GETTING STARTED !

This book contains the most common features found in SoftSuitCase2008 and in SoftSuitCase2008 x.64.

Introduction of how to transmit PNR data from Amadeus, Worldspan and Saber to SoftSuit-Case2008 how to create order and invoice, send offers to customers, receiving payment and much more.

SOFT SUITCASE

INSTALLATION AND LOGIN

Installing SoftSuitCase2008

If you need to install SoftSuitCase again, go to:
http://www.softsuitcase.com
Select DOWNLOAD and install the latest
version of the program. When installation is
complete, the following setup box to:

Amadeus Office ID is your ID office at Amadeus.

Datbasetype is almost always Microsoft SQL

IP address is the IP address of the server where
the database is SoftSuitCase.

Server is the name of the SQL database

Database is the name of the database setup.

Database Username is almost always: sa

Database password is your database administrator
password.

Reports Directory is the path to your reports

If you have previously installed SoftSuitCase on
your PC, you can retrieve the last saved settings on
the menu EDIT, and then GET GENERAL
SETTINGS.

Press Check Connection. If the setup is OK, it must
be saved with SAVE, and SoftSuitCase be
restarted.

Login

The first time you open SoftSuitCase, it is necessary
to log in:

Enter the User name and Password.

Set X of Save User name / password if you want to
your PC itself must remember these details.

Seen only in X Use Local Reports, if I use domestic
jobs, etc.

Database:
If your system is configured to use multiple
databases, for example. if I have a number of
agencies on the same installation, you can select
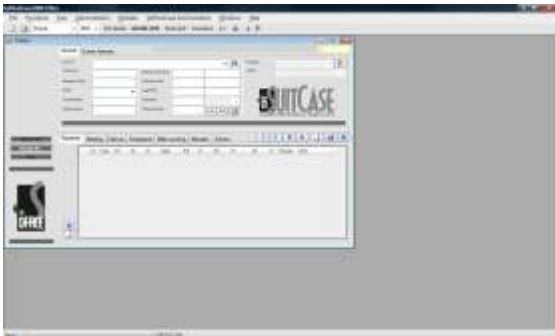the database here.

Language:
This may change the default language.

If your PC does not have a valid license, it will come
with a 30-day trial. It is important that I contact
SoftSuitCase in good time before the trial period
expires, in order to obtain a license for your PC

ORDERS AND CUSTOMERS

Once you have logged in, you will see the following picture:

Order

SoftSuitCase is built around an order. An order may include, include:

One or more manual PNR
One or more PNR from Amadeus and / or Worldspan
Passengers
Segments
Airline tickets
Invoices
A customer

How to create an order from a PNR?

1.
Upload PNR from Amadeus or Worldspan

2.
Go to Functions and then to Transfer from CRS (Or press F3)

This gives the following picture:

Press CREATE NEW next to the PNR, as I want to use for the new order.

PNR opens in a new order.

3.
Create or select customers.

Key customer name and press Enter. If I previously had a customer with the name, a list of options:

If I want to use an existing customer, you must double-click the gray box to the left of the customer's name, or press Enter when I have selected customer.

Create new customer:
If I want to create a new customer, I just fill in with the customer's name, address, phone numbers, etc. Remember E-mail address! It is possible to introduce more e-mail addresses, separated by;

4.
Check airline and destination

You have to manually check the airline and the destination is right. If there are errors. it should be corrected.

5.
Select offer date

Discount date is the date on which the customer may have booked the trip without having paid or approved it.

6.
Save order

Press functions and Save Order (or F2)
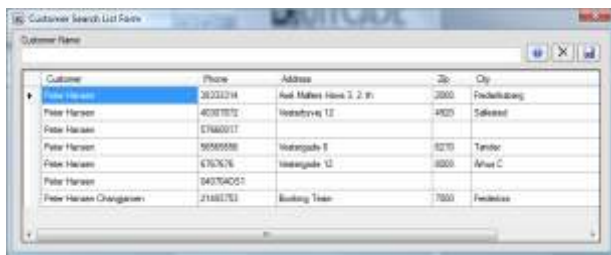
The order will be saved and given an order number

Orders and customers

How to create a MANUEL order?

