Implementation Timeline and Checklist

Thank you for choosing *Trams Back Office* (TBO) software as your accounting and management system.

Realistically we know that the implementation of our product will be scheduled in with all the other things you have to do each day. We ask that you devote the maximum time you can for working through this implementation process. The outline described below does require time and commitment, but if followed, pays off tremendously in a smooth startup and transition to our industry's leading Back Office System.

We have laid out a timeline and enclosed checklists to address some transition items starting 6 weeks out from your cutover date. After reviewing this outline, e-mail any questions you may have to **Trams.Implementation@sabre.com.**

Step one is to establish a cutover date by choosing a Monday as close to the beginning of the month as possible, and allowing six weeks prior to that date to address the following details.

6 WEEKS PRIOR TO START UP

1. Order New Hardware if necessary – Click **here** for system requirements.

2. Check Printing – TBO has a check writer configuration feature. Users can setup where information prints on existing check stock. New stock with the default check writer configuration can be purchased through Dynamic Systems (a Trams Platinum Partner. Contact information can be found **here**).

3. Client Statements – TBO client statements can be printed on plain paper, so no new forms need to be ordered. You can setup your own headers and footers with a logo for a more personal touch.

4. Back Up Strategy - We recommend that you not only back up to a flash drive or CD, but also copy the .gbk file (the file extension given to the backup file) to another computer if on a network. If the Trams database resides on a Server, backing up the server alone is not enough. A copy of the .gbk file should be backed up as well. Please also review the recommended backup procedures in the TBO help files, or view the recorded WebEx module on backing up before using the program.

5. Return the Order Form to receive software download and installation instructions so that training can be scheduled.

6. Training:

> **Recorded Trainings**
> Listen to numerous **Recorded Trainings**, which covers every aspect of the program.

> **Live WebEx Trainings**
> Start attending **TBO Live WebEx Training** courses, starting with the TBO Overview Class.

> **Advanced Training**
> Attend one of our **TTX Conferences** for advanced training. Utilize Recorded WebEx modules or enroll for hour long advanced TBO Live WebEx Classes**.**

4 WEEKS PRIOR TO START UP

1. Load Trams Back Office (TBO) software – Someone from our Implementation team will be calling you after your order is processed. It is strongly suggested that you wait for them to install the program, as they will train you to do a backup and have a TBO Trainer contact you to get you started. This is especially important if you are using TBO in a multi-user environment. TBO can house multiple databases. (Since the TBO installation wizard offers an option to load a demo database, we suggest you opt to do this. Sample data can be entered, check printing can be tested, and sample client statements can be generated, etc.)

2. Analyze Reporting Requirements – TBO is ODBC compliant, which means that other ODBC compliant packages (Crystal Reports, MS Access, Excel, etc.) can be directly linked to the TBO database, eliminating exporting and importing procedures. You may find the **Trams Data Dictionary** helpful in assisting you with learning the database structure.

4. Access Reports – If custom reports have been built in MS Access or Excel, modify them to link to the tables in the TBO database.

5. Crystal Reports - There are a number of **Trams Crystal Reports** (TCR) that are available to download at no additional cost.

6. Web Reporting – There are a number of companies that provide comprehensive reporting packages using information in the TBO database: Cornerstone's IBank Program; Grasp Technologies.

7. Data Conversion – If you are converting from another back office system, it may be feasible to convert your data to TBO. Agency Management Concepts (a Third Party Vendor) provides this service for a fee. Pricing is calculated based on the amount of data you wish to convert. Contact Jim Sarrano at 703-281-6188 or e-mail **jim@agencyconcepts.com.**

8. Credit Card Merchant Processing - Automatic Credit Card Processing - Batches CC Merchant payments from Trams Back Office, and sends them electronically to the Payment Processor you've chosen that works with TBO. Credit card transactions are then processed and sent back to Trams Back Office, where the system clears the payments, and creates the journal entry to record the activity in the General Ledger.

1 WEEK PRIOR TO START UP

1. Confirm data conversion arrangements with appropriate party (Agency Management Concepts).
2. Test Scripts (if applicable).
3. Test Reports (if applicable).
4. Test Printers.
5. Test Checks (if applicable) and modify the check writer setup if necessary.

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Data Conversion files should either be restored (if from a backup) or processed (if importing a file) prior to performing any of the steps below.

1. **Core Reports clean up and setup procedures: ***

   Client Balances – TBO needs to be updated to reflect the status of accounts receivable as of the ending date from the previous accounting system (enter unapplied cash/checks (gift certificates, monies on account, etc.). Write off any erroneous client balances.

   Vendor Balances – Also required to match detail as of the ending date from the previous accounting system. Void payments to open up vendor payables.

2. **ARC/BSP Settlement** - to close out any tickets prior to cutover date.

3. **Adjust Chart of Accounts –** See chapter entitled 'Setting Up Trams Back Office' in the TBO help files.

