

## Client Activity Report By Class of Service

Report reads only Travel Types with Travel Category AIR as defined under Utilities>Setup>Travel Types in TRAMS Back Office. It displays City Pairs by Airlines and shows the Class of Service the segments were booked in. If no Class of Service information is present in the Segment Tab of the booking, that City Pair and booking is ignored and will not be displayed on the report. Exchanged tickets will show the "Original" ticket as "Exchanged" and will not use the "Original" City Pairs in the calculations. The "Exchanged" ticket will be displayed fully and will be part of the calculations. Refunded tickets will show as "Refunded" and will not use the City Pairs in the calculations. You may run the report by a specific Class of Service or for all Classes of Service. As a "QC" function, the report can be run to show all City Pairs where no Class of Service is present.

**Modified 11/18/2011 to include a parameter to run the report by Invoice Issue Date or Depart Date.**

**Revised 1/22/2013 to reflect current logic used for excluding refunds and exchanges from report. Will only look at airport city codes, not rail city in order to show proper location.**