

SOFTSUITCASE OFFICE 2007

INSTRUCTION MANUAL

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1 READ ME

1.1 INTRODUCTION

SoftSuitCase Office 2007 was designed specifically for the Travel Industry by IT professionals with more that 15 years experience in the Travel Business.

SoftSuitCase Office 2007 allows users to process, enhance, expand, distribute and control all the information that is passed on by the PNR's produced by any or all of the 4 CRS (GDS) systems (Amadeus, Galileo, Sabre and Worldspan).

SoftSuitCase Office 2007 helps the Travel Business user to attend to their customers needs more efficiently and to offer their customers more services.

1.2 CONVENTIONS

1.2.1 Data Entry

All data entered into the system is masked and may be any of the following:

Type of Entry	Format
Alpha Numeric	Any valid ASCII character
Numeric	Numeric digits 0-9
Numeric with Decimals	Numeric digits 0-9 and the valid decimal separator character (.) of the Regional Settings
Date	Valid date formats depending on your country 20-12-2007, 20/12/2007, 20DEC or 12-20-2007, 12/20/2007, 20DEC
Select	Select one of the options in the Combo Box
Check (✓)	Check for True - Uncheck for False
Check (⊙)	Check for True - Uncheck for False

1.2.2 Buttons

Button	Action
	Next or Continue
	Stop or Clear
	Find or Search or Search Mode
	Save or Save and Exit
	Exit
	Open Folder or File
	Go to Last
	Calendar

	Help
	New Document (Order, Customer, Supplier etc)

1.2.3 ESC

Pressing the ESC key at any moment will immediately exit the Windows Form that you are in.

2 HOW TO

2.1 SOFTSUITCASE OFFICE 2007

2.1.1 HOW TO LOGIN TO SUITCASE



SoftSuitCase Office
2007

Double-click the SoftSuitCase icon located on your Desktop or go to Start, select All Programs, locate SoftSuitCase in the Programs List and select the SoftSuitCase Office 2007.

A screenshot of the SoftSuitCase Office 2007 login window. The window has a dark background with white text. On the left, there is a license agreement. In the center, the 'SOFT SUITCASE' logo is displayed. Below the logo are two input fields: 'User name' and 'Password', each with a corresponding button (a close button 'X' and a submit button with a right-pointing arrow). At the bottom, there are two dropdown menus for 'Database' and 'Language'. The 'Database' dropdown is currently empty, and the 'Language' dropdown is set to 'Default Language'. The bottom-left corner shows the MAC address '00:E0:7D:B5:34:84' and the version 'Version 2.0.5.0'. The bottom-right corner shows the copyright notice 'Copyright © 2007 Soft SuitCase. All rights reserved. Use of this software implies your agreement with the Terms of Use and Online Privacy Policy (updated 04-07-2007).' and the designer information 'Soft SuitCase Software 2007. Designed by Ole Garde & Donald G. Forbes. Thanks to Microsoft for their great help.'

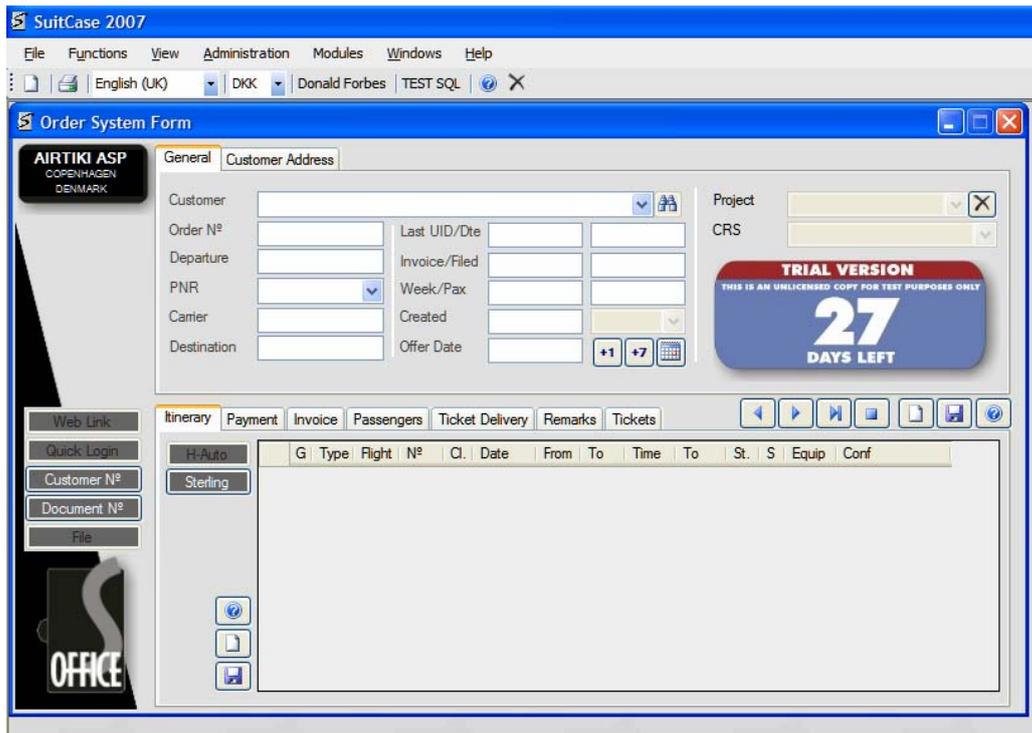
Once the Login Windows Form has opened you are required to enter the following:

#	Action	Notes
1	Enter	The Username that you have assigned.
2	Enter	The Password that you have been assigned with the above Username.
3	Select	If not visible, the Database you wish to use for this session.
4	Select	The Default Language is the one you have selected to be your Default Language in your User Settings. However, if you wish to use another Language for this session, just select another one.

Then you have 2 options:

#	Action	Button or Icon	Notes
1	Press		To start the SoftSuitCase Office 2007 or
2	Press		To stop and exit the SoftSuitCase Office 2007

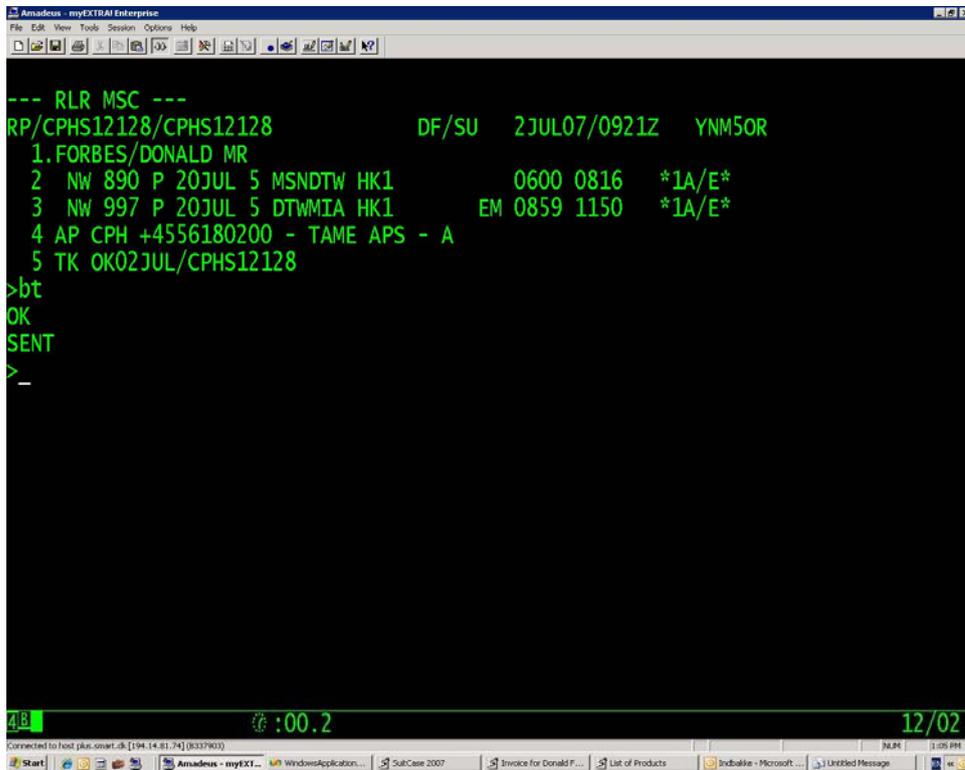
If you pressed start, the system will open the SoftSuitCase Office 2007 Main Windows Form and you are now ready to begin.



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2.2 ORDERS

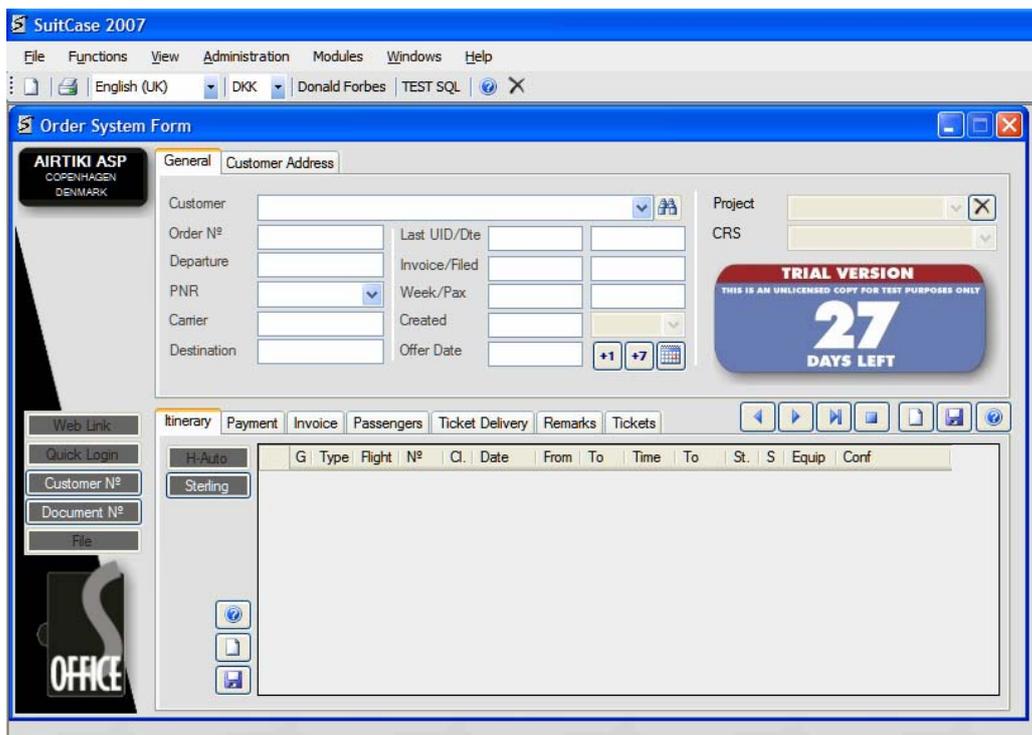
2.2.1 HOW TO CREATE AN ORDER



```
Amadeus - myEXTRAI Enterprise
File Edit View Tools Session Options Help
--- RLR MSC ---
RP/CPHS12128/CPHS12128      DF/SU  2JUL07/0921Z  YNM5OR
1.FORBES/DONALD MR
2  NW 890 P 20JUL 5 MSNDTW HK1      0600 0816  *1A/E*
3  NW 997 P 20JUL 5 DTWMIA HK1      EM 0859 1150  *1A/E*
4  AP CPH +4556180200 - TAME APS - A
5  TK OK02JUL/CPHS12128
>bt
OK
SENT
>
_

4B  :00.2  12/02
Connected to host (plu-smart-8 [194.14.81.74] (8337903))
```

Once a PNR has been generated by one of the CRS (GDS) and a BT (Back Office Trailer) command has been issued and has been successful; go to or return to the SoftSuitCase Office 2007 main Windows Form.

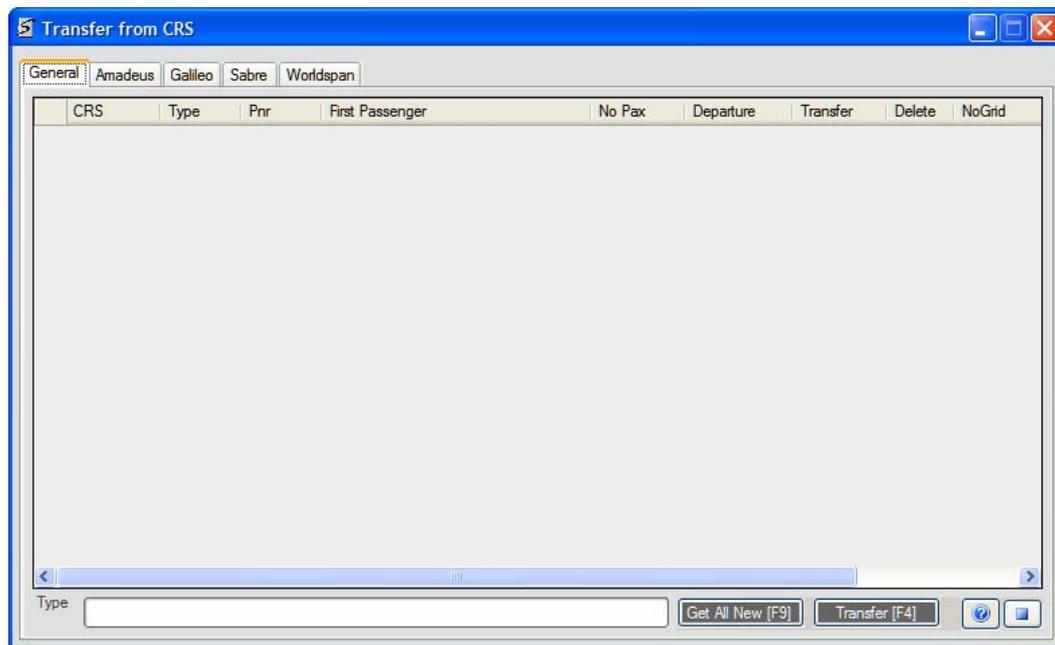


Here you have 2 options to get the PNR information:

Open Options

#	Action	Notes
1	Select	From the Main Menu Options 'Functions' and then 'Transfer from CRS', once the TRANSFER FROM CRS Windows Forms opens then...
	Press	Transfer [F4]' button.
2	Press	'F4'. This option automatically opens the TRANSFER FROM CRS Windows Form and transfers the pending PNR's

At this moment, the TRANSFER FROM CRS Windows Form will be showing all the pending PNR's, if that were the case.