1.
Tryk of functions and then the New Order.

2.
Fill out the departure date, airline and destination. Let PNR box blank.

3.
Create or select customers.

Key customer name and press Enter. If I previously had a customer with the name, a list of options:

If I want to use an existing customer, you must double-click the gray box to the left of the customer's name, or press Enter when I have selected customer.

Create new customer:
If I want to create a new customer, I just fill in with the customer's name, address, phone numbers, etc.
Remember E-mail address! It is possible to introduce more e-mail addresses, separated by;

4.
Select offer date

Discount date is the date on which the customer may have booked the trip without having paid or approved it.

5.
Save order

Press functions and Save Order (or F2)
The order will be saved and given an order number.
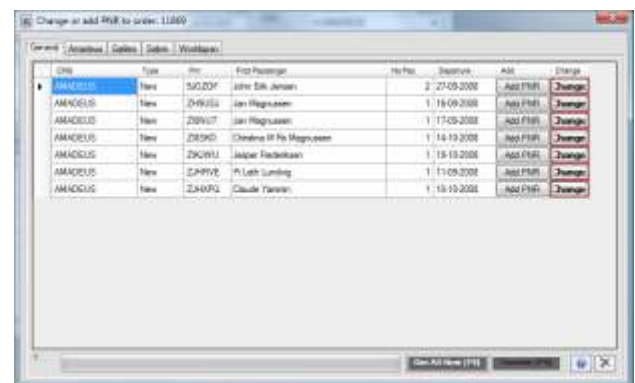
6.
Create Passengers and Segments

NOTE:
Order must be saved before passengers and segments can be created

How to add a PNR for an order?

1.
Open the order, if not already open.

2.
Upload PNR from Amadeus or Worldspan

3.
Go to functions and select Change / Add PNR No. to order.

The following picture appears:

Select the PNR, you want to use, and press Add PNR.

Close the dialog box

4.
PNR field in order card is now MULTI!, And all segments and passengers displayed. Use the down arrow to the right of the PNR field, to browse the PNR.

How do I change the one PNR to an order?

This can only be done if there has been issued tickets in the PNR.

Follow the instructions in the above example, but pressure instead CHANGE dialog box.

This leads to a new PNR associated with this order, and that the old PNR is released and can be deleted or attached to other contracting
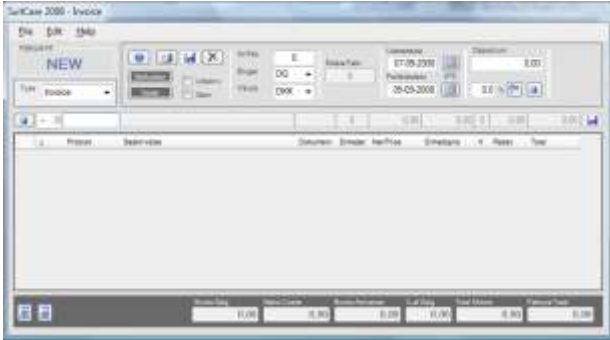
BILLING

How to create a new invoice?

1.
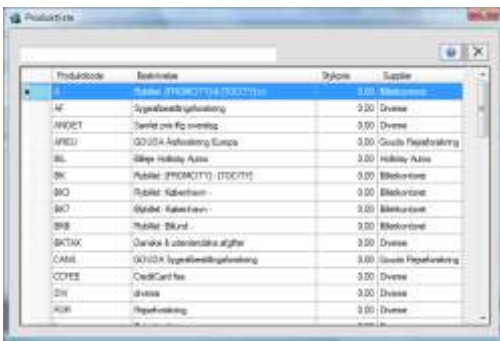**Press File, then Open Invoice (or Ctrl + I)**

Then comes the following screen will appear:

2.
Create invoice lines

Move the cursor in the box product. If you know the product code, you simply write this. If you do not know the code, you can write * in the box. Then press Enter.

If you do not know the code or have chosen a product code that does not exist, the following screen will appear:

Double-click the mouse on the gray box to the left of the product you want to use.

Fill and press Enter to jump to the next field.

