

## COMMTRAK TRAMS Export Utility

Commtrak can help any agency maximize its hotel revenue. But before we can help recover unpaid hotel commissions, Commtrak has to get the hotel booking information from the agency. And getting the data out of many agency accounting systems can be a complex process.

TRAMS and Commtrak have developed a program to assist TRAMS users in the task of extracting that information from the TRAMS Back Office System.

This utility enables the agency to easily control the exact date range of the date export desired and makes it easy to do for even a computer novice.

The technical side of the process is simple in concept. The utility is a Crystal Report definition that runs a query of the data in TRAMS and creates a text file suitable for export. The person running this report has total control over the date range of the data selected. The TRAMS data is never touched or changed by this utility.

The instructions that follow include detailed screen shots for each step. Help is available by first contacting Commtrak. In the event that the issue is related to a TRAMS back office question, please contact [Trams.TBOsupport@sabre.com](mailto:Trams.TBOsupport@sabre.com) for assistance.

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We offer the TCR viewer free of charge however, it does have some functionality limitations. We have researched and found a Third Party alternate viewer that is reasonably priced and offers additional features such as user permissions/restrictions, scheduling and batching capabilities, emailing and customer-facing web portal options.

Datalink Viewer: [http://www.milletsoftware.com/DataLink\\_Viewter.htm](http://www.milletsoftware.com/DataLink_Viewter.htm)

## Installation of TRAMS Crystal Reports Viewer (TCR).

If TRAMS Crystal Reports Viewer is already installed – skip to **Step 1**.  
Use the following link (<http://www.Trams.com/download/tcr.shtml>) to go to TRAMS Website.  
Choose the correct TRAMS Crystal Report Viewer. TCR10 install is the current version used.

**For agencies that HAVE purchased and installed Crystal Reports Software Version 10.**

### [TCR10 Setup File with existing Crystal Reports Version 10](#)

This setup file is for agencies that want to be able to run Crystal Reports from within TRAMS Back Office or reports that will only run in TCR10. After installing this setup file, a TBO user will see a new "TCR Viewer" menu item under "Reports." Refer below to the documentation for TCR10 installation instructions.

File Name: tcr10nr.exe

File Size: 674KB

**For agencies that HAVE NOT purchased and installed Crystal Reports Software Version 10:**

### [Standard TCR10 Setup File \(Free Download\)](#)

This setup file is for agencies that want to be able to run Crystal Reports from within TRAMS Back Office or reports that will only run in TCR10. After installing this setup file, a TBO user will see a new "TCR Viewer" menu item under "Reports." Refer below to the documentation for TCR10 installation instructions.