If there are pending PNR's and you wish to convert one of them to an ORDER, do the following:

#	Action	Notes
1	Press	'Create New' button in the Transfer Column and on the row of the PNR that you wish to convert to an ORDER

You will now be taken to the ORDERS Windows Form and all the information that was transferred by the CRS (GDS) with the PNR is now displayed in the different tabs where applicable (Itinerary, Payment, Invoice, Passengers, Ticket Delivery, Remarks and Tickets).

You must now enter the Customer Name, as all Orders are linked to a Customer.

Mandatory Fields (Underlined)

General Tab

#	Enter	Notes	Input
1	Customer Name *	This is name of the Customer that is ordering the ticket(s).	Alpha Numeric
2	Departure Date	This is the date of the departure or start of the services included in the ORDER.	Date
3	Carrier	This is the IATA (2 Letter) Code of the Carrier that issues the ticket. If the Carrier is unknown at the moment use 'XX'.	(2) Alpha Numeric
4	Destination	This is the IATA (3 Letter) Code. If it is O/W then it is the last destination. If it is RTN then it is the return to destination.	(3) Alpha Numeric
5	Offer Date	This is the date when the Offer expires. Press +1 to give 1 day, + 7 to give 7 days or use the calendar to choose any other date.	Date
6	Project	The Order must have a project assigned to it. This project refers to the type of Order it is currently.	Select

* Notes and Suggestions

The Customer may or not be one of the passengers.

If you enter a partial of the name and hit return the system will display a list of all the Customer names that start with the text you entered. Double-click on the left side control box and the Customer Name will be transferred to the Customer Field and all the Customer Details will be displayed in the Customer Tab.

If it is new Customer and one of the passengers:

#	Action	Button or Icon	Notes
1	Press		The FIND icon button to the right of the Customer Field

If there is only one passenger then, the passenger will be automatically placed as the Customer. If there is more than one passenger, then a Passenger List will be displayed, from which the appropriate one may be selected. Double-click on the left side control box and the Passenger Name will be transferred to the Customer Field.

If the Customer is new but not one of the passengers, then enter the Customer's full name.

Mandatory Fields (Underlined)

Customer Tab

#	Enter	Notes	Input
1	Customer Name	Entered as part of the General Tab	Alpha Numeric
2	Day Phone	This is the contact phone for the Customer. This field is also important because it is used to create the Customer Number.	Numeric

You may also enter the following:

Optional Fields

#	Enter	Notes	Input
1	Address	The address of the Supplier. Use both fields if required.	Alpha Numeric
2	Province/State	If enabled, select the corresponding Province or State.	Select
3	Post Code	The Post or ZIP Code of the Customer.	Alpha Numeric
4	Mobile	The Mobile or Cell phone number of the Customer.	Numeric
5	Fax	The Fax number of the Customer.	Numeric
6	e-mail	The e-mail of the Customer. Must contain one '@' and one '.'. This e-mail is specific for the Order, that means that the Customer may request that for this Order in particular, another e-mail address is used other than the one he has registered in his Customer Information.	Alpha Numeric
7	Attention	This is the name of the contact of the Customer; usually this case refers to Business Customers.	Alpha Numeric
8	Card N°	This is the Frequent Flyer Card Number of the Customer.	Alpha Numeric
9	VAT N°	The VAT/TAX number of the Customer.	Alpha Numeric

Final Actions

#	Action	Button or Icon	Notes
1	Save		Saves the Order to the database.
2	Exit		Exits the current Order.

If the Customer is a new Customer, the Customer N° is created when the Order is created.

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2.2.2 HOW TO EDIT AN ORDER

Once an existing ORDER has been opened, it is ready to be edited. The following explains how and what may be edited on each of the tabs.

General Tab

G	Type	Flight	N°	Cl.	Date	From	To	Time	To	St.	S	Equip	Conf
A	AIR	SU	0216	W	29JAN	CPH	SVO	0830	1255	HK	0	319	
A	AIR	SU	0553	W	29JAN	SVO	BKK	2315	1230	HK	0	IL9	
A	AIR	SU	0554	W	27FEB	BKK	SVO	1400	2020	HK	0	IL9	
A	AIR	SU	0215	W	27FEB	SVO	CPH	2130	2210	HK	0	319	

These are the fields that may be edited or changed.

#	Enter	Notes	Input
1	Departure Date	This is the date of the departure or start of the services included in the ORDER.	Date
2	Carrier	This is the IATA (2 Letter) Code of the Carrier that issues the ticket. If the Carrier is unknown at the moment use 'XX'.	(2) Alpha Numeric
3	Destination	This is the IATA (3 Letter) Code. If it is O/W then it is the last destination. If it is RTN then it is the return to destination.	(3) Alpha Numeric
4	Offer Date	This is the date when the Offer expires. Press + 1 to give 1 day, + 7 to give 7 days or use the calendar to choose any other date.	Date
5	Project	The Order must have a project assigned to it. This project refers to the type of Order it is currently.	Select

Customer Tab

These are the fields that may be edited or changed.

#	Enter	Notes	Input
1	e-mail	The e-mail of the Customer. Must contain one '@' and one '.'. This e-mail is specific for the Order, that means that the Customer may request that for this Order in particular, another e-mail address is used other than the one he has registered in his Customer Information.	Alpha Numeric
2	Attention	This is the name of the contact of the Customer; usually this case refers to Business Customers.	Alpha Numeric
3	Card N°	This is the Frequent Flyer Card Number of the Customer.	Alpha Numeric
4	VAT N°	The VAT/TAX number of the Customer.	Alpha Numeric

If any other changes are required for the Customer, they must be done using the Customer Windows Form (See HOW TO EDIT A CUSTOMER).

Itinerary Tab

Customer: Testesen, Project: TILBUD, CRS: AMADEUS

Order N°: 49211, Last UID/Dte: OG 5/10/2007

Departure: 1/29/2006, Invoice/Filed: 0

PNR: 2AH90B, Week/Pax: 4 1

Carrier: SU, Created: 5/10/2007 DF

Destination: BKK, Offer Date: 5/11/2007

G	Type	Flight	N°	Cl.	Date	From	To	Time	To	St.	S	Equip	Conf
A	AIR	SU	0216	W	29JAN	CPH	SVO	0830	1255	HK	0	319	
A	AIR	SU	0553	W	29JAN	SVO	BKK	2315	1230	HK	0	IL9	
A	AIR	SU	0554	W	27FEB	BKK	SVO	1400	2020	HK	0	IL9	
A	AIR	SU	0215	W	27FEB	SVO	CPH	2130	2210	HK	0	319	

If you double-click on the left side control box of a segment, the system will open the SEGMENTS Windows Form, where the selected segment may be edited (see HOW TO EDIT A SEGMENT).

Balance Tab

Customer: Testesen, Project: TILBUD, CRS: AMADEUS

Order N°: 49211, Last UID/Dte: OG 5/10/2007

Departure: 1/29/2006, Invoice/Filed: 0

PNR: 2AH90B, Week/Pax: 4 1

Carrier: SU, Created: 5/10/2007 DF

Destination: BKK, Offer Date: 5/11/2007

I	Type	Paid	Issued	Invoice	UID	Pay	S	Total	Cur
▶	Invoice		5/10/2007	78046	OG	7/12/2007		4,600.00	DKK

Output to: Windows Printer Pdf Email

PRINT: Invoice, Deposit, Set

Close Current Invoice

Outstanding: 4,600.00 DKK

On this tab there is the option of outputting the Invoice and/or the Deposit Bill.

#	Action	Icon	Option	Notes
1	Select	☉	Windows	Displays the Invoice and/or Deposit to the screen. Aside from the display it is also possible to export or save the file in different formats.
2	Select	☉	Printer	Prints the Invoice and/or the Deposit to the selected printer.
3	Select	☉	PDF	Creates a PDF file of the Invoice and or Deposit.
4	Select	☉	Email	Send an e-mail to the e-mail address specified in the Order with the Invoice and/or Deposit.

Then...

#	Action	Button or Icon	Notes
1	Press	Invoice	Selects the Invoice for the above actions or
2	Press	Deposit	Selects the Deposit for the above actions or
3	Press	Both	Selects the Invoice and the Deposit for the above actions.

Notes and Suggestions

If there is an outstanding balance, a red line will appear above the tab lip, indicating that there is something that needs to be looked at.

Invoice Tab

The screenshot shows the SuitCase 2007 application window. The main window title is "SuitCase order No: 49211 / Testesen". The interface is divided into several sections:

- Header:** "AIRTIKI ASP COPENHAGEN DENMARK" and "49211".
- General/ Customer Address:**
 - Customer: Testesen
 - Order N°: 49211
 - Departure: 1/29/2006
 - PNR: 2AH90B
 - Carrier: SU
 - Destination: BKK
 - Last UID/Dte: OG 5/10/2007
 - Invoice/Filed: 0
 - Week/Pax: 4 1
 - Created: 5/10/2007
 - Offer Date: 5/11/2007
 - Project: TILBUD
 - CRS: AMADEUS
- TRIAL VERSION:** A prominent blue banner with "27 DAYS LEFT".
- Navigation:** Tabs for Itinerary, Payment, Invoice (selected), Passengers, Ticket Delivery, Remarks, Tickets.
- Invoice Table:**

P	Invoice	Product	Description	Document	Units	Unit Price	Discount	Total
	78046	BK	Flybillet: København -		1	4.554.00	0.00	4.554.00
	78046	SI	Bidrag til sikkerhedsfond/ansvar		1	23.00	0.00	23.00
	78046	SI	Bidrag til sikkerhedsfond/ansvar		1	23.00	0.00	23.00

This tab just displays the current Invoice Information. If you wish to make changes to the Invoice then you must open the INVOICE Windows Form. (See HOW TO EDIT AN INVOICE)

Passengers Tab

Screenshot of the SuitCase 2007 software interface showing the Passengers tab. The window title is "SuitCase order No: 49211 / Testesen". The left sidebar shows "AIRTIKI ASP COPENHAGEN DENMARK" and "49211". The main area displays a table with one passenger:

No	Id	Name	Card
81280	1	PINHOLT/SOFIE MS	

A "TRIAL VERSION 27 DAYS LEFT" banner is visible on the right side of the interface.

If you double-click on the left side control box of a passenger, the system will open the PASSENGER Windows Form, where the selected passenger may be edited (see HOW TO EDIT A PASSENGER).

Ticket Delivery Tab

Screenshot of the SuitCase 2007 software interface showing the Ticket Delivery tab. The window title is "SuitCase order No: 49211 / Testesen". The left sidebar shows "AIRTIKI ASP COPENHAGEN DENMARK" and "49211". The main area displays "Delivery Remarks" with the text "Customer would like a message sent to his mobile phone when the e-ticket is sent." and "Type of Delivery" set to "Email".

Additional fields include:

- Ticket Issued By: DF
- Agreed Date: 7/10/2007
- Ordered On: 7/4/2007
- Delivered Date: 7/10/2007
- Received On: 7/9/2007

A "TRIAL VERSION 27 DAYS LEFT" banner is visible on the right side of the interface.

The tab holds the information on the delivery of the tickets. The type of delivery, the dates, remarks and which user issued the tickets. Additional information is also included under Customer Enquiries.

These are the fields that may be edited or changed.

#	Enter	Notes	Input
1	Type of Delivery	This defines the way the tickets are to be delivered to the Customer. (Usually Mail, e-ticket, Office pick-up etc)	Select
2	Agreed Date	This the date on which the tickets have been agreed with the Customer that they would be delivered.	Date
3	Delivered Date	This is the actual date that the tickets were eventually delivered.	Date
4	Ordered On	This is the date the tickets were order.	Date
5	Received On	This is the date the tickets were received by the ticketing office or department.	Date
6	Ticket Issued by	This is the User ID of the User that issued the tickets.	Select
6	Insurance	This field is used to remind the User that they should enquire from the Customer whether they wish to take out a Travel Insurance Policy. Select Insurance (YES) or Insurance (NO) accordingly.	Select
6	Cancellation Policy	This field is used to remind the User that they should enquire from the Customer if they are aware of the Cancellation Policy. Select Cancellation Policy (YES) or Cancellation Policy (NO) accordingly.	Select
6	Visa	This field is used to remind the User that they should enquire from the Customer if they are aware of the Visa requirements. Select Visa (YES) or Visa (NO) accordingly.	Select

Remarks Tab

The screenshot displays the 'SuitCase 2007' application window. The title bar indicates the current order is 'SuitCase order No: 49211 / Testesen'. The interface is divided into several sections:

- Header:** Includes the 'AIRTIKI ASP' logo and the order number '49211'.
- Navigation:** A menu bar (File, Functions, View, Administration, Modules, Windows, Help) and a toolbar with various icons.
- Main Data Entry Area:**
 - General Tab:** Contains fields for Customer (Testesen), Order N° (49211), Departure (1/29/2006), PNR (2AH90B), Carrier (SU), Destination (BKK), Last UID/Dte (OG), Invoice/Filed (0), Week/Pax (4), Created (5/10/2007), Offer Date (5/11/2007), Project (TILBUD), and CRS (AMADEUS).
 - Remarks Tab:** The active tab, showing a large empty text area for entering remarks.
- Footer:** A 'TRIAL VERSION' watermark with a '27 DAYS LEFT' countdown.

This tab holds the remarks fields, where additional information on the ORDER, PNR and CUSTOMER may be entered and displayed.

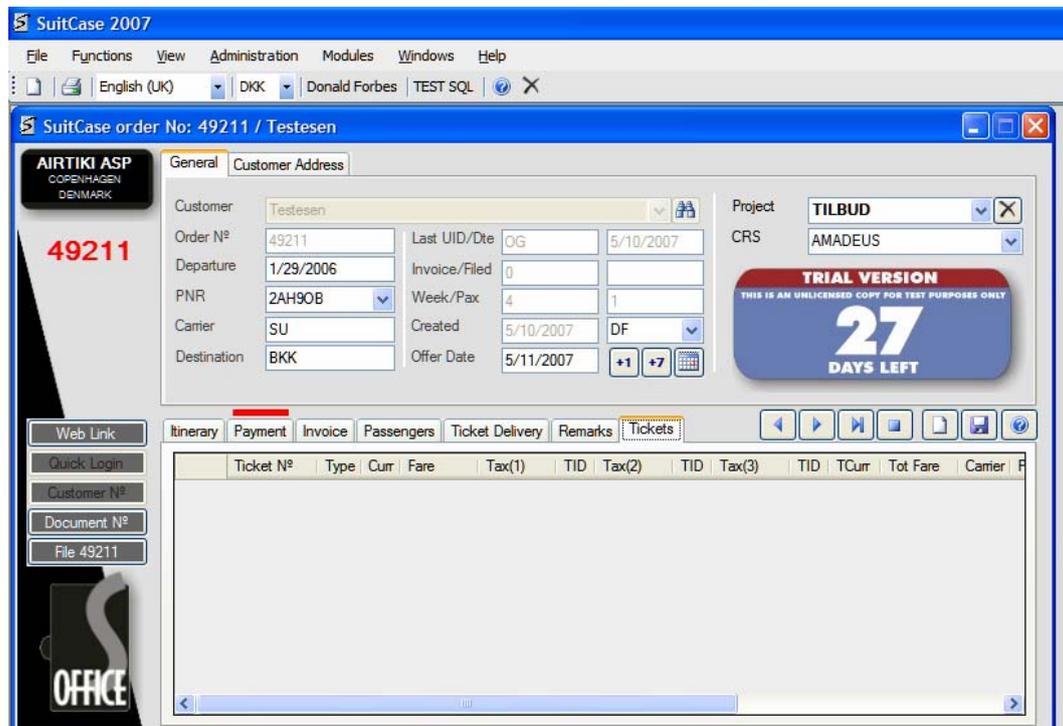
These are the fields that may be edited or changed.

