CCRec Credit Card Reconciliation Software
For Use With
Trams For Windows

By
Travel Technology Tools
www.traveltechtools.com

Contacting us:
For assistance with installation and operations, contact Travel Technology Tools support at:
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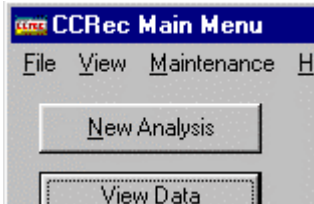**or send an e-mail to:**
joez@traveltechtools.com

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Running the CCRec Program

Running a New Analysis

Unless directed otherwise, a click will be defined as a Left Mouse Click.

From the main menu of CCREC, click on **New Analysis**

The New Analysis Window will appear.
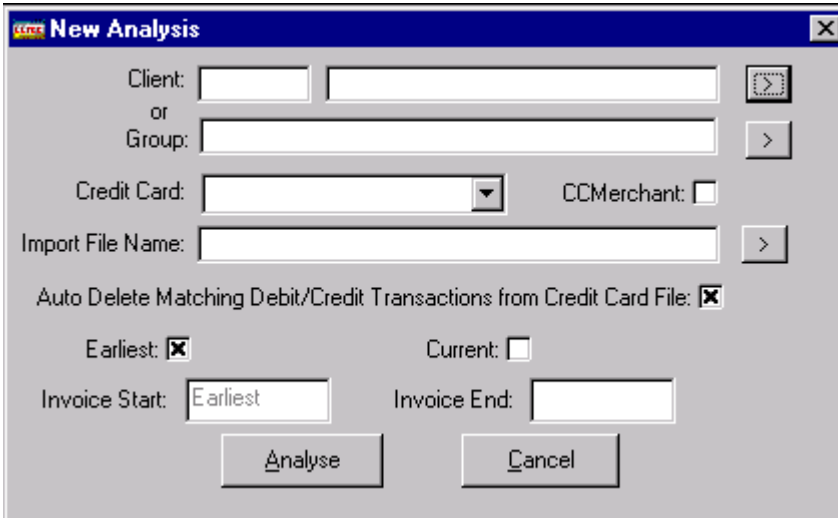
The **New Analysis Window** allows the user to select a Client or a Group to perform Credit Card Reconciliation on. Each category has selector buttons to the right, which will assist the user in identifying the analysis Group or Client.

Select a Client or Group by clicking on the button to the right of the client or group text box.
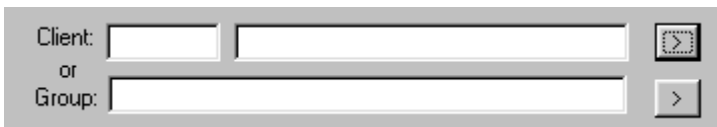
If you are selecting by Client, the account selection screen will appear. To see a list of a available clients, click on the button to the right of the label Select.

Account Selection

Select: [>]

Profile Number: 8686   Type: C

Name: Jeannette Garcia - Exp.

Address:

City, State ZIP:

Notes:

[Use]   [Cancel]

This will bring up a list of clients.

Account Selection

	PROFILENO	NAME
▶	8686	Jeannette Garcia - Exp.
	417	'Sally'
	1976	1 Lincoln Plaza
	3066	21 International Holding
	484	212 Ventures
	2388	3G Handheld, Inc
	476	815 Corporation
	6197	A & J Refrigeration Inc.

[Select]

Start typing in the name of the client you want to reconcile in the text box at the top of the window. As you type, the grid in the middle of the screen will snap to the client name that starts with what you have typed. Once located, single click on that record and click on the Select button. This action will take you back to the account selection screen. Click on the use button to verify this client and to take you back to the new analysis window.

If you are selecting by group, the Account Selection screen will appear with a list of available marketing groups.
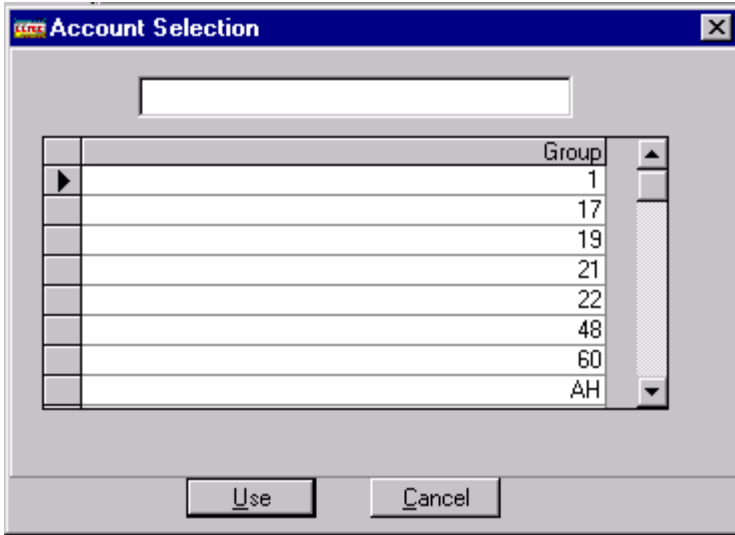
Start typing the name of the marketing group that you wish to use in the text box at the top of the window. As you type, the grid in the middle of the window will snap to the group that begins with the text that you are typing. Once located, click on the grid row containing the name of the marketing group you wish to use. Click on the use button to select that marketing group and take you back to the new analysis window.

The user must also select the Credit Card for which data will be analyzed.

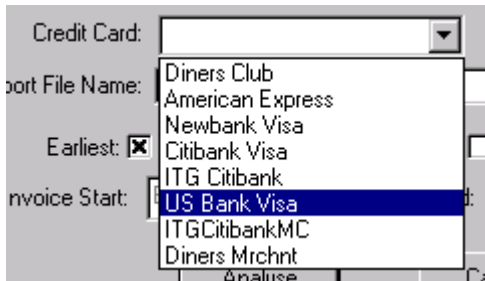Select the card by clicking on the Down Arrow to the right of the field labeled Credit Card. Click on the name of the card you wish to reconcile. Only the cards that you have purchased will be displayed in this list.

If you are performing an analysis for which your merchant transactions are being reconciled, make sure the CCMerchant field is checked by clicking in the box

Select the Import File Name by selecting the file from the browser. This file is the provided by your credit card vendor and contains the transaction information for you client. The browser is activated by clicking on the button to the right of the Import File Name field.

During the auto matching process, you can request to have matching debit and credit transactions from the Credit Card file to be automatically removed. These transactions correspond to a voided transaction in Trams and will not reconcile. By checking this box, any debit transaction that has a corresponding credit transaction for the opposite amount on the same ticket will be removed from the matching process.

Auto Delete Matching Debit/Credit Transactions from Credit Card File: ☒

The reconciliation period is determined by the Earliest (Invoice Start Date) and Invoice End Date or Current Date. The Earliest date is part of the configuration settings. If manually entering dates, you must enter them in the mm/dd/yyyy format.

Earliest: ☒   Current: ☐

Invoice Start: [Earliest]   Invoice End: [   ]

Selecting Analyze will import the Credit Card Data and perform comparison analysis using your TRAMS database.

You will get the message, **Delete Current Analysis??**, if you have run a previous CCREC analysis. This is a warning. By running a New Analysis, your old analysis will be overwritten.

IF YOU HAVE NOT CLEARED THE TRANSACTIONS from your last analysis, Cancel this process and do so. There may be reasons where you do not want to Clear Transactions.

i.e. a situation where you attempted an analysis on the wrong Client or Group. In this case, you would want to overwrite the previous analysis.