Description of the individual fields in the invoice line:

L: Line type
N: Normal
H: Hidden line
S: Hidden SUB line
P: Displayed count line

Product:
See above

Description:
Heading to the invoice line. Subject to change

Document:
Any document number (insurance, vouchers, etc..)

Units:
Units

Net price:
Net price for the line - not shown to the customer.

Selling price (unit price):
Selling price, which will appear on the customer's bill.

V:
VAT (VAT)

Discount:
Any discount (Amount)
Requires special invoice form!

After all invoice lines are completed, press Enter until the invoice line disappears into the actual invoice.

Continue in the same way, for any invoice lines are created. There can be created just as many invoice lines, as desired.

If sorting sequence is wrong, this can be corrected by selecting invoice line (click once in the gray box on the left), and then use the arrow keys on the left bottom to move invoice lines.

Has there been a keying error, the line can be addressed directly in the invoice.

3.
Issuance and the due date.

The date of issue is the default date. and the due date is the default bid date. Both dates can be corrected manually.

Match dates, if necessary.

4.
Deposit.

If products containing deposit, created this automatically.

It can always be corrected manually

5.
Reissue invoice

Press file and Print Invoice (or F12)

PRINT/SEND OFFERS

After the order is created and the invoice is issued, the offer can be sent to the customer.

How printer works from SoftSuitCase?

There are several options to print the invoice and itinerary in SoftSuitCase. The easiest is to press functions and Email / print (or F12).

Then, the following dialogue box:

Mark the documents to be printed in the box at the top and press the Print Checked Items or (F12).

There may also be printed from several other places in the program.

How you send documents as e-mail?

**1.
Press functions and Email / print (or F12).**

**2.
Press Default Offer text (F3)**

**3.
Mark the documents to be sent into the box at the top.**

**4.
Right possibly the text, sent by e-mail.**

**5.
Right or add e-mail address**

**6.
Press Send Email (or F2)**

How can we see what has been sent to the customer?

From the open Order, Click on File and then tracking. Then, the following dialogue box:

Here are details of what is sent to the customer, as well as other information, depending on how your agency uses SoftSuitCase, and which modules I have installed.

What do you do if the customer does not respond to the offer transmitted?

If the customer has not responded to the offer before the tender date, the customer automatically on your Clean Up list.

Press File and then to Clean Up Users. The following dialog box appears:

Reminder: the client sends a reminder each. E-mail
Delete: deleting offer.
Open: opens the order.

Remember to delete the PNR, if your system is not configured to automatically delete the PNR, when the offer is erased.

After the offer is removed, the contract will ever exist in the system, but canceled, and with 0, - kr billed.
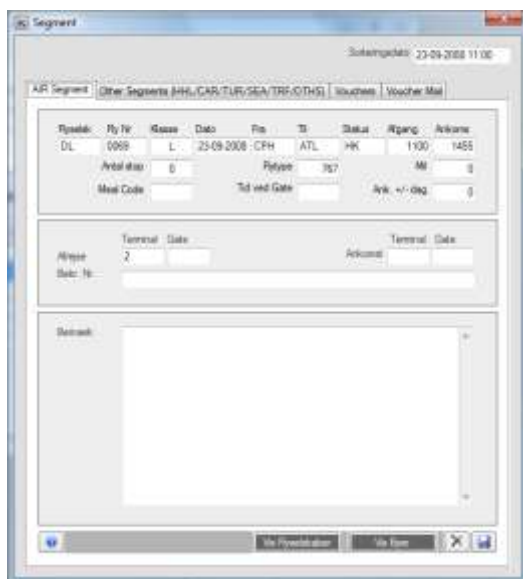
SEGMENTS

Segments of an order may consist of one or more of the following items (Type in parentheses):

An aircraft-drawing from a PNR (A AIR)
A flight manual drawing (M AIR)
Hotel or car from the PNR (A HTL / CAR)
Created manually hotel or car (HTL M / CAR)
Tour of PNR (A TUR)
Created manually turn (M TUR)

In addition, segments consist of automatically created trip segments from the Tour module, if this is installed.

How do I change the existing segment?

