap between front and back office*
 - 10:15 am – 11:15 am: *CBW Advanced: ClientBase Windows Enhancements OR*
 - 1:45 pm – 2:45 pm: *CBW Advanced: Skills for mastering ClientBase for Windows OR*
 - 1:45 pm – 2:45 pm: *Trams and ClientBase Multi-Year Strategies and Roadmaps*
 - 3:00 pm – 4:00 pm: *CBW Advanced: Laying a solid foundation for ClientBase administrators OR*
 - 3:00 pm – 4:00 pm: *CBW Advanced: Dig deep in your database using queries OR*
 - 3:00 pm – 4:00 pm: *Connect Four: The ClientBase, Sabre Profiles, Sabre Red Workspace and Trams winning connection*
- Feel free to attend other Basic or Advanced classes being held on *ClientBase Online, Trams Back Office, ClientBase Marketing Services, Trams Tech Classes or any other non-Trams class listed on the TTX 17 Agenda.*
- Sit down for one-on-one *ClientBase Online* training in the **Exchange** at TTX. The **Exchange** offers a forum to address your list of questions, and provide personalized training. We have trainers on *ClientBase Online* features, and a GDS specialist available to provide assistance with *ClientBase* GDS integration for setting up Merge to PNR or PNR Import.
Exchange Hours: Tuesday: 12:30 pm – 2:30 pm and 4:30 pm – 6:00 pm; Wednesday: 5:30 pm – 7:00 pm; and Thursday 4:00 pm – 6:00 pm

TTX 17 ClientBase Online Suggested Track

- **Tuesday, June 27, 2017 9:00 am – 12:30 pm CBO Basics: Master ClientBase Online Parts 1-3.**
- **Wednesday, June 28, 2017, Any ClientBase Online may attend these ClientBase Online sessions:**
 - 9:00 am - 10:00 am: *CBW/CBO Advanced: Creating a culture that drives ClientBase adoption*
 - 10:15 am – 11:15 am: *CBW/CBO/TBO Advanced: Going green every day*
 - 1:45 pm – 2:45 pm: *CBW/CBO Advanced: How ClientBase and ClientBase Marketing Services can help you achieve personalization!*
 - 3:00 pm – 4:00 pm: *CBW/CBO Advanced: A comprehensive examination of ClientBase Merge to PNR and PNR Import OR*
 - 3:00 pm – 4:00 pm: *CBW/CBO Advanced: Managing your margins*
 - 4:15 pm – 5:15 pm: *CBW/CBO Advanced: Using Live Connect efficiently OR*
 - 4:15 pm – 5:15 pm: *Trams Tech Talk: Latest Trams tech updates*
- **Thursday, June 29, 2017, Any ClientBase Online user may attend these ClientBase Online Sessions:**
 - 10:15 am – 11:15 am: *CBO Advanced: Build powerful Res Cards and Invoices*
 - 1:45 pm – 2:45 pm: *CBO Advanced: ClientBase Online Enhancements OR*
 - 1:45 pm – 2:45 pm: *Trams and ClientBase Multi-Year Strategies and Roadmaps*
- Feel free to attend other Basic or Advanced classes being held on *ClientBase Windows, Trams Back Office, ClientBase Marketing Services, Trams Tech Classes or any other non-Trams class listed on the TTX 17 Agenda.*
- Sit down for one-on-one *ClientBase Online* training in the **Exchange** at TTX. The **Exchange** offers a forum to address your list of questions, and provide personalized training. We have trainers on *ClientBase Online* features, and a GDS specialist available to provide assistance with *ClientBase* GDS integration for setting up Merge to PNR or PNR Import.
Exchange Hours: Tuesday: 12:30 pm – 2:30 pm and 4:30 pm – 6:00 pm; Wednesday: 5:30 pm – 7:00 pm; and Thursday 4:00 pm – 6:00 pm