When you click on Analyze, you will see a message box containing the number of credit card transactions in the imported data, with a total amount. Debits minus Credits.

The analysis screen will be replaced by the CCRec Main Menu at the completion of the analysis process.

Viewing Data

Click on "View Data"

The Match Screen is now visible. It is divided into four areas.

♦ **Matched Data** (Top) *Auto-Matched Records*
♦ **Trams Records** (Left) *Credit Card Transactions in TRAMS*
♦ **CC Records** (Right) *Data from your Credit Card Vendor*
♦ **Menu** (Center)

Any credit card transactions that match Trams will **"Auto-Match"** and be listed at the top in the Matched Data window. Ticket Number and Dollar amount from the credit card data must match the invoice in Trams in order to "Auto-Match".

Matching Transactions

The Matching Process

The Matching Process is performed by using the View Data Screen, selected from the Main Menu

Any transactions that do not automatically match (auto-match) will be listed, Trams Records on the left and credit card transactions on the right. You must now match these transactions up yourself by sorting the columns in such a manner as to facilitate this matching process.

| UnMatch Transaction |
| <- Match -> |
| <- Force Match |
| Delete -> |
| <- Delete |
| Close |

As an example, you may **sort** the Trams Records by dollar amount looking for a credit card transaction that is un-matched. Once a match is found, click on the appropriate Trams record as well as the matched credit card transaction and then click the button labeled "<-Match->" from the center menu. Note that there is a black diamond in the first column of the Trams Records and the Credit Card records indicating which transactions are selected to Match.

Once a Match is selected from the center menu, those matched records are removed from the unmatched category and moved up to the Matched Data screen. You may **undo** this "match" by selecting the Matched record and then clicking on the button labeled "**UnMatch Transaction**" from the center menu.

"**<-Force Match**" (Trams Records) will tag a Trams record as matched, reconciling it, even though there was no Credit Card transaction that you matched it to. This item may be an old Trams credit card transaction that is old, and you do not want it appearing on the unmatched Trams Records side again.

Using the "<-**Delete**" button (Trams Records) will delete the selected record from the current analysis. If it is unmatched, it will appear on the next analysis. Using "**Delete**->" on the credit card data will simply remove that credit card transaction from the data file. It will never appear again unless the credit card company re-bills the transaction.

An example of deleting a credit card transaction would be if a charge and a credit did not auto-match. i.e. a $65.00 charge also had a associated -$65.00 credit with the same passenger and ticket number associated. This type of transaction should have auto-matched since they cancel each other out. In the event that they didn't, you can delete these two transactions from the right side CC Records list.

CC Records		
Bill Amount	Name	Ticket
-290.00	BROUN/W	1525466503
-249.00	BROWN/W	1525466514
-331.00	BROWN/W	1525466524
-65.00	PFAFF/G	1527647905
65.00	PFAFF/G	1527647905
65.00	BARTLES/J	1533331649
505.00	BROWN/W	1538226887
128.00	BROWN/W	1538226914

As shown in the example above, there are two $65.00 transactions. A debit and a credit. They both have the same passenger name and ticket number. In this case, it is appropriate to delete these two transactions from the CCRecords list. If, during the new analysis process, you requested to have these transactions auto matched, they should not appear at this point.

Continue to Match transactions until you have matched all of the Credit Card Records to TRAMS transactions.

You may have a credit card transaction that does not match to any TRAMS transaction. This Un-Matched item will appear when you run your Un-Matched Credit Card Report.

Once you have matched or deleted all the transactions you can, proceed to the Reports Menu.

Reports
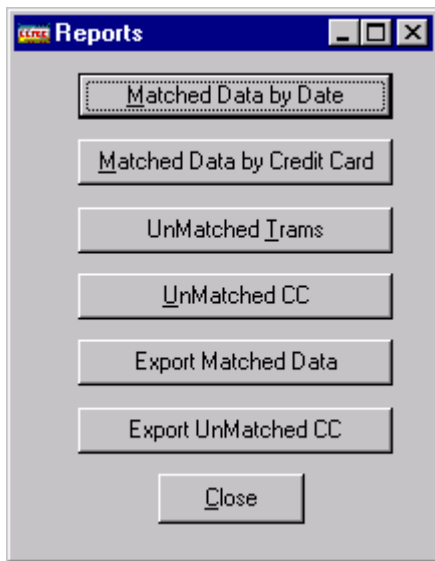
Un-Matched CC (credit card)

Detailed report listing unreconciled credit card transactions supplied by your credit card vendor data file. This report lists credit card charges that do not have a corresponding TRAMS record associated. You must contact the credit card provider and/or the client to determine why the transaction appeared in the credit card data and not in TRAMS.

Un-Matched Trams

Detailed report listing unreconciled TRAMS credit card transactions. This transaction appears in the TRAMS data but does not appear in the credit card file. It may possibly appear in the next months credit card data file.

Matched Data by Date

Detailed report listing reconciled transactions sorted by invoice date.

Matched Data by Credit Card

Detailed report listing reconciled transactions sorted by invoice date.

Export Matched Data

Creates a comma delimited text file containing all the Matched transactions. See Appendix B for the file layout.

Export UnMatched CC

Creates a comma delimited text file containing all the Un-Matched Credit Card Transactions. See Appendix B for the file layout.
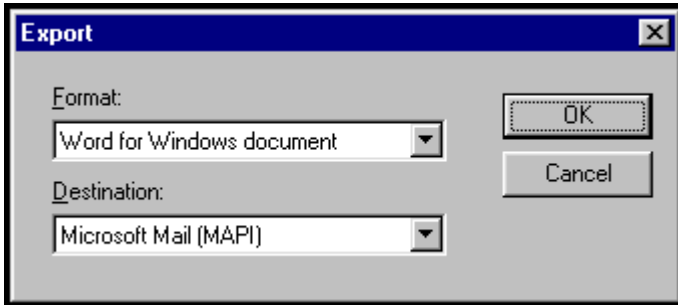
Printing Reports

Use the Printer Icon on the menu bar to print the report

Export Reports

Reports may be exported in several formats. Select the Export Button on the menu bar to activate this function. Once Selected, a Export Preferences box will appear listing your options.

Select the export format and destination. You will note that you may directly e-mail the report from this menu only if you have a e-mail (mapi) program setup, such as Microsoft Outlook. If you do not have a mapi setup, you must save the report to a file and then e-mail as a file attachment.

Note that depending on the format selected, some of the report graphics may not appear in the exported file. i.e. lines and borders

Clear Transactions

This is the last step in the Credit Card Reconciliation process.
Once you have matched all credit card transactions on the right side of the screen to the TRAMS credit card transactions on the left side of the screen, these transactions are moved to the top portion of the analysis window, Matched Transactions.

Selecting the Clear Transaction button will write today's date to the UDID specified in the options screen. These cleared transactions will not appear during the next reconciliation.

Once you "Clear Transactions" for the matched data,
there is no way to <u>undo</u> the Cleared Transactions.
If you mistakenly clear a transaction that you didn't want cleared, you will have to go into Trams, look up the Invoice, go to the Booking record, go to the UDID tab and clear the UDID field used for CCRec Reconciliation's (default 50).

Things to take into consideration (a must read)

How to handle Non ARC ticketless transactions.
Since the normal way to handle Southwest, Vanguard, Sun Country, et. al. in Trams is to invoice them as a Comm Track booking, AND since Trams does NOT store payment information on a Comm Track booking, you will probably have to change the way you are invoicing these types of transactions.