#	Enter	Notes	Input
1	Order	Enter additional remarks related to the Order.	Alpha Numeric
2	PNR	Enter additional remarks related to the PNR.	Alpha Numeric
3	Customer	Enter additional remarks related to the Customer.	Alpha Numeric

Notes and Suggestions

If there are any remarks in any of the fields, a red line will appear above the tab lip, indicating that there is something that needs to be looked at.

Tickets Tab



This tab just displays the current Ticket Information.

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2.3 INVOICES

2.3.1 HOW TO CREATE AN INVOICE

Once an ORDER has been created an INVOICE may be created for that ORDER.

To do that, you first have to have the ORDER open or you must open the ORDER.

Then you have 2 options.

#	Action	Notes
1	Press	Ctrl I or
2	Select	From the Main Menu Options, 'File' and then 'Open Invoice'.

Now the INVOICE Windows Form is open and showing the Invoice Information of the current active ORDER.

Optional Fields

#	Enter	Notes	Input
1	N° of Pax	This is the number of passengers included in this Order.	Numeric
2	User	This is the User to whom this Order initially belongs.	Select
3	Currency	This is the currency to be used for the Invoice, payments and the deposit.	Select
4	Deposit	This is the deposit amount.	Numeric with Decimals
5	Issue Date	The date the Order was issued.	Date
6	Due Date	The date the Order expires.	Date

To Add an Invoice Line to the Invoice Table

You have to use the Edit Line, which is located just above of the Invoice Table.

Set the cursor to the Product ID and enter the following:

Mandatory Fields (Underlined)

#	Enter	Notes	Input
1	Product ID *	This is the Product ID of the Product that you wish to enter as an Invoice Line into the Invoice.	Alpha Numeric
2	Description	Enter the description of the Product. The description that appears when a Product is selected may be changed as this change will only affect the current Invoice Line.	Alpha Numeric

* Notes and Suggestions

If the Product ID you enter is known then the system will display all the information on that Product (Description and Unit Price).

If the Product ID does not correspond to a known Product ID it will ask if you wish to create a New Product ID.

If you answer 'YES' it will open the PRODUCT Windows Form, where you may add a New Product to the Product database (See HOW TO ADD A PRODUCT). If you answer 'NO' the system will open the PRODUCTS LIST Windows Form where you may search for the Product you require.

Optional Fields

#	Enter	Notes	Input
1	Document	If there is a Document (Ticket N°, Voucher N°, MCO etc) that you wish to relate to this product enter the details in this field.	Alpha Numeric
2	Units *	These are the number of units of this Product that is to be included in the calculation.	(0-99) Numeric
3	Unit Price *	This is the Unit Price of the Product.	Numeric with Decimals
4	V	Is the VAT/TAX Indicator. The number entered determines that VAT/TAX percentage that will be applied to this product.	(1-5) Numeric
5	Discount	If a discount applies, enter the amount.	Numeric with Decimals

* Notes and Suggestions

The Total field will display the result of multiplying the Units x the Unit Price – the discount if any.

Edit Line Final Actions

#	Action	Button or Icon	Notes
1	Press		Adds the Invoice Line to the Invoice Table and clears the Invoice Line.
2	Press		Clears the Invoice Line.

Final Actions

#	Action	Button or Icon	Notes
1	Press		Saves the Invoice to the database.
2	Press		Exits the current INVOICE.

If the Customer is a new Customer, the Customer N° is created when the Order is created.

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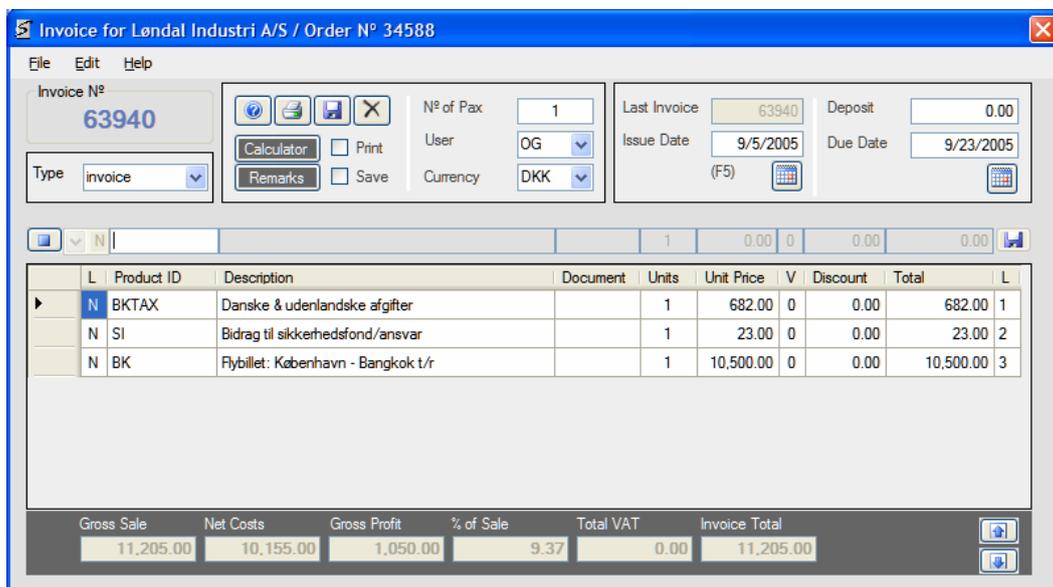
2.3.2 HOW TO EDIT AN INVOICE

To edit an Invoice, you first have to have the ORDER open or you must open the ORDER.

Then you have 2 options.

#	Action	Notes
1	Press	Ctrl I or
2	Select	From the Main Menu Options, 'File' and then 'Open Invoice'.

Now the INVOICE Windows Form is open and showing the Invoice Information of the current active ORDER.



These are the fields that may be edited or changed.

#	Enter	Notes	Input
1	N° of Pax	This is the number of passengers included in this Order.	Numeric
2	User	This is the User to whom this Order initially belongs.	Select
3	Currency	This is the currency to be used for the Invoice, payments and the deposit.	Select
4	Deposit	This is the deposit amount.	Numeric with Decimals
5	Issue Date	The date the Order was issued.	Date
6	Due Date	The date the Order expires.	Date

To Add an Invoice Line to the Invoice Table

You have to use the Edit Line, which is located just above of the Invoice Table.

Set the cursor to the Product ID and enter the following:

Mandatory Fields (Underlined)

#	Enter	Notes	Input
1	Product ID *	This is the Product ID of the Product that you wish to enter as an Invoice Line into the Invoice.	Alpha Numeric
2	Description	Enter the description of the Product. The description that appears when a Product is selected may be changed as this change will only affect the current Invoice Line.	Alpha Numeric

* Notes and Suggestions

If the Product ID you enter is known then the system will display all the information on that Product (Description and Unit Price).

If the Product ID does not correspond to a known Product ID it will ask if you wish to create a New Product ID.

If you answer 'YES' it will open the PRODUCT Windows Form, where you may add a New Product to the Product database (See HOW TO ADD A PRODUCT). If you answer 'NO' the system will open the PRODUCTS LIST Windows Form where you may search for the Product you require.

Optional Fields

#	Enter	Notes	Input
1	Document	If there is a Document (Ticket N°, Voucher N°, MCO etc) that you wish to relate to this product enter the details in this field.	Alpha Numeric
2	Units *	These are the number of units of this Product that is to be included in the calculation.	(0-99) Numeric
3	Unit Price *	This is the Unit Price of the Product.	Numeric with Decimals
4	V	Is the VAT/TAX Indicator. The number entered determines that VAT/TAX percentage that will be applied to this product.	(1-5) Numeric
5	Discount	If a discount applies, enter the amount.	Numeric with Decimals

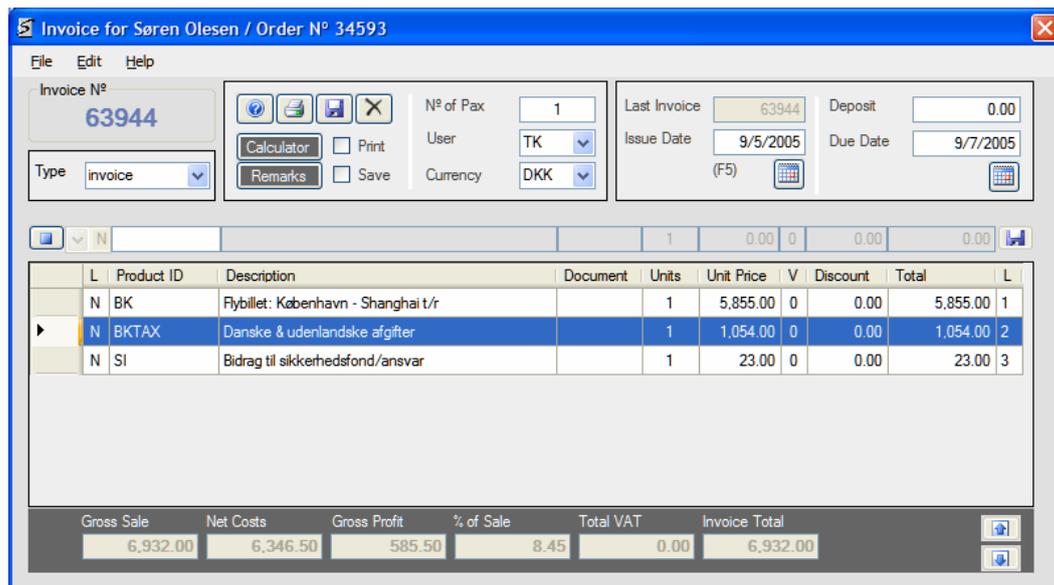
* Notes and Suggestions

The Total field will display the result of multiplying the Units x the Unit Price – the discount if any.

Final Actions

#	Action	Button or Icon	Notes
1	Press		Adds the Invoice Line to the Invoice Table and clears the Invoice Line.
2	Press		Clears the Invoice Line.

To Delete an Invoice Line from the Invoice Table

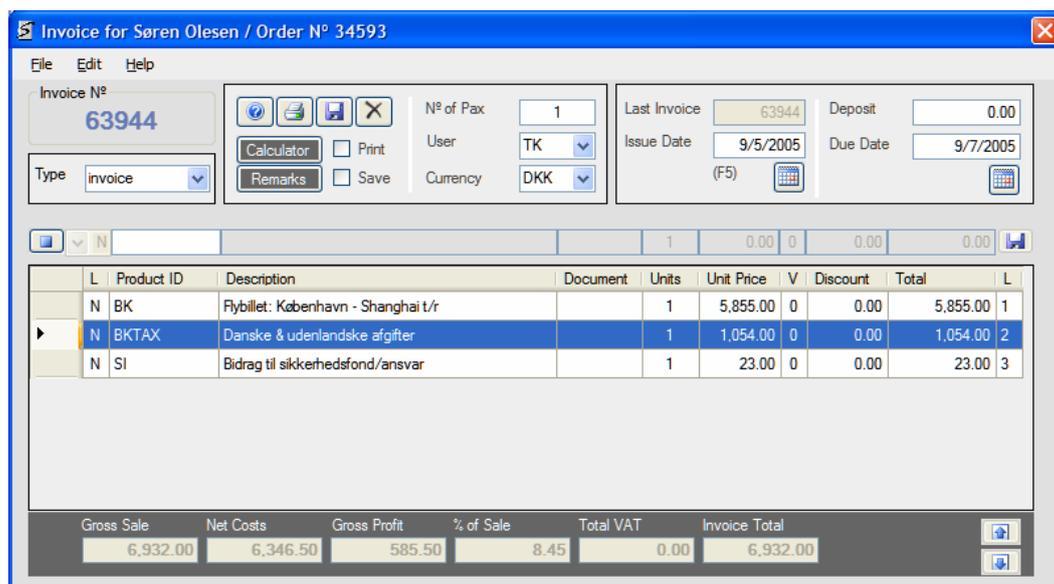


L	Product ID	Description	Document	Units	Unit Price	V	Discount	Total	L
N	BK	Flybillet: København - Shanghai t/r		1	5,855.00	0	0.00	5,855.00	1
N	BKTAX	Danske & udenlandske afgifter		1	1,054.00	0	0.00	1,054.00	2
N	SI	Bidrag til sikkerhedsfond/ansvar		1	23.00	0	0.00	23.00	3

Gross Sale	Net Costs	Gross Profit	% of Sale	Total VAT	Invoice Total
6,932.00	6,346.50	585.50	8.45	0.00	6,932.00

Select the Invoice Line row by selecting the left side control box of the row and then press the 'Delete' key. The system will then ask if you wish to continue with the delete action. If you answer 'YES' then the Invoice Line will be deleted. If you answer 'NO' then the delete action will be canceled.