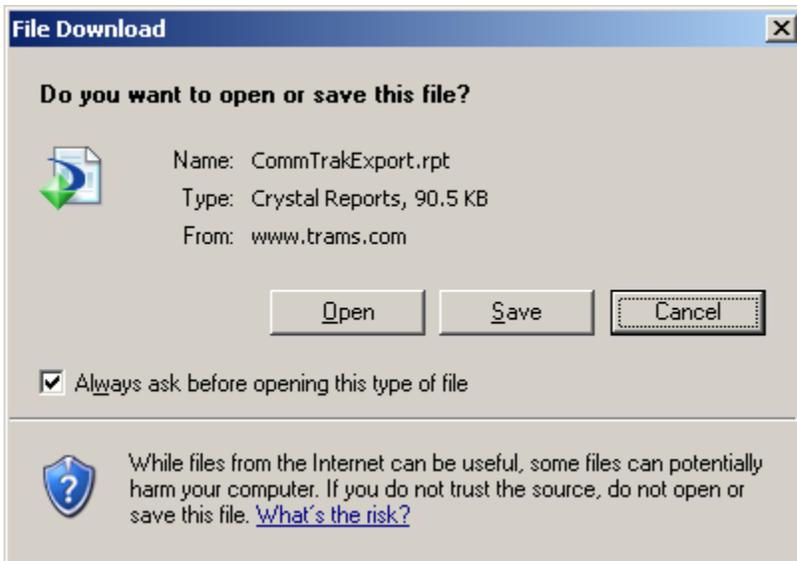
File Name: TCR10r2.exe

File Size: 10.2MB



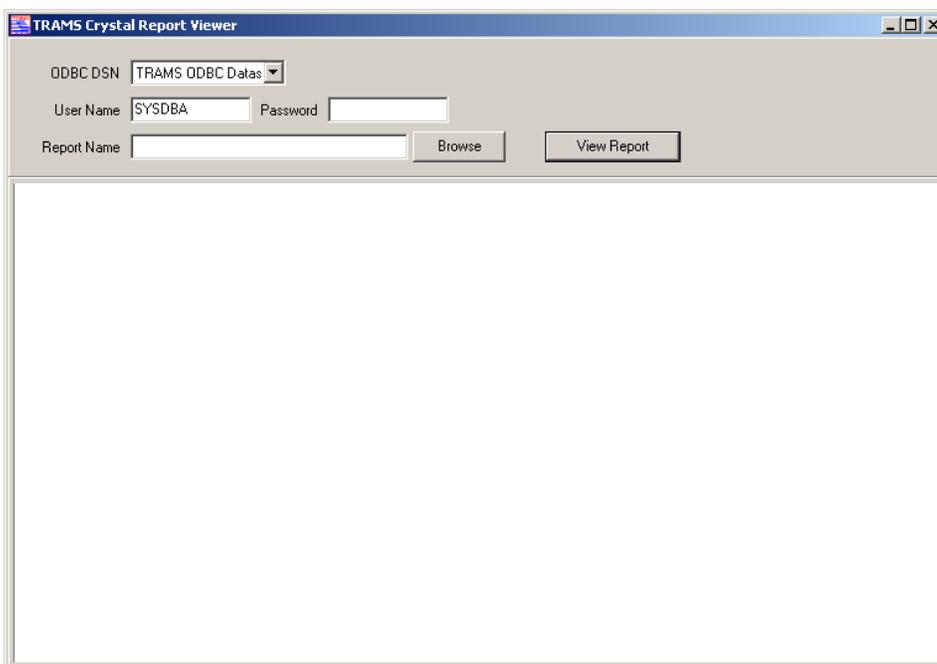
Save the installation program to an appropriate location (using Run here will not correctly install TCR10).  
Install by either double clicking on the program or install using **Start / Control Panel / Add or Remove Programs** (i.e. if running in a terminal services environment).  
Read the complete installation instructions by using the following link:  
<http://www.Trams.com/Documents/Special%20Support%20Docs/TCR10.pdf>

1. Download the Commtrak Export from the TRAMS Website [http://www.Trams.com/prTcr/tcr\\_reports\\_ver2.shtml](http://www.Trams.com/prTcr/tcr_reports_ver2.shtml) (locate the Vendor Reports section in the library reports list. The CommTrakExport report is located in this section)  
This is the Crystal Reports Query that you will use for the Data Export.



