File Transfer Instructions

Note: Depending on the Browser that you use to access our website, there may be some minor visual differences between the screen-shots that follow, and your browser's display. However, the functionality is consistent regardless of your browser choice.

Go to the Customer Log In Page... Enter your User Name and Password...left click **Log In**. This will place you in the main FTP Client Page (Figure 1).
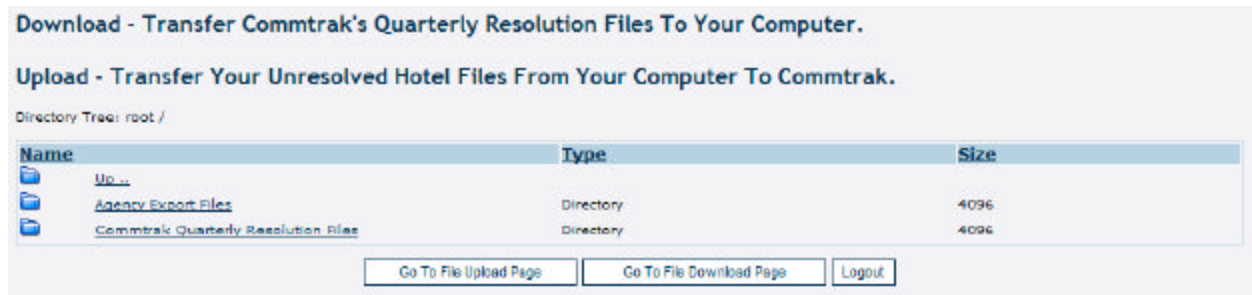

Figure 1

There are two options available:

1. You may choose to upload a new unresolved hotel file from your computer to Commtrak's Agency Export Folder...left click **Go to File Upload Page.**
2. You may choose to download a Commtrak Quarterly Resolution file to your computer...left click **Go to File Download Page**.

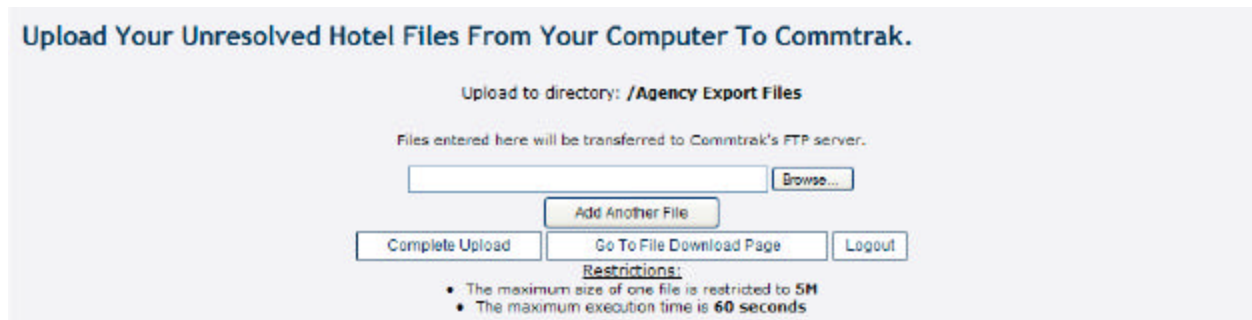**Option 1** - **Choosing to upload a file will open the following Upload page** (Figure 2).

