



# **Trams Invoice History App**

## Overview

**Aim:** The *Trams Invoice History App* is a powerful tool that brings invoice data from the Trams Back Office database to the SRW agents' fingertips. This new Sabre Red App can be launched directly from SRW. Its extensive search options, the rich display of queried results and the ability to reprint and/or email invoices from the Trams database provide agents working in SRW with new capabilities that will improve workflow and increase levels of customer service.

**Benefits:** Agents no longer need to request or wait for information from Trams Back Office Operators.

### Functions:

- Search for past travel invoices in the Trams database using combinations of parameters to quickly find particular invoice bookings for a traveler.
  - Search results grid displays all bookings associated with each invoice
  - Reprint copies of Trams Back Office and ClientBase invoices
  - Email feature opens a Microsoft Outlook email and attaches an invoice .pdf file to the email
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- **Order and [Download](#) the Trams Invoice History Red App from the Sabre Red App Centre**
  - **Provision the Red App to users that will have access to the Trams Invoice History App with the [Agency Administrator Tool](#).**
  - **See the Red App configuration steps below.**

For assistance with setup, bypass the Trams General Support desk by emailing our Level 2 Tech Desk ([Trams.techdesk@sabre.com](mailto:Trams.techdesk@sabre.com)).

### Setting Up:

#### 1. Create Trams Invoice History App user logins:

In Trams Back Office (version 3.06 or higher) or in ClientBase Windows, create a user login for users that will be accessing the Trams Invoice History App. If users should not have access to TBO or CBW, disable the user in each application. Disabling in TBO and CBW will only allow users to connect to the database via the Trams Invoice History App. **Note:** It is okay to leave these logins enabled for CBW and/or TBO, if appropriate.

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#### 2. Deployment:

The TramsAppServer (TramsAppServer.exe) is the mechanism that facilitates the Red App connection to the Trams Database. The TramsAppServer can be installed locally on your agency server or, if subscribing to CBO, a connection can be established to the CBO copy database on its server.

## Installing the TramsAppServer locally (on your agency's server)

1. Download the installation zip file from:

<http://static.trams.com/tramslibrary/Releaseandupdatefiles/fullcd/cbb/TramsAppServer.zip>

Save the zip file to a folder on the server where the Trams database is located. The default location would be C:\Program Files (x86)\Trams\Common Files.

2. The zip file includes:

- TramsAppServer.exe
- Installupdates.exe
- TramsAppServerSettings.exe

3. New Install of the TramsAppServer:

- Open an administrative command prompt.
  - Click the Start button, and then type Command in the search box.
  - Right-click on Command Prompt and select Run as administrator.
- Change to the folder where TramsAppServer.exe is located.

○ Type cd<space>, the path to the folder, then tap <Enter>:

```
C:\>cd C:\Program Files (x86)\Trams\Common Files
C:\Program Files (x86)\Trams\Common Files>
```

- Type TramsAppServer -install, then tap <Enter>:

```
C:\Program Files (x86)\Trams\Common Files>TramsAppServer -install
```

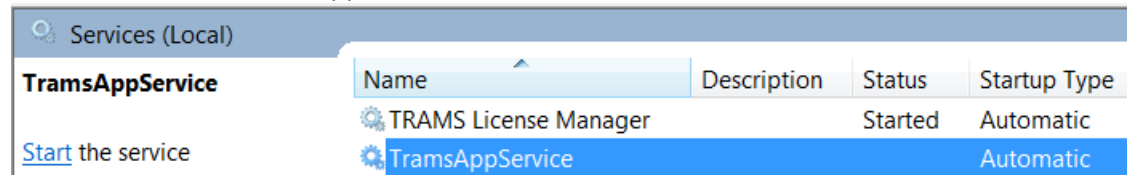
- Start the TramsAppServer service via Services:

- Click the Start button, then type Services in the search box.
- Click on Services:

Programs (3)

Services

- Scroll down, select TramsAppService, then click Start the Service.



Services (Local)			
Name	Description	Status	Startup Type
TRAMS License Manager		Started	Automatic
TramsAppService			Automatic

5. If the TramsAppServer has been previously installed:

- Stop the TramsAppServer service via Services.
  - Click on Start button then type Services in the search box.
  - Click on Services.
  - Scroll down, select TramsAppService then click Stop the Service.
- Copy the new version of TramsAppServer.exe to the directory where the service is pointing to.
- Start the TramsAppServer service via Services.