4. **Load G/L Balances * –** See chapter entitled 'Setting Up Trams Back Office' in the TBO help files. E-mail **Trams.AccountingDesk@sabre.com** for a step through appointment with a Support Rep

5. **Enter Receipts, Bank Deposits, Bank Reconciliation***

6. **Monthly Procedures***

7. **CC Processing Program (Optional)**

*Attend a live WebEx class or view a Recorded Training on these topics

Congratulations! Once this timeline has been completed, you should be up and running with an operational system. If you encounter any further issues, or have on-going questions, please utilize our general customer support desk by either e-mailing Trams.TBOSupport@sabre.com or calling 310-641-8726. Additional Training Needed? E-mail Trams.Implementation@sabre.com

Sabre GDS Format Information

Interface and GDS Formats – Read the **Interface Guide** for your GDS together with this Appendix. **Request an appointment 1 week prior to cutover to walk you through your first live interface session by e-mailing Trams.GDSDesk@sabre.com.**

Account Numbers

Client/Vendor – We recommend using a Sabre 10 character DK number. If you are going to be implementing *ClientBase* and want to consider moving away from House or Agent generic accounts, use the clients' home phone numbers as their account numbers using an AN entry in the remarks field of the PNR. The phone number becomes the customer account number. For example: Sabre – 5.S*AN3106418726.

The *address information* in the PNR populates the address fields in the TBO profile
Sabre – 5/. A 3 line format should be used to properly map to the TBO profile.
John Smith
123 Anywhere Street/Apt. 310
Los Angeles, CA 90045

Commercial Reporting

Fare Saving/Fare Exception codes – These codes are placed in the remarks field of the PNR and are attached at the invoice level not the booking level, i.e., Full Fare – FF1200.00; Low Fare – LF600.00
Fare Justification Codes (Reason) FJ01 (01=the fare code created in the fare code table in TBO under *Utilities\Setup\Fare Codes*).

UDIDS (User Defined Interface Data) – TBO captures up to 999 UDIDS per booking in the invoice. UD1
free flow (1 represents the UDID number 1-999. The space following the UDID number is mandatory).
Sabre – 5.S*UD1 free flow

Passenger Statement Information – UDID format differs when used in the Passenger name statement and
attaches to air segments only, e.g., Sabre – Smith/John*U1-free flow

Accounting Lines - Sabre

Automated AC Lines – TBO reads automated AC lines without any additional entries. Data can be overwritten or appended to automated AC lines using the entry 5.S*MS10X (X=the number of the AC line assigned to the segment). Following the AC line number would be the specific descriptor code found. For a full list of descriptor codes reference the Interface Manual or Help Files. Examples of usage are:

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5.S*MS101*TT8 - overriding a travel type where the AC line was #1 in the PNR
and the travel type override is International Air
5.S*MS102*FF500.00*LF300.00*FJ01 - This entry is used to attach fare savings
information to hotels or cars (where the AC line # in the PNR is 2)

Manual AC Lines – TBO reads manual AC lines without any additional entries. However, TBO descriptor codes can be added to the end of the AC line to append information to the booking record. TBO specific descriptor codes found in the Interface Manual or Help Files under the *descriptor codes valid at the booking level* section. Examples of some popular uses:

ACOTH1/123456/DOC/P11/950.00/0/ALL/CK/1-*SG**
(This would pull the segment data from a GK'd Southwest or Consolidator
booking into the segment tab of the invoice)
ACOTH1/123456/DOC/P11/950.00/0/ALL/CK/1**-*TT8**
(This would override the Travel Type of the booking)
***ACOTH1/123456/DOC/P11/950.00/0/ALL/CK/1**-*SBCOM**
(This would set the submit to field to Comm Track. Without this entry
the submit to field would default to Supplier)
ACOTH1/123456/DOC/P11/950.00/0/ALL/CK/1**-*CP4*XP0403**
(This would close the invoice with a CC Merchant form of payment
and add the expiration date to the end of the credit card number)

**Segment Data - Phase IV transactions require a manual fare by leg entry for segment data to be captured.

*** Submit To Functionality - There is a field in the TBO invoice called Submit To with 3 different submit to types. This determines how the invoice is accounted for throughout the system. Invoices are not posted to the general ledger until an End of Period Posting is performed.

Note: Upon performing the End of Period Posting:
- **Submit to "ARC"** triggers a sale/cost of sale and a client receivable and ARC payable based on the **issue date** of the invoice.
- **Submit to "Supplier"** triggers a sale/cost of sale and a client receivable and Vendor payable based on the **issue date** of the invoice.
- **Submit to "Comm Track"** creates a sale/cost of sale only based on the **date the payment was received.** This applies to the majority of car and hotel bookings (where your agency is waiting to receive commission), but can also be used for cruise and tour bookings. The "Submit To" determines when the sale is recognized in the general ledger (at the time of issue or once the commission payment has been received). Comm Track also allows you to modify an invoice in a closed period. Because these types of transactions are posted based on payment date, thought needs to be given as to when your agency wants to recognize the income.

Sales Agents/Outside Agents - Sales Agents are tagged on the invoice from their Sabre sines automatically, and are interfaced as "inside" agents. No Agent DK is required to credit an agent with the transaction. However, if you do not wish to create separate customer profiles for each leisure customer, continue to use Agent DK's or House Accounts. TBO can capture up to 9 Agents per booking (either Inside or Outside). 5.S*SA14 (14=the Agent Number) adds Inside Agents to a booking. 5.S*OA14 will add Outside Agents to a booking.

Commission percentages or amounts can either be shipped with the 5.S*SA or OA entries by adding the percentage after the agent number (5.S*SA1440) 40% commission), or the Agent profile in TBO can store the percentage and calculates automatically on each transaction. The profile accommodates both an Inside rate and an Outside rate for each Agent.

Any interface questions can be directed to **Trams.GDSDesk@sabre.com**.