USER MANUAL

This manual contains the more advanced features available in SoftSuitCase2010.

How to setup SoftSuitCase the first time and how to use it on a daily basis.

TravelOffice

SOFTSUITCASE 2010
DANSK - VER. 7

INDEX

SoftFares 2011 wp

SoftFares are also available in a version for Microsoft and Nokia's new smartphones coming to Scandinavia in September.

The app only works if you already use SoftFares SL.

The app can be downloaded from the phone's marketplace. Search for SoftFares. The price has still to be determined but we expect it to be around 200,00 DKK per phone.

Looking for a good mid-and back office for your Travel Agency?

Contact TravelOffice for a free demonstration!

SoftSuitCase
Installation and Setup

INSTALLATION AND DATABASE

SoftSuitCase software

To find the SoftSuitCase software, go to:

http://www.softsuitcase.com

Select **DOWNLOAD** at the top of the screen:

We are always adding new software to the list, but here are some examples:

SoftSuitCase.
Here you can find the latest and previous versions of the SoftSuitCase software.

Transfer from CRS
This software is used to transfer information from all four CRS's to SoftSuitCase.

SoftAmadeus
A simple Amadeus screen that can be used away from the office, etc., The software can be used simultaneously with Amadeus Vista (Selling Platform).

SoftFares
Sales tool and ticket robot. Contact the issuing agencies for further information.

In addition, there is a wide range of other software and utilities, briefly described below:

SQL Native Client
Communication program between SoftSuitCase and the database. It is included in the download of most of our software.

Crystal Reports Framework
Report tool. It is included in the download of most of our software.

.Net Framework
Framework for SoftSuitCase. It is included in the download of most of our software.

The database is usually installed, but if you need a new database, this can be downloaded from database section, select:

Database Setup for Soft SuitCase

In order to setup SoftSuitCase, it is necessary to have the database Setup program installed on at least one PC in Travel Agency. The program is also used for the overall maintenance of SoftSuitCase. Select:

Update Database Setup for Soft SuitCase
in order to install the application on your PC.

See further information in the manual , under Database Setup.

In order to correctly download and install the software on your PC, you should use Microsoft Internet Explorer as the WEB browser.

INSTALLATION AND LOGIN

Installation of SoftSuitCase
Install SoftSuitCase, as described on the previous page. If during the installation there are any questions or warnings, answer Yes. When the installation is complete, the following setup window will appear:

Amadeus Office ID is your Office ID in Amadeus.

The Database type is almost always Microsoft SQL

IP address is the IP address of the server where the SoftSuitCase Database is located.

Server is the name of the SQL database. (SQLEXPRESS)

Database Name is the name of the Database Setup database which by default is called (SuitCaseSetup).

Database Username is almost always: sa

Database password is your administrator's database password.

Reports Directory is the path to your reports

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

If you had previously installed SoftSuitCase on your PC, you can retrieve the last saved settings in the Menu Item EDIT, and then GET GENERAL SETTINGS. This feature reinstalls the last saved Setup Settings.

Fill out the Setup data that will be used when installing a new PC at your Travel Agency.

Sabre / Worldspan / PCC / Amadeus Office ID:

Database type:
Microsoft SQL

IP adresse:

Server:

Database name:
SuitCaseSetup

Database Username:
sa

Database password:

Report directory:

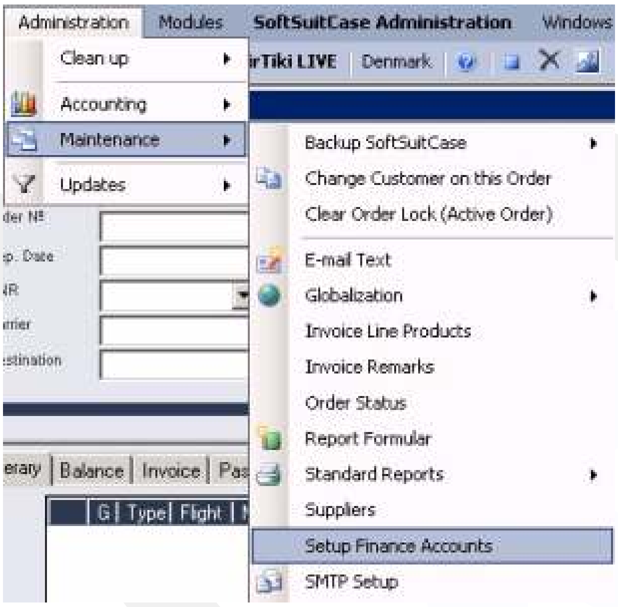
Licenses
You can purchase as many licenses as you wish. You can always install SoftSuitCase on a new workstation, and it will work for 5 days after the installation. However it is important that if you have ordered and paid for new license, that you register that new license before the 5 days have elapsed or the software at that work station will stop working.

The licenses are registered by MAC Address, so you must have that at hand.
This is in the Login screen.

Transfer of a license from an existing registered PC to a new PC.
Install SoftSuitCase on the new PC as described here, and then contact TravelOffice. You must have the MAC address (it appears in the SoftSuitCase Login screen) of both the new and the old PC ready when you contact TravelOffice. We then will move your license to the new PC, and the old one will no longer be able to be used. There is a small fee for transfer of license.

SoftSuitCase Setup

SoftSuitCase Setup
The Menu for General Setup and maintenance can be found under the Menu > Administration > Maintenance.



The first to be set up is the accounts information. Select Setup Finance Account

The following window will appear:

Create the necessary accounts. There must be at least one of each of the following types:

Sales
Expenses
Customer
Supplier
Finance

Sales are Sales Accounts, which are used to invoice a customer.

Expenses are the associated Purchase Accounts. Expenses Accounts are not used by all agencies, but it is nevertheless necessary, with at least one account of this type.

Customer accounts are created to collect what your customers owe you. You must at least enter the default Customer Account but you can also have additional customer accounts for your business customers.

Supplier accounts are the vendor accounts. Where what you owe is collected. You must at least enter the default Supplier Account but you can also have additional Supplier accounts to collect what you owe individual suppliers, for example BSP, Diners Travel Account, AirPlus etc..

Finance accounts are the accounts you create to be your bank and cash accounts, where you will be receiving your customer's payments.

To Create new account
Fill in the relevant fields and press Save.

To Delete an account
Select the account by pressing the gray box to the left of the text, and then press DELETE.

You cannot delete an account that has been used, but it can be made inactive, so it will not be shown as an option when selecting accounts.

Under Default Customer and Supplier accounts, you must specify which Customer and Supplier account that will be the default account.

You must also decide how your invoices will be closed and exported. Only export Closed Invoices: Invoice is closed only upon payment or approval. Close exported or Sent Invoices: Invoice will be closed as soon as it is sent or printed. Close Invoice Issued at midnight: Invoice closes at midnight.

Default Customer Days of Credit: Specifies the default credit. For example, 7, specifies that the customer must pay before 7 days after invoicing. -45 specifies that the customer must pay 45 days before departure.

It is also possible to have the system automatically round up to the nearest whole amount, etc.

If you use Sales Tax, check the box. A box to enter your VAT number is provided. You must also specify, what the percentages are for each Tax Code from 1-5 and what accounts they will use. VAT code P is a European marginal Vat, which is used to charge VAT on the profit of the journey, if both departure and destination are located within the European Union.

INSTALLING THE DATABASE

Installing the database
In the majority of cases, the database will be installed and set up by TravelOffice. However if you wish to do the installation yourself, first contact the TravelOffice Help Desk and get assistance with the setup.

After the database is installed, the system must be set up for your Travel Agency.

On the left side provides of the menu, select: Database Settings and Credit Card

Database:
Enter the Travel Agent's name, address, telephone number, etc.

Enter your OfficeID, or IPCC or ID for the CRS, that you use. By default, a maximum of 2 CRS is allowed. If you have more you must have a separate license.

For the IPCC from Sabre, you must enter the User, Password and Host.

Then press Save Settings.

Press Settings on the left side of the form.

Enter or modify the information, and press the Save Settings.

On the right, you can see whether the system is properly installed. The must be an OK next to all the menu items.

At the bottom of the screen you can:

1. Download all reports to the system.

2. Verify the local settings.

3. Upload logo (770x230) for use by all prints.

4. Upload logo left (60x120) for use by all prints.

5. Upload logo right (60x120) for use by all prints.

In menu select Credit Card located to the left of the screen. Here you can create and maintain the Credit Card that the Travel Agent uses Online. This only works if the you have purchased the license for this module.

