



BSP & TICKETS

BSP Checks and Reports is used to check on any mismatches between the pricing and invoice information that is received from BSP and what has been entered in SoftSuitCase as e-tickets and Invoice Lines.



TravelOffice

SOFTSUITS CASE 2010
DANSK - VER. 7



CHECK THE BSP INVOICE FILE



Press > BROWSE < to locate the .AGT file inside the BSP folder that was created by the BSP zip file received from BSP. The reason for this is that the system needs the name of the folder, which should have the same name as the zip file, to know to which period of which month of which year the file belongs to. Press > Check BSP Invoice File <.

When the process has finished it will display a report of the process, as follows:

If you press the > Show Report < of the > BSP Invoice File Errors < section then you will get a .pdf file of the errors found.

Ticket	PNR	Order	Invoice	Issued	Type	BSP Fare	BSP Tax	Error Text
411123000				13-09-2012	004	44000	0.00	UNKNOWN TYPE was reported by BSP
881123000				13-09-2012	004	87000	0.00	UNKNOWN TYPE was reported by BSP
2278800091	88006	11001		14-09-2012	R	-1.87000	-04000	Ticket Number does not appear in any Previous Line
2278800091	87006	11001		13-09-2012	R	0.00	-28700	Ticket Number does not appear in any Previous Line

The report indicates the ticket or reference number, the PNR, Order, Invoice, Issued, Type of Invoice Line, the BSP Fare, the BSP Tax and the reason for the mismatch. In the example above there are 2 ticket refunds that do not appear in any SoftSuitCase Invoice Line. In other words it appears that the refunds have been issued by BSP but the Customer's Invoice has not been credited for those amounts. Other mismatches are usually when the BSP Fare Amount and/or the BSP Tax Amount are not the same as they appear in the Customer's Invoice.

The report will only be updated when it is run again. So if you correct some errors and then run the process again, the new report will indicate only the errors remaining.

BSP ORPHAN TICKETS/INVOICE LINES



BSP Orphan Tickets/Invoice Lines Shows a report of Orphan Tickets or Orphan Invoice Lines from all periods or the last 6 months. Use pertinent check boxes to determine the filters to be used.

Tickets

Check the Tickets check box and press > Show Report < and this option creates a report on all the BSP tickets that have been issued but do not appear in any Invoice's Invoice Line. This generally means that tickets were issued but never invoiced.

Invoice Lines

Check the Invoice Lines check box and press > Show Report < and this option creates a report on all the BSP Invoice Lines that appear in Invoices that have not been assigned a ticket number. This generally means tickets were invoiced but never issued.

Order	Invoice	Issue	Product	Units	Net Price	Sales Price	Total
5027	20008	28-09-2009	FLY	21	1,135.00	1,240.00	26,216.00
5027	20009	28-09-2009	FLY	1	-499.00	-499.00	-499.00
5041	20016	02-09-2009	FLY	3	11,530.00	11,530.00	11,530.00
5079	20037	07-09-2009	FLY	2	2,000.00	2,000.00	4,012.00
5041	20038	07-09-2009	FLY	1	-11,530.00	-11,530.00	-11,530.00

BSP Ticket Profits

Creates a report of all the Invoices that had profits less than an amount or a percentage amount from a given date or all dates. Use check boxes to determine the filters to be used.

Order	Invoice	Issue	Ticket Number(s)	Net Price	Sales Price	Profit/Loss
5027	20008	28-09-2009		kr: -499.00	kr: -499.00	kr: 0.00
5029	20014	02-09-2009	9667900199	kr: 520.00	kr: 520.00	kr: 0.00
5051	20031	03-09-2009	9667900212;9667900211	kr: 2,200.00	kr: 2,200.00	kr: 0.00
5053	20032	03-09-2009	9667900207	kr: 1,440.00	kr: 1,440.00	kr: 0.00
5054	20033	03-09-2009	9667900205	kr: 1,440.00	kr: 1,440.00	kr: 0.00

Clear All BSP Errors

This button is used only if something has happened to the database, because every time you run a period it will clear the last errors and create a new

list with the latest or remaining errors. However, the error list remains the same until it is updated with another run, so that means you can see an error list of any period without running the process again.

Split BSP Invoice File

This button is used only when you might be using two mid-back office systems like SoftSuitCase and Transfer. What this does is split the BSP Invoice Lines between those that belong to SoftSuitCase and those that don't. It will create two .AGT files, one starting with SS- the other starting with TR-.

Ignore Commission Differences

This was originally done because at one time the commissions from the CRS were not being captured correctly so there were many errors that were not necessarily errors as such.

