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# Trams Back Office 4.09 New Features and Enhancements

## Enhancements made between Tramswin 4.08.00.001 and 4.09.00.028

### Security Related

- For increased security and to move toward better compliance with PCI standards, the SYSDBA login now has restricted abilities. It can access the Help menu, access the File menu, reset its own password, and create users with Manager Authorization under Utilities | Setup | User Logins. In order to perform other managerial functions, your agency will need to have a user with the Authorization level of Manager.
- Except for Database Backup, which requires SYSDBA, a Manager user can do all the things that SYSDBA could do previously. Some functions, for example, creating or modifying user logins, will prompt the Manager to enter the SYSDBA password before allowing them to proceed. However, they are still logged in under their own user login.
- We recommend that each person who uses Trams Back Office has a login with their own name, and that nobody shares a login. It is important that you be able to tell who has accessed the database and made changes.
- When creating new User Logins, be sure to review the Menu Items and Permissions tab options and adjust them according to the tasks the User will be performing. If the User will be downloading and processing interface records, they will need both the "View Full Credit Card Numbers" and "Run Reports/Export with full Credit Card Numbers and view REC LOC content" permissions enabled.
- User Logins created in ClientBase Windows are marked as disabled in Trams Back Office and have no Trams Back Office permissions by default.
- Please be aware that if your agency is on InterBase XE or earlier, you are limited to 8 characters in a password. (Longer passwords are saved, but all characters after the eighth are

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ignored.) We recommend that you upgrade to a current version of InterBase.

- The following link may be helpful: [Trams Back Office Help: Creating a New User Profile](#)
- If you have scheduled tasks that use the SYSDBA login, you will need to update them to use the Manager's username and password.

## Report Related

- When on the Batch Report screen, clicking the Preview button now previews reports in Mail Merge format as well as those in report format. There is no longer a prompt to save each Mail Merge report separately. From that preview, it is now possible to save multiple reports to a folder, again without being prompted to save each report separately. When multiple reports are selected, clicking Save will prompt you for a folder location to save the selected reports. You can select an existing folder or create a new folder. Any reports in Mail Merge format will be saved as text; any reports in Report format will be saved as PDF. The files will be saved using the Report Description (as seen on the Batch Report screen) for the file name. If a file with the same name already exists in the folder, the new report will be saved with a number at the end of its name so as not to overwrite the existing report.

From the Batch Report Preview, e-mailing multiple reports now works the same way -- multiple reports using both Mail Merge and Report format can be selected simultaneously and attached to an e-mail message.

When printing multiple reports from the Batch Report Preview, only reports in Report format will be printed. Mail Merge reports will be skipped.

## Global Modify Related

- Added the ability to use Global Modify to change the Client Name on Invoices and, optionally, their related payments. From the results of an invoice query, when in View by Invoice mode, Global Modify now has a Client Name option. There is a checkbox option "Update Client Name on all Associated Payments." This box is checked by default, and can be unchecked if you don't want to update the Client Name on the payments.
- Added the ability to query by UDID Number as well as UDID description on the Global Modify screen. When UDID is selected as the item to modify, there are now two dropdowns. You can

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type a UDID number on the left or scroll through the list. You can type a UDID description in the dropdown on the right or scroll through that list. Selecting a UDID in either dropdown will update the UDID displayed in both dropdowns.

- Added a separate UDID Number dropdown to the Global Modify window so that users can now type in a UDID number (or partial number) and land on the desired UDID more quickly than by scrolling through the list. The former UDID Selection dropdown is now labeled 'UDID Description' and is still available for those who prefer to search by description. Selecting a UDID in either dropdown will update the UDID displayed in both dropdowns.
- It is now possible to use Global Modify on more than one UDID without having to click "View Results" before re-launching Global Modify for the next one. From the results of an invoice query, when in View by Invoice mode, select the desired invoice(s) to modify. Check the "Continue Modifying UDIDs" box, and you will be able select the next UDID to add to the bookings in the selected invoices. Once you are done, click "View Results" to exit the Global Modify window and review your changes.