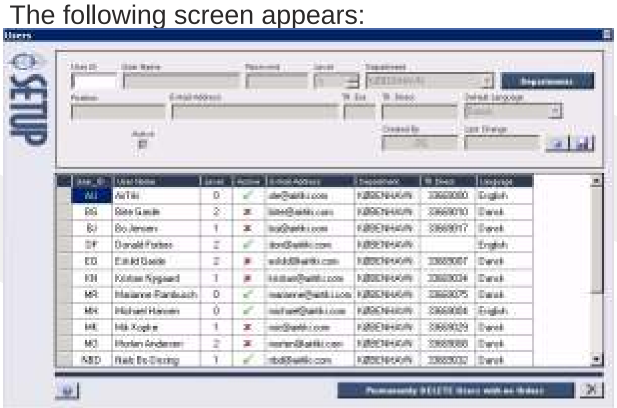
Select the desired Credit Cards, as well as information on 3D Secure and Foreign Cards.

Default is the Credit Cards, which all Travel Agents may use without special permission.

USER SETUP

Setting up theEmployees or Users.
Each employee or user must be set up in SoftSuitCase. It takes place in Maintenance, followed by User Setup.

The following screen appears:



Click the gray box next to each employee or user, if you want to edit a change.

To create a new user, enter the user's initials in the User ID box, and then press ENTER. Fill in the necessary fields.

A user cannot be deleted, but can be made inactive.

Description of individual fields

User ID
User login. Max. 3 characters

User name
User'ss full name

Password
Users's password

Security
The user's Level:
0: Supervisor
1: Bookkeeper/Department Manager
2: Super User
3: User (0)
4: User (1)
5. Student or similar.
6: Limited Read only!

See product sheet on User levels.

Department:
If you are working with multiple departments, it is here, where you can choose between the departments. See further along, how to create departments.

Position:
The employee's position within the company

Email:
Employee's Email

Tel. EXT:
Employee's extension

Tel. Direct
The employee's direct phone number

Default language
The language the employee wishes to use as the default display language.
In the current version supported:
1. English (UK)
2. English (US)
3. Spanish
4. Danish
5. Swedish
6. Norwegian (Under development)

Active:
If there is X in this field, the employee cannot log into SoftSuitCase.

Creating Departments.
You can set up branch offices in:
Administration > Maintenance > Department Setup

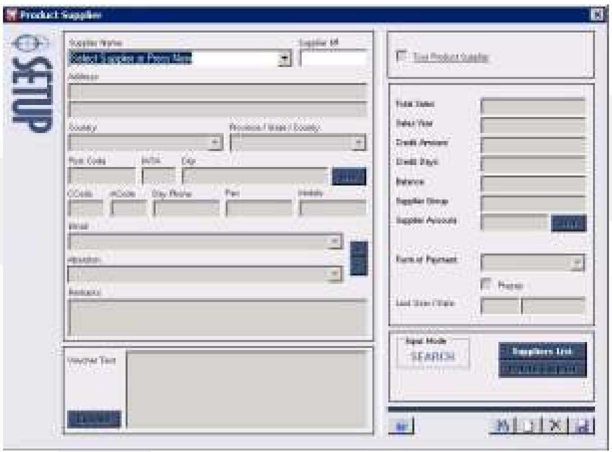
The following screen appears:

Add the Departments and then press Save.

Suppliers and SMTP Host

Before creating the Invoice Line Products you must have created the suppliers of those products.

In the menu, Administration, Maintenance, and then Suppliers.



Explanation for each field:

Name, address, country, etc.
Fill in the name and address of the supplier

IATA:
3 letter IATA code

Ccode:
Telephone Country Code.

Acode:
Telephone Area or City Code.

Email:
One or more Email addresses. Press + to add an Email address and a Contact name.

Remarks
Remarks about the supplier

Supplier Group:
Optional field

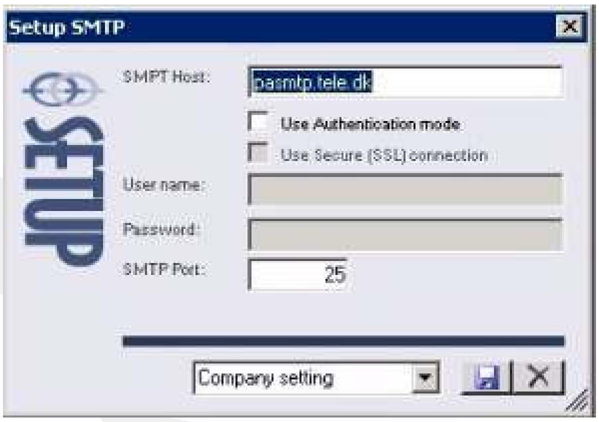
Vendor account:
Select from the list

Form Of Payment:
Agreement about the payment to the vendor.

Press NEW to create a new vendor.

Press the Supplier List button, to see a list of the suppliers created.

SMTP Host Setup is required in order to send e-mails from SoftSuitCase. It is possible to have a common SMTP or individual SMTPs.



SMTP Setup must include what your Internet Service Provider (ISP) requires. If your (ISP) uses the Authentication mode, enter appropriate the username and password.

If for example you have installed SoftSuitCase on a portable computer, the SMTP could change every time you move your computer to a new Internet Service Provider (ISP).

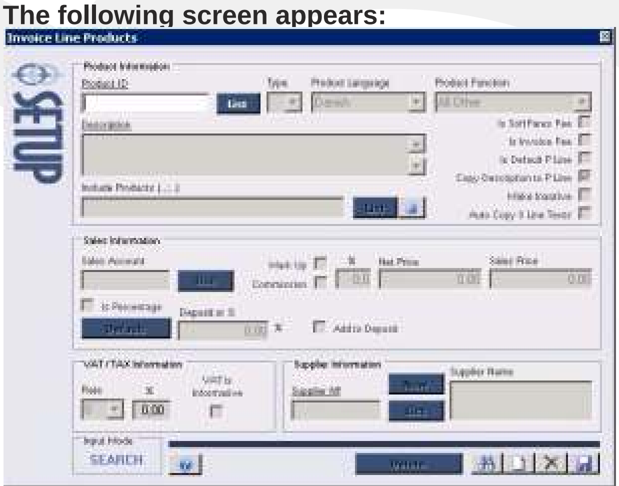
This is done by selecting the Local Settings.

INVOICE LINE PRODUCTS

Invoice Line Products
Invoice Line Products are created or edited in the Menu, Administration, Maintenance and then Invoice Line Products.

These products must be created before you can invoice in SoftSuitCase. The Invoice Line Products makes it easier to invoice, and at the same time keeps the track of which accounts the Invoice Line Products are supposed to access.

The following screen appears:



Press LIST to find existing Invoice Line Products.

Press NEW to create a new Invoice Line Product.

Press SAVE to save a new or edited Invoice Line Product.

Review of the individual fields:

ProductID:
Product code, as it is used in the invoice

Type:
N: Normal
This type is the most common, and is typically used when creating a new product.

H: Hidden. Must contain only net price
A hidden line is used for example. to hide an issuing fee. Does not show up in the Customer's invoice.

S: Sub line
For example, for package prices. S lines contains the individual elements of a package, but does not appear in the customer's invoice. To do this, create:

P: Head line
For example: Package tour with SAS to China.

Product Function
Specify if BSP (or NON BSP) Aircraft or the payment of taxes.

Types:
Is SoftFareFee: used only by SoftFares.
Is Invoice Fee: Generate only once in the invoice.
Is Default P-Line: Default P Line Invoice Line Product.
Copy Description to P Line: Enables or disables the auto copy to the P Line Description (See below).
Make Inactive: Will not show it anymore as an option when creating an invoice.
Auto Copy S Line Texts: Copies automatically all the enabled S Line descriptions to the P line Description.

Description
What is displayed on the customer's invoice. You can use the following variables:
[AUTOPRICE] : Automatically invoices from CRS (TST)
[AUTOPNR] : Automatically invoices from CRS (TST)
[FROM CITY] : Gets the city and country from the first segment in the itinerary.
[TOCITY] : Gets the city and country from the order's destination.
[AIRLINE] : Gets the airline.
Example: Airfare from [FROM CITY] to [TOCITY] with [AIRLINE]

Included Products : Generates an invoice Line for each included product.

Sales Account : The list of Sales Accounts are shown for your selection.