Ignore Ticket Differences

This was originally done because at one time there were differences between the CRS Ticket Prices and the BSP Ticket Prices, and the import check was the prices in the invoices not the tickets, but that is no longer the case.

Ignore CANX Tickets

This was done to avoid an error line, in the case of companies that DO NOT void tickets in SoftSuitCase. In other words they were voided in their CRS and BSP but not in SoftSuitCase. This is not a good idea because then the system has no way of knowing if the voided tickets have been credited.

Ignore NOT FOUND Refund Tickets

This was done to avoid an error line, in the case of companies that DO NOT create refund tickets in SoftSuitCase. In other words the tickets were refunded in their CRS and BSP and supposedly in SoftSuitCase but only as an Invoice Line with no refund ticket(s) attached. This is not a good idea because then the system has no way of knowing if the refunds have been issued.



BSP Ticket is used to create and/or edit BSP Ticket Information in SoftSuitCase.

ID	Type	Amount
YQ	AC	261,00
GB	AD	121,00
UB	AS	228,00

PNR

Is the PNR in which the ticket was issued.

Issue Date

The Date the ticket was issued.

Air

The Airline Prefix Identifier.

Ticket Number

The BSP Ticket Number.

Pax Type

The passenger type (ADT, CHD, INF)

Ticket Type

The type of ticket:

e-ticket - E: It is an e-ticket.

Void - V: The ticket is VOID.

Paper Ticket - P: The ticket is not an e-ticket.

Refund - R: This is a refund ticket.

Exchange - X: This is an exchange ticket.

ADM - AD: The is an Agent Debit Memo.

ACM - AC: This is an Agent Credit Memo.

Credit Card - CC: This is a Credit Card.

Refund Application - RA: Refund Application.

MPD - MP: This is a Multi Purpose Document.

Original Issued - O: Original Issued Ticket Number.

Passenger Name

The complete names of the passenger as he/she appears in their passport.

Currency

The fare currency of the ticket.

Fare

The fare of the ticket, not including taxes.

Commission

The commission on the ticket.

CC Fee

The Credit Card Fee on the ticket.

Taxes

The taxes are entered in the table and require the following information:

ID

The ID of the tax.

Type

The Type of the tax.

Amount

The amount or value of the tax.

All the tax amounts entered will be added and placed the Total Tax box.

Delete Taxes

Will delete all the taxes related to the ticket.

Delete Ticket

Will delete the ticket from the system. You will be asked to confirm the deletion before it will actually delete the ticket.

To edit a ticket

In the Order, select the ticket located in the Ticket Tab and the double-click the grey box to the left of the selected ticket. The ticket will be displayed as above. Edit the appropriate information and then press SAVE.

To create a New ticket

In the Order, click the New Ticket icon (empty page) and the fixed information will be displayed as above. Once the required information has been entered, press SAVE and a new ticket will be created.

BSP SEGMENTS



To delete a Tax

Select the tax line and press the Delete Key on the keyboard and press > Yes < if you wish to continue and delete the tax line.

To enter New taxes

Place the cursor in an empty box in the last line of the tax table. All the required information must be entered or the tax line will be ignored.

To VOID a Ticket or create a REFUND Ticket

With the ticket displayed, just select the Ticket Type, Void or Refund and press SAVE.

BSP segments will show the ticket segments related to the ticket.

Type	Class	Flight	Class	Date	From	To	Day	Avl	Status	Baggage
H	AB	8080	L	08OCT	CPH	TXL	0705	0805	HK	1PC
H	AB	6415	L	09OCT	TXL	NUE	0940	0940	HK	1PC
H	AB	6416	L	10OCT	NUE	TXL	1335	2030	HK	1PC
H	AB	8950	L	10OCT	TXL	CPH	2135	2235	HK	1PC

New Ticket

Will allow the user to create a manual ticket in the PNR displayed. Once all the required information is entered, then press SAVE.



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

Operation systems	Microsoft Windows NT© Microsoft Windows2008© Microsoft Windows 7© Microsoft Vista©
GDS	Amadeus, Sabre & Worldspan
Minimum requiments Workstations	Microsoft Vista/7© 2 GB RAM NT512 GB RAM 50 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 Windows 7©
FrontOffice	Microsoft IIS
Online Booking	Microsoft IIS
Platform	Microsoft.NET© 4.0
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

Contact:

www.traveloffice.dk



TravelOffice

Headoffice:
Nytorv 7 - B
1450 Copenhagen K
Denmark

Tel.: +45 33 66 90 90
Email: info@traveloffice.dk

Technical support:
+45 33 66 90 99