6. Configure the registry settings with the database alias path, SYSDBA username and password using the TramsAppServerSettings app. These settings are stored in the registry; usernames and passwords are stored in encrypted form.



- 6.1 All *global* aliases found in the Alias Utility will appear in the Alias Name dropdown; you can modify the alias path, username, and password.
- 6.2 The "Use Default Alias Path" checkbox, if checked, means that the database path will not be stored in the registry; it will always be looked up from the corresponding alias name.
- 6.3 Users may also add new aliases to the list and delete existing ones. More than one database alias can be set up, for those customers who use more than one database.

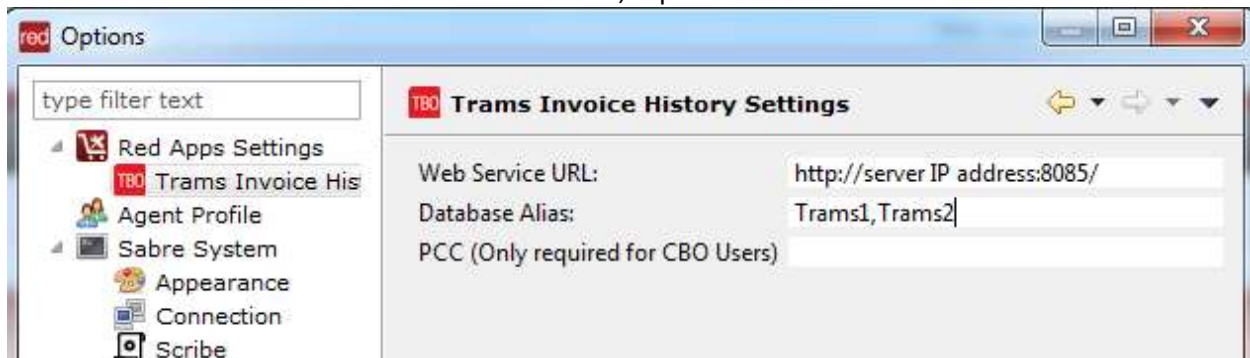
### Configuring multiple databases using the Tramsappserver settings.exe:

1. When the TramsAppServerSettings executable is launched, if there are no aliases established, a window titled "Add Trams App Server Alias" will be presented.
2. If TramsAppServer Aliases exist, a list of available aliases will be displayed.
3. To configure a new alias, select Add.
4. The alias name default is 'Trams' if no other aliases exist in the alias utility.
5. If the Alias Name matches an alias already set up on the machine, then the Database Path does not have to be specified.
6. Check the "Use Default Alias Path" and the path from the corresponding alias will always be used.
7. The field labeled "User Name" will be defaulted to SYSDBA (required).
8. The field labeled "Password" / Confirm Password will be defaulted to blank (enter the SYSDBA password).
9. Clicking the OK button saves all changes and closes this window. Clicking Cancel will close the window and nothing will be saved.
10. **If the Alias Utility is not installed on the same server as the Tramappserver Settings and Tramsappserver Service is running.** Enter the Alias name (the use default path checkbox will be disabled at this point). Click the three-dot button to browse for the database path, (this field also allows free flow entries or to paste in the path).

11. If any of the TramsAppServer settings are invalid, the user will be prompted with an error message when trying to log into the Trams Invoice History app.

## Configuring the Trams Invoice History Red App (for local TramsAppServer installations):

1. In SRW, click on Help/Check for updates.
2. Once installed, configure the Red App settings (Tools | Options | Red App Settings | Trams Invoice History) on each user's workstation . If more than one database will be accessed, enter each of the database alias names in the database alias field, separated with a comma.



## Using the Trams Invoice History App with ClientBase Online

If your agency subscribes to ClientBase Online, you have an option to connect to the TramsAppServer via a CBO hosted URL with a PCC.

1. On the SRW setup screen (Tools | Agency Applications | Configure Agency Applications... | Red Apps Settings | Trams Invoice History), enter the remote/hosted URL for the Web Service URL.
2. Add your CBO PCC in the field labeled "PCC".
3. When the PCC is entered, the Web Service URL will automatically populate with the CBO TramsAppServer URL and you will not be able to edit the field.
4. If the PCC is removed the default Web Service URL will be changed back to the non-CBO Web Service URL default and will allow editing of that field.
5. The Trams Invoice History login will require a PCC and a valid username and password. Any invalid combination will prompt an "Unable to login. Invalid Username/Password" error message.
6. An incorrect URL for TramsAppServer under Tools | Agency Applications | Configure Agency Applications... | Red Apps Settings | Trams Invoice History will prompt with the error "The app server is not currently available. Please contact your administrator."

