

## Exchanged/Refunded Ticket Report

This report looks at all ARC/BSP Exchange Add-Collect and Exchange-Refund ticket bookings for Travel Types with Travel Category AIR as defined under Utilities>Setup>Travel Types in TRAMS Back Office.

It displays the Client Name, Invoice Issue Date, Invoice Number, Invoice Record Locator, Ticket Number, Ticket Amount, Passenger Name, Depart Date and the two letter airline code for each exchanged or refunded ticket.

In addition, the report shows the Original Ticket Value, Original Ticket Number and the Original Ticket Type associated with the exchanged or refunded ticket displayed.

There can be no duplicate original ticket numbers as this will cause an error and the report will not run.

Parameters for report:

**Issue Date From:** Enter the Starting Invoice Issue Date for the report.


**Issue Date To:** Enter the Ending Invoice Issue Date for the report.

**Report Options:** Print Report (default) or Export Data to Excel (Data Only)

**Client Breakdown:** Run report for All Clients, by Client Interface ID, Client Group ID or Invoice Group ID.

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

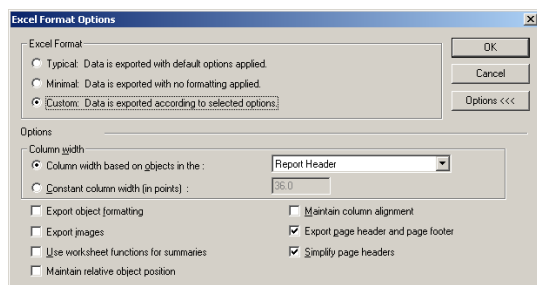
After entering in the above parameters, the report will run and print to screen. If the Export option is chosen, the report will run and print to screen but will be unreadable. The report is now formatted so that an Excel Data Only spreadsheet can be created.

To finish the process, click on the Export Report button .

On the Export screen, choose “MS Excel 97-2000 (Data Only)” for the Format and “Disk file” for the Destination from the available drop-down menus and click OK:



On the Excel Format Option screen, set it to reflect the screen snap below and click OK:



Save the report as a Microsoft Excel 97-2000 spreadsheet, giving it a name and saving it to a location that is convenient for editing or review in Microsoft Excel.