Figure 2

Left click the **Browse** button to access files in your computer. Find the new hotel file that you extracted from your back room system and left click the selected file. It will move to the file name option at the bottom of the screen...left click **Open** (Figure 3).
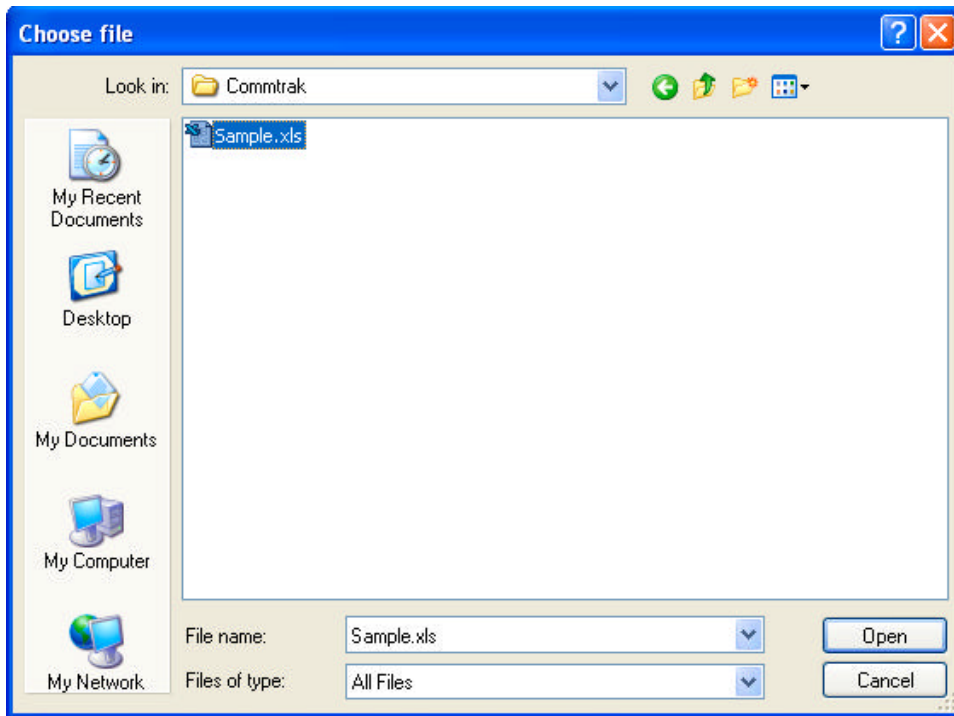
Figure 3

The selected file will now appear in the file transfer box in Commtrak's upload page...left click **Complete Upload**. A confirmation box will open on the page to verify the successful upload (Figure 4).
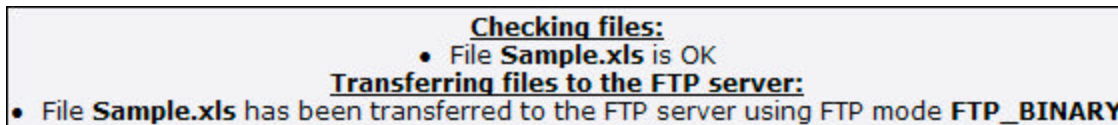
Checking files:
- File **Sample.xls** is OK
Transferring files to the FTP server:
- File **Sample.xls** has been transferred to the FTP server using FTP mode **FTP_BINARY**

Figure 4

You may then log out or choose another action.

Option 2 – Choosing to download a file will open the following Download page (Figure 5).

Download Commtrak's Quarterly Resolution Files To Your Computer.

Click On A File To Transfer It To Your Computer...

Directory Tree: root /Commtrak Quarterly Resolution Files

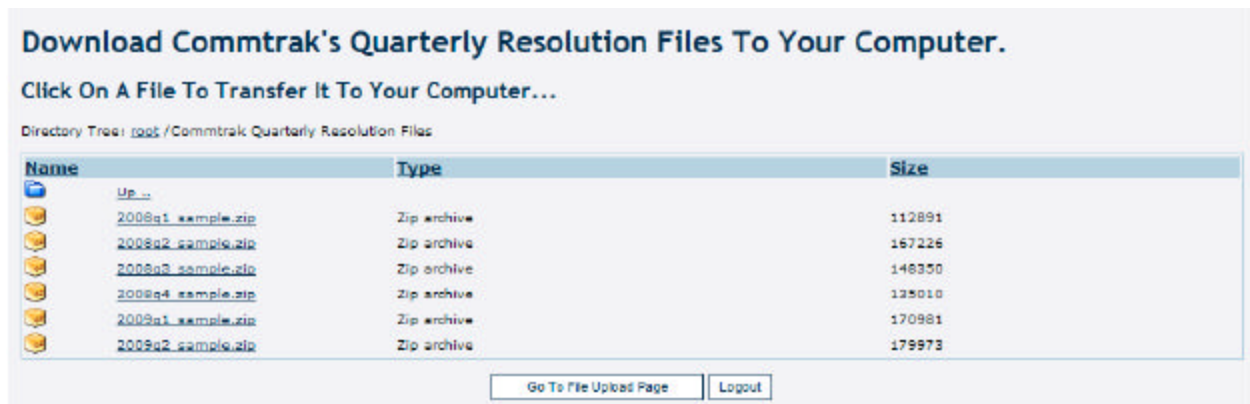| Name	Type	Size
Up ...		
2008q1_sample.zip	Zip archive	112891
2008q2_sample.zip	Zip archive	167226
2008q3_sample.zip	Zip archive	148350
2008q4_sample.zip	Zip archive	125010
2009q1_sample.zip	Zip archive	170981
2009q2_sample.zip	Zip archive	179973