Mark up : Check, if you want the system calculate the SALES PRICE from the net price. Enter an amount or a percentage.

Commission : Check, if you want the system calculate the NET PRICE from the sales price. . Enter an amount or a percentage.

% field : The percentage you want to use for either Mark up or Commission.

Net price : Any fixed net price

Sales price : Any fixed sales price

Deposit amount or % : Enter the Deposit amount or the % that will be used.

VAT : There are 6 different VAT types in SoftSuitCase. **1-5 are percentages. P is the EU marginal sales tax.**

Supplier Information : The supplier that is associated with this product. Select a Supplier from the LIST.

GLOBALIZATION

Globalization is where you manage your cities, countries, etc., in several different languages.

In addition to the standard IATA cities and countries, it is possible to create your own, or to amend the information.

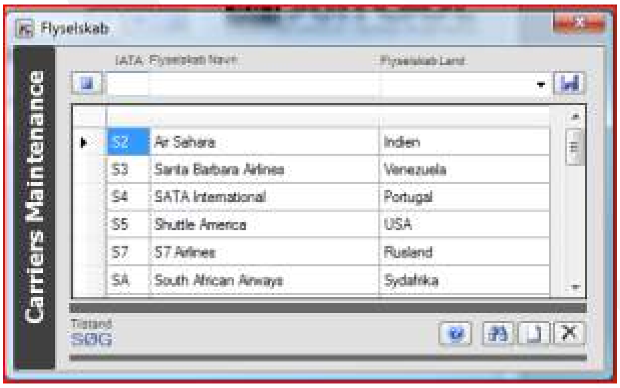
Most of the information can be stored in the written language created in SoftSuitCase

Globalization includes the following subsections:

Carriers
Cities and Airports
Countries
Currencies
Regions

Here's a description of the different screens:

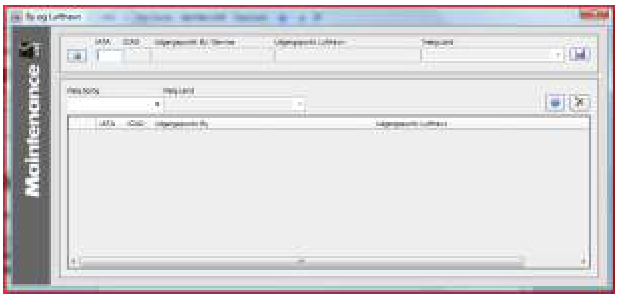
Carriers



Enter the airline 2-letter IATA Code in this field. If you need to edit an existing airline, we must first find it, and then click in the gray box to the left.

Press NEW to create a new airline

Cities and Airports

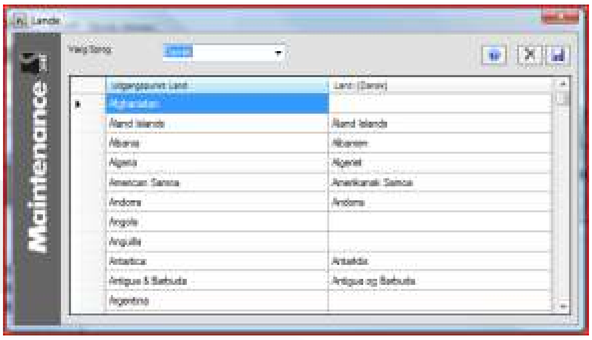


Enter the City, Airport or Service IATA 3 letter Identifier in this field. If you need to edit in an existing City, Airport or Service, you must first find it and then click in the gray box to the left.

Press NEW to create a new City, Airport or Service.

You can also search for Cities, Airports or Services by selecting the language and country.

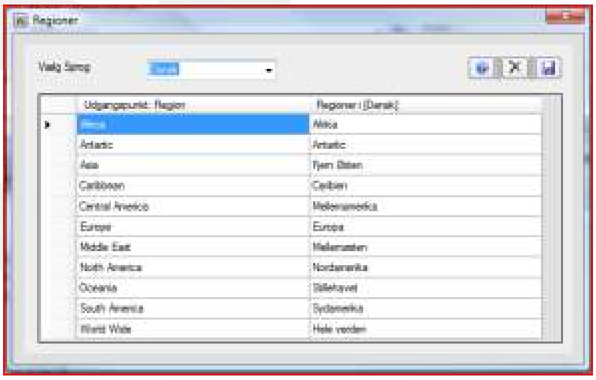
Countries



Select the name of the country in English. If it's called something else in another language, it is possible to enter it here.

Enter the country name and press SAVE

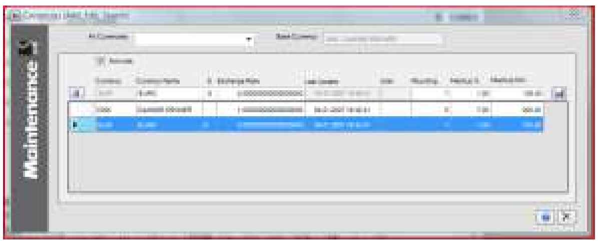
The Regions



Select the region's name in English. If it's called something else in another language, it is possible to enter it here.

Enter the Region Name and press SAVE.

Currencies

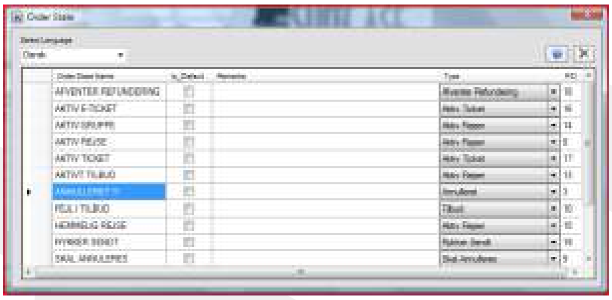


Create and maintain exchange rates for invoices and/ or payments in foreign currencies.

Order status

Order Status is a feature that keeps track of what each order's status is.

Select Administration, Maintenance and the Order Status. The following screen appears:



You can edit the individual Statuses by changing the text under the Order State Name.

This is a LIST of types that can be used:

Quotes
Reminder sent
Active Travel
Canceled
Should Be Canceled
Awaiting refund
Under Preparation
Active Ticket
Active Quote

There must at least one of each category.

One of the Statuses must be the default. The Default Status will be used automatically every time a new Order is created.

Explanations or descriptions can be added to each.

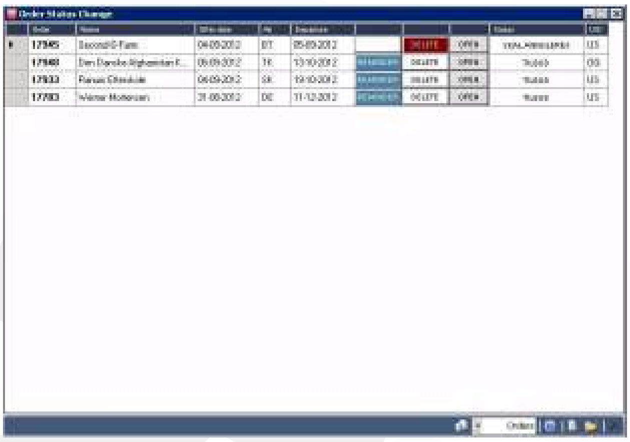
What is the Order status?

Order status is a part of the core of SoftSuitCase. Normally, an Order is a quote by default and it has a quotation date. If your order has not been paid or confirmed at the latest on the quotation date, then the order is put in a list, from where it can be extended or the order can be deleted

The list is called Clean Up!

Clean Up is located under Administration.

The screen looks like this:



An order whose quotation date has expired will allow you to send a reminder to the customer by simply pressing the REMINDER button.

An Order that has a reminder sent will change its status to: REMINDER SENT.

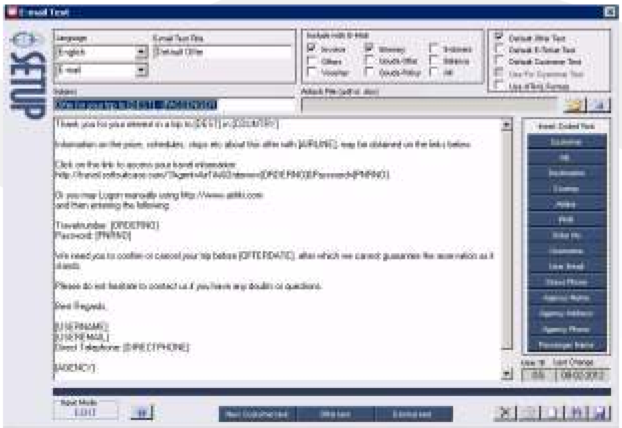
An Order which is to be cancelled will change its status to: TO BE CANCELLED, etc.

