

Crisis Management Report

The Crisis Management Report allows the selection of a two letter country code and/or up to three airport city codes to create a listing of where passengers are located for a listed date range. Report reads only Travel Types with Travel Category AIR as defined under Utilities>Setup>Travel Types in TRAMS Back Office. It can be run for an invoice group and for a single client, a client group, or all clients. It can be run by the first agent that appears in each booking as a combined report with agents broken down all on one report or as a separate report for each agent. Also included is the ability to run the report by branch as a combined report with a branch breakdown one report or as a separate report for each branch.

The Crisis Management Report is sorted by City Code when present and then Passenger or Client Name. Included on the report is air segment information along with car and hotel bookings with confirmation numbers, depending upon the Travel Categories included. It utilizes the Segment Depart/Arrival Date for air bookings and the Booking Depart Date for hotel/car bookings.

Parameters for report:

Client Breakdown: Run report for (A)ll Clients, (C)lient Interface ID, Client (G)roup ID or (I)nvoice Group ID.

Client ID: Enter Client Interface ID, Client Group ID, or Invoice Group ID based on Client Breakdown.

Client Type (For All Clients Breakdown Above): Run by All Clients, Corporate Only or Leisure Only.

Report Sorting: Sort report by Passenger Name or by Client Name.

Agent Breakdown: Select to run for (A)ll Clients, for (O)ne Agent ID, or by Agent (G)roup.

Agent ID: Enter Agent Interface ID or Agent Group based on Agent Breakdown.

Agent Reporting: Select for (N)o Agent Sort, (C)ombined report with agents broken down all on one report, or (S)eparate reports for each agent.

Travel Dates "From" and "To": Air is Segment Depart/Arrival Date. Hotel/Car is Booking Depart Date.

Parameters for report:

Travel Category: Allows selection of Air, Hotel, and/or Car Travel Categories.

Country: Allows entry of a two letter country code to limit output to that country only.

City1: Allows entry of a three letter airport city code to limit output to that city.

City2: Allows entry of a three letter airport city code to limit output to that city.

City3: Allows entry of a three letter airport city code to limit output to that city.

Branch: Select to run by (O)ne Branch, Branch (G)roup, or (A)ll Branches.

Branch Number Input: Enter Branch Number if running by One Branch.

Branch Group Input: Enter Branch Group Name if running by Branch Group.

Branch Reporting: Select for (N)o Branch Sort, (C)ombined report with branches broken down all on one report, or (S)eparate reports for each branch.

Revised 09/15/2010 to include Client Type, Report Sorting, First Agent, and Branch parameters. Invoice Record Locator now included with Air Vendor information.

Revised 01/22/2013 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.