1.
Choose Itinerary of an order in which all segments is the order listed.

2.
Double-click in the gray box to the left of the segment you want to change.

3.
The following screen appears:

4.
Change the desired information and press GEM

How to delete an existing segment?

1.
Choose Itinerary of an order in which all segments is the order listed.

2.
Click in the gray box to the left of the segment you want to change.

3.
Press DELETE

How to create a new segment?

All manually created segments is to be known as M for Manual

1.
Choose Itinerary of an order in which all segments is the order listed.

2.
Press NEW on the left side (blank piece of paper)

3.
The following form is obtained

4.
Choose a type segment you want to create, and press Enter.

5.
Fill out the required information and press SAVE.

What do you do if the segments are sorted wrong on Itinerary?

Each segment has a sorting date, as the segments are sorted by the travel plan.

Air segments are sorted by departure date and time. Other segments are sorted according to different criteria.

1.
Open the segment which has been classified incorrectly.

2.
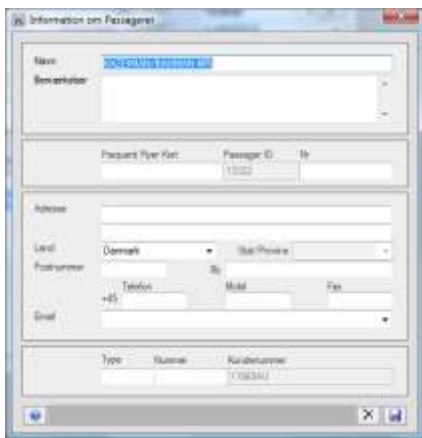Change sorting date and time

3.
Press SAVE

Passengers, Remarks and tickets

How to change a passenger's name?

Go to the reservation system, and the change the passenger name in the PNR. Upload then PNR to SoftSuitCase again.

If it is any other information to be corrected, open Passengers TAB on the order.

1.
Double-click in the gray box next to the passenger name.

2.
The following dialog box appears:

3.
Change the desired information and press SAVE.

Remember that a passenger is not the same as a customer!

How to write Remarks. in an order?

There are 3 different comments on an order:
Remarks. on this order
Remarks. from the PNR
Remarks. on the customer

1.
Press Remarks

2.
Select type of Remarks

3
Key right or the Remarks. PNR Remarkscan only be changed in the PNR.

4.
Save order (F2)

Remember that if you address customer Remarks they will focus on ALL orders, the customer has.

Airline tickets

If your system is set up to it, all tickets issued (either by yourself or by other agencies) on the PNR appear in Ticket LOSS

How to print E-tickets from SoftSuitCase?

There are several ways to print e-tickets in SoftSuitCase. The easiest is to press functions and Email / print (or F12).

Then, the following dialogue box:

Select E-tickets (and possibly other documents) and press the Print Checked Items or (F12).

There may also be printed directly from Ticket TAB.

How you send e-tickets as e-mail?

1.
Press functions and Email / print (or F12).

2.
Press Default E-ticket text (F3)

3.
Check the other documents to be sent into the box at the top.

4.
Change possibly the text, sent by e-mail.

5.
Change or add e-mail address

6.
Press Send Email (or F2)

PAYMENTS

After an order is created and one or more bills are issued, it happens that a customer chooses to pay!

How does a payment works in SoftSuitCase?

1.
Open the order for which payment falls. Did you order or PNR No, these tastes in their respective fields in a blank order, after which you press Enter or F9.

2.
Press File and then Payment (or Ctrl-P)
The following dialog appears:
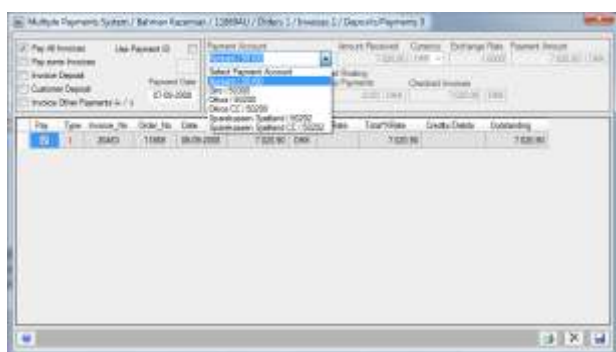
3.
Choose payment method (Cash, Bank ect.)