In order for Trams to store the form of payment, they will have to be invoiced as Supplier transactions, closed with a credit card. Since that makes it difficult to reconcile your commissions with NPC or directly with the vendor, we recommend the following procedure. (We also recommend using a script, macro, or programmed key to do them).

Create an invoice with two bookings. The first booking is a Supplier booking with the Total Fare as the price of the ticketless travel, but with NO commission.

The second booking is done as a Comm Track booking with NO Total Fare, but with the proper amount of the commission.

This way, the CC Rec program will pick up the Supplier booking for credit card reconciliation. NPC will pick up the Comm Track booking for commission reconciliation. Since you have left the Fare off one, and the commission off the other, it will not double any numbers.

You may have reporting considerations with regard to yield (if you track that) since there will be two bookings but those can usually be addressed with reporting criteria when the reports are needed.

We also recommend that you wait until you receive the actual ticket number from the Non ARC carrier to be put in the confirmation (*CF) portion of the interface record. If that is not possible then we recommend using the Record Locator from the Non ARC carrier in the confirmation field to help in auto-matching these transactions.

Refunds that Don't Auto-Match
On your second or third reconciliation, you may see some transactions from the Credit Card Company that appear to be refunds and don't auto-match because there was no transaction extracted from the Trams Database. What has happened in this case is that the Sale transaction was reconciled in the previous months billing cycle. The refund was performed in this months billing cycle and when the refund transaction was created in Trams, the Trams interface copied the udid used by the CCRec software (default 50) to the Refund transaction making the new Refund transaction appear to have been reconciled. To eliminate this problem, when refunding transactions in Trams, be sure to check the Udid field used by the CCRec software, and clear the field on the new refund booking record if it has a reconciliation date in it.

Sales that Don't Auto Match
When reconciling sales transactions that don't auto match, but you have found the transaction in the Trams database, be sure to check several items.
1) If the booking transaction does not appear in the Trams transactions section of the View Data Screen:
   a) Verify that the transaction hasn't been voided. The CCRec software will not look at a booking record that has a Voided Client Payment Status.
   b) Check the client payment itself and verify that the credit card number is properly formed in the format CCxxxxxxx… Where CC is the 2 character identifier of the Credit Card Company, and xxxxx is the credit card number received from the Credit Card company.

An improper credit card number will prevent the transaction from being extracted from the Trams database.

c) Check the udid field used by the CCRec software to identify previously reconciled items. If this udid field (default 50) has any information in it, the CCRec program will not extract the transaction from Trams for reconciliation purposes because it believes the transaction has previously cleared the item.

d) Check the Matched section of the View Data Screen (top portion of the window). Search for a matched transaction with the same ticket number. If the Credit Card Company has double billed for this transaction, one of the Credit Card Transactions will have already matched to the corresponding Trams Transaction, and the remaining Credit Card Transaction will show as unreconciled.

2) If the booking transaction appears in the Trams transactions section of the View Data Screen but it did not Auto-Match:

a) Check the Ticket Number in the Credit Card section of the View Data screen (right side of the window), and the Ticket Number in the Trams Transactions section of the View Data screen (left side of the window). In order to auto match, these two numbers must match exactly.

b) Check the Dollar Amount of the Credit Card section of the View Data screen, and the Dollar Amount of the Trams Transactions section of the View Data Screen. In order to auto match, these two dollar amounts must match exactly.

Options Screen

ODBC Connect String

Contains connection information that allows the CCRec software to communicate with the TRAMS database. This string contains the login, username and password.

UDID Field for tracking cleared credit card transactions.

The default setting is UDID #50. You may select any available UDID field

Earliest Invoice (date)

Only used when the Earliest check box is selected in the Analysis Screen.

Enter the invoice date that you want used as your (analysis) invoice start date.

You would want a date far enough in history to include all transactions that would appear in the first credit card file received from your credit card vendor.

Example:

It is December 13, 2000. Your first analysis on your first reconciliation customer contains data from 11/01/2000 through 11/30/2000. You will more than likely use an **Earliest Invoice** (date) of October 15th. This gives a two-week buffer between 10/15 and 11/1.

Force Match, Procedure
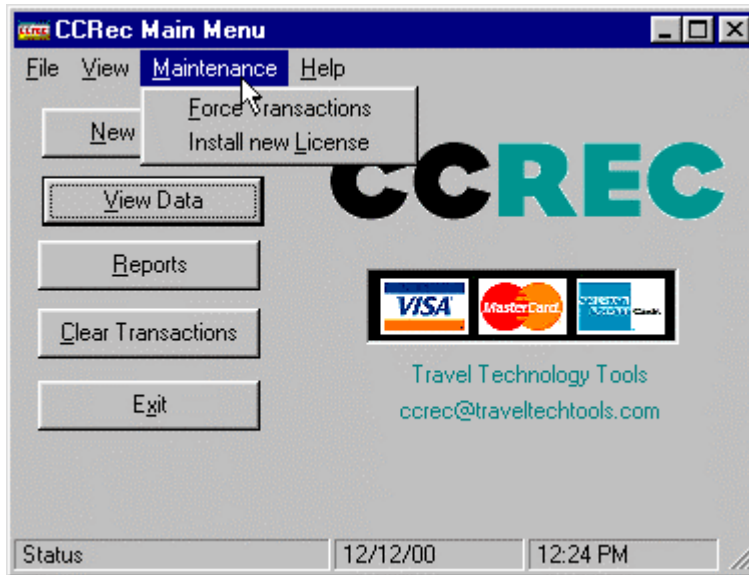
Clearing old Trams transactions – Force Match

This procedure is an <u>advanced function</u> and should not be used until the user is familiar with the software and how it works.

During a reconciliation process, several transactions will more than likely appear from the Trams data that are older than the reconciliation period. To remove these transactions from the reconciliation process, the user can Force match old Trams transactions. To force match these transactions:

1) Start the CCRec credit card reconciliation software.
2) When the main menu appears, click on the "Maintenance" menu option.
3) A drop down menu will appear.
4) Click on the "Force Transactions" menu option

At this point, the selection screen for selecting the customer and credit card to force transactions will appear.

1) Select the customer or group to extract from Trams.
2) Select the Credit Card that you are reconciling.
3) Select if you want Credit Card transactions that don't have a credit card number to be included in the selection criteria
4) Select the date range that you want to include in the extraction.

NOTE:
When the records are selected, they are automatically inserted into the Matched window of the view data screen as Force Matched. If you include current transaction dates, this will include those transactions as Force Matched and you will have to manually un-match those transactions. It is recommended that the invoice end date that you use be at least 1 month prior to the first range that you plan to reconcile, or 1-month prior the current reconciliation period. If you have already run reconciliation, then you will be able to see from the remaining Trams transactions, which date to use for an Invoice End date.

5) Click on the "Retrieve" button to extract the data from Trams.
6) Once completed, the program will return to the Main Menu window
7) You can now review the transactions that have been slated for "Force Matching" using the "View Data" button on the Main Menu window
8) At this point, you can "UnMatch Transactions" for which you don't want to be force matched.
9) Closing this window will return you to the Main Menu Window
10) At this point, Clicking on the "Clear Transactions" button will write the reconciliation date back to the Trams database into the UDID field specified in the Options window. These transactions will no longer appear in the Trams data when performing an analysis.

WARNING:

Once you "Clear Transactions" for the matched data,
there is no way to <u>undo</u> the Cleared Transactions.
If you mistakenly clear a transaction that you didn't want cleared, you will have to go into Trams, look up the Invoice, go to the Booking record, go to the UDID tab and clear the UDID field used for CCRec Reconciliation's (default 50). If you do this to a block of transactions that you didn't want to clear, you will have to manually reset all the transactions that you mistakenly cleared. Therefore, it is recommended that you not use this function until you are familiar with the CCRec software and the operation of the reconciliation process.