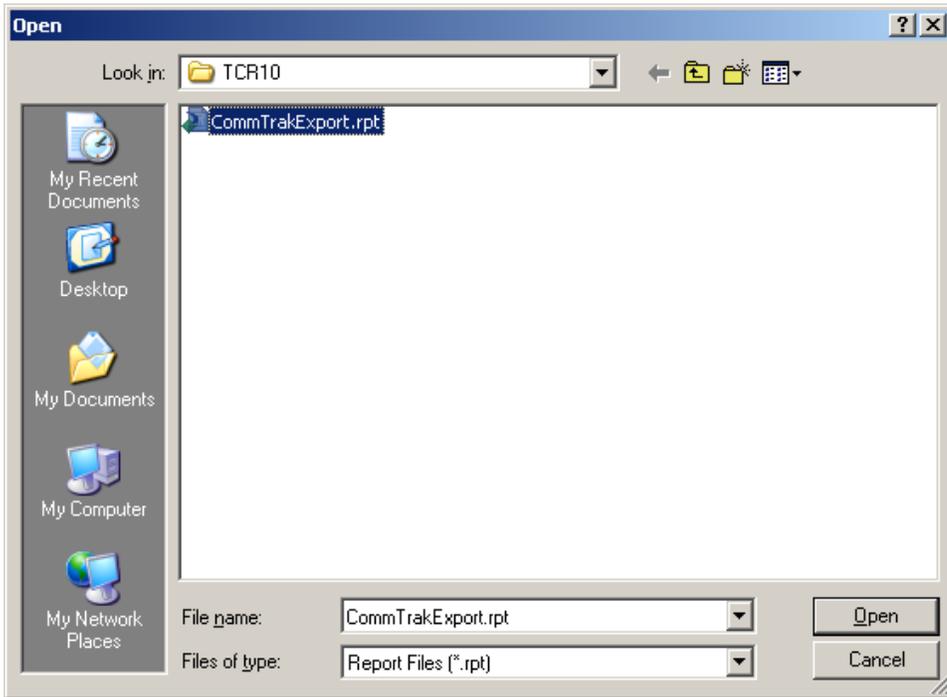
Save the Commtrak Export Report Format File (CommtrakExport.rpt) to the Crystal Reports Folder (Usually **C:\Program Files\Trams\TCR10\**)

2. Start the TRAMS Crystal Reports Viewer. This can be done two different ways.
  - a. Start>All Programs>TRAMS for Windows>TCR10
  - b. If in TRAMS Back Office, clicking on Reports>TCR Viewer The following window will open:

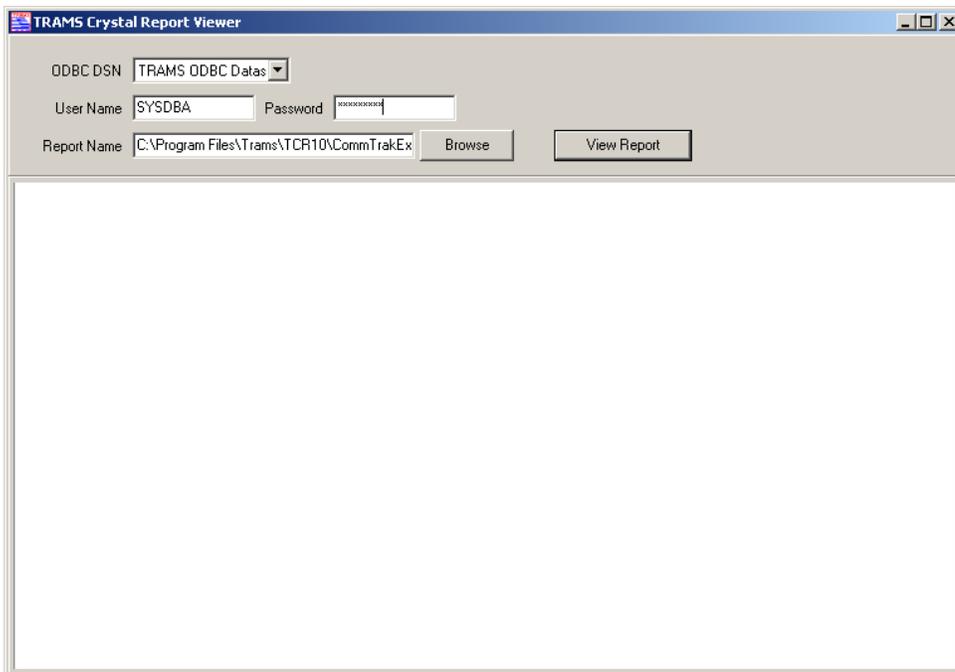


Verify that **TRAMS ODBC Datasource** shows in the ODBC DSN drop down box or the report will not run.

3. Click on the Browse and set the Report Name path to the correct location (Usually **C:\Program Files\Trams\TCR10\**)



4. Highlight **CommtrakExport.rpt** and click on Open to select.



5. The program will fill in most of the text boxes. Type in your TRAMS Password and click on View Report to proceed.

Enter Parameter Values

Parameter Fields: Reset

Date From  
Date To

Starting Date?