4.
Select payment type
Pay all invoice if the amount of votes, or select some Pay Invoices, if there are paid one of several bills.

If in doubt, questioning you in your bookkeeping.

5.
Press SAVE

How to repay a customer in SoftSuitCase?

1.
Create credit on the amount you want to repay. This is done entirely as a bill, except that there is a minus (-) before any amounts.

2.
Press File and then Payment (or Ctrl-P)

3.
Choose payment method (Cash, Bank ect.)

4.
Select payment type
Pay all invoice if the amount of votes, or select some Pay Invoices, if there are paid one of several bills.

If in doubt, questioning you in your bookkeeping.

5.
Press SAVE
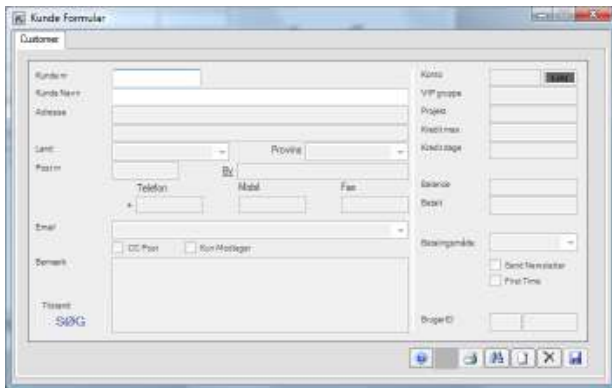
How does a deposit payment in SoftSuitCase?

1.
Open the order for which payment falls. Did you order or PNR No, these tastes in their respective fields in a blank order, after which you press Enter or F9.

2.
Press File and then Payment (or Ctrl-P)

3.
Choose payment method (Cash, Bank ol.)

4.
Select the bill, which the deposit belongs, and select Invoice Deposit.

5.
Enter the amount received Amount received

If in doubt, questioning you in your bookkeeping.

6.
Press SAVE

CUSTOMER

A new customer set up easily with an order. See the section on the establishment of order.

How to create a customer, without creating an order simultaneously?

1.
On a blank contract, key File and Open Customer (Or Ctrl + F1)
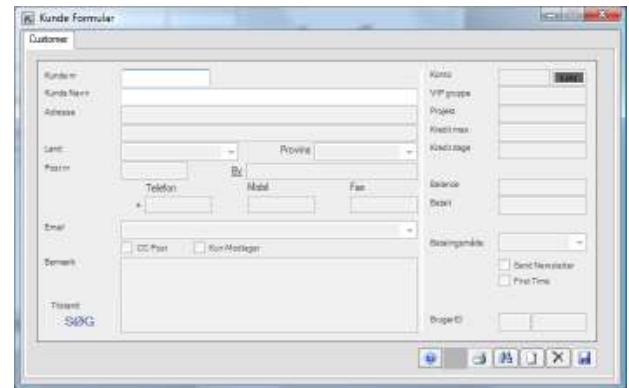
Then, the following dialogue:

2.
Press NEW (Glossy Paper)

3.
Fill out the relevant information

4.
Press SAVE

How to change a customer?

1.
On a blank contract, key File and Open Customer (Or Ctrl + F1)

Then, the following dialogue:

2.
Press SEARCH (Arthroscopy)

3.
Enter the first part of the customer name in the box

4.
Press ENTER

5.
Select customer from the list

6.
Right relevant information

7.
Press SAVE

REPORTS

SoftSuitCase contains a wide range of reports. Those selected from SoftSuitCase Report generator:

Pressure Functions and Reports (or F11). Then arrived SoftSuitCase report generator:
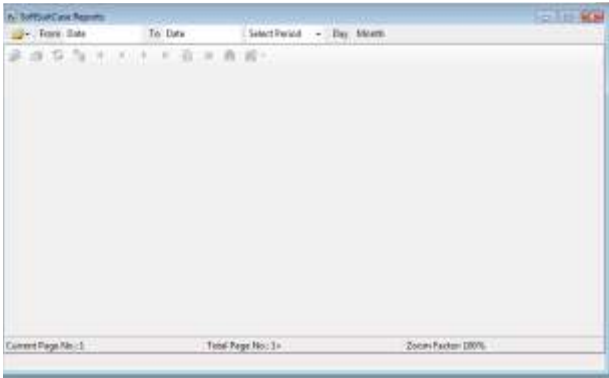
The turnover can be quickly seen by pressing the Day or Month.