Installation and setup

Pre Installation note

The CCRec credit card reconciliation software requires an ODBC connection to the Trams for Windows database. In order to make this connection; the ODBC Administration software must be installed on the computer where the CCRec software is going to be installed. In addition to the ODBC Administration program the Intersolve Interbase ODBC driver must also be installed. This driver is installed as part of the Trams for Windows installation but is only installed if the above-mentioned ODBC Administration program was present on the computer prior to the Trams for Windows installation. To verify that the ODBC Administration software and the Intersolve Interbase ODBC driver was installed:

Windows 95/98/NT:
1) Click on the Start Button on the task bar.
2) Click on settings
3) Click on Control Panel
4) Find the Icon that contains ODBC in the title. It will likely be called ODBC Data Sources or 32Bit ODBC Data Sources.
5) Double click on this icon.
6) Click on the Drivers tab at the top of the window.
7) Look for a driver called Intersolve Interbase ODBC Driver (*.gdb)

Windows 2000:
1) Make sure you are logged in as the Administrator
2) Click on the Start Button on the task bar.
3) Click on Programs
4) Click on Administrative Tools
5) Click on the item that contains ODBC in the title. It will likely be called ODBC Data Sources or 32Bit ODBC Data Sources.
6) Click on the Drivers tab at the top of the window.
7) Look for a driver called Intersolve Interbase ODBC Driver (*.gdb)

If you can not find an icon called ODBC Data Sources or if the Intersolve Interbase driver is not in the driver list, then you will need assistance with the installation. See Appendix A for instructions on how to install these items onto your computer.

Installing the Software

Important Note: During the installation, you may be prompted to restart your computer. Before starting the CCRec Credit Card Reconciliation installation program, you should close all programs running on the computer that you are installing the software to.

To install the CCRec Credit Card Reconciliation software, insert the CCRec CD into the CD-ROM drive. If your computer is configured to auto start CD's an installation program will appear on your screen. If the installation program does not start, then follow these steps to start the software:

1) Click on the start Button on the task bar

2) Click on the Run option

3) Click on the Browse button.

4) Locate the CD Drive in the drop down list box to the right of the "Look In" text.

5) Once selected, you will see an item in the file window called CCRecSetup.exe.

6) Select this file and click on the open button.

7) This will take you back to the Run window and the field labeled "Open" should now read something like d:\CCRecSetup.exe where d: is the letter of your CD-ROM drive.

8) Click on OK

At this point the Installation program is now running.

The CCRec Credit Card Reconciliation software utilizes the Microsoft Data Access Components (MDAC) to manage its data. If the machine where the software is being installed does not have the latest version of MDAC on it, the software installation program will begin the MDAC installation process.

If you see the following screen:
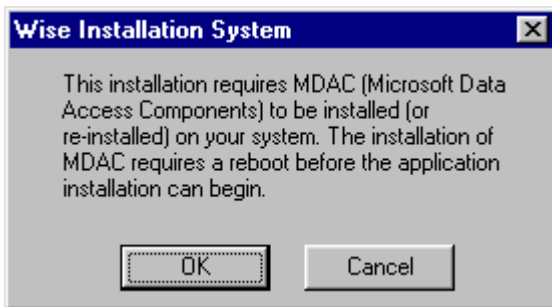
Then the installation program will install the MDAC components to your computer. Click on the OK button to begin the process. You will see the following screen while the MDAC components are installed:
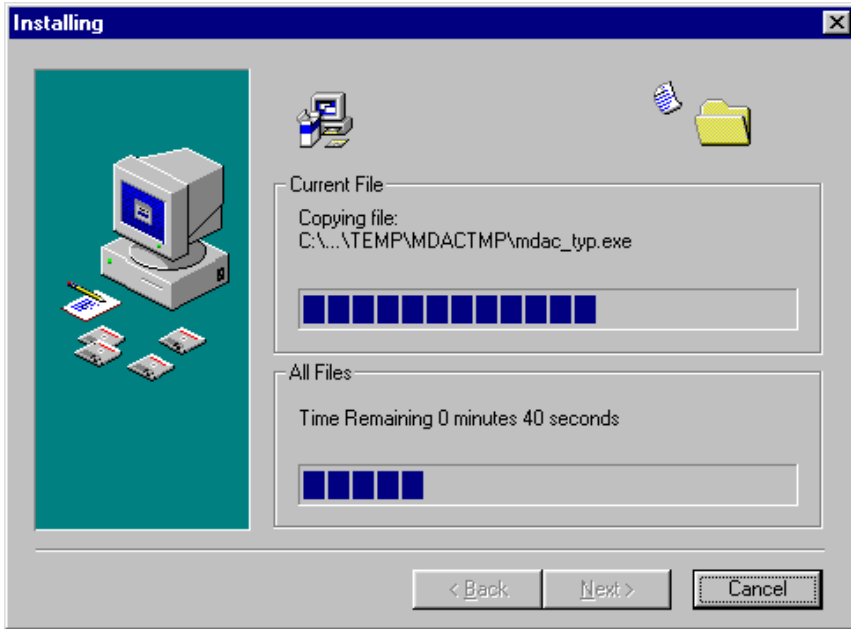
When the installation is complete, you will be prompted with the following window to restart your machine.

Leave the CCRec setup CD in your CD-ROM drive and click on the OK button. Your computer will now reboot, and after restarting the CCRec Credit Card Installation program will begin.
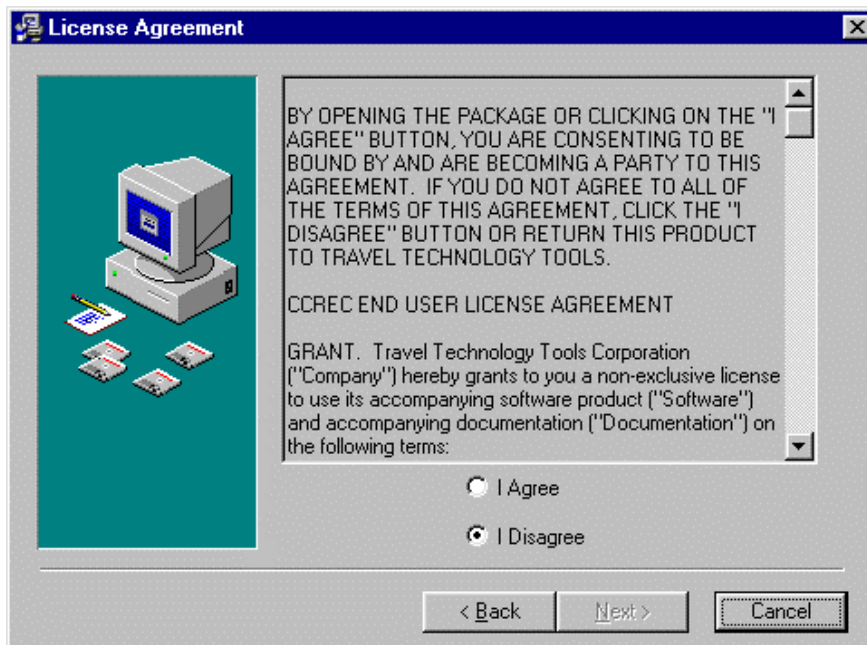
Continuation of Installation