Discrete Value: 01/01/2002

OK Cancel

6. Enter the date range you wish to export.  
These dates refer to the departure dates of the hotel stays.  
This report will extract only items that have not been paid or are still unresolved in TRAMS.  
Complete these text entry boxes and click on OK to proceed.
7. A preview screen will appear.

TRAMS Crystal Report Viewer

ODBC DSN: TRAMS ODBC Datas

User Name: SYSDBA Password: xxxxxxxx

Report Name: C:\Program Files\Trams\TCR10\CommTrakEx Browse View Report

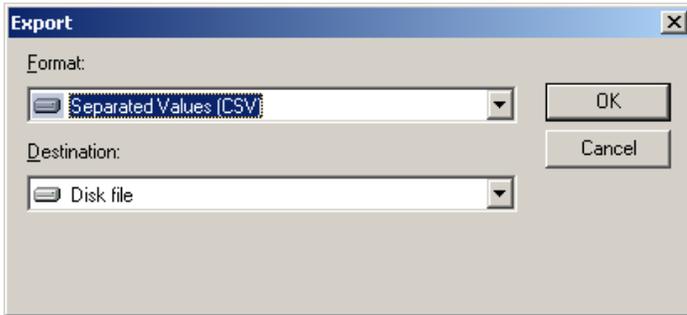
100% | 1 / 1

Preview Export Report

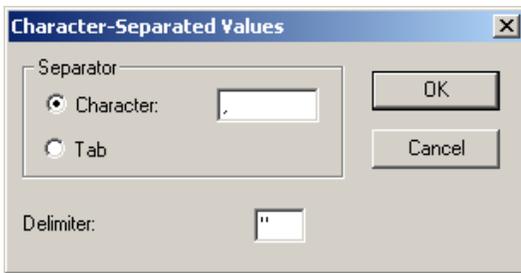
N/A

powered by crystal

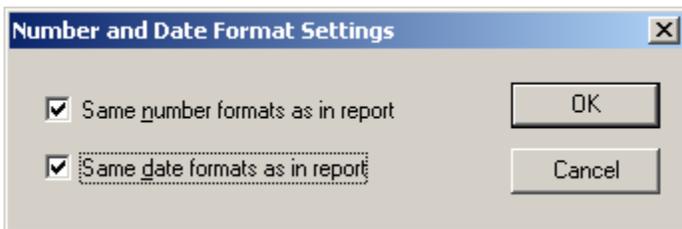
8. Click on the envelope icon to export the data to a file.



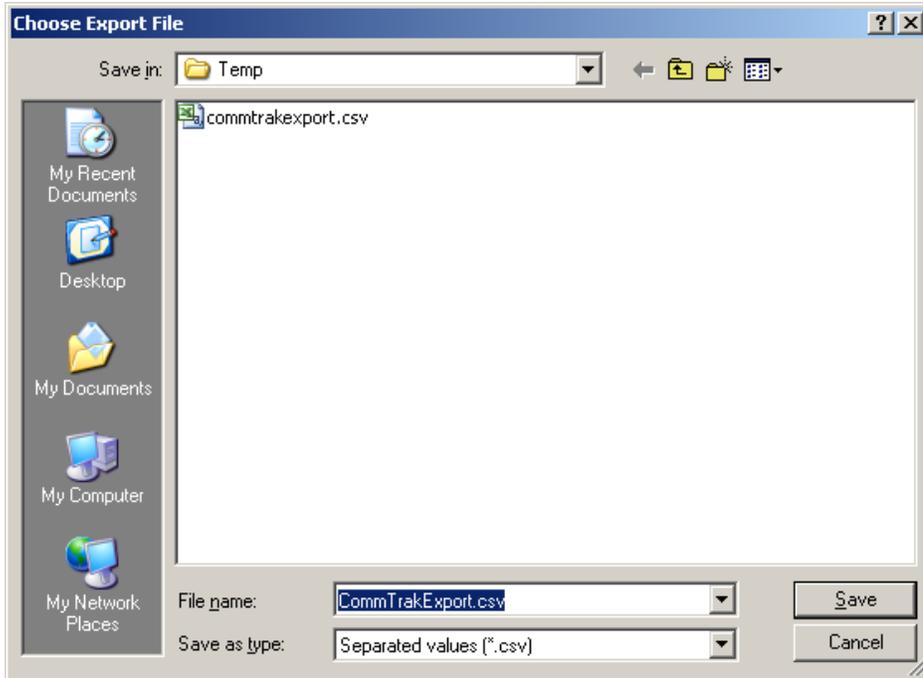
The default setting here will show Adobe PDF File. **Don't use that setting!** Adjust the Export settings to **Separated values (CSV)** like the picture and click on OK to proceed.