E-MAIL TEXT, INVOICE REMARKS

IEmail Text
You can set up the default text to be used in the e-mails that SoftSuitCase sends to your customers.

Select Administration, Maintenance and then Email Text.

The following screen appears:



There are 4 permanent Email Texts in each language:

Default E-Ticket
Default Offer
Default Customer
Offer Reminder

The text can be edited by selecting Email Text Title, and then Editing the text.

You can insert variables in the text, by clicking the buttons to the right of the text where the variables buttons are located.

You can also include with e-mail certain documents.

Customer Text is used as a cover sheet, when text and attachments are printed to be sent to the customer..

You can create all the texts you need, press NEW, and fill in the relevant fields.

You can use default text or HTML format.

A good idea is, for example to create an E-mail message text to advise of a flight departure time change.

In some countries, it is also possible to send an SMS. Contact TravelOffice for more information if you are interested in this feature.

It is possible to attach a PDF file as a permanent attachment per saved Email text.

Invoice Remarks allows you to add or maintain standard texts in invoices.

Invoice Remarks can be found in Administration, Maintenance and then Invoice Remarks.

Customer Types, Recalculation.

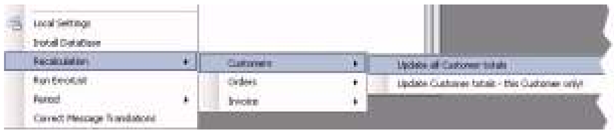
Customer Types is used exclusively for statistics. To add or edit, go to Administration, Maintenance, Other and then Customer Types.

Edit, add or delete, and then press the SAVE

Customer Types can be used to specify different types of customers. It can be Business Customers or Private Customers. It can also be customers divided into different geographical areas.

The function is not used further in SoftSuitCase. This function is therefore only relevant for Travel Agents, who want to create statistical reports by customer type.

There are different reasons to use the recalculate totals, but mainly it is used when there has been some problem with the database.



To access, go to Administration, Maintenance and then Recalculation.

These are the following options:

Customers
Update all customer totals
Update only the active customer's total

Order
Updater order total is the only active order
Updater all order totals.
Find all Orders with a total of 0

Invoice
Calculate invoice costs

For further information please contact the TravelOffice Help Desk.

Setup Print Forms.

SoftSuitCase contains several languages. This section is about the printed language, the language that is used when something is printed to the customer or converted into a pdf to send by e-mail to the customer. Different Customers may have different languages, but t each travel agent is responsible for the Setup and maintenance of the languages employed.

You can add more languages by contacting TravelOffice Help Desk.

To use, go to Administration > Maintenance > Default Reports > Setup Print Forms.

On the first tab you can see the languages that are installed. To install other languages, contact TravelOffice Help Desk.

On the subsequent tabs, all fields must be completed in all desired languages. It is possible to select a language (e.g. Swedish), and then get the SoftSuitCase to propose translations to other languages.

It is also possible to get a proposal for texts, by pressing the button; Get Default Text.

To translate to the selected language, just check the Translate boxes.

The lower tabs: o-Customer and o-Book, are if the Travel Agent has a license for Web services and/or then Online Booking Systems.

Variables.
The variable buttons insert a variable in the text at the point where the cursor appears when the button is pressed, for example: {UIDName}.

Text appearing in square brackets [...], is NOT translated.

GENERAL
The General tab contains the general information used in invoices, travel itineraries, etc.

It is possible (only on the General tab) to have different information per section, if for example the departments have different address.

In section COLORS, one can select colors of the boxes and lines and the text labels.

In the General tab, for the VAT settings, you can specify whether you want the private customers to see the VAT.

Upload logo:
Main logo (770x230) for use by all prints.
Logo of the left (60x120) for use by all prints.
Logo of the right (60x120) for use by all prints.

When all the pages are set up, it's a good idea to print the different forms out, and see if it looks as desired.

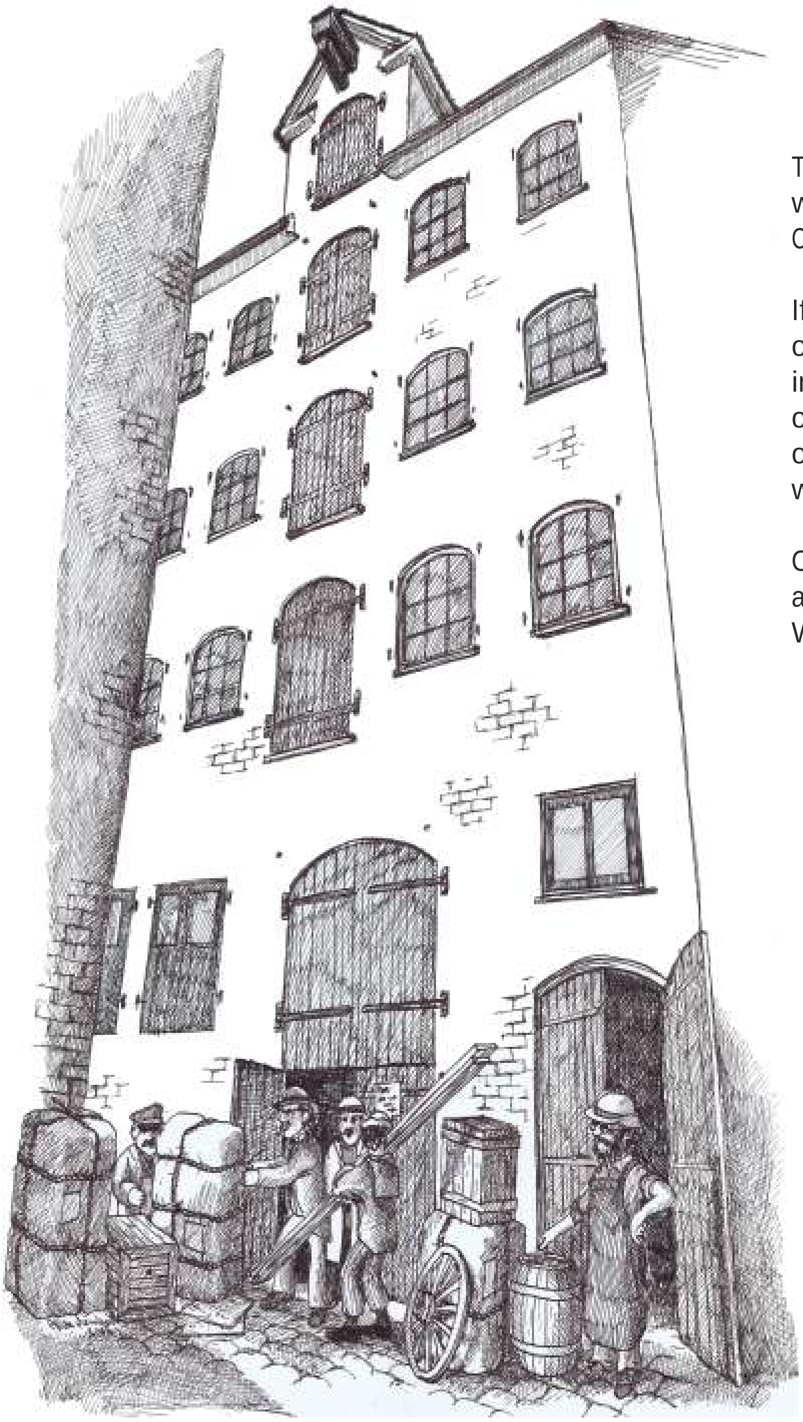
Set Reports to Local
If you have installed SoftSuitCase on a laptop, it may be a good idea to select this function.

To use, go to Administration > Maintenance

After the reports are set to local, they are copied to the local hard disk.

Copy reports
To use, go to Administration > Maintenance > Standard Reports > Get new version.

Select all and press Update reports.



TravelOffice is based in an old warehouse in the heart of Copenhagen.

If you wish to hear more about our solutions for the travel industry, our hosting services, or just want to see our unique offices, you are always very welcome to come to visit.

Our courses in Denmark are also offered in the old Warehouse in Nytorv.

Daily usage of SoftSuitCase

LOGIN

After an employee or user has been created, they may login to SoftSuitCase.