If the installation program did not need to run the MDAC install routine, or if you have just finished the MDAC install routine, you will see the following installation welcome window:
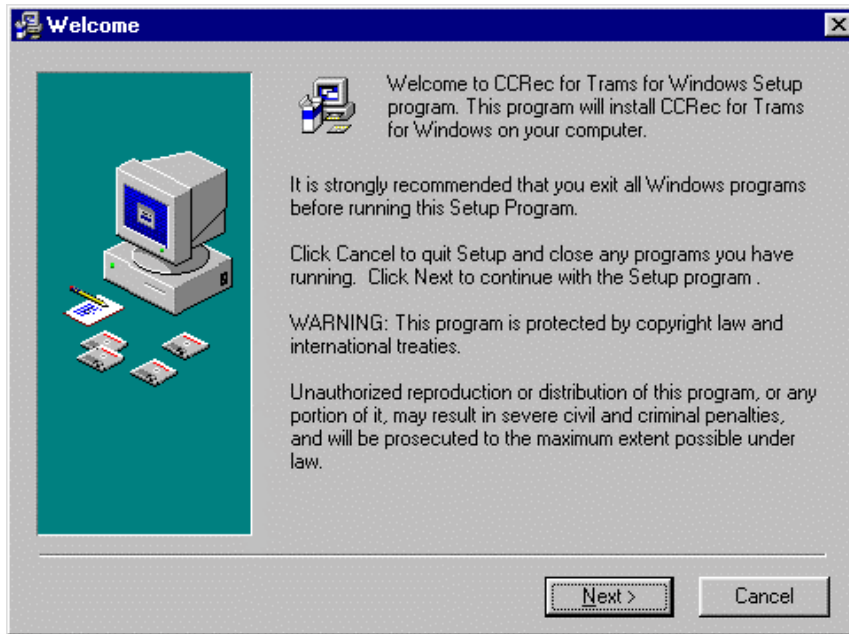
To begin the installation, click on the Next Button.

The Software License Agreement Screen will appear:

To accept the software license agreement, click on the "I Agree" button. The Next Button will become enabled, and you will be able to proceed to the next step of the installation process. If you do not agree with the software license agreement, you must exit the installation program by clicking on the Cancel Button.

The installation program will prompt where to install the software. The default location is c:\program files\CCRec. We do not recommend changing the location where the software is installed, but you may do so by clicking on the browse button.

Choose Destination Location

Setup will install CCRec for Trams for Windows in the following folder.

To install into a different folder, click Browse, and select another folder.

You can choose not to install CCRec for Trams for Windows by clicking Cancel to exit Setup.

Destination Folder
C:\Program Files\CCRec   [Browse...]

[< Back]   [Next >]   [Cancel]
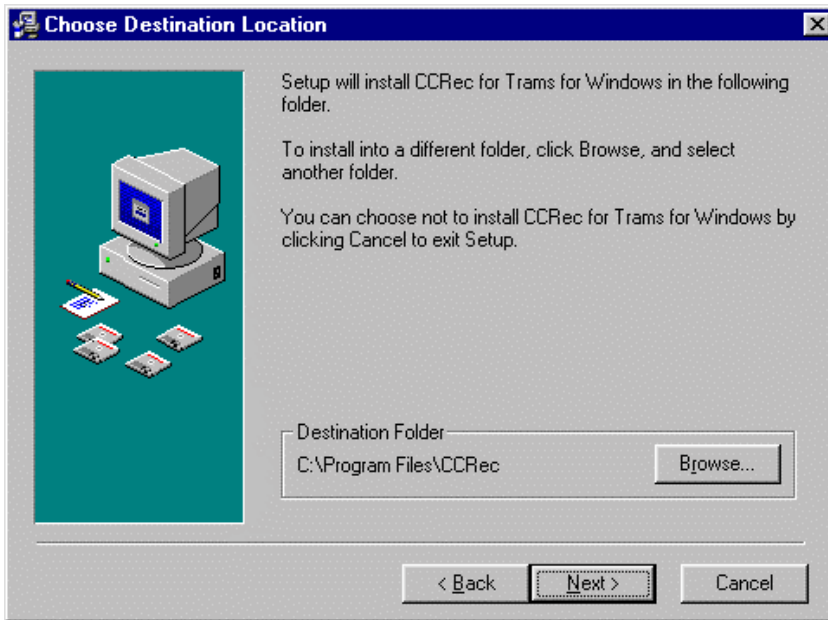
Once you are satisfied with the installation directory, click on the Next button. The installation program will now prompt you for the name of the program group to be added to the start menu. This screen looks like this:

Select Program Manager Group

Enter the name of the Program Manager group to add CCRec for Trams for Windows icons to:

CCRec

Accessories
ACT! 2.0 for Windows
Adobe
Adobe Acrobat
Advanced 4.0
ARCserve Client Agent for Windows 95
Associat
AutoMailer
AutoPlay Menu Studio 2.0
CCRec
ColdFusion Studio 4.0
Comchek
ESRI
FullShot 6.0