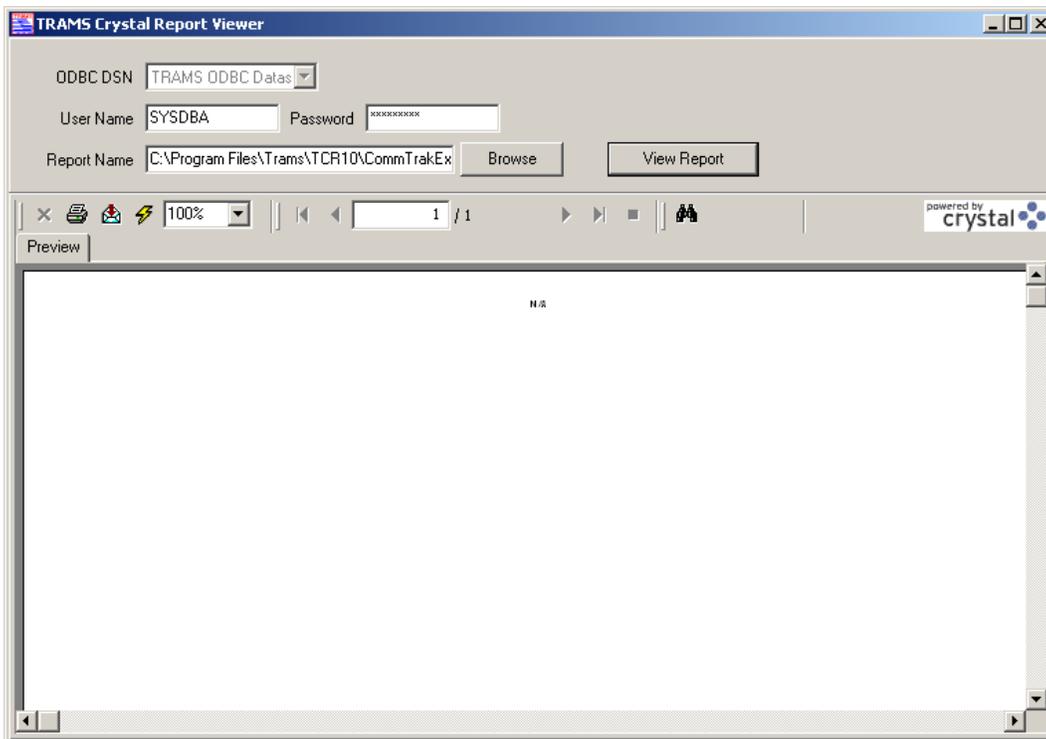
Leave these settings as shown above (comma and quote) as they are, and click on OK to proceed.



Put check marks in both boxes to keep number and date formats the same and click on OK to proceed.



9. Select the folder where the export data file will be created.  
You should change each new file name to a date-stamped name such as 2007q1.csv or 20071231.csv  
Make a note of the file location.



10. After the data file is created, the system will return to the preview screen.  
Click on the X at top right to exit.
11. Finally, copy the Export Data File from the hard drive to your **Agency Export** folder on Commtrak's FTP site.