Enter the Username and Password.

Select the database
Usually Travel Agencies will only have one database but larger systems can have more than one.

Select Language
Select the language to be used as the display language in SoftSuitCase.

We currently support the following languages:
Danish
Swedish
English
German
Spanish.

Automatic Login
If we want to SoftSuitCase in the future to log you in automatically, just check the Save User name/Password box.

Local Reports
If you wish to use local reports at eg. a laptop, just check the box.

Translate User
This function is only used if the user is authorized by TravelOffice to install or maintain a new language.

Get System Password
Used by TravelOffice for troubleshooting.

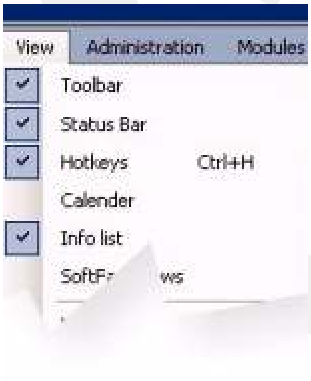
Local Settings
This should only be used in agreement with TravelOffice Help Desk.

Change user
If SoftSuitCase has been set up to make automatic login, you must press the blue button at the top of the main screen to change your login:

Main Screen Features

1. The Menu.
See the description for each menu item elsewhere in this guide.

2. View menu.
Using this menu, you can choose to see the main menu, calendar, etc., depending on how your screen resolution is set up.



Tool Bar:
Displays the features in the top of the screen

Status Bar:
Displays the status bar at the bottom of the screen

Hotkeys:
Displays the Help menu with the most common features, on the right side of the screen

Calendar:
Displays the calendar at the bottom of the screen

Info list:
Displays information on sales etc. on the right side of the screen

3: Open a NEW Order

4:Select a printer.

5: Select the currency

6: Select primary PRINT language

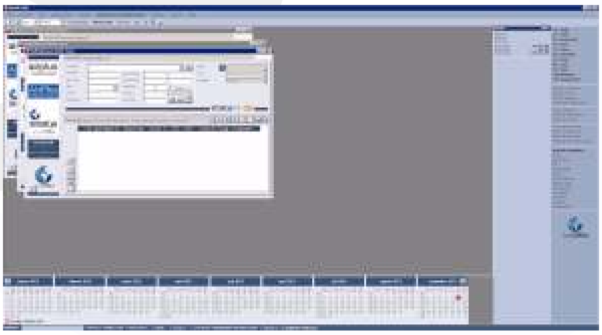
7: The user who is logged in, as well as the user privilege number in parentheses.

8: Thename of the database in use

9: Help

10: Change Login

11: Close SoftSuitCase



A screen shot showing SoftSuitCase with 3 open Orders, as well as all the other features opened. This requires a full HD screen resolution.

It is possible to click on the help buttons in the Hotkeys to the right of the screen.

ORDERS AND CUSTOMERS

When you have logged in you get the following screen.

Orders

SoftSuitCase revolves an Order. An order can, among other things. contain:

A customer
One or more manual PNRs and/or one or more of the PNRs from Amadeus, Sabre or Worldspan
Passengers
Segments
Airline Tickets
Invoices
Payments
Vouchers

How to create an order from a PNR?

1. Transfer PNR from Amadeus, Sabre or Worldspan

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

Then you will see the following screen:

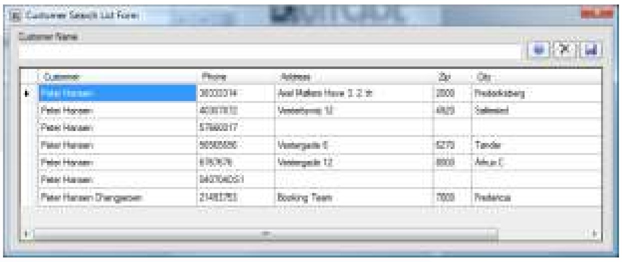
Press CREATE NEW next to the PNR you wish to use to create a NEW Order.

PNR is opened in a NEW order.

Alternatively you can press F4 to create a manual PNR

3. Create or select a customer.

Enter customer name, and press Enter. If you previously had a customer with this name, a list will be displayed will all the existing customers with that name:



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

Create new customer:
If you want to create a new customer, just fill in the fields with the customer's name, address, phone numbers, etc.
Remember the e-mail address. It is possible to enter several e-mail addresses separated by; or a new line.

4. Check airline and destination

You must manually check that the airline and destination are correct. If not, they must be corrected. They must be corrected.

5. Select Offer Date

Offer Date is the date on which the customer requested the reservation without having paid or approved it.

6. Attention, Customer references and language

If your customer wants another name as the contact then select the Attention Name.

If the customer wishes to have their invoices in another language other than the local language, then select the appropriate language.

7. SAVE the Order

Press Functions and Save Order (or F2)
The order is saved and assigned a unique Order Number

ORDERS AND CUSTOMERS

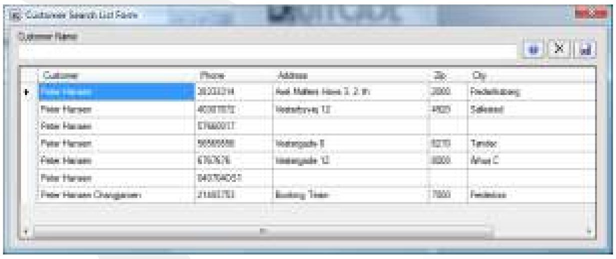
How to create a Manual Order?

1. Select Functions and then New Order.

2. Fill in the departure Date, Airline and Destination. Leave the PNR box empty.

3. Create or select a customer.

Enter customer name, and press Enter. If you previously had a customer with this name, a list will be displayed will all the existing customers with that name:



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

Create new customer:
If you want to create a new customer, just fill in the fields with the customer's name, address, phone numbers, etc.
Remember the e-mail address. It is possible to enter several e-mail addresses separated by; or a new line.

4. Select the Offer Date

Offer Date is the date on which the customer requested the reservation without having paid or approved it.

5. Save order

Select Functions and Save Order (or F2)
The order is saved and assigned a unique Order Number.

6. Create the Passengers, Segments

NOTE:
The order must be saved before the passengers and segments can be created.

How to add a PNR to an order?

1.
Open the Order, if it is not already open.

2.
Transfer PNR from Amadeus and Worldspan

3.
Go to Functions, and select Change/Add PNR to Order.

The following screen will appear:

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

Close the dialog box.

4. PNR field in order card is now MORE!, and all segments and passengers appear. Use the down arrow to the right of the PNR field to change PNRs.

How do you change a PNR in an order?

This can only be done if there aren't any issued air tickets in PNR.

Follow the instruction in the above example, but instead press CHANGE in the dialog box.

This means that a new PNR is attached to the order, and the old PNR is released, and can be deleted or be associated with another Order

How to add a manual PNR to an order?

1. Open the Order, if it is not already open.

2. Go to Functions, and select Add Manual PNR to Order.

SEGMENTS

Segments on an order can consist of one or more of the following elements (Type is in parentheses):

A flight from a PNR or a manually created flight (AIR)
Hotel or Car from PNR or a manually created Hotel or Car (HTL/CAR)
A Tour from a PNR or a manually created tour (TUR)
Transfer (TRF)
Train (TRN)
Ferry or cruise (SEA)
Fee (FEE)
Golf (GLF)
Complete package (PKG)
Other (OTH)
Option (OPT)

How do you change an existing segment?

1. Select the Itinerary tab of an order, where all the segments are listed.

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

3. The following screen appears

4. Enter the required information and press SAVE

How to delete an existing segment?

1. Select the Itinerary tab of an order, where all segments are listed.

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

3. Press DELETE

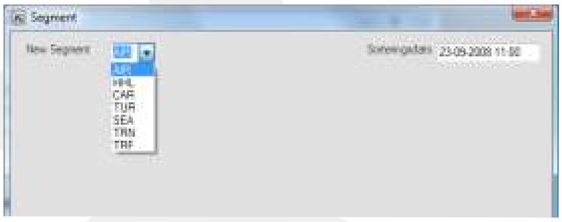
How to create a new segment?

All manually created segments is identified as M for manual

1. Select the Itinerary tab of an order, where all segments are listed.

2. Press the NEW icon on the left side (White Paper)

3. The following screen is displayed



4. Select a type of the segment you want to create, and then press Enter.

5. Fill in the required information and press SAVE.

What do you do if the segments are sorted incorrectly in the Itinerary?