To Order the Invoice Lines in the Invoice Table

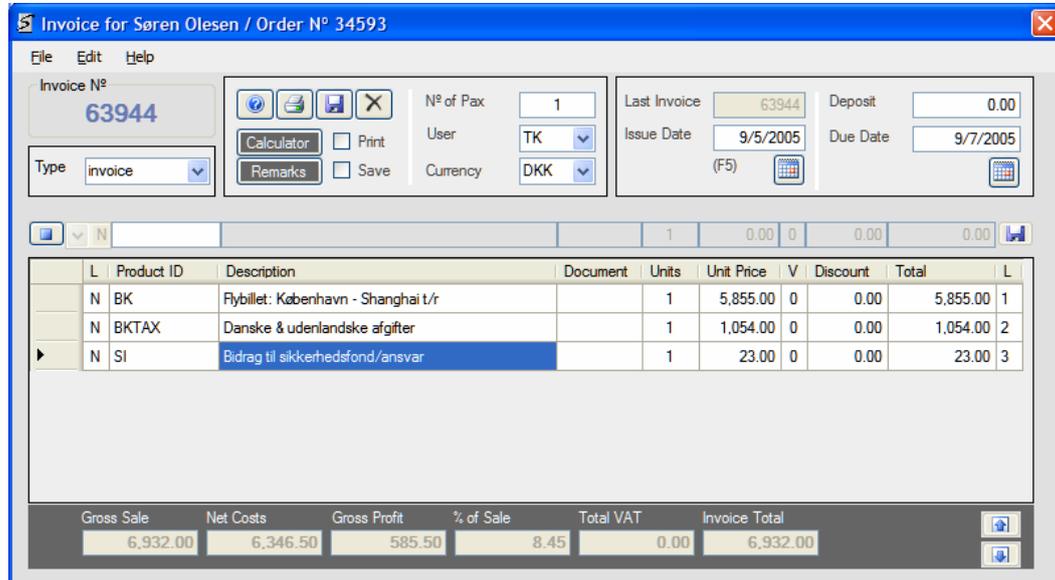


L	Product ID	Description	Document	Units	Unit Price	V	Discount	Total	L
N	BK	Flybillet: København - Shanghai t/r		1	5,855.00	0	0.00	5,855.00	1
N	BKTAX	Danske & udenlandske afgifter		1	1,054.00	0	0.00	1,054.00	2
N	SI	Bidrag til sikkerhedsfond/ansvar		1	23.00	0	0.00	23.00	3

Gross Sale	Net Costs	Gross Profit	% of Sale	Total VAT	Invoice Total
6,932.00	6,346.50	585.50	8.45	0.00	6,932.00

There might be a case for putting the Invoice Lines in another order, other than the order in which they were created. To do this select any field in the row and keeping the left hand mouse button pressed move the row to the desired location and release the left hand mouse button.

To Edit an Invoice Line



Here you have 2 options.

Either you edit the Invoice Line in the Invoice Table or you double-click the row's control box and the Invoice Line will be sent to the Edit Line, where it may be edited. Pressing the Save button will return the Edited Invoice Line to the Invoice Table.

You may not Edit the Product ID, only the other fields.

Final Actions

#	Action	Button or Icon	Notes
1	Press		Saves the Invoice to the database.
2	Press		Exits the Invoice. *

* Important Note

Any changes made directly to the Invoice Table are updated to the database instantly, therefore exit will not undo any changes, if that were the case.

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2.4 CUSTOMER

2.4.1 HOW TO CREATE A CUSTOMER

To create a Customer, the current active Order Form must be empty or else the Customer Form will display the Customer Information of the Customer in the Order Form and will only allow editing.

Open Options

#	Action	Notes
1	Select	From the Main Menu Options: 'File' and then 'Customer' or
1	Enter	Ctrl + F1

The Customer Windows Form will open in the 'Search Mode', to create a New Customer:

#	Action	Button or Icon	Notes
1	Press		Puts the Customer Form in 'New Mode'.

Mandatory Fields (Underlined)

#	<u>Enter</u>	<u>Notes</u>	<u>Input</u>
1	<u>Name</u>	The Customer's name.	Alpha Numeric
2	<u>ZIP / Post Code</u>	The Customer's ZIP or Post Code.	Alpha Numeric
2	<u>City</u>	The Customer's City.	Alpha
2	<u>Day Phone</u>	The telephone number where the Customer may be contacted during office hours. This number is also important because it is used to create the Customer Number.	Numeric

Optional Fields

#	<u>Enter</u>	<u>Notes</u>	<u>Input</u>
1	<u>Address</u>	The address of the Customer. Use both fields if required.	Alpha Numeric
2	<u>Province / State / County</u>	If enabled, select the corresponding Province, State or County.	Select
3	<u>Mobile</u>	The Mobile or Cell phone number of the contact at the Customer.	Numeric
4	<u>Fax</u>	The Fax number of the Customer.	Numeric
5	<u>e-mail</u>	The e-mail of the Customer. Must contain one '@' and one '.'.	Alpha Numeric
6	<u>CC Mail</u>	If the Customer wants copies of the e-mails sent to the other e-mail addresses in the Drop-Down Box.	Check
7	<u>Recipient Only</u>	If the Customer only wants the e-mails sent to the recipient.	Check
8	<u>Remarks</u>	Any relevant remarks about the Customer. This information is internal only and will not be displayed anywhere else but in this form.	Alpha Numeric

9	Account	The accounting account number that this customer's accounts are updated.	Alpha Numeric
10	VIP Group	If this Customer is assigned to any VIP Group.	Alpha Numeric
11	Project	If this Customer belongs to any Project.	Alpha Numeric
12	Credit Amount	The Credit Amount that this Customer will receive, if any.	Numeric with Decimals
13	Credit Days	The Days of Credit that the Customer will receive if any.	Numeric
14	Form of Payment	The Form of Payment for this Customer.	Select

Display Fields (Disabled)

#	Enter	Notes	Input
1	Customer Number	The Customer Number, generated by the system.	Disabled
2	Balance	The current balance of the Customer, generated by the system.	Disabled
3	Prepaid	The amount the Customer has prepaid, generated by the system.	Disabled
4	User ID	The User ID of the User that last changed this Customer Information.	Disabled
5	Last Change	The date, that last change to the Customer Information was made.	Disabled

Final Actions

#	Action	Button or Icon	Notes
1	Press		Saves the Customer Information.
2	Press		Exits the Customer Windows Form.

If you wish to create another New Customer:

#	Action	Button or Icon	Notes
1	Press		Clears the Customer Form and puts the Customer Form in 'New Mode'.

If you wish to search for a Customer and there is no open Order:

#	Action	Button or Icon	Notes
1	Press		Clears the Customer Form and puts the Customer Form into 'Search Mode'.

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2.4.2 HOW TO EDIT A CUSTOMER

If there is an Order Active, then the Customer Form will display the Customer Information on the Customer that is in the current active Order. If you wish to edit a Customer that is not in the current active Order, then you must be on an empty Order. (See How to Search a Customer).

The screenshot shows a window titled "Customer Form" with a "Customer" tab. The form contains the following fields and values:

- Name:** Donald Gordon Forbes
- Address:** Atalaya del Golf, Portal 2, Piso 15
- Country:** Spain (dropdown)
- State:** Málaga (dropdown)
- ZIP Code:** 29680
- City:** Marbella
- Day Phone:** +34 952884309
- Cell Phone:** (empty)
- Fax:** 952884307
- Email:** don@airtiki.com (dropdown)
- Remarks:** CC Mail, Recipient Only
- Mode:** EDIT (button)

On the right side, there is a summary section with the following values:

- Customer N°:** 43531813
- Account:** 70000
- VIP Group:** (empty)
- Project:** (empty)
- Credit Max:** 0.00
- Credit Days:** -41
- Balance:** 17,742.00
- Pre-Paid:** 0.00
- Form of Payment:** Cash (dropdown)
- UserID:** DF
- Date Changed:** 7/18/2007

Open Options

#	Action	Notes
1	Select	From the Main Menu Options: 'File' and then 'Customer' or
1	Enter	Ctrl + F1

Editable Fields

#	Enter	Notes	Input
1	Name	The Customer's name.	Alpha Numeric
2	Address	The address of the Customer. Use both fields if required.	Alpha Numeric
3	Country	This is the country where the Customer's address and telephone numbers are located.	Select
4	Province / State / County	If there is information on the country selected, provinces, states or counties, then the field will be enabled for selection	Select
5	ZIP / Post Code	The Customer's ZIP or Post Code.	Alpha Numeric
6	City	The Customer's City.	Alpha
7	Day Phone	The telephone number where the Customer may be contacted during office hours. This number is also important because it is used to create the Customer Number.	Numeric

8	Mobile	The Mobile or Cell phone number of the contact at the Customer.	Numeric
9	Fax	The Fax number of the Customer.	Numeric
10	e-mail	The e-mail of the Customer. Must contain one '@' and one '.'.	Alpha Numeric
11	CC Mail	If the Customer wants copies of the e-mails sent to the other e-mail addresses in the Drop-Down Box.	Check
12	Recipient Only	If the Customer only wants the e-mails sent to the recipient.	Check
13	Remarks	Any relevant remarks about the Customer. This information is internal only and will not be displayed anywhere else but in this form.	Alpha Numeric
14	Account	The accounting account number that this customer's accounts are updated.	Alpha Numeric
15	VIP Group	If this Customer is assigned to any VIP Group.	Alpha Numeric
16	Project	If this Customer belongs to any Project.	Alpha Numeric
17	Credit Amount	The Credit Amount that this Customer will receive, if any.	Numeric with Decimals
18	Credit Days	The Days of Credit that the Customer will receive if any.	Numeric
19	Form of Payment	The Form of Payment for this Customer.	Select

Display Fields (Disabled)

#	Enter	Notes	Input
1	Customer Number	The Customer Number, generated by the system.	Disabled
2	Balance	The current balance of the Customer, generated by the system.	Disabled
3	Prepaid	The amount the Customer has prepaid, generated by the system.	Disabled
4	User ID	The User ID of the User that last changed this Customer Information.	Disabled
5	Last Change	The date, that last change to the Customer Information was made.	Disabled

Final Actions

#	Action	Button or Icon	Notes
1	Press		Saves the Invoice to the database.
2	Press		Exits the Customer Windows Form.

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2.4.2 HOW TO SEARCH A CUSTOMER

If the Order Form was empty then the Customer Form will appear in the 'Search Mode'.

To Find a Customer you have 2 options, either use the Customer Number or the Customer Name.

To find a Customer with the Customer Number:

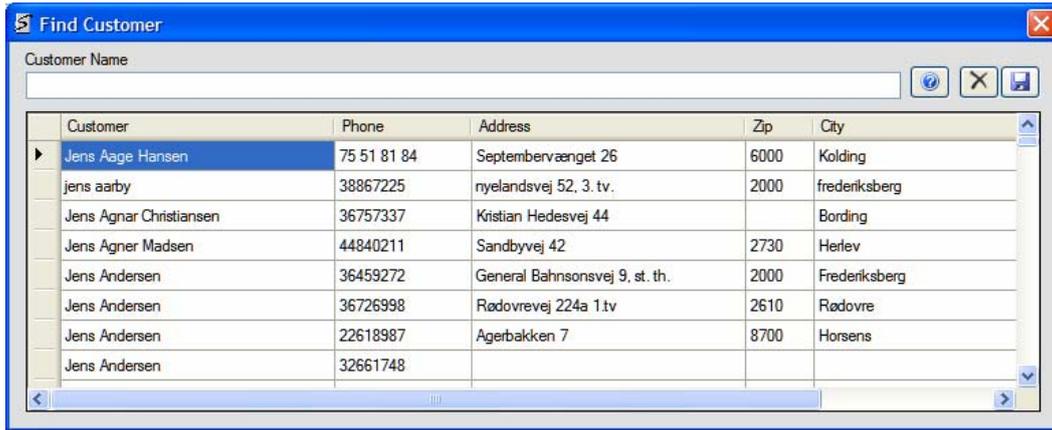
#	Enter	Notes	Input
1	Customer N°	The Customer Number of the Customer, which is usually their Day Phone Telephone Number.	Alpha Numeric

The system will search for a Customer, with the Customer Number you have just entered. If a Customer is found, the system will display all the Customer Information available. If it is not found, then the system will display a message.

To Find a Customer with the Customer Name:

#	Enter	Notes	Input
1	Name	This is the Customer Name.	Alpha Numeric

This will display the Customer List Form.



Use the vertical slider to locate the Customer. Use the Customer Name field to do other searches.

Final Actions

#	Action	Button or Icon	Notes
1	Double-click		The Row Header Control Box on the left of the row where the Customer is located. The Customer Information will be returned.
2	Press		With a row selected. The Customer Information will be returned.
3	Press		Exits and does not return a selected Customer.

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2.5 INVOICE LINE PRODUCT

2.5.1 HOW TO ADD OR CREATE AN INVOICE PRODUCT

Open Options

#	Action	Notes
1	Select	From the Main Menu Options: 'Administration', 'Maintenance', 'Products'.
2	Select	From the Invoice Windows Form Menu Options, 'New Product'.
3	Press	From the Invoice Windows Form, 'Ctrl N'.

Either option will open the INVOICE LINE PRODUCTS Windows Form. The Form will open in the 'Search Mode'. To enter a New Invoice Line Product:

#	Action	Button or Icon	Notes
1	Press		Signals the system into the 'New Mode'

Mandatory Fields (Underlined)

#	Enter	Notes	Input
1	Product ID	The Product ID must be unique or the system will display the existing product that has that Product ID.	Alpha Numeric
2	Product Description	The Description of the Product.	Alpha Numeric
3	Supplier N°	This is the Supplier N° of the Supplier that offers that Product.	Numeric

Important Notes and Suggestions

If you do not know the Supplier N°; Press the Suppliers Button, which will display all the Suppliers in the SUPPLIERS LIST. Using the table vertical slider, locate the Supplier, double-click the left side control box of the row where the Supplier is located and that will send that information back to the PRODUCTS Windows Form, which in turn will automatically insert the data into the corresponding Supplier N° and Supplier fields.

If you wish to see a list of the current Products; Press the Products Button.

The Status Group Box indicates if the Product is 'NEW'.

Final Actions

#	Action	Button or Icon	Notes
1	Press		Saves the Product to the database.
2	Press		Exits the PRODUCTS Windows Form and returns to the previous Windows Form.

Optional Fields

#	Enter	Notes	Input
1	Inactive	This Check Box refers to the action of making the Product Active or Inactive. If it is Inactive it will not be available for any other Form except the Product Form. Checked means it is Inactive. Unchecked means it is Active and therefore available.	✓
2	Sales Account	This is the Sales Account linked to the Product.	Numeric
3	Cost Account	This is the Cost Account linked to the Product.	Numeric
4	Net Price	This is the Net or Cost Price of the Product.	Numeric
5	Add a Fixed % of	The % amount entered here will be added to the Net Price to produce the Sales Price. The default is 0.00 (0,00) which does not add anything to the Net Price and therefore does not produce a Sales Price.	Numeric
6	Sales Price	If a '0' Fixed % was entered, then the User must enter the Sales Price. If a Fixed % other than '0' was entered then the Sales Price field is disabled, as the Sales Price is calculated by the system.	Numeric

7	Add to Deposit	This Check Box refers to the action of adding the Fixed % to the minimum deposit. Checked means it is added to the deposit. Unchecked means it is <u>not</u> added to the deposit.	✓
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Other Buttons

#	Action	Button or Icon	Notes
1	Press	Supplier Form	Opens the Supplier Windows Form.
2	Press	Suppliers	Opens the Suppliers List Windows Form.
3	Press	InvLine Products	Opens the Products List Windows Form.
4	Press		Displays the Help Page

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2.5.2 HOW TO EDIT AN INVOICE LINE PRODUCT

Open Options

#	Action	Notes
1	Select	From the Main Menu Options: 'Administration', 'Maintenance', 'Products'.
2	Select	From the Invoice Windows Form Menu Options, 'New Product'.
3	Press	From the Invoice Windows Form, 'Ctrl O'.