Other reports selected by first selecting the period either from the drop-down menu or simply by typing from and to dates in the fields directly.

Then select the Report menu, under the yellow button OPEN on the left top corner.

The reports appear on the screen. It may be a good idea to maximize the screen.

There can be printed multiple reports by the same date range.

How to print a report?

Once the report is displayed on the screen, and it is as you want, press the printer icon at the top of the screen. Select printer and print press.

How to exporting a report?

1.
Once the report is displayed on the screen, and it is as you want, press the Export icon at the top of the screen (to the left of the printer).

2.
Choose the type of export you want and select a file name and a file location for your report.

3.
Save report

What kinds of export support SoftSuitCase?

Adobe Acrebat (PDF)
Microsoft Excel (XLS)
Microsoft Excel data only (XLS)
Microsoft Word (DOC)
Rich Text Format (RTF)
Crystal Reports (RPT)

Other features in SoftSuitCase report generator:
Arrow keys at the top of the screen used to navigate if more than one page in the report.

Press binoculars in order to zoom in and out reports.

OTHER FEATURES

Function Keys.

Press the View and Hotkeys to get a list of SoftSuitCase almundeligste function keys

It is possible dismantling of the function keys in order card, simply by clicking on them.

Search Customer or contracting.

If you want to find an existing order, and you do not know either order or invoice number, do the following:

1.
Clear your order (F5), or open a new blank order.

2.
Press F9 (Find)
The following screen appears:

3.
Fill one or more of the search field and press Enter

4.
Choose order or customer, and double-click in the gray box to the left, or press Enter when you are on the line.

Search order after invoice number.

1.
Clear your order (F5), or open a new blank order.

2.
Press CTRL + ALT + I

3.
Type invoice number and press OK

OTHER FEATURES

What do you do when an error occurs?

There may be many reasons for how an error can occur. It may be problems with your network or database, but it can also be a mistake in SoftSuitCase.

I get an error message in a bug box, which I do not understand. Should I contact SoftSuitCase help disk.

Sheep In an understandable error description, for example. No Connection to database, you should contact your own EDB people first.

Why there is error in SoftSuitCase?

There may be many reasons for an error in SoftSuitCase. One of the most common is that new users are using the system in new ways, and perhaps come in to do something that has never been tried before.

We are constantly system, and would love to hear from you, if you are experiencing errors.

- And remember:
Although your support period has expired, it does not cost anything to contact us and get corrected errors when they occur

How to contact SoftSuitCase?

Our Help Disk located in Malaga in Spain. You can contact SoftSuitCase on the Danish phone number:

+45 33 66 90 99

The direct phone number for Donald Forbes is 33 66 90 31.

Never let a
computer know
you're in a hurry.
– *Anonymous*

Operation systems	Microsoft WindowsNT©	
	Microsoft Windows2003©	
	Microsoft Windows2008©	
	Microsoft Vista©	
GDS	Amadeus, Sabre	
	& Worldspan	
Minimum requiments Workstations	Microsoft Vista© 1 GB RAM	
	NT512 GB RAM	
	5 GB Harddisk	
Minimum requiments Server	Microsoft Windows2003©	
	Microsoft Windows 2008©	
	2 GB RAM	
	50 GB Harddisk	
	In installations less than 6 users	
	server can be Microsoft Vista©	
	or Microsoft WindowsNT©	
FrontOffice	Microsoft IIS	
Online Booking	Microsoft IIS	
Platform	Microsoft.NET© 3,5	
Communication	Internet required	
	Min. 2 Mbit download	
Multi Locations	Yes, please contact Soft	
	SuitCase for information	
Max Users	No maximum	
Free support	45 days after installation	
Free test	Disabled	

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