Each segment has a sorting date by which segments are sorted in the Itinerary.

Flight segments are sorted by departure date and time. Other segments are sorted by various criteria.

1. Open the segment that is sorted incorrectly.

2. Enter the correct sorting date and time (black date)

3. Press SAVE

VOUCHERS

Vouchers can be created from existing segments.

After the segment is created and saved (for example, as in the example above), press Create Voucher .

The following screen appears:

1.
Select or create a Supplier. See the section on Suppliers, and how to create a new Supplier.

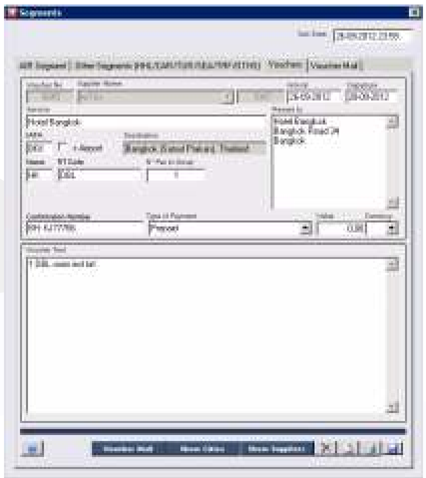
2. Fill in the required fields. Enter the details of Present To: if the Voucher should be shown/given to other than the Supplier (for example, directly to a hotel)

3. Select Form of Payment (FOP), and enter if so required an amount.

4. Fill in the Voucher Text with the value of voucher, what is included and what is NOT included, for example, how many rooms, what type, is breakfast included, etc.

5. SAVE Voucher

Voucher may look like this:



Send the Voucher to the supplier

Press the Voucher Email. Then press New Booking.

The following image shows:

The text is generated automatically from the information contained in the Order, but can be corrected manually.

Press the SEND MAIL

Be sure to correct the segment's status to RQ, pending the reply from the supplier.

See WEBServices for the supplier's ability to provide an automatic reply.

Passengers and Attention

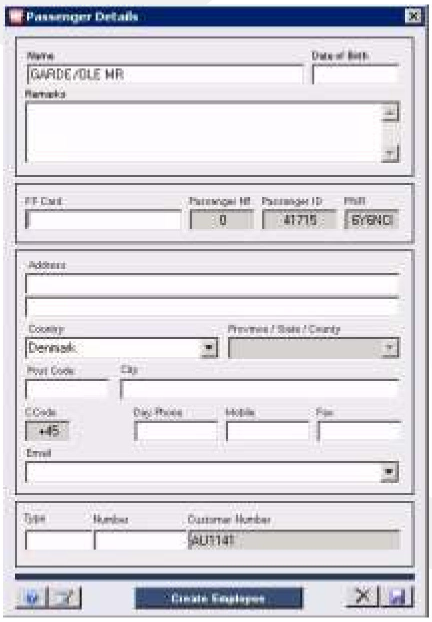
How do you fix a passenger's name?

Go to the reservation system, and enter the correct passenger name in the PNR. Then transfer the PNR to SoftSuitCase again.

If there is other information that must be corrected, press the Passenger tab of the Order.

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

2. The following dialog box appears:



3. Enter the required information and press SAVE.

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

How to create a new Passenger.

1. Press NEW in the Passenger tab.

2. Fill in the required information

3. Press SAVE

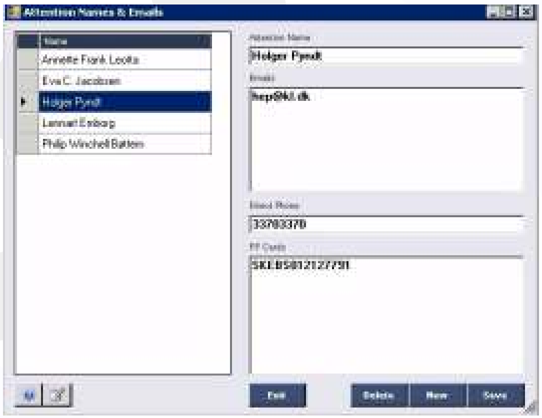
Dates of Birth and FF Cards are usually downloaded automatically with the PNR.

Contact details are only for your own use, and have no further function in SoftSuitCase.

Attention: Names, as well as Passengers can be saved in SoftSuitCase.

It is possible to store information about individual passengers and contacts during using the Attention in the Order:

Using the following screen:



Open, edit, save and delete Attention Names,

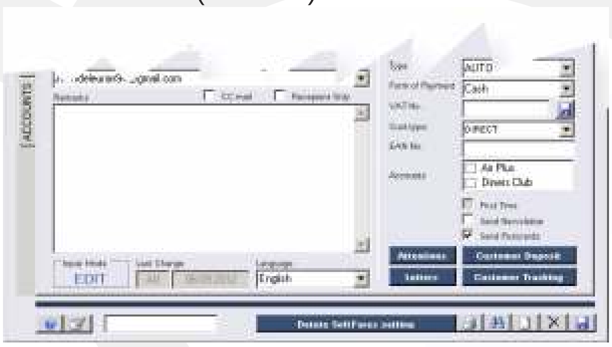
It is also possible to store information about individual passengers and contacts using the Attention option in the Order:

REMARKS, TRACKING & QUEUES

There are several places in SoftSuitCase where you can enter remarks. Some remarks are intended to be shown to the Customer and others are solely for internal use.

Customer Remarks
These remarks follow the customer, in other words they are available the next time the customer orders another trip.

Customer Remarks are entered and edited in the Customer Form (Ctrl + F1)



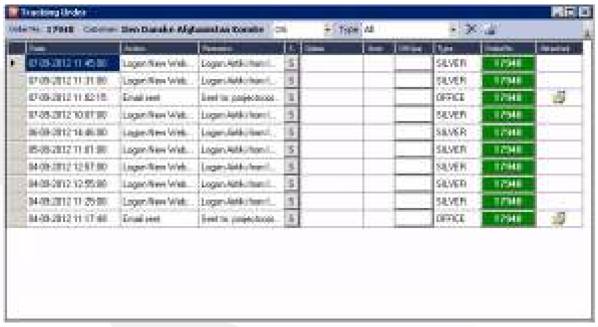
Customer Remarks can also be entered in the Order, selecting the REMARKS tab and then the Customer tab.

Order Remarks
These remarks follow an order, and are entered in the Order, selecting the REMARKS tab and then the Order tab.

PNR Remarks
Are entered in the Order, selecting the REMARKS tab and then the PNR tab.

Tracking
SoftSuitCase includes a tracking feature that stores information about e-mails sent to the customer, invoices, itineraries, tickets and much more.

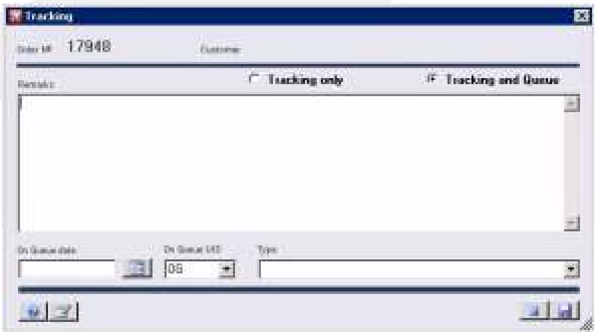
The Tracking Form can be accessed from the Menu File > Tracking Show.



Press › S to see the contents of an e-mail message. Press the icon in the Attached box to see what attached documents were sent.

Queues
It is possible to put an order in the Queue to yourself or to another employee of the Travel Agent.

The Queues Form can be accessed from the menu File > Add to Queues.



Fill in the required information and press SAVE.

What is in the Queue can be viewed by selecting Menu File > Queue Show

INVOICEING

How to create an invoice or offer?

1. Select Menu File > Open Invoice (or Ctrl + I)

The following screen is shown:

2. Create Invoice Lines

Place the cursor in the Product box. If you know the Product Code, you just enter it. If you do not know the Product Code, you can type * in the field. Then press Enter.

If you do not know the Product Code or enter a Product Code that does not exist, the following screen will appear:

Double-click the mouse on the gray box to the left of the Product you wish to use, or when selected just press enter.

Fill in the required fields and press enter or tab to jump to the next field.

Description of each field in the invoice line:

L: Line type
N: Normal
H: hidden line
S: Hidden SUB line
P: Main Line

Product:
See above

Description:
Text about the reason for the invoice line. Can be changed

Document:
Any document number (Ticket, insurance, voucher.)