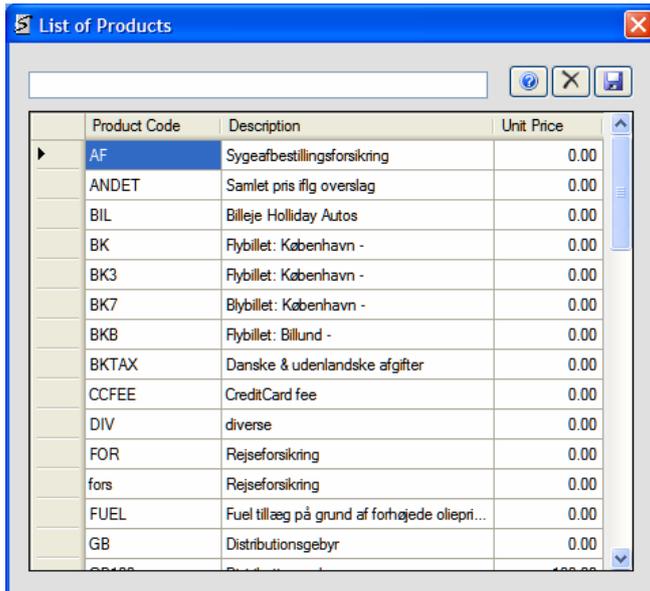
Either option will open the INVOICE LINE PRODUCTS Windows Form. The Form will open in the 'Search Mode'. Then you have 2 options:

#	Action	Notes
1	Enter	Product ID or
2	Press	InvLine Products Button

#	Action	Button or Icon	Notes
1	Enter		Invoice Line Product ID or
2	Press	InvLine Products	Opens the Invoice Line Products List Windows Form.

If you enter the Product ID and it is valid, the system will display all the available data on that Product, you may then Edit the Product.

If you press the InvLine Products Button, the Invoice Line Products List Windows Form will open from where you may select a Product by double-clicking the left side control box of the row where the Product is located. This action will send the Invoice Line Product ID to the INVOICE LINE PRODUCTS Windows Form and it will in turn display all the available information on that Invoice Line Product.



Editable Fields

#	Enter	Notes	Input
1	Product Description	The Description of the Product.	Alpha Numeric
2	Inactive	Use this Check Box to make Product active or inactive. If it is Inactive it will not be available for any other Form except the Product Form. Checked means it is Inactive. Unchecked means it is Active and therefore available.	✓
3	Sales Account	This is the Sales Account linked to the Product.	Numeric
4	Cost Account	This is the Cost Account linked to the Product.	Numeric
5	Net Price	This is the Net or Cost Price of the Product.	Numeric
6	Add a Fixed % of	The % amount entered here will be added to the Net Price to produce the Sales Price. The default is 0.00 (0,00) which does not add anything to the Net Price and therefore does not produce a Sales Price.	Numeric
7	Sales Price	If a '0' Fixed % was entered, then the User must enter the Sales Price. If a Fixed % other than '0' was entered then the Sales Price field is disabled, as the Sales Price is calculated by the system.	Numeric
8	Add to Deposit	This Check Box refers to the action of adding the Fixed % to the minimum deposit. Checked means it is added to the deposit. Unchecked means it is <u>not</u> added to the deposit.	✓

Other Buttons

#	Action	Button or Icon	Notes
1	Press	Supplier Form	Opens the Supplier Windows Form, to create or edit an Supplier.
2	Press	Suppliers	Opens the Suppliers List Windows Form.

3	Press	InvLine Products	Opens the Invoice Line Products List Windows Form.
4	Press		Displays the Help Page

Final Actions

#	Action	Button or Icon	Notes
1	Save		Saves the Invoice Line Product to the database.
2	Exit		Exits the INVOICE LINE PRODUCTS Windows Form and returns to the previous Windows Form.

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2.5.3 HOW TO SEARCH FOR AN INVOICE LINE PRODUCT

Open Options

#	Action	Notes
1	Select	From the Main Menu Options: 'Administration', 'Maintenance', 'Products' or
2	Select	From the Invoice Windows Form Menu Options, 'New Product' or
3	Press	From the Invoice Windows Form, 'Ctrl O'.

Once the Products Windows Form is open:

#	Action	Button or Icon	Notes
1	Press		Open the Invoice Line Products List Windows Form.

Product Code	Description	Unit Price
AF	Sygeafbestillingsforsikring	0.00
ANDET	Samlet pris iflg overslag	0.00
BIL	Billeje Holiday Autos	0.00
BK	Flybillet: København -	0.00
BK3	Flybillet: København -	0.00
BK7	Blybillet: København -	0.00
BKB	Flybillet: Billund -	0.00
BKTAX	Danske & udenlandske afgifter	0.00
CCFEE	CreditCard fee	0.00
DIV	diverse	0.00
FOR	Rejseforsikring	0.00
fors	Rejseforsikring	0.00
FUEL	Fuel tillæg på grund af forhøjede oliepri...	0.00
GB	Distributionsgebyr	0.00

As you enter text the text box, the system will display all the Products that start with the text you have entered. If you hit the return key and there is at only one Product in the List Table, that Invoice Product Product will be sent back to the calling Windows Form

or

Use the vertical slider to locate the Product and then double-click the left side control box on the row where the Product is located. This action will send the Product to the calling Windows Form.

Final Actions

#	Action	Button or Icon	Notes
1	Press		Exits the PRODUCTS Windows Form and returns to the previous Windows Form, but does not send any Product to the calling Windows Form.

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2.5.4 HOW TO ACTIVATE OR DEACTIVATE AN INVOICE LINE PRODUCT

Open Options

#	Action	Notes
1	Select	From the Main Menu Options: 'Administration', 'Maintenance', 'Products'.
2	Select	From the Invoice Windows Form Menu Options, 'New Product'.
3	Press	From the Invoice Windows Form, 'Ctrl O'.

Either option will open the PRODUCTS Windows Form. Then you have another 2 options:

#	Action	Notes
1	Enter	Product ID or
2	Press	Products Button

If you enter the Product ID and it is valid, the system will display all the current data on that Product, you may then Edit the Product.

If you press the Product Button, the Products List Windows Form will open. (See HOW TO SEARCH FOR A PRODUCT)

There is no way to delete a Product per se, because the Product may appear in the database related to some Order or Invoice, however you may set it as Inactive, which means that it will not appear as an available Product for all Windows Forms except in the PRODUCT Windows Form.

To set a Product to Inactive:

#	Enter	Notes	Input
1	Inactive	Use this Check Box to make Product active or inactive. If it is Inactive it will not be available for any other Windows Form except the Product Form. Checked means it is Inactive. Unchecked means it is Active and therefore available for all other Windows Forms.	✓

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2.6 SUPPLIERS

2.6.1 HOW TO ADD OR CREATE A SUPPLIER

Open Options

#	Action	Notes
1	Select	From the Main Menu Options: 'Administration', 'Maintenance', 'Suppliers' or...
2	Press	'Supplier Form' Button from the PRODUCTS Windows Form.

The Supplier Windows Form will open in the 'Search Mode'. To change to the 'New Mode':

#	Action	Button or Icon	Notes
1	New		Changes the Supplier Windows Form into 'New Mode'.

Once you are in 'New Mode' then, enter the following fields:

Mandatory Fields (Underlined>

#	Enter	Notes	Input
1	<u>Supplier Name</u> *	The name of the Supplier.	Alpha Numeric
2	<u>Country</u>	The country where the Supplier is located.	Select
3	<u>City</u>	The City where the Supplier is located.	Alpha Numeric

4	Day Phone	A phone number where the Supplier may be located.	Numeric
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*** Notes and Suggestions**

The Supplier Name Combo Box has a list of all the current Suppliers on the database. To see if the Supplier you are creating already exists, either open the Combo Box or enter some text and the Combo Box will open and display the Suppliers that match the text entered. Selecting a Supplier will display all the current data there is on the Supplier. Add or Edit the information as required.

Final Actions

#	Action	Button or Icon	Notes
1	Save		Saves the Supplier to the database.
2	Exit		Exits the SUPPLIERS Windows Form and returns to the previous Windows Form.

Optional Fields

#	Enter	Notes	Input
1	Address	The address of the Supplier. Use both fields if required.	Alpha Numeric
2	Province/State	If enabled, select the corresponding Province or State.	Select
3	Post Code	The Post or ZIP Code of the Supplier.	Alpha Numeric
4	Mobile	The Mobile or Cell phone number of the contact at the Supplier.	Numeric
5	Fax	The Fax number of the Supplier.	Numeric
6	e-mail	The e-mail of the Supplier. Must contain one '@' and one '.'.	Alpha Numeric
7	Attention	The name of the Contact at the Supplier.	Alpha Numeric
8	Remarks	Any relevant remarks about the Supplier. This information is internal only and will not be displayed anywhere else but in this form.	Alpha Numeric
9	Voucher Text	The text that should accompany any voucher emitted for this Supplier.	Alpha Numeric
10	Credit Amount	The Credit Amount that this Supplier will give the company.	Numeric with Decimals
11	Credit Days	The Days of Credit that the Supplier has agreed to give the company.	Numeric
12	Supplier Group	If this Supplier belongs to any Supplier Group.	Alpha Numeric
13	Project	If this Supplier belongs to any Project.	Alpha Numeric
14	Account	The account which is linked to this Supplier.	Numeric
15	Form of Payment	The Form of Payment for this Supplier.	Select

16	Prepay	If the services rendered by this Supplier have to be prepaid. Checked means they have to be prepaid. Unchecked means it does <u>not</u> have to be prepaid.	✓
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Display Fields

#	Enter	Notes	Input
1	Total Sales	Displays the Totals Sales of this Supplier.	Disabled
2	Sales Year	Displays this Year's Sales.	Disabled
3	Balance	Displays any amounts outstanding.	Disabled
4	By User / Date	Displays the User and the Date when this Supplier's Information was changed.	Disabled

Other Buttons

#	Action	Button or Icon	Notes
1	Press	New Supplier	Signals that a New Supplier is to be created.
2	Press	Account	
3	Press	Expand	Expands the Voucher Text so that more information may be entered.
4	Press		Displays the Help Page

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2.6.2 HOW TO EDIT A SUPPLIER

Open Options

#	Action	Notes
1	Select	From the Main Menu Options: 'Administration', 'Maintenance', 'Suppliers' or...
2	Press	'Supplier Form' Button from the INVOICE LINE PRODUCTS Windows Form.

The Supplier Windows Form will open in the 'Search Mode'. Select a Supplier from the Drop-Down List.

The screenshot shows a software window titled "Suppliers (Add, Edit, Search)". The window is in "Search Mode". On the left, there is a search interface with a dropdown menu for "Supplier" and a list of search results. The results include: "Air Tours AsP", "Another Tour Company", "Best Tours", "Billetkontoret", "Brasil Guide Turismo SI", "Castelo de Milfontes", "Chichicastenango Guatemalan Tours C.A", and "Condor AS". Below the search results are fields for "Address", "Country", "ZIP Code", "Email", "Attention", and "Remarks". On the right side, there are several input fields and checkboxes: "Supplier N°", "Tour Supplier" (checkbox), "Total Sales", "Sales Year", "Credit Amount", "Credit Days", "Balance", "Supplier Group", "Project", "Account", "Form of Payment", "PrePay" (checkbox), and "User / Date". At the bottom, there are buttons for "Mode SEARCH", "Suppliers", and "Account", and a status bar with icons for home, print, close, and help.

Once a Supplier has been selected, all the information available on that Supplier will be displayed. Once that has been done then the system will be in the 'Edit Mode' and you may begin to Add or Edit the Supplier Information.

Suppliers (Add, Edit, Search)

Supplier:

Address:

Country:

ZIP Code: City:

Day Phone: +55 Cell Phone: Fax:

Email:

Attention:

Remarks:

Voucher Text:

Supplier N°: Tour Supplier

Total Sales:

Sales Year:

Credit Amount:

Credit Days:

Balance:

Supplier Group:

Project:

Account:

Form of Payment:

PrePay

User / Date:

Mode:

Final Actions

#	Action	Button or Icon	Notes
1	Save		Saves the Supplier to the database.
2	Exit		Exits the SUPPLIERS (Add, Edit, Search) Windows Form and returns to the previous Windows Form.

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2.6.3 HOW TO SEARCH FOR A SUPPLIER

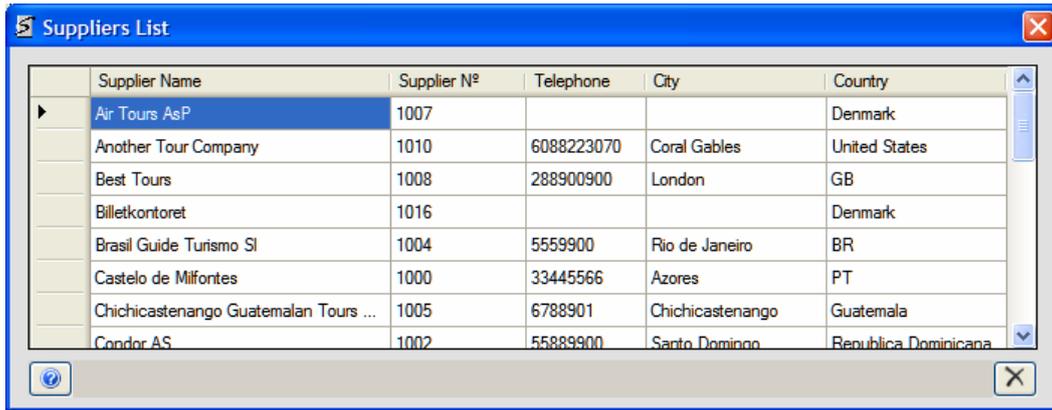
Open Options

#	Action	Notes
1	Select	From the Main Menu Options: 'Administration', 'Maintenance', 'Suppliers' or...
2	Press	'Supplier Form' Button from the PRODUCTS Windows Form.

The Supplier Windows Form will open in the 'Search Mode'. Select a Supplier from the Drop-Down List.

or

#	Action	Button or Icon	Notes
1	Press	Suppliers	Opens the Suppliers List Windows Form.



This option gives you more information on the Supplier than the Drop-Down List. To Select the Supplier:

#	Action	Button or Icon	Notes
1	Double-click		The Row Header Control Box on the left of the row where the Supplier is located. The Supplier Information will be returned and displayed in the Supplier Windows Form.