[< Back]   [Next >]   [Cancel]
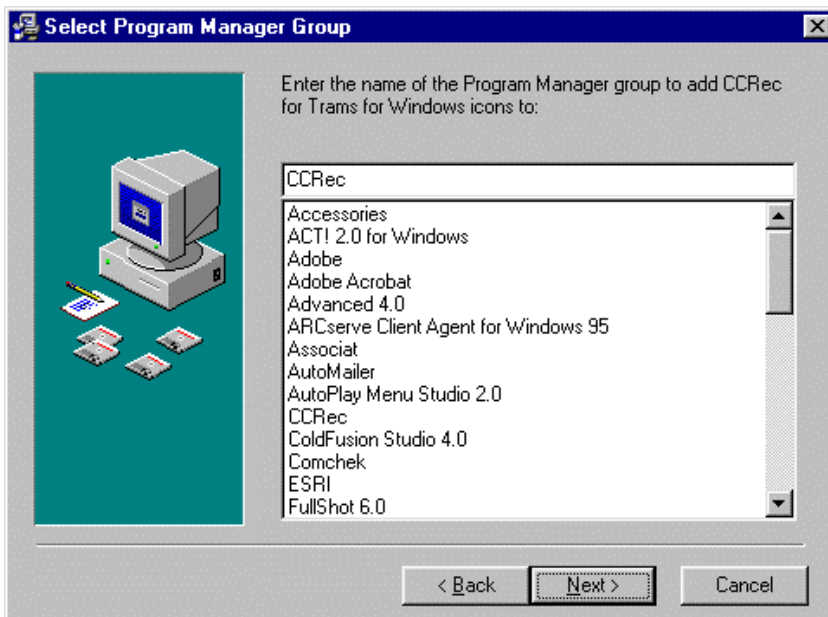
The top portion of this window displays the name of the program group that will be created on the start menu. The bottom portion of the window displays the names of the existing program group. Do not select an existing program group from this list. Doing so will place the CCRec program in the location that you have selected. We do not recommend changing the name of the program group from CCRec, but you may do so by typing a different name in the top portion of the window. Click on the Next button to continue the installation. At this point, the installation program has collected all the information required to install the CCRec Credit Card Reconciliation software. The following screen will appear:
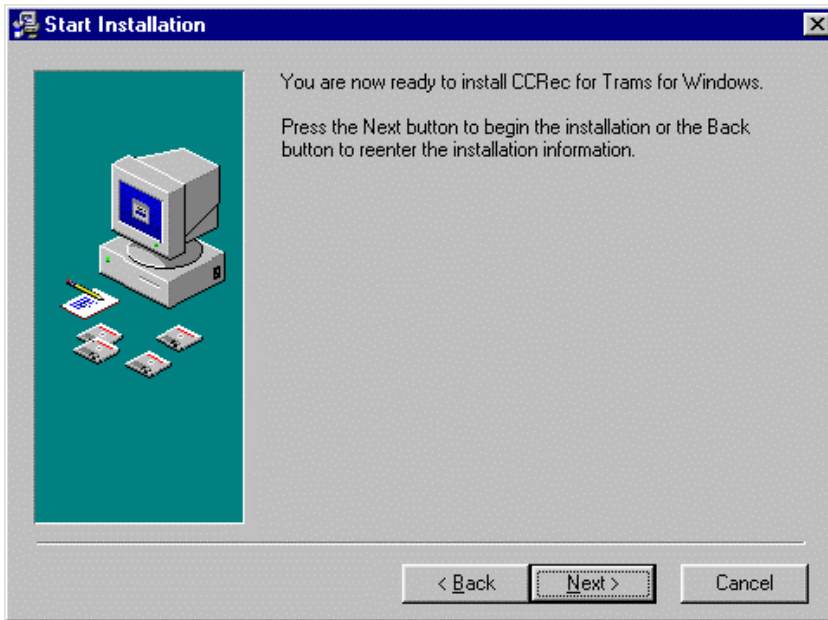
To install the software click on the Next button. The installation program will now begin copying files to your hard-drive. The following screen will appear during this process:
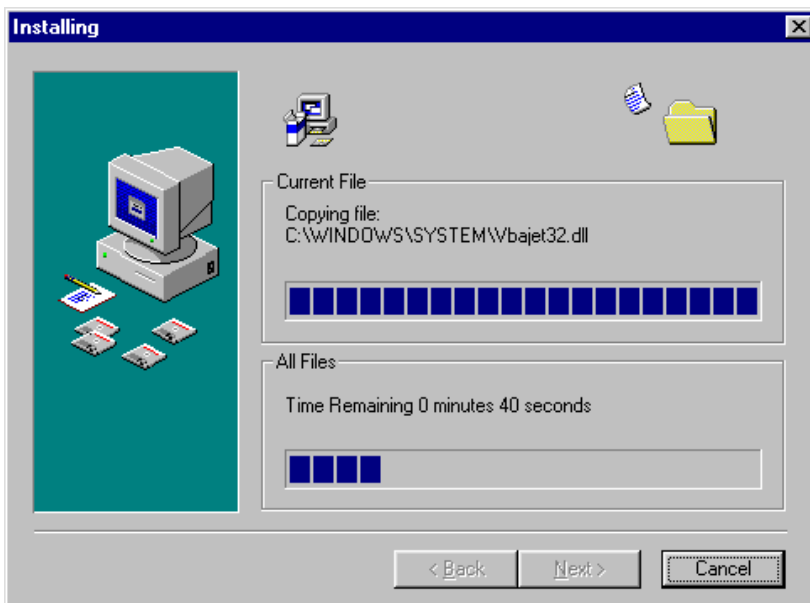
After the installation program has finished copying files to your hard-drive, it will look for the ODBC Administration program and the Intersolve Interbase ODBC Driver. If the software could not find the ODBC Administration program, you will see the following error:
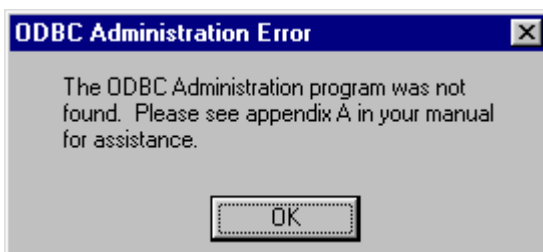
If you see this error, you will need to refer to Appendix A for instructions on installing the ODBC Administration program.

After verifying that the ODBC Administration program has been installed, the installation routine now verifies that the Intersolve Interbase ODBC driver has been installed. If it has not been installed, you will see the following error:

Once again, if you see this error, you will need to refer to Appendix A for instructions on installing the Intersolve Interbase ODBC driver.

If the installation program has successfully verified that both these pieces have been previously installed properly, then it will attempt to configure and ODBC Data Source. If this is the Trams for Windows Server and Trams for Windows was installed to the default location, then the software will automatically setup the Data Source. If this is a client station, or the Trams for Windows database was not installed to the default location, then you will see the following screen:
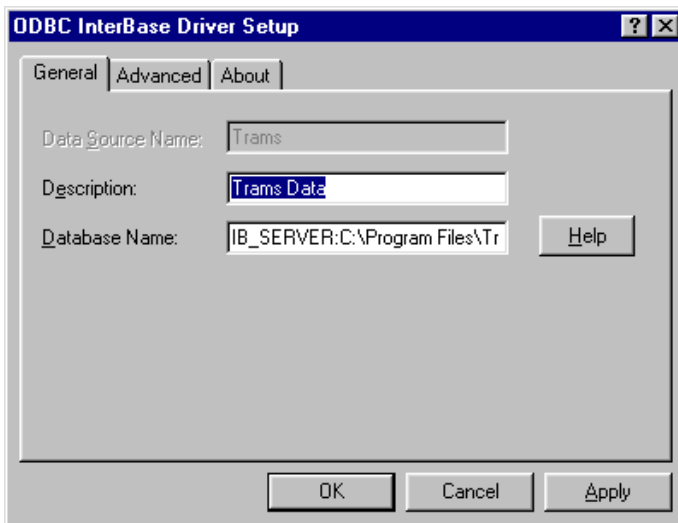

If you know the location of your Trams for Windows data, you may manually replace the Database Name field with the correct location. If you do not know the location of the data, then leave the ODBC Interbase Driver Setup window on the screen.

Continuation for Trams for Windows version prior to 1.07

Go to Start->Settings->Control Panel and double click on the BDE Administration program:
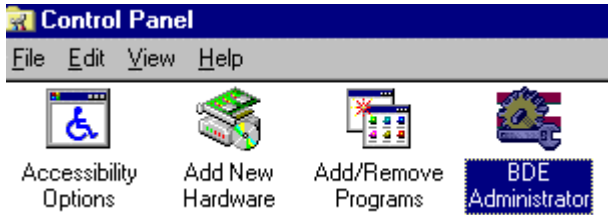
When the BDE Administration program begins, you will see an item on the left under databases called Trams:
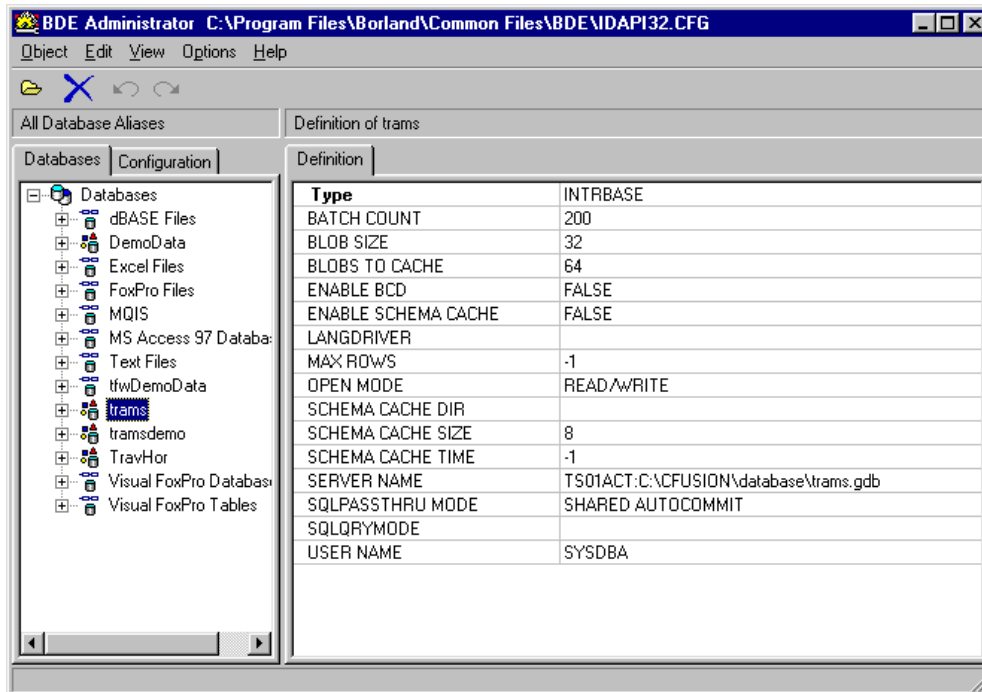
With your mouse, single click on the word Trams. Doing so will cause the right side of the screen to appear as above. The fourth item up from the bottom is called Server Name.