Units:
Number of units

Net Price:
Net Price of the invoice line. It will not be displayed to the customer. Negative sign (-) is in front of the amount

Sales Price (Unit Price):
Sales price which will appear on the customer's invoice.

(V):
VAT (Sales Tax)
See codes in the Setup section.
0 = no sales tax.
1-5: individual tax rates
P: EU Marginal Tax

When all the Invoice Lines are filled in, press the SAVE icon, and the Invoice Line will be added to the Invoice or it will replace an Invoice Line if it was edited.

You can create as many invoice lines, as desired.

If the sort order is wrong, this can be corrected by selecting the Invoice Line (click once in the gray box to the left), and then use the arrow buttons in the left bottom to move the Invoice Lines.

If something needs to be changed it can also be changed in the table itself.

The invoice can be extended to the screen's height by typing Ctrl + Z

If you are using S + P Lines, texts from the individual S lines are transferred to the P Line by pressing button the Transfer Text icon (copy icon) located at the bottom of the screen.

After the texts are transferred to P Line, it is possible to manually edit the text, and correct it as you wish.

3. Issue Date and Due Date.

The Issue Date is usually the current date and the Due Date is usually the Offer Date from the Order. Both dates can be changed manually.

Customize dates, if necessary.

4. Deposits.

If the product requires a Deposit then it can be generated automatically when the Product is used.

It is also always possible to add one or more deposits manually. Each invoice has the option of up to 3 deposits with different due dates.

5. Diners Travel Account and AirPlus

If you have a license for a Diners Travel Account or AirPlus Account and the Customer has one of these accounts, then the Invoice can be checked as such. The invoice will then be put in a list to be sent to the Travel Card Company, the next time the transfer is run..

6. Issue the invoice or Offer

Press the Printer icon to issue an invoice (or F12). Create an Offer from an Invoice by selecting Offers and Invoices and then Create an Offer from this Invoice (or F11)

Offers and Invoices.

If we issue an invoice, the program automatically assigns the next invoice number. If you issue an Offer it takes on the Order Number plus the next available Offer Number from 01 to 99. It is possible to issue up to 99 Offers, all of which can be open simultaneously.

On the other hand, it is only possible to have one open invoice at the same time. If you want to issue a new invoice, you must first close the old Invoice using the Close Current Button in the Order Form.

An invoice will be a Credit Note if the total amount is less than 0

Change Customer's Name on an Invoice

It is possible to manually change the customer's name and address on each invoice. If a customer, for example, wants the Invoice billed to the company or vice-versa.

This is done under Menu Edit › Change Address in Invoice.

Delete Invoice Lines

You can delete Invoice Lines by double-clicking the gray box to the left of each Invoice Line and the pressing the Delete Key on your keyboard.

You can delete all the Invoice Lines by going to Menu Edit › Delete all Invoice Lines.

Copy of Invoices

It is possible to copy all the invoice lines of an invoice to a new Invoice or Credit Note. This is done going to Menu Edit › Convert or Copy old invoice.

You can copy from this order's invoices, but also from other order invoices.

You can also create the following going to Menu> Offers and Invoices:

Create a new Offer from this invoice
Create a new Offer from this offer

Change an Offer into an Invoice.

If you have created one of more Offers to one of your Customers and the Customer accepts one of the Offers you can easily change into an invoice, by:

1. Open the original Offer

2. Press F12

Open and Closed Invoices

Each Travel Agency determines in the Setup when it wants an invoice to be closed. You can choose between:

When Issued
At midnight
When paid or received a deposit
Manually Closed.

As long as an invoice is open, you may edit it. If it is closed, you must issue a Credit Note to cancel it out and then create a new Invoice.

PAYMENTS

After an Order has been created, and one or more Invoices have been issued, what happens when the Customer chooses to pay!

How to record a payment in SoftSuitCase?

1. Open the Order, which has the Invoice or invoices the Customer wishes to pay.

2. Select Menu File > Payment (or Ctrl + P)

The following screen appears:

3. Select method of payment (Cash, Bank, etc.)

4. Choose Payment Type
Pay all invoices, if you are going to pay all outstanding invoices, otherwise select Pay some Invoices, and select the invoice or invoices you wish to pay. Both these Payments Types involve paying the total outstanding balance.

If the amount of the payment is not the same as the outstanding balance of the invoices selected then you must either select Invoice Deposit, Credit or Debit Payment or Customer Deposit.

5.Select Currency
The payment amount must be in the same currency as the invoice. If the customer chooses to pay in another currency, the invoice must be crossed with a Credit Note, and a new Invoice must be issued in the correct currency.

6. Select the Payment Date
Normally the current date, but the payment date may be changed if the user has rights to the

7. Press SAVE

Explanation of the elements in the Payment Form.

Pay All Invoices
Pay all the customer's invoices.

Pay some invoices
Pay some of the customer's invoices. Select the individual invoices.

Invoice Deposit
Pay a deposit for an invoice.

Customer Deposit
Pay a customer deposit (Advance payment).

Invoice Credit or Debits
Credit or Debit an Invoice.

Cross Deposits
Cancel out deposits. The resulting balance must be 0.

Cross Invoices
Cancel out invoices with Credit or Debit Notes. The resulting balance must be 0.

Use Payment ID
Used currently only for Travel Agents that have SoftFares.

Payment Date
The date on which payment was made.

Payment Account
The account to which payment is made.

Amount Received
The amount or paid. For the payment, the amount must be negative.

Currency
The currency of the payment which must be the same as the invoice currency.

Customer Outstanding Invoices
View all CUSTOMER'S outstanding invoices, etc.

Order for outstanding invoices
View all ORDER'S outstanding invoices, etc.

All Order invoices
View all the Order's invoices whether they are outstanding or not.

Payments Receipts
Press to print a receipt.

Close after payment
Close the payment form after the payment is complete.

Payments

How you pay back a customer in SoftSuitCase?

1. Create a Credit Note for the amount you wish to pay back. This is done creating an invoice, except that there is a minus (-) in front of the amounts.

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

3. Select method of payment (Cash, Bank, Olympic Games.)

4. Choose payment type
Pay all Invoices, if there is only one invoice, otherwise select Pay some Invoices, and select the invoice you wish to credit.

5. Press SAVE

How do you register an invoice payment deposit in SoftSuitCase?

1. Open the order, which has the invoice you wish to pay.

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

3. Select method of payment (Cash, Bank, Olympic Games.)

4. Check Invoice Deposit.

5. Select the invoice.

6. Enter the amount of the Invoice Deposit in the Payment Received.

7. Press SAVE

How to make a Customer Deposit payment in SoftSuitCase?

1. Open an Order of the Customer that has made the Customer Deposit.

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

3. Select method of payment (Cash, Bank, Olympic Games.)

4. Check Customer Deposit

5. Enter the amount of the Customer Deposit in the Payment Amount Received.

6. Press SAVE

Customer Deposits will be entered in the Payments Table as 'D'.

Invoice with a total of 0,00. (Cancelled invoices)

To remove invoices with a total of 0,00 from the customer's account statements, these must also be paid. This is done by paying them with a 0,00 amount.

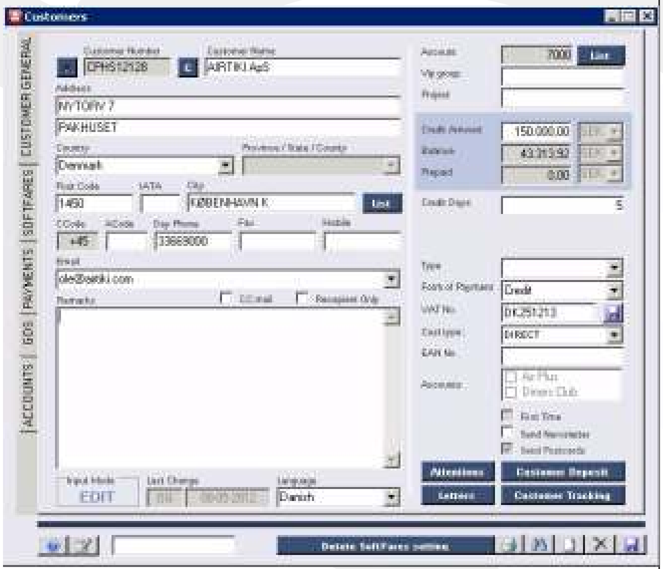
CUSTOMERS

A new Customer is created easiest with an order. See the section on creating Orders.