Go To File Upload Page   Logout

Figure 5

This page lists your Resolution Files, data stamped by each calendar quarter, indicating the hotel responses for each period. Simply left click the **selected file**. A confirmation box will open (figure 6). Choose the **Save**.
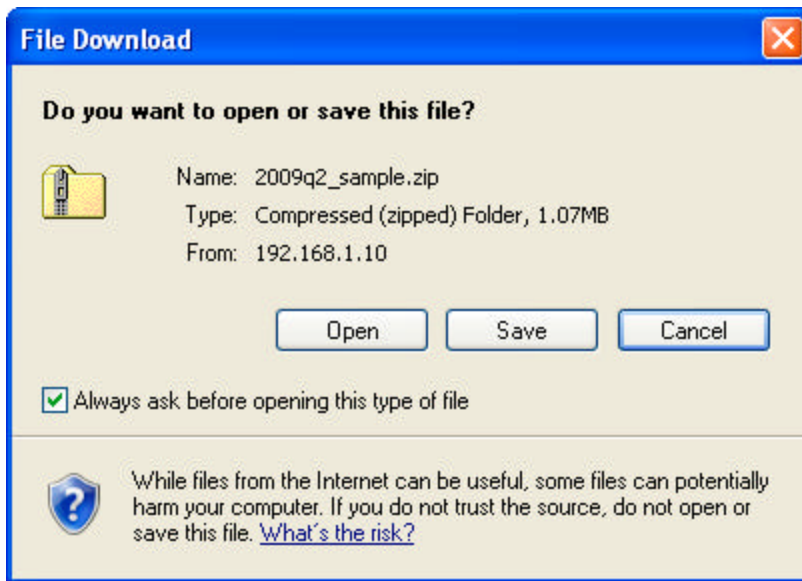
Figure 6

Your computer will then display your files and folders (Figure 7). Choose where you would like to place the selected file and left click **Save**. (Most customers create a Commtrak folder to place all Quarterly Files).
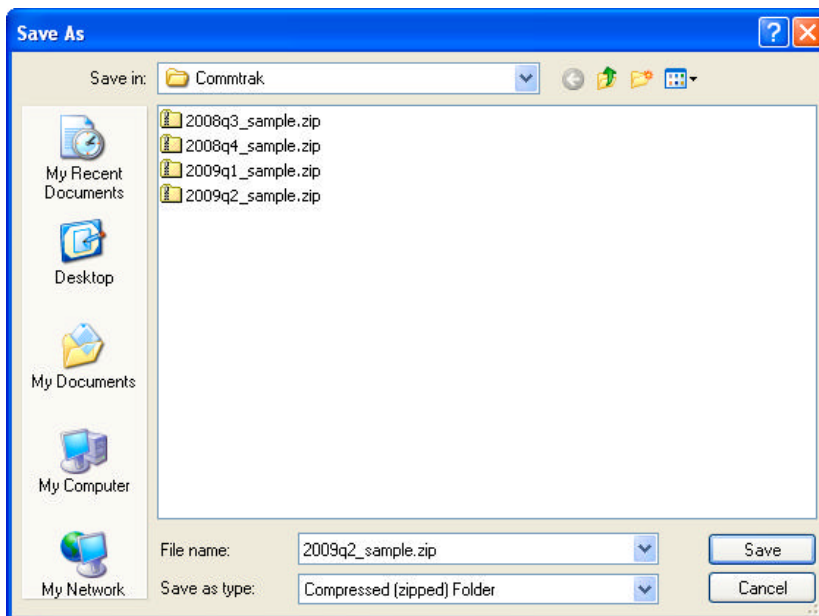

Figure 7

You may then log out or choose another action.