The text to the right of Server Name needs to be placed in the ODBC Interbase Driver Setup window under Database Name. To ease this process, use your mouse and select all the text to the right of the Server Name field so that it is highlighted in blue. Using your mouse, go to the edit menu option and select copy. After you have selected the copy option, you may close this window by clicking on the object menu option, and selecting exit. You may then also close the Control Panel window by clicking on the X in the upper right corner or by selecting File from the menu and selecting the Close option. Continue to the step entitled "Combined Continuation".

Continuation for Trams for Windows version 1.07 and beyond

Go to Start->Programs->Trams for Window->AliasUtil. The Trams for Windows Alias Utility will start.
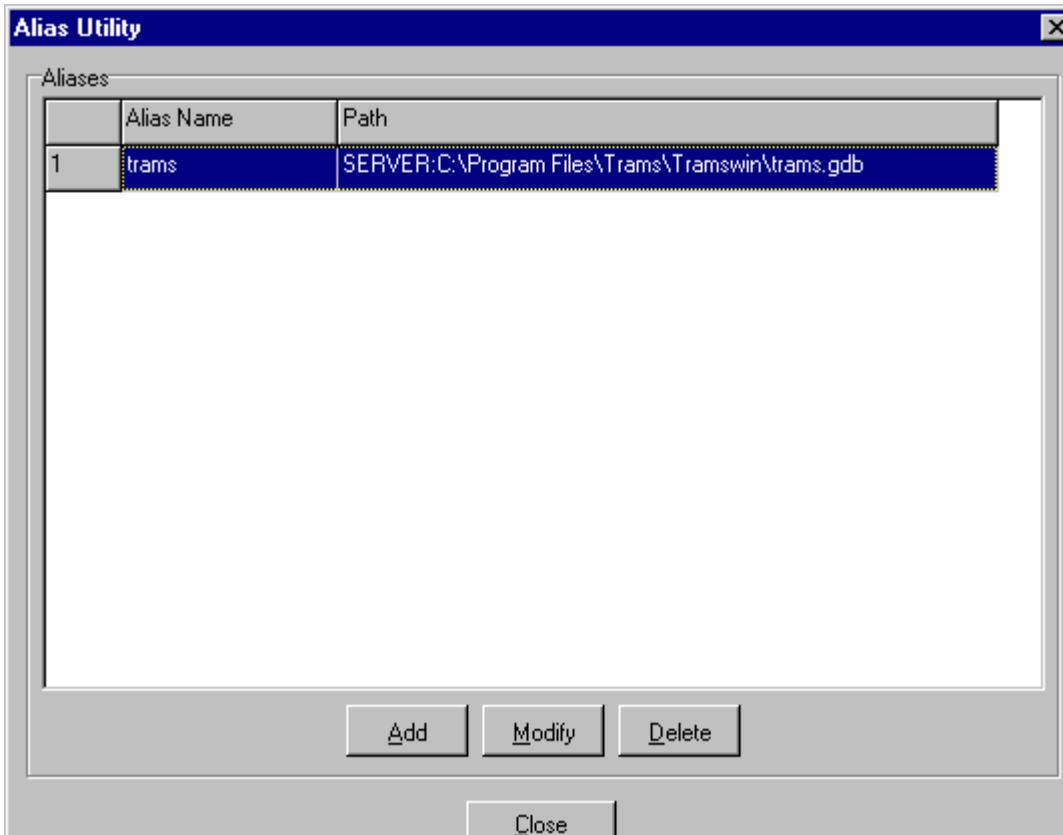
Select the row labeled trams in the grid and click on the Modify Button. The modify window will appear.
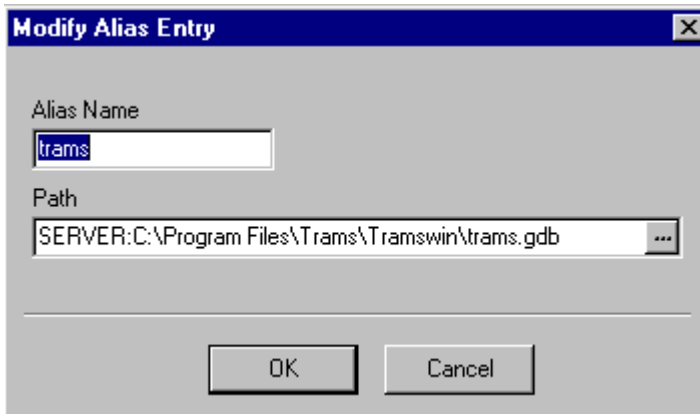
Using the mouse, select all the text in the path field. Then click in the path field using the right button on the mouse. A menu will appear. Click on the menu item called Copy using the left mouse button. The menu will dissapear. At this point, close the Modify Alias Entry window by clicking on the cancel button, then close the Alias Utility program by clicking on the Close button.

Continue on to the Combined Installation.

Combined Installation

The ODBC Interbase Driver Setup window should now be back on your screen. Delete all the text that is currently in the Database Name field. After you are sure that all the text has been removed, click in the Database Name field using the Right button on the mouse. A menu will appear and you should select Paste from the menu using the Left mouse button. At this point the Database Name field will contain the information that was found in the BDE Administration program. Click on the Apply button to accept the changes, and then click on OK to close the window.

Whether the software automatically configured the ODBC driver, or you manually configured the driver, the installation program should now show the final screen indicating that the program was successfully installed:
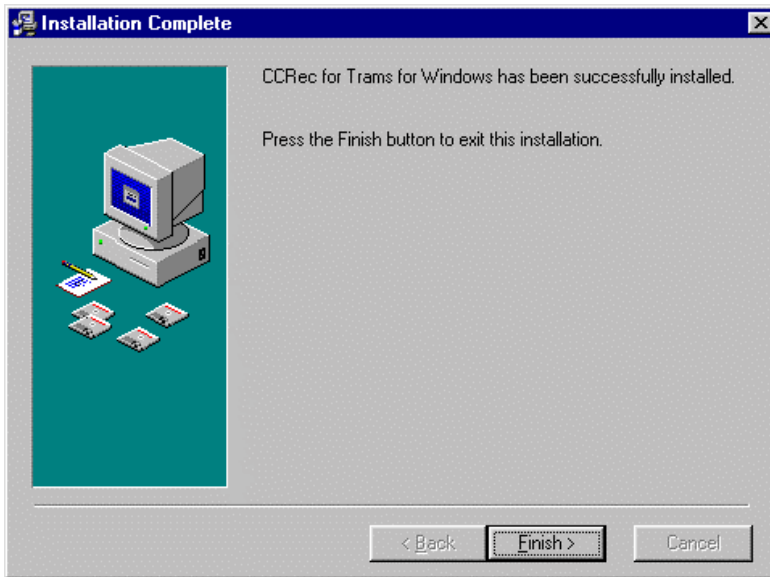
At this point you can proceed to your Operating Instructions, or to your Quick Start Guide. You will need your License Disk the first time you start the software. Licensing is covered in the Operating Instructions, the Online Manual, and the Quick Start Guide.