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2.7 SEGMENTS

2.7.1 HOW TO EDIT AN AIR SEGMENT

Segment Form

Sort Date: 08/08/2007 19:45:0

AIR Segment | Other Segments (HHL/CAR/TUR/SEA/TRF/OTHS) | Voucher Mail

Carrier	Flight N°	Class	Flight Date	From	To	Status	Depart	Arrive
KE	0906	S	08/08/200	FRA	ICN	HK	1945	1300

N° of Stops: 0 Equipment: 744 Miles: 0

Meal Code: Gate Time: Arr +/- Day: 1

Terminal Gate: Arrival Terminal Gate:

Departure Confirmation Number:

Remarks:

Show Carriers Show Cities

To Edit a Segment there must be a current active Order open, then...

SuitCase 2007

File Functions View Administration Modules Windows Help

English (UK) DKK Donald Forbes TEST SQL

SuitCase order No: 49211 / Testesen

AIRTIKI ASP
COPENHAGEN
DENMARK

49211

General Customer Address

Customer: Testesen Project: TILBUD

Order N°: 49211 Last UID/Dte: OG 5/10/2007

CRS: AMADEUS

Departure: 1/29/2006 Invoice/Filed: 0

PNR: 2AH9OB Week/Pax: 4 1

Carrier: SU Created: 5/10/2007 DF

Destination: BKK Offer Date: 5/11/2007

TRIAL VERSION
THIS IS AN UNLICENSED COPY FOR TEST PURPOSES ONLY
27
DAYS LEFT

Web Link Quick Login Customer N° Document N° File 49211

Office

Itinerary | Payment | Invoice | Passengers | Ticket Delivery | Remarks | Tickets

G	Type	Flight	N°	Cl.	Date	From	To	Time	To	St.	S	Equip	Conf
A	AIR	SU	0216	W	29JAN	CPH	SVO	0830	1255	HK	0	319	
A	AIR	SU	0553	W	29JAN	SVO	BKK	2315	1230	HK	0	IL9	
A	AIR	SU	0554	W	27FEB	BKK	SVO	1400	2020	HK	0	IL9	
A	AIR	SU	0215	W	27FEB	SVO	CPH	2130	2210	HK	0	319	

Open Options

#	Action	Button or Icon	Notes
1	Double-click		In the Itinerary Tab, the Control Box on the left of the row where the Segment is located. The Segment Information will be transferred to the Segment Form.

Editable Fields

#	Enter	Notes	Input
1	Carrier	This is the Carrier of the Segment.	(2) Alpha IATA Code
2	Flight No	This is the Flight Number of the Carrier.	Numeric
3	Class	This is the Class for the Segment.	(1) Alpha
	Flight Date	This is the Flight Date of the Segment.	Date
	From	This is the Departure Airport of the Segment.	(3) Alpha IATA Code
	To	This is the Arrival Airport of the Segment.	(3) Alpha IATA Code
	Status	This is the Status of Booking of the Segment.	(2) Alpha
	ETD	This is the Estimated Time of Departure of the Segment.	Time 24 Hours
	ETA	This is the Estimated Time of Arrival of the Segment.	Time 24 Hours
	N° Stops	This is the Number of Stops in the Segment.	Numeric
	Meal Code	This is the Meal Code on the Segment.	Alpha
	Equipment	This is the Equipment of Aircraft Type to be used in the Segment.	(3) Numeric IATA Code
	Gate Time	This is the time the passenger must be at the gate for this Segment.	Time 24 Hours
	Miles	This is the distance in miles of the Segment.	Numeric
	Arr +/- Day	This is the Day Difference for the arrival. Plus 1 or more days, Minus 1 or more days.	+ or - Numeric
	Departure Terminal	This is the Departure Terminal for the Segment.	Alpha Numeric
	Departure Gate	This is the Departure Gate for the Segment.	Alpha Numeric

	Arrival Terminal	This is the Arrival Terminal for the Segment.	Alpha Numeric
	Arrival Gate	This is the Arrival Gate for the Segment.	Alpha Numeric
	Confirmation Number	This is the Confirmation Number of the Segment.	Alpha Numeric
	Remarks	These are any remarks relevant to the Segment.	Alpha Numeric

Final Actions

#	Action	Button or Icon	Notes
1	Press		Saves and Exits the Payment Windows Form and returns to the previous Windows Form.
2	Press		Exits the Payment Windows Form and returns to the previous Windows Form.

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2.8 TOUR PRODUCTS

2.8.1 HOW TO ADD OR CREATE A TOUR PRODUCT

Open Options

#	Action	Notes
1	Select	From the Main Menu: 'Administration', then 'Maintenance' and then Tour Products'.

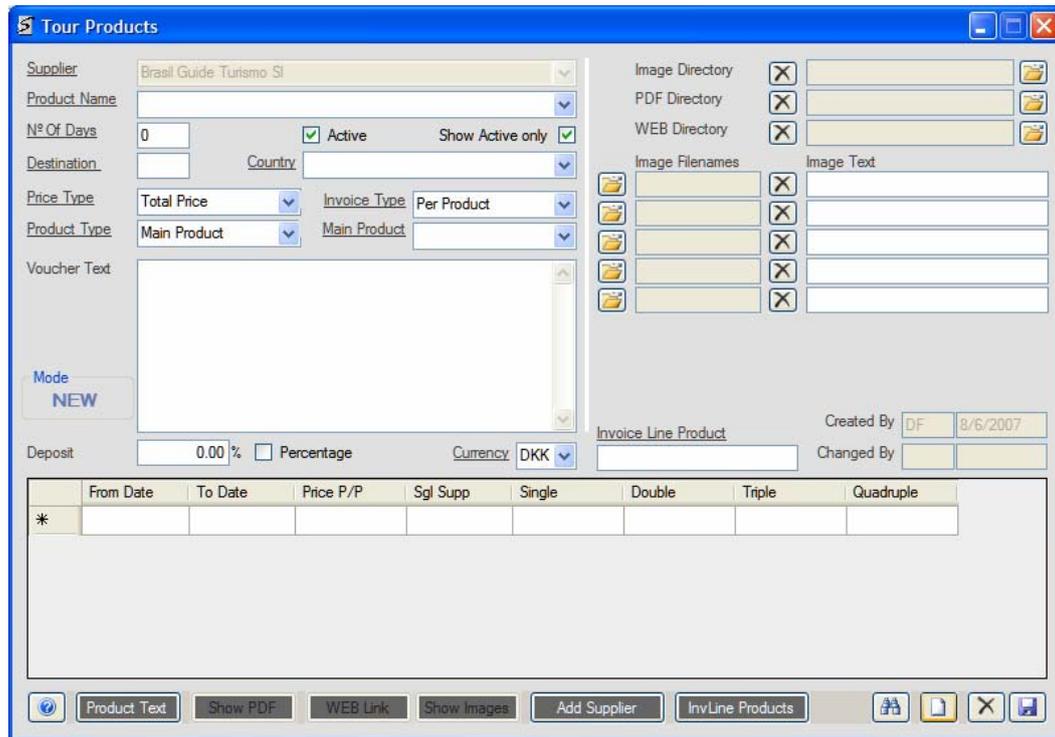
This action will open the Tour Products Windows Form in the 'Search Mode'. To Add or Create a New Tour Product you must have selected a Supplier, as all Tour Products belong to a Supplier. If the Supplier is New, you must then Add or Create the New Supplier. Once the Supplier have been selected you have 2 options:

#	Action	Notes
1	Select	'Create a New Tour Product' from the Product Name Drop Down Box

Or

#	Action	Button or Icon	Notes
1	Press		Changes into the 'New Mode'.

Both these options will activate the 'New Mode' so that a New Tour Product can be created.



Once you are in 'New Mode' then, enter the following fields:

Mandatory Fields (Underlined)

#	Enter	Notes	Input	
1	<u>Product Name</u>	This is the name of the Tour Product to be created.	Alpha Numeric	
2	<u>Nº of Days</u>	This is the duration of the Tour Product in days.	Numeric	
3	<u>Destination</u>	The IATA Code for the location of the start of the Tour. (3 Alpha)	Alpha	
4	<u>Country</u>	The Country where this Tour Product is to take place.	Select	
5	<u>Price Type</u>	<i>Total Price</i>	If the price to be given is the total price of the Tour Product.	Select
		<i>Total Price Including Flight</i>	If the price to be given includes the price of the flight.	Select
		<i>Price Per Day</i>	If the price is a price per day.	Select
		<i>Manual Pricing</i>	If the Tour Product requires manual pricing.	Select
		<i>No Price</i>	If this Tour Product has no price.	Select
6	<u>Product Type</u>	<i>Main Product</i>	If the Tour Product is a Main product.	Select
		<i>Side Product</i>	If the Tour Product is a Side Product or Optional Product.	Select
		<i>Part of Main Product</i>	If the Tour Product is part of the Main Product but not optional.	Select

7	Product Invoice	<i>Per Product</i>	If the Tour Product Invoice is issued per Product.	Select
		<i>Together</i>	If the Tour Product Invoice is issued together with the Main Product.	Select
		<i>Together with flight</i>	If the Tour Product Invoice is issued together with the flight.	Select
8	Main Product	If the Tour Product Type is a Side Product or Part of a Main Product, then this Combo Box will list all the Main Products of this Supplier.		Select

Optional Fields

9	Voucher Text	Enter the text for used in the emission of the Voucher for this particular Tour Product.	Alpha Numeric
10	Deposit	Enter the deposit required for this Tour Product. If you Check the Percentage Check Box, then the amount will be used as a percentage of the Total price.	Numeric with Decimals
11	Percentage	Check if you want the amount entered in the deposit field to be a percentage. Checked means the deposit field is a percentage. Unchecked means the deposit field is a fixed amount and <u>not</u> a percentage.	✓
12	Currency	Select the currency of the prices indicated in the Prices Table.	Select
13	Image Directory	The icon on the right opens the Folder Dialog Box. Select the Folder where the Images used for the PDF and WEB page is located. The icon on the left clears the Image Directory field and clears all the image filenames.	Select
14	PDF Directory	The icon on the right opens the Folder Dialog Box. Select the Folder where the PDF files are to be stored. The icon on the left clears the PDF Directory field.	Select
15	WEB Directory	The icon on the right opens the Folder Dialog Box. Select the Folder where the WEB pages are to be stored. The icon on the left clears the WEB Directory field.	Select
16	Image Filenames	The icon on the right opens the Filename Dialog Box. Select the filename of the image that will be used in the PDF and WEB page. The icon on the left clears the Image field and the Image Text field.	Select
17	Image Text	Enter the text that you wish to appear with each image. Manually clear the text if you do not wish any text to appear with the Image	Alpha Numeric

Tables (Prices)

Mandatory Fields (Underlined)

#	Enter	Notes	Input
1	From Date	This is the date the prices come into effect.	Date
2	To Date	This is the date the prices are no longer valid. This date must be greater than the From Date.	Date

These fields are required before the system will take the Price Line into account.

Optional Fields

#	Enter	Notes	Input
1	Price P/P	This is the Price Per Person for the Tour Product is that is the case.	Numeric with Decimals
2	Sgl Supp	This is the Single Supplement for the Tour Product is that is the case.	Numeric with Decimals
3	Single Room	This is the Price of the Single Room for the Tour Product is that is the case.	Numeric with Decimals
4	Double Room	This is the Price of the Double Room for the Tour Product is that is the case.	Numeric with Decimals
5	Triple Room	This is the Price of the Triple Room for the Tour Product is that is the case.	Numeric with Decimals
6	Quadruple Room	This is the Price of the Quadruple Room for the Tour Product is that is the case.	Numeric with Decimals

General Notes and Suggestions

To create a new Price Table Line simply start entering the From Date and To Date information, once this has been achieved, the system will create the new Price Table Line.

To delete a Price Table Line just select the left side control box and press the delete key on your keyboard. At that moment you will be asked if you wish to continue with the delete process (YES/NO).

The Price Table will be automatically sorted by From Date when you enter a new Price Line or Delete a Price Line.

Final Actions

#	Action	Button or Icon	Notes
1	Save		Saves the Tour Product to the database
2	Exit		Exits the TOUR PRODUCTS (Add, Edit, Search) Windows Form and returns to the previous Windows Form

Other Buttons

#	Action	Button or Icon	Notes
1	Press	Product Text	Opens the Tour Product Text Windows Form, where you enter the text that will be used for PDF and WEB pages. (See HOW TO CREATE TOUR PRODUCT TEXT)
2	Press	Show PDF	Opens the PDF file that is linked to this Tour Product
3	Press	WEB Link	Links to the WEB page that is linked to this Tour Product.
4	Press	Show Images	Opens an Image viewer that shows the Images that have been selected for this Tour Product.
5	Press	Add Supplier	Opens the Supplier Windows Form so that you can create a New Supplier. (See HOW TO ADD A NEW SUPPLIER)

6	Press		Displays the Help Page
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2.8.2 HOW TO EDIT A TOUR PRODUCT

Open Options

#	Action	Notes
1	Select	From the Main Menu: 'Administration', then 'Maintenance' and then Tour Products'.

This action will open the Tour Products Windows Form. Then do the following:

#	Action	Notes
1	Select	From the Supplier Drop-Down Box, the Supplier that offers this Tour Product and then...
2	Select	From the Product Name Drop-Down Box, the Tour Product you will to Edit.

Once the system has displayed all the current data on the Tour Product, you are ready to start to Add or Edit the information as required.

How to Delete a Price Line

Supplier: Condor AS
 Product Name: Vista the New World
 Nº Of Days: 14 Active Show Active only
 Destination: SDQ Country: Dominican Republic
 Price Type: Total Price Invoice Type: Together
 Product Type: Main Product Main Product
 Voucher Text: Rp. Super Sommer Savers - Sandos Caracol Beach Resort & Spa ~ 8 All-Inclusive Days !
 Travel: Now - August 20, 2007 40% Off ~ All Inclusive ~ Kids Stay & Eat Free
 Mode: EDIT
 Deposit: 10.00 % Percentage Currency: DKK
 Image Directory: Images
 PDF Directory:
 WEB Directory:
 Image Filenames: 113442607XZWta, 283664054skRfM, 113448063rKQcIf, 113442498Acxwz, 463943428RpJCV
 Image Text: Oplev den fantastiske natur fra en jee, På trods af sin størrelse er Santo Dom, Den Dominikanske Republik fylder h, Verdens bedste strande findes på de, Flora og fauna især kendt for orkideer
 Invoice Line Product:
 Created By: DF 6/22/2007
 Changed By: US 6/22/2007

	From Date	To Date	Price P/P	Sgl Supp	Single	Double	Triple	Quadruple
	7/1/2007	8/20/2007	3,130.00	1,200.00	4,330.00	0.00	0.00	0.00
▶	8/21/2007	11/15/2007	2,700.00	1,100.00	4,800.00	3,800.00	3,500.00	3,400.00
	11/16/2007	12/15/2007	2,600.00	1,000.00	2,700.00	0.00	3,400.00	3,300.00
*								

Buttons: Product Text, Show PDF, WEB Link, Show Images, Add Supplier, InvLine Products

Select the row by using the left side control box or the row and then press the 'Delete' key. You will then be asked if you wish to continue with the delete action. 'YES' will delete the Price Line. 'NO' will cancel the action.