## Launching the Trams Invoice History App:

**\*\*Please direct all inquiries to support via email for a quick response. Bypass the Trams General Support desk by emailing [Trams.TBOSupport@sabre.com](mailto:Trams.TBOSupport@sabre.com) .**

## Launch the App

1. In SRW click the Trams Invoice History icon (TBO) from either the SRW sidebar or by clicking on Tools/Other/Trams Invoice History.
2. To log in, type in the login name and password your ClientBase or TBO Administrator created for you. The app will not allow a user to login with the SYSDBA user name and password.
3. To log out, click the X on the Trams Invoice History tab

## Search Results

The first 1000 results will be displayed. If the results exceed 1000 a message will be displayed: "Your search returned more than the maximum of 1000 records. Only 1000 are displayed."

Enter a parameter or a combination of them.

Once your parameters are set, click *Search*. To clear all parameters, click *Reset*.

Select the booking/Invoice from the search results and click *Reprint*, or *E-mail*.

Invoice Type	Invoice Number	Travel Category	Ticket/Confirm No	Vendor Name	Client Name	Traveler Name	PNR Locator	Depart Date	Return Date	Issue Date	Itinerary	Client Pay Status	Total Fare
Sale	4015	Cruise	890UP09L	Holland America Line	Smith/John	Smith/Linda		2/1/1996	2/8/1996	1/3/1996	MBA	Closed	1499.00
Sale	562014	Air	7529796569	Delta Air Lines	Smith/John	Smith/Linda	7VUF58	12/3/2014	12/5/2014	11/26/2014	HSV/ATL/HOU/ATL/HSV	Closed	2867.00
Sale	562014	Hotel	3164138625	Hilton Houston Nasa Clear Lake	Smith/John	Smith/Linda	7VUF58	12/3/2014	12/5/2014	11/26/2014	HOU	Closed	319.98
Sale	562014	Car	38510517053	Avis Rent A Car	Smith/John	Smith/Linda	7VUF58	12/3/2014	12/5/2014	11/26/2014	HOU	Closed	114.00

**Search filtering parameters include (multiple search parameters can be selected and will use AND to narrow the search results):**

Invoice Number – operator: Is Equal To

Client Name – operator: Starting With

This field requires a single client to be selected. Enter a partial or complete Client name. A list of matching client names will be available for selection from the dropdown.

Ticket/Confirmation Number – operator: Starting With

This field will search any ticket number field (ticket number, original ticket number, refund ticket number) and the confirmation number field for a match

Traveler Name – operator: Starts With

PNR Locator – operator: Is Equal To

Depart Date/Return Date From and To – operator: Is Equal To  
Includes a pop-up calendar for date selection or accepts manually entered values in the following formats (10 characters maximum):

- MM/dd/yyyy
- M/d/yyyy
- MM/dd/yy

Depart City/Arrive City – operator: Is Equal To  
These fields accept a 3 character city code (e.g. LAX, BOS)

**Sorting the search results:**

1. Clicking on a column header will sort the displayed items in order by that column. The first click will sort in ascending order, subsequent clicks will reverse the sort order.
2. After clicking to sort, a graphic up/down pointing indicator will be displayed on the sorted column. Up-pointing designates ascending and down-pointing for descending.

**Search result columns include:**

Invoice Type (sale or refund)  
Invoice Number  
Ticket/Confirmation No  
Vendor Name  
Client Name  
Traveler Name  
PNR Locator  
Depart Date  
Return Date  
Issue Date  
Itinerary  
Client Pay Status  
Total Fare

**Column arrangement:**

1. Drag and drop columns in the search results screen to re-arrange column positions.
2. To adjust column widths, position the mouse between columns, when double arrows are displayed, drag the column to the left or right to adjust the width.
3. Column positions and widths are saved at the user login level and can vary user to user. The settings will be saved for the next login.

**Operation Buttons Include:**

Search – To launch the search using the filters specified. Hint: searching with no parameters on a large database can cause the app to go unresponsive. Always enter at least one search parameter.

1. Reset – Will clear all the search filters at once.
2. Reprint – Click a line item in the search results screen to select for reprinting an invoice. Click the reprint button to send a copy of the selected invoice to your Windows default printer. Hint: The masked credit card can be viewed in the reprint preview.
3. E-Mail – Click a line item in the search results screen to select for emailing an invoice. Click the email button to open an Outlook email and attach a PDF copy of the selected line item to the email.