Licensing CCRec Software

As part of the software, you receive a file either on a floppy, or via e-mail. The First time you start the CCRec software, the program will prompt you to insert your license diskette in the floppy drive. If you received the license via e-mail, save the attached file to a blank floppy diskette and label the diskette as "CCRec License Disk" and include the date installed.

Once you have the license disk in the floppy drive, click on the "Install License" button and the software will copy the license to the appropriate location.

If you later purchase another credit card, you will receive a new license. Please see the section about updating your software with a new license when required to do so.

Configuring CCRec

To configure the software options you will need to go to the Options screen:

1) Start the CCRec credit card reconciliation software
   a) Click on the Start button on your task bar
   b) Click on the Programs Option
   c) Locate the CCRec folder and click on it
   d) Locate the CCRec program icon and click on it

2) The welcome screen will appear for several seconds, then will take you to the main program window
3) On the menu at the top of the window is an option called "View". Click on this menu item (not the view button in the middle of the screen). A menu will drop down and you will see an option called "Options…"
4) Click on the Options item

During the installation process, the setup program installed a DSN called Trams into your ODBC Administration program. The program is pre-shipped to use the Trams DSN therefore this option will more than likely not need to be changed. If it does and you want to point the software to a different ODBC Data Source Name:

1) Locate the windows at the top of the options screen labeled "ODBC Connect String"
2) Locate the text labeled "DSN=Trams"
3) Change the Trams portion of the connect string with the appropriate DSN name.
4) As an example, if the Data Source Name you want to use is called TramsData, then change the DSN=Trams to read DSN=TramsData. Be sure not to add any spaces to the connect string.

As part of the reconciliation process, a UDID field is used in Trams to store a date for the reconciled items. As default, the software uses UDID 50 to store the reconciled items. If you wish to use a different UDID number, select it in the list.

When extracting data from the Trams database, there is the ability to use the Invoice Begin date as earliest so that the user does not have to continually type in an Invoice date. As default, the software is shipped using a default "earliest" date as 1/1/1998. Periodically, it will be beneficial to change this field to a more current date. This will allow the software to cut down on the number of transactions that are read from the Trams database. You will want to ensure that the date is earliest enough to include all your outstanding Trams transactions. To change this value, change the date in the field labeled "Earliest Invoice Start". Enter the information in the format mm/dd/yyyy.

When you have completed making your changes to the system settings, Click on the Ok button, and the software will save your changes and return you to the main program menu. To close the window without saving your changes, click on the Cancel button.

Installing a new License

If, after initial installation, you have purchased another credit card for use with the software, you will receive a new License containing the previously purchased cards, and the new credit card that you have purchased. You will have received this license either on a floppy disk, or via e-mail. If you received the file via e-mail, save the file to a blank floppy, and label it as your license disk.

To install a CCRec license:

1) Start the CCRec credit card reconciliation software.
2) At the main menu, you will see a menu option labeled "Maintenance"
3) Click on this menu option.
4) A drop down menu will appear.
5) Select the item labeled "Install new license"
6) A window will appear prompting you to place your license disk in the floppy drive.
7) Place your license disk in the floppy drive
8) Click on the button labeled "Install License"
9) The software will copy the new License file to the appropriate location.
10) A message will appear stating that the license was successfully copied.

The software will return you to the Main screen where you will now be able to run reconciliation using the new credit cards.

Appendix A

Installing the ODBC Administration program.

To install the ODBC Installation software, insert the CCRec CD into the CD-ROM drive. If your computer is configured to auto start CD's, an installation program will appear on your screen. Exit the installation program. After verifying the installation program is not running, follow these steps to start the ODBC Administration setup:

1) Click on the start Button on the task bar
2) Click on the Run option
3) Click on the Browse button.
4) Locate the CD Drive in the drop down list box to the right of the "Look In" text.
5) Once selected, you will see an item in the file window called ODBC.
6) Double click on the ODBC folder
7) You will then see an item called setup.exe
8) Select this file and click on the open button.
9) This will take you back to the Run window and the field labeled "Open" should now read something like d:\ODBC\Setup.exe where d: is the letter of your CD-ROM drive.
10) Click on OK

This will start the ODBC Installation software. Follow the prompts on the screen to complete this installation.

Installing the Intersolve Interbase ODBC Driver

(Before starting this step, you must exit the Trams for Windows software and you must also stop your Interbase Server)
To stop the Interbase Server:

1) Find the Interbase Guardian icon in the lower right corner of your task bar by the clock.
2) Click on the icon with the right mouse button.
3) A menu will appear
4) Select the Shutdown Server option using the left mouse button
5) The Interbase Server will now stop

Once you've verified that the ODBC Administration program has been installed on your computer, you will need to install the Intersolve Interbase ODBC Driver. Due to this, you will need the Trams for Windows CD-ROM. Insert the Trams for Windows CD into your CD-ROM drive. The installation program should auto-start. If it does not auto-start, then follow these steps to start the Trams Setup Program:

1) Click on the Start Button on the task bar
2) Click on the Run option
3) Click on the Browse button.

4) Locate the CD Drive in the drop down list box to the right of the "Look In" text.

5) Once selected, you will see an item in the file window called Autorun.exe.

6) Select this file and click on the Open Button.

7) This will take you back to the Run window and the field labeled "Open" should now read something like d:\Autorun.exe where d: is the letter of your CD-ROM drive.

8) Click on OK

The Trams setup program will start.

1) Click on the Software Option

2) Click on the TFW US Install option

3) Click next to get past the welcome screen

4) Click next to go past the location selection

5) The setup program will then prompt you for your serial number and access code. They may already be pre-filled in the screen, if not, enter the information that you received from Trams.

6) The next screen that appears will be a "Select Components" window. Un-select all selected items and select the "Interbase Client Only" option. It is very important that the only item selected is the "Interbase Client Only" option.

7) Click on the next button and follow the instructions until the setup has completed.

You now have all the required files to run the CCRec setup program.

Appendix B

Matched Data Export File Layout

The Matched Data Export file is exported in the following format:

Field	Type	Description
Booking No	Number	Internal Trams Booking Number
Ticket No	Character	Ticket Number/Confirmation Number
Bill Amount	Number	Amount from the Credit Card Agency
Pay Amount	Number	Amount From Payment in Trams
Trams Name	Character	Passenger name in Trams
CC Card Name	Character	Passenger name from CC Agency
Department	Character	Passenger Department
Reference	Character	Reference Number from CC Agency
Invoice Date	Date	Date of Invoice
Invoice	Character	Number displayed on Invoice
Invoice Number	Number	Internal Trams Invoice Number

UnMatched Credit Card Export File Layout

The UnMatched Credit Card Data Export file is exported in the following format:

Field	Type	Description
CCNumber	Character	Credit Card Number from CC Agency
Airline	Number	3 digit Validating Airline Code
Ticket Number	Character	Ticket Number
Date	Date Time	Date of Credit Card Transaction
Bill Amount	Number	Amount Billed by CC Agency
CC Card Name	Character	Passenger name from CC Agency
Reference	Character	Reference Number from CC Agency

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