## Query Related

- Moved some of the most commonly used Invoice Query fields from the Advanced tab to the General Tab:
- Ticket No.
- Original Ticket No.
- Inside/Outside Agents
- Ticket Type
- Traveler
- Depart Date
- Return Date
- Confirm No

- Submit To
  - Invoice Rec Loc
  - Booking Rec Loc
- 
- Moved some less commonly used Invoice Query fields from the General tab to the Advanced tab:
    - Client Remarks
    - Vendor Remarks
    - Accounting Remarks
    - Invoice Remarks
    - Invoice Groups
  - Added the ability to search for invoices by ARC Number. The new ARC Number field is located on the General tab of the Invoice Query screen. Only invoices that the user has permissions to view will be displayed in the search results.
  - Added a separate UDID Number dropdown so that users can now type in a UDID number (or partial number) and land on the desired UDID more quickly than by scrolling through the list. The former UDID Selection dropdown is now labeled 'UDID Description' and is still available for those who prefer to search by description. Selecting a value in either dropdown will update the corresponding UDID value in the other dropdown.
  - Enhanced the Ticket/Confirm No field with a dropdown allowing a query operator to be selected. You can now search for Ticket and Confirmation numbers using "Starting With," "Contains," or "Is Equal To" to define the type of search. Please be aware that searching using "Contains" may take longer than other types of queries. The Ticket/Confirm No field can simultaneously search for a Starting Ticket No, Ending Ticket No, Original Ticket No, or Confirmation No that meets the search criteria. It is also the only way to search for Ending Ticket

Numbers.

## **Payment Related**

- Added a separate UDID Number dropdown to the Payments Received/Made window so that users can now type in a UDID number (or partial number) and land on the desired UDID more quickly than by scrolling through the list. This can be found on the Global Settings tab of a new Payment Received or Made. The former UDID Selection dropdown is now labeled 'UDID Description' and is still available for those who prefer to search by description. Selecting a value in either dropdown will update the corresponding UDID value in the other dropdown.

## **Report Generator Related**

- Added a separate UDID Number dropdown to the Report Generator query so that users can now type in a UDID number (or partial number) and land on the desired UDID more quickly than by scrolling through the list. This can be found on the Advanced tab of the Report Generator | Print Report window. The former UDID Selection dropdown is now labeled 'UDID Description' and is still available for those who prefer to search by description. Selecting a value in either dropdown will update the corresponding UDID value in the other dropdown.

## **Enhancements made between Download 4.08.00.001 and 4.09.00.006**

- [Sabre] Updated the Interface process to work with Sabre's new Content Services Lodging (CSL) offering and correctly read new HHX style hotel segments from the IUR.

## **Trams Back Office 4.09 Fixes**

### **Fixes made between Trams Back Office 4.08.00.028 and 4.09.00.028**

#### **Invoice Related**

- [Canada] Fixed an issue where, after updating a booking's More Taxes | Comm GST/HST or Comm QST Rate, the rate reverts to zero if the General Info | Commission field is 0.00 amount.

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## Report Related

- Corrected an issue where, after printing a check, the default report printer was incorrectly changed to the default check printer.

## Payment Related

- Fixed a performance issue where, for invoices with many bookings, toggling a payment closed took longer than it should.
- Fixed an issue where an error was returned, if remotely connected, while manually reconciling TACS payment import items.

## Fixes made between Download 4.08.00.001 and 4.09.00.006

- [Sabre] Fixed an issue where E-tickets were imported without the E-ticket box checked on the Expanded Fare tab of the imported booking.
- [Sabre] Fixed an issue where exchange tickets with no @ sign in front of the original ticket number caused Trams Back Office to present an 'Invalid Ticket Number' error message. Now ticket numbers will import with or without the @ sign.

## Fixes made between TramsAppServer 4.08.00.019 and 4.09.00.028

### Remote Connection Related

- Fixed an issue where the message "Cannot perform this operation on a closed dataset" appeared at login when using a TramsAppServer remote connection.