

# Trams Back Office

## Suggested *TBO* WebEx Order

### **Trams Back Office: Overview**

New to *Trams Back Office*? How does *Trams Back Office* work? This overview demonstrates features of TBO including, Profiles, Payments, Invoicing, and General Ledger. This class is an overview of all features to familiarize you with TBO.

### **Invoicing, Data Flow, Core Reports and Management Summary**

We review the invoicing process in Trams and how it affects one or more of the 4 Key CORE Reports (Client Balances, Vendor Balances, and ARC Balances & Check Register). There is also an overview of all profile types, an overview of the Management Summary Report which is used as the daily tool for viewing both booked transactions vs. Income Statement transactions, and as the single source. We review the CORE Reports, and how data flows from invoices to the General Ledger. Creating refund and adjustment (debit/credit memos) is also reviewed.

### **Receipts, Deposits, Check Register, Bank Reconciliation**

Daily receipts and deposits are covered with recommended ways to enter them into *Trams*. The flow of data through to the General Ledger is discussed, as well as invoicing all cars/hotels added after the air ticket has been run. Finally how to run a Bank Reconciliation will be demonstrated.

### **Advanced Payments**

Learn more about payments in *TBO*. An overview of the latest payment screens is presented along with vouchers, unapplied payments, and the usage of payment codes. We will also review the Global Setting, and Vendor and Client Settings areas in the payment screens.

### **Payment Import**

The Payment Import menu is an efficient method of importing a file to match, modify and close invoices for commissions an agency receives. We will discuss who provides these *Trams*-compatible files, how to access the files, and what criteria Trams uses to find a match with the agency's database

### **Using Agency Credit Card**

This class will cover how to account for the use of the agency credit card to pay vendors for client reservations. Using the agency credit card to pay for group expenses and using the agency credit card to pay for agency expenses (cash and accrual). Paying the agency credit card bill when there is a credit balance

### **ARC/BSP Reconciliation & Settlement, IAR**

ARC/BSP reconciliation, both manually and through IAR is demonstrated together with tips for doing the weekly ARC/BSP Settlement.

### **General Ledger, General Ledger Reconciliation, EOP, Budget & Agency Operations Checklist**

The G/L Reconciliation Report is used as a tool for detecting and correcting system errors before attempting to balance the CORE Reports to the G/L Trial Balance Accounts. This report in combination with the End of Period close is explained with its effect on data entry and Financial Statements. When and why to Post is also covered. A review of monthly financial statements and

reports is discussed with a review of agency daily, weekly and monthly checklists. Finally, creating Budget entries is demonstrated.

### **Setting up Global Defaults in TBO**

This class is designed for new users to *Trams Back Office* to assist in setting up Global Defaults. Each global default tab is discussed with recommended settings.

### **Setting up Agent Profiles, Agent Reporting, and Reconciliation**

Setting up of agent profiles is reviewed, as well as agent commission tracking and agent reporting. We also review using the agent reconciliation feature in *TBO*.

### **Trams/ClientBase Crystal Reports, Additional Training Resources, Software Updates**

Installing the free Crystal Report Viewer and utilizing Crystal Reports for *ClientBase* and *Trams* will be discussed. We will also review the training resources that are available within *ClientBase* and *Trams*, as well as our website. Finally, we will demonstrate how to confirm the agency's installed software version and access update files online.

### **Management Report**

This class demonstrates how to use reports to manage your agency accounting routine. Preparing a daily, weekly and monthly routine using Core reports, using the Agent Statement, and other reports are demonstrated.

### **Report Generator**

This class demonstrates creating a custom report by modifying a *Trams* canned report, and shows how to rename it to preserve the original report. We also cover how to modify Headers and Footers and select them from the report generator.

### **Expanded Reporting Functions**

Geared for the experienced Report Generator user. This class walks through the setting up of reports batched together using date formulas. Preview *Trams* Crystal Reports (TCR) - where to get them, and how to download them from our web site. Also covered is how to use the default buttons in the Report screens, and how to send e-mails in PDF format from your reports.

### **Handling Groups Part 1**

How to setup Groups in *TBO* is demonstrated - by accounting for Sales or Income once the entire group is completed, OR after the group has departed. Presented is how to set up Group Clients and Group Vendors, and how to create and use Vouchers for each. Group profits are discussed as the difference between what is collected from the clients for the group, and what is paid out to the vendors for the group.

Note: Group Reports are covered in Part 2 of this series.

### **Handling Groups Part 2**

This class is for those who have completed the Handling Groups Part 1 class. This class offers a walk through of some advanced Groups Accounting issues, including booking with multiple vendors, dealing with NPC payments, using your agency credit card, and various group reports.

### **Enhanced Group Management TBO and ClientBase**

In this class, we follow the workflow of a group starting in *ClientBase* and following through to *Trams Back Office*. Setting up group names and profiles, creating inventory in *ClientBase*, and selling from inventory is discussed. Group reports in *TBO* and *ClientBase* are reviewed. This session is designed for those agencies using (or considering) both *ClientBase* and *Trams Back Office*.

### **ClientBase & TBO: Automate Your Trams Procedures**

Save time by automating certain administrative functions in *Trams Back Office/ClientBase* (*TBO/CB*) such as nightly backups, sync in/out, batch report processing and interface

download/processing. This class covers how to automate these tasks (as well as others) in Windows using the Windows Task Scheduler.