How to Edit a Price Line

Supplier: Condor AS
 Product Name: Vista the New World
 Nº Of Days: 14 Active Show Active only
 Destination: SDQ Country: Dominican Republic
 Price Type: Total Price Invoice Type: Together
 Product Type: Main Product Main Product
 Voucher Text: Rp. Super Sommer Savers - Sandos Caracol Beach Resort & Spa ~ 8 All-Inclusive Days !
 Travel: Now - August 20, 2007 40% Off ~ All Inclusive ~ Kids Stay & Eat Free
 Mode: EDIT
 Deposit: 10.00 % Percentage Currency: DKK
 Image Directory: Images
 PDF Directory:
 WEB Directory:
 Image Filenames: 113442607XZWta, 283664054skRfM, 113448063rKQcIf, 113442498Acxwz, 463943428RpJCV
 Image Text: Oplev den fantastiske natur fra en jee, På trods af sin størrelse er Santo Dom, Den Dominikanske Republik fylder h, Verdens bedste strande findes på de, Flora og fauna især kendt for orkideer
 Invoice Line Product:
 Created By: DF 6/22/2007
 Changed By: US 6/22/2007

	From Date	To Date	Price P/P	Sgl Supp	Single	Double	Triple	Quadruple
	7/1/2007	8/20/2007	3,130.00	1,200.00	4,330.00	0.00	0.00	0.00
▶	8/21/2007	11/15/2007	2,700.00	1,100.00	4,800.00	3,800.00	3,500.00	3,400.00
	11/16/2007	12/15/2007	2,600.00	1,000.00	2,700.00	0.00	3,400.00	3,300.00
*								

Buttons: Product Text, Show PDF, WEB Link, Show Images, Add Supplier, InvLine Products

Move the cursor to the field you wish to edit, double-click and replace with the new data.

Final Actions

#	Action	Button or Icon	Notes
1	Save		Saves the Tour Product to the database
2	Exit		Exits the TOUR PRODUCTS (Add, Edit, Search) Windows Form and returns to the previous Windows Form

Use the other buttons on the Tour Products Windows Form to enter the Tour Product Text, See the PDF and WEB pages, see the Tour Product Images and to go to the Supplier Windows Form.

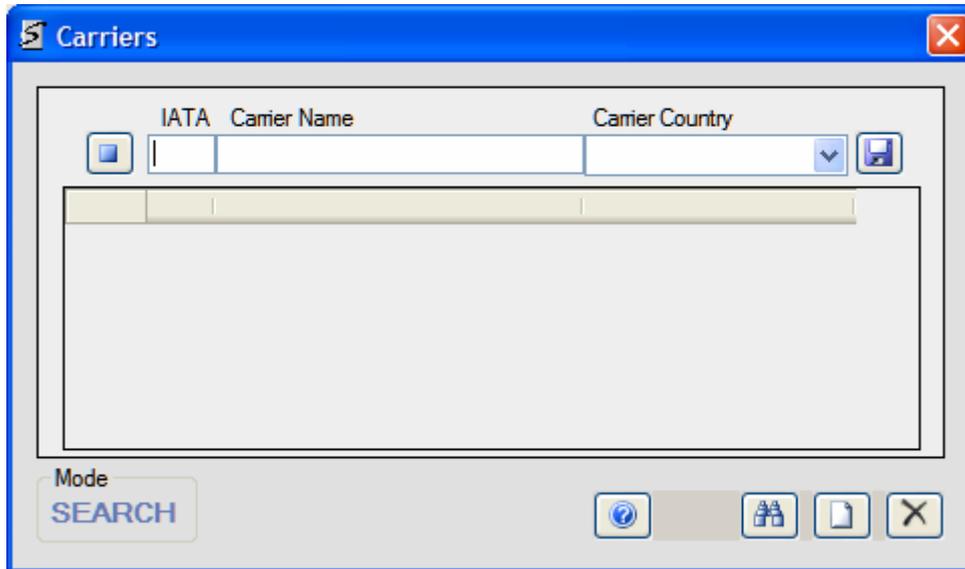
Other Buttons

#	Action	Button or Icon	Notes
1	Press	Product Text	Opens the Tour Product Text Windows Form, where you enter the text that will be used for PDF and WEB pages. (See HOW TO CREATE TOUR PRODUCT TEXT)
2	Press	Show PDF	Opens the PDF file that is linked to this Tour Product
3	Press	Web Link	Links to the WEB page that is linked to this Tour Product.
4	Press	Show Images	Opens an Image viewer that shows the Images that have been selected for this Tour Product.
5	Press	Add Supplier	Opens the Supplier Windows Form so that you can create a New Supplier. (See HOW TO ADD A NEW SUPPLIER)
6	Press		Displays the Help Page

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2.9 CARRIERS

2.9.1 HOW TO ADD OR CREATE A CARRIER



Open Options

#	Action	Notes
1	Select	From the Main Menu: 'Administration', then 'Maintenance', then 'Globalization' and then 'Carrier (Airlines)'.

The CARRIERS Windows Form will open in the Search Mode.

#	Action	Button or Icon	Notes
1	Press		This tells the system that you wish to create a New Carrier. *

* Notes

In the 'Search Mode', if you enter a IATA Code that is unknown then the system will also ask you if you wish to create a New Carrier.

Mandatory Fields (Underlined)

#	Enter	Notes	Input
1	<u>IATA</u>	This is the (2 Letter) IATA Code of the Carrier you wish to ADD to the database. If the IATA Code exists the system will display all the information on that Carrier IATA Code.	(2) Alpha
2	<u>Carrier Name</u>	This is the name of the Carrier or Airline. *	Alpha Numeric
3	<u>Carrier Country</u>	This is the country of the Carrier's Flag. Use the Drop-Down box or search the Drop-Down Box by entering text.	Select

*** Notes and Suggestions**

If the name you are entering already exists, the system will ask you if you wish to continue. 'YES' will allow you to continue. 'NO' will clear all the fields and revert to 'Search Mode'.

Final Actions

#	Action	Button or Icon	Notes
1	Press		Saves the Carrier to the database and the Carrier Table
2	Press		Exits the Carrier Windows Form and returns to the previous Windows Form. *

*** Notes and Suggestions**

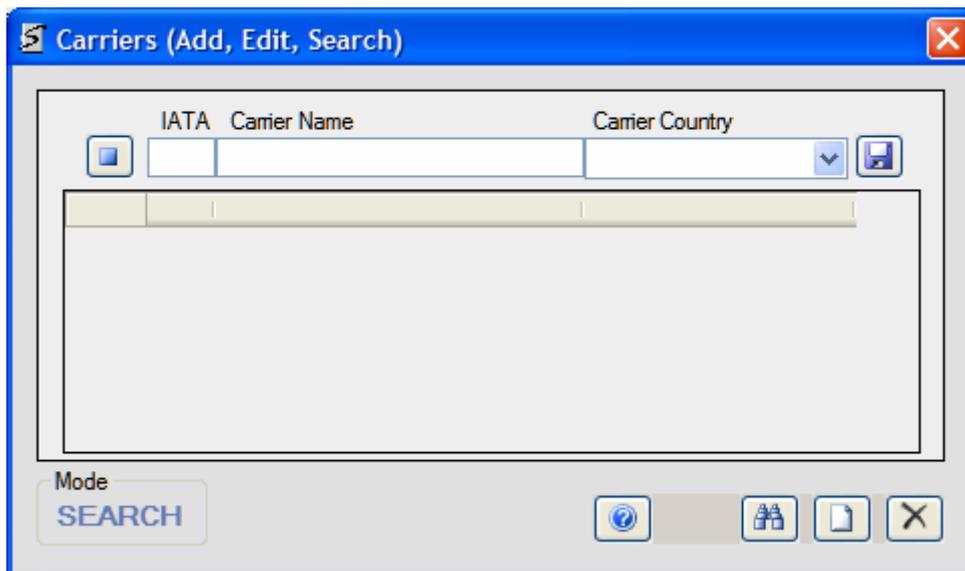
It returns to the calling Windows Form if it is relevant, the IATA Code of the Carrier in the Edit Line.

Other Buttons

#	Action	Button or Icon	Notes
1	Press		Clears the Edit Line
2	Press		Displays the Help Page

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2.9.2 HOW TO EDIT A CARRIER



Open Options

#	Action	Notes
1	Select	From the Main Menu: 'Administration', then 'Maintenance', then 'Globalization' and then 'Carrier (Airlines)'.

The CARRIERS Windows Form will open in the Search Mode.

Edit Fields

#	Enter	Notes	Input
1	IATA	As you enter the (2) letter IATA code, the system will display in the Carrier Table all the Carriers whose IATA Codes match what you have entered. By the last letter, the table should be displaying the Carrier you are looking for. If you press 'Enter' or 'Tab', the system will pass the Carrier Information to the Edit Line * or	(2) Alpha
2	Carrier Name	As you enter a Carrier Name, the system will display in the Carrier Table all the Carriers whose Carrier Name matches what you have entered. Towards the end, the table should be displaying the Carrier you are looking for. If you double-click the Carrier row in the Carrier Table, the system will pass the Carrier Information to the Edit Line * or	Alpha Numeric
3	Carrier Country	Select the Country to which the Carrier belongs and the system will display in the Carrier Table all the Carriers registered for the country. If you enter a letter or letters in the text box, the system will display all the countries that start with the letter or letters you have entered.	Select

* Notes

If there is no Carrier left in the Carrier Table after the second letter, then that means there is no Carrier with that IATA Code on the database. If you press 'Enter' or 'Tab' the system will ask you, if you wish to create a New Carrier.

'YES' the system will go into New Carrier mode. 'NO' the system will clear all fields and go into Edit / Search Carrier mode.

Once you have located the Carrier by whatever method. If the Carrier Information is not in the Edit Line, then Double-click the left side control box of the Carrier Table on the row where the Carrier is located, so the system will take the Carrier information up to the Edit Line.

Once the Carrier Information is in the Edit Line then you may begin to Edit the Carrier Name or change the Carrier Country.

Edit Line Final Actions

#	Action	Button or Icon	Notes
1	Press		Saves the Carrier to the database and the Carrier Table
2	Press		Clears the Edit Line

Final Actions

#	Action	Button or Icon	Notes
1	Press		Exits the Carrier Windows Form and returns to the previous Windows Form. *

*** Notes and Suggestions**

It returns to the calling Windows Form, if it is relevant, the IATA Code of the Carrier in the Edit Line.

Other Buttons

#	Action	Button or Icon	Notes
1	Press		Clears the Edit Line
2	Press		Displays the Help Page

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2.10 CITIES AND AIRPORTS

2.10.1 HOW TO ADD A NEW IATA CITY / IATA AIRPORT CODE

Open Options

#	Action	Notes
1	Select	From the Main Menu: 'Administration', then 'Maintenance' and then 'Cities and Airports'.

The CITIES and AIRPORTS Windows Form will open. The form is divided in 2 sections. The top section is to Add a New IATA Code or edit the City and/or the Airport Information. The bottom section is used to Add City and/or Airport Names in the Language that has been selected.

Mandatory Fields (Underlined>

#	Enter	Notes	Input
1	<u>IATA</u>	This is the (3 Letter) IATA Code of the City or Airport you wish to ADD to the database. If the IATA Code exists the system will display all the information on that IATA Code in the Edit Line.	(3) Alpha
2	<u>City or Service Name *</u>	This is the name of the City or the Service that is identified with this IATA Code.	Alpha Numeric
3	<u>Airport Name *</u>	If relevant, this is the Airport that is identified with this IATA Code.	Alpha Numeric
4	<u>Country Name</u>	This is the Country where the IATA Code is located.	Select

* Notes and Suggestions

The Cities and Airports database has been set up to give the Customer all the information possible, therefore in most cases where the IATA Code refers to an airport, the City it serves is also entered. If the IATA Code is just of a City

or town because either there is no airport or it is served by multiple airports then the Airport Name may be omitted. If the IATA Code refers to a service like rail, then again the Airport Name may be omitted.

Other Fields

#	Enter	Notes	Input
1	ICAO *	This is the (4 Letter) ICAO Code of the City or Airport you wish to ADD to the database.	(4) Alpha

*** Notes and Suggestions**

If the ICAO Code is available, it is a good idea to enter it for future use.

Edit Line Final Actions

#	Action	Button or Icon	Notes
1	Press		Saves the City / Airport to the database
2	Press		Clears the Edit Line

Final Actions

#	Action	Button or Icon	Notes
1	Press		Exits the Carrier Windows Form and returns to the previous Windows Form.

Other Buttons

#	Action	Button or Icon	Notes
1	Press		Displays the Help Page

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2.10.2 HOW TO EDIT A IATA CITY / AIRPORT CODE

Open Options

#	Action	Notes
1	Select	From the Main Menu: 'Administration', then 'Maintenance' and then 'Cities and Airports'.

The CITIES and AIRPORTS Windows Form will open. The form is divided in 2 sections. The top section is to Add a New IATA Code or edit the City and/or the Airport Information. The bottom section is used to Add City and/or Airport Names in the Language that has been selected. For the first section:

#	Enter	Notes	Input
1	IATA	This is the (3 Letter) IATA Code of the City or Airport you wish to EDIT. If the IATA Code exists the system will display all the information on that IATA Code in the Edit Line.	(3) Alpha

Editable Fields

#	Enter	Notes	Input
1	ICAO *	This is the (4 Letter) ICAO Code of the City or Airport.	(4) Alpha
2	City or Service Name *	This is the name of the City or the Service that is identified with this IATA Code.	Alpha Numeric
3	Airport Name *	If relevant, this is the Airport that is identified with this IATA Code.	Alpha Numeric
4	Country Name	This is the Country where the IATA Code is located.	Select

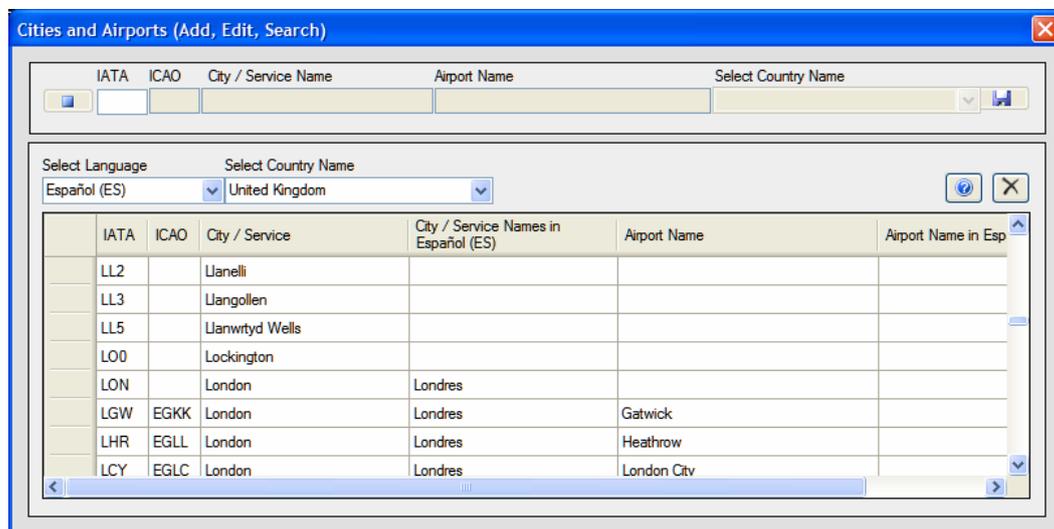
Edit Line Final Actions

#	Action	Button or Icon	Notes
1	Press		Saves the City / Airport to the database
2	Press		Clears the Edit Line

Final Actions

#	Action	Button or Icon	Notes
1	Press		Exits the Carrier Windows Form and returns to the previous Windows Form.

For the second section:



IATA	ICAO	City / Service	City / Service Names in Español (ES)	Airport Name	Airport Name in Esp
LL2		Llanelli			
LL3		Llangollen			
LL5		Llanwrtyd Wells			
L00		Lockington			
LON		London	Londres		
LGW	EGKK	London	Londres	Gatwick	
LHR	EGLL	London	Londres	Heathrow	
LCY	EGLC	London	Londres	London City	

#	Action	Notes
1	Select	The Language you wish to Add or Edit Cities and Airports.
2	Select	The Country where the Cities and Airports are located.

* Notes and Suggestions

The information entered for the Cities and Airports is updated immediately to the database, so there is no need to Save, however this also means that any changes made will remain unless you manually reverse any unwanted change.

When a City or Airport is to be used or displayed, the system will use or display the City or Airport in the Language that you are currently using, however if a City or Airport in the Language is blank, the system will use and/or display the System City Name or Airport Name, whenever that City or Airport is required.

Final Actions

#	Action	Button or Icon	Notes
1	Press		Exits the Carrier Windows Form and returns to the previous Windows Form.

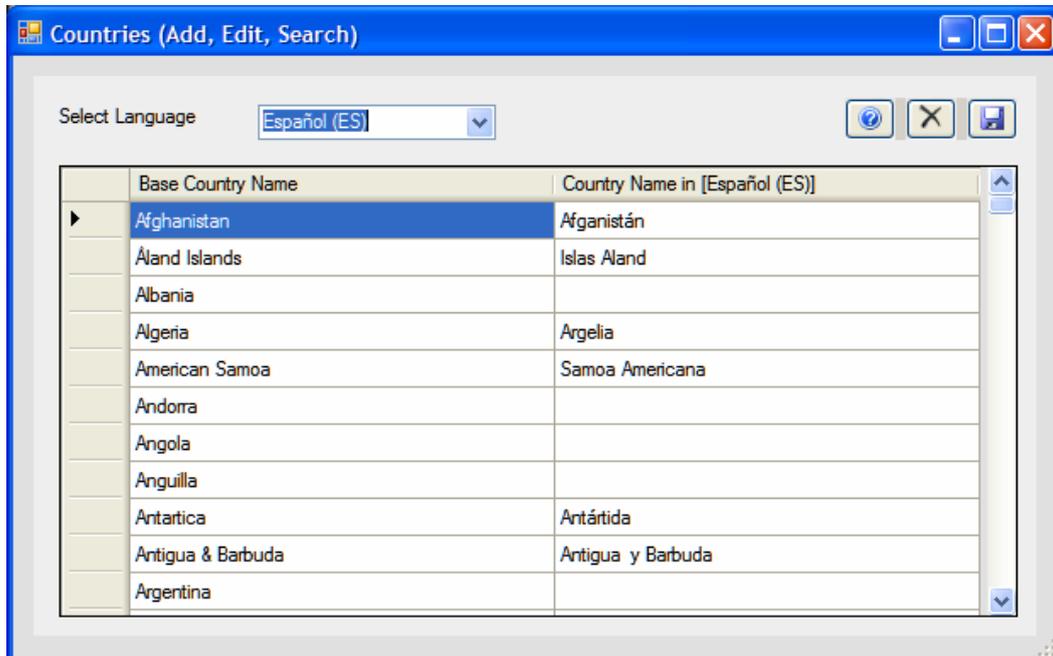
Other Buttons

#	Action	Button or Icon	Notes
1	Press		Displays the Help Page

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2.11 COUNTRIES

2.11.1 HOW TO ADD / EDIT A COUNTRY NAME



Open Options

#	Action	Notes
1	Select	From the Main Menu: 'Administration', then 'Maintenance' and then 'Countries and Cities' or
2	Press	Ctrl 'F1'

The COUNTRIES Windows Form will open, then...

#	Action	Notes
1	Select	A Language from the Drop-Down List.

The Country Names in the Language Selected will now appear in the Countries Table. The Country Name on the left is the System Country Name and on the right the Country Name in the Language you have selected.

*** Notes and Suggestions**

Only Add those Country Names that are different, because the system will display the System Country Name if the Country Name in the Language Selected is blank.

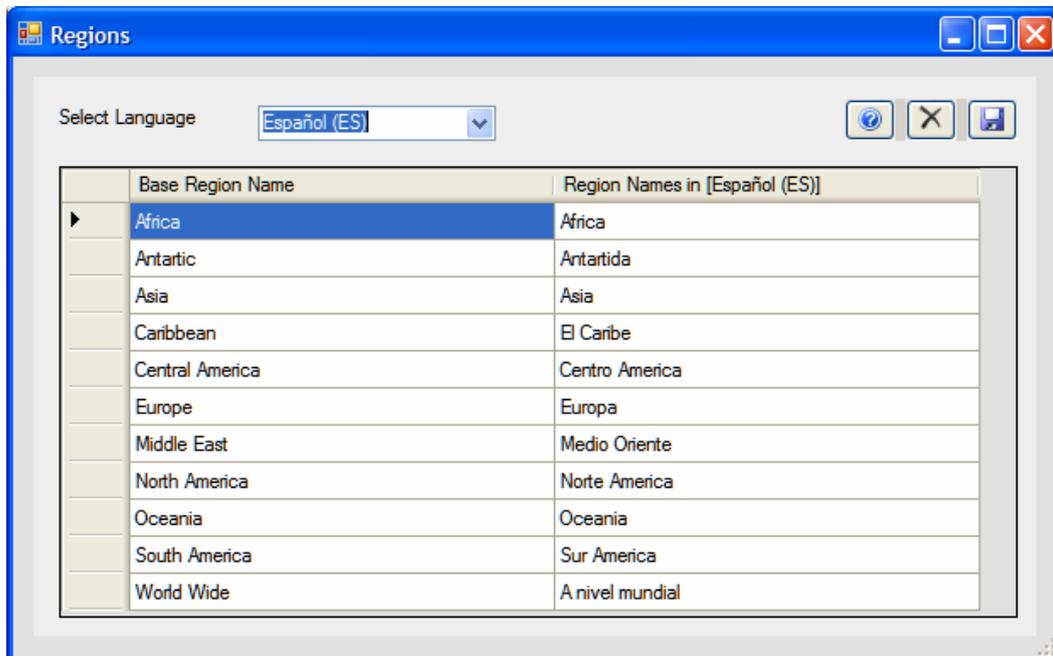
Final Actions

#	Action	Button or Icon	Notes
1	Press		Saves the Country changes.
2	Press		Exits the Country Windows Form.

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2.12 REGIONS

2.12.1 HOW TO ADD / EDIT A REGION NAME



Open Options

#	Action	Notes
1	Select	From the Main Menu: 'Administration', then 'Maintenance' and then 'Regions' or

The REGIONS Windows Form will open, then...

#	Action	Notes
1	Select	A Language from the Drop-Down List.

The Region Names in the Language Selected will now appear in the Regions Table. The Region Name on the left is the System Region Name and on the right the Region Name in the Language you have selected.

* Notes and Suggestions

Only Add those Region Names that are different, because the system will display the System Region Name if the Region Name in the Language Selected is blank.

Final Actions

#	Action	Button or Icon	Notes
1	Press		Saves the Country changes.
2	Press		Exits the Country Windows Form.

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2.13 PAYMENTS

2.13.1 HOW TO ADD A PAYMENT

To make a payment the Order to which this payment is to be assigned must be open in the Order Windows Form, then...

Open Options

#	Action	Notes
1	Select	From the Main Menu Options: 'File', then 'Payment' or
2	Press	Ctrl 'P'

The PAYMENTS Windows Form will open.

Mandatory Fields (Underlined)

#	Enter	Notes	Input
1	Type of Payment	This is the payment method or how this payment was made. Usually the options will be Cash, Check, Money Wire, Bank Transfer etc	Select
2	Currency	This is the currency in which the payment was made.	Select
3	Today's Payment	This is the actual payment.	Numeric with Decimals

Final Actions

#	Action	Button or Icon	Notes
1	Press		Saves and Exits the Payment Windows Form and returns to the previous Windows Form.
2	Press		Exits the Payment Windows Form and returns to the previous Windows Form.

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2.14 USERS

2.14.1 HOW ADD OR CREATE USERS

User ID	User Name	Password	Level	N°	Account	Email Address
			9		00000	
Office or Branch	Tlf. Ext.	Tlf. Direct	Default Language	Date Changed	Admin ID	<input type="checkbox"/> Enable

UserID	User Name	Password	Level	N°	Account	Active	Email Address
AJ	Asger Jørow	AJ	3	1	1003	✗	
BJ	Bo Jensen	BJ	3	4	50100	✗	
BB	Brynja Birgisdottir	BB	5	3	50100	✗	brynja@aitiki.com
CS	Charlotte Svejgaard	CS	4	5	50100	✗	
DF	Donald Forbes	DF	0	6	50100	✓	don@aitiki.com
EH	Erik Hansen	EH	3	7	50100	✗	
HO	Hazim Osmann	HO	4	8	50100	✗	hazim@aitiki.com
JW	Josh Wald	JW	2	10	50100	✗	
JG	Julius Garde	JG	4	9	1004	✗	julius@aitiki.com
KG	Kirsten Garde	KG	2	11	50100	✗	

Open Options

#	Action	Notes
1	Select	From the Main Menu Options: 'Administration', then 'Maintenance' and finally 'Users'.

The form will display a table with all the Users that have been given access to the system at one time or another. Users may not be deleted only disabled, because there are historical links to Orders, Invoices etc. Users that have been disabled appear with a (✗) and enabled Users appear with a (✓).

To Add or Create a User enter:

Mandatory Fields (Underlined)

#	Enter	Notes	Input
1	User ID	This is the Unique Identifier for each User. Usually the Initials.	Alpha Numeric

If the UserID exists then the system will display the User Information on that User. If it does not exist then the system will expect a New User to be created.

Mandatory Fields (Underlined)

#	Enter	Notes	Input
1	User Name	This is the Name of the User.	Alpha Numeric

2	Password	This is the Password linked to the User ID.	Alpha Numeric
3	Level	This is the User Access Level. Depending on the Level, the User has access or not, to certain Functions and / or Windows Forms. (See User Levels below).	Numeric
4	Account	This is the Accounting Account Number where all transactions related to this User will be placed.	Numeric
5	E-mail Address	This is the E-mail Address of the User. This is used for all e-mail communications between the User and the Customers.	Alpha Numeric
6	Default Language	This is the Default Language the User will Logon with, unless another Language has been selected. The Default Language may be changed at any time.	Select

Optional Fields

#	Enter	Notes	Input
1	N°	Reserved for future use.	Numeric
2	Office or Branch	In the case there is more than one Office or Branch Office.	Alpha Numeric
3	Tlf. Ext.	The telephone extension of this User. This is used primarily to be included in User / Customer Communications.	Numeric
4	Tlf. Direct	The telephone extension of this User. This is used primarily to be included in User / Customer Communications.	Numeric

Display Fields

#	Enter	Notes	Input
1	Date Changed	The date this User's Information was last changed.	Disabled
2	Admin ID	The User ID of the User, usually the Administrator that made the last change.	Disabled

Final Actions

#	Action	Button or Icon	Notes
1	Press		Saves the Edit Line and sends the User Information to the User List Table.
2	Press		Exits the User Form.

User Levels

FUNCTION	FORM	LEVEL								
		1	2	3	4	5	6	7	8	9
Login	Login	✓	✓	✓	✓	✓	✓	✓	✓	✓
Create or Edit Local Settings	Local Settings	✓	✗	✗	✗	✗	✗	✗	✗	✗
Create or Edit Users	User	✓	✗	✗	✗	✗	✗	✗	✗	✗
Create or Edit an Order	Order	✓	✓							✗
Delete an Order	Order	✓	✓							✗
Create or Edit an Invoice	Invoice	✓	✓							✗
Delete an Invoice	Invoice	✓	✓	✗	✗	✗	✗	✗	✗	✗
Delete Invoice Lines	Invoice	✓	✓	✗	✗	✗	✗	✗	✗	✗
Create or Edit Invoice Line Products	Invoice Products	✓	✓							✗
Create or Edit Customer	Customer	✓	✓							✗
Create or Edit Passenger	Passenger	✓	✓							✗
Create or Edit Segments	Segments	✓	✓							✗
Create or Edit Suppliers	Supplier	✓	✓							✗
Create or Edit Tour Products	Tour Products	✓	✓							✗
		✓	✓							✗
Create Payments	Payments	✓	✓							✗
Edit or Delete Payments	Payments	✓	✓	✗	✗	✗	✗	✗	✗	✗
		✓	✓							✗
		✓	✓							✗
Create or Edit a Carrier	Carrier	✓	✓							✗
Edit a Country Name	Country	✓	✓							✗
Edit Region Names	Region	✓	✓							✗
Create or Edit Cities / Airports	Cities & Airports	✓	✓							✗
Send Offer E-mails										

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