How do you create a customer, without creating an order at the same time?

1. On an empty Order, Select Menu File and the Open Customer (Or Ctrl + F1)

You will then see the following screen:



2. Press NEW (White Paper) icon button

3. Fill in the required information

Select a customer account
Enter the credit max (0 if no credit)
Please enter the VAT number, if it is a business customer
Enter the AirPlus or Diners Travel account if they are members.

Enter the Credit Days:
0 = no credit
5 = 5 days after invoicing
-45 = 45 days prior to departure

If you do not write anything in the customer number, the primary phone number will be used or press the 'A' button if you want SoftSuitCase to auto generate a customer number.

4. Press SAVE

How do you find a customer?

1. On an empty Order, Select Menu File and the Open Customer Form (Or Ctrl + F1)

2. Press SEARCH (Binoculars) icon button

3. Enter the first part of the customer name

4. Press ENTER

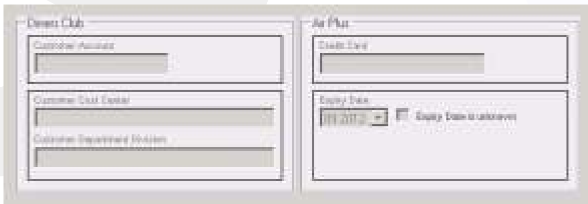
5. Select a customer from the list

6. Enter the required information

7. Press SAVE

AirPlus and Diners Travel Account

If the Travel Agent has an agreement with AirPlus and/or Diners Travel Account and the Customer also has one of these accounts then select the Accounts tab and enter the required information.



Other Credit Cards

If the Travel Agent has a license for SoftSuitCase Credit Cards, there is a possibility to individually enable the Credit Cards the Customer can use.

Select the desired payment options and press SAVE.

E-MAILS AND PRINTING

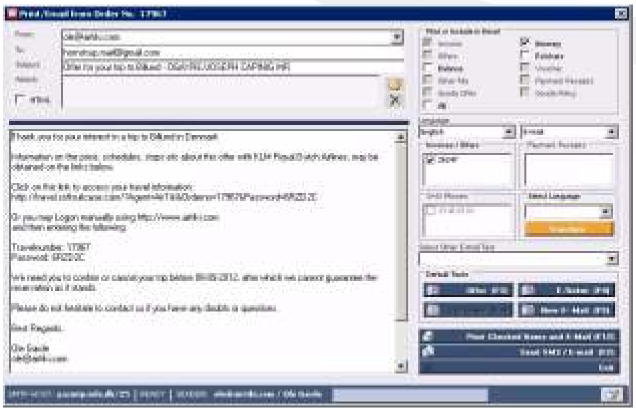
SoftSuitCase is fully integrated with E-mail, so it is possible to send all documents to the Travel Agent's customers by e-mail.

When an order and invoice is created, it is sent to the customer. This is done from the Menu > Functions > Email/Print, or, by pressing F12.

Then you will see the following window:

From this window, Invoices, Offers, e-tickets etc. can be forwarded to the customer.

In the example below, we will send an Offer e-mail to a new customer by pressing F3 (Offer):



The text that appears is the Default Offer text that was created in the Email Text Form for this purpose. The text can be edited if so required.

As you can see, there is a Travel Itinerary and Invoice 26247 attached. These documents are attached to the e-mail as PDF files.

The text uses the Offer Date, and explains to the customer that this is an offer which must be paid at the latest on the 08 SEP, in order to be confirmed.

It can have additional files attached.

The system uses the PRINT LANGUAGE, both in text and in PDF files. In this case English is used.

In some countries, it is also possible to send a brief TEXT MESSAGE from the system.

Explanation for each field:

From: the sending e-mail address. Setup for the user or employee.
To: The recipient e-mail address

Subject: Auto text from Email Text setup. This can be changed

Attach: The attached files.

HTML: Do HTML encoding in e-Email. This requires a thorough knowledge of HTML.

SMTP HOST & Port: SMTP Host and Port No. for sending E-mail.
See the section on SMTP

Language: The selected language. Coming from the Order, but can be changed here if so required.

Invoice/Offers: Attachment of Offers and Invoices. Normally already specified in the Email Text but can be changed manually.

Payment Receipts: Payment Receipts

SMS Phone: The phone number to send the SMS to.

Translate: Any text in the text field can be translated to another language with BING Translator.

Select Other Email Text
Other (than quotes and airline tickets) individual E-mail message text that is created by the Travel Agent. It may be explanations about time changes, reminders, etc..

Print or Email
F2 sends the e-mail to the customer. F12 gives you the option to select a printer, and then to print the required documents along with a cover letter.

Voucher
Any vouchers printed or sent usually with e-tickets.

E-MAILS AND PRINTING

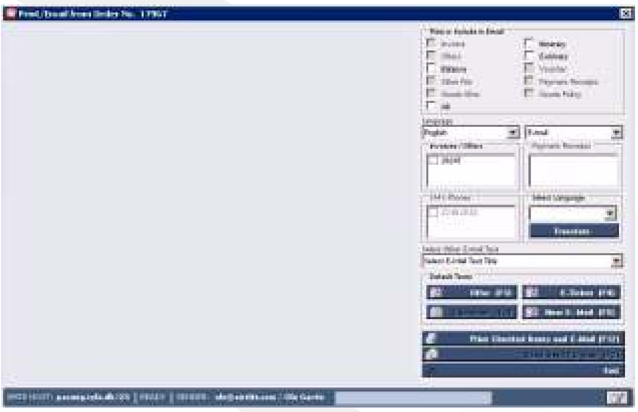
e-tickets

If your system is set up for it, all tickets are issued (Either by yourself or by another Travel Agency) on that PNR in Ticketab.

How to print e-tickets in SoftSuitCase?

There are several ways to print e-tickets in SoftSuitCase. The easiest is to press Menu Functions > Email/Print (or F12).

The following window then appears:



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

They can also be printed directly from the Ticket tab.

How to send you e-tickets by email?

1. Press Functions > Email/Print (or F12).

2. Press the Default E-ticket text (F3)

3. Select any other documents you want to attach.

4. Edit the text if so required.

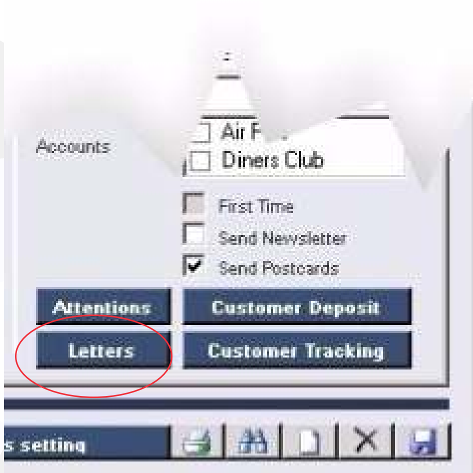
5. Enter or add email address

6. Press Send Email (or F2)

Cover letters for customers

It is possible from SoftSuitCase to send cover letters to customers either in an e-mail or as a printed cover letters.

The letters will be sent from the customer Form. Go to the Customer Form, and find (or create) the desired customer. Press the > Letters > button.



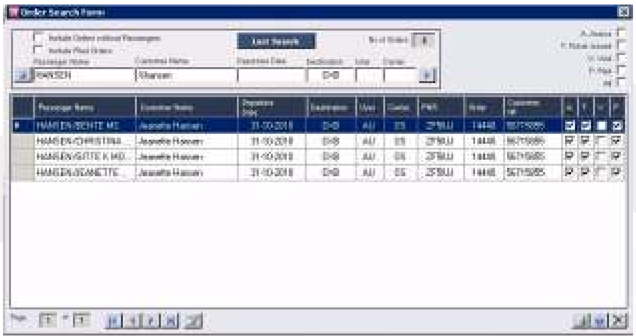
Select the desired mail in the drop down box › Select Other Email text ~. Make any necessary corrections, and then send or print.

This information is stored in the Tracking. It allows you to see later which customers have chosen to buy travel, after they received a catalog from you.

Search for Customers, Orders and PNRs

There are many different ways in which one can search for an Order, a Passenger or a Customer in SoftSuitCase. The most used is the Search window.

The Search window can be found under Functions > Search or the function key F9.



Searches can be combined as desired. In this case we are searching for a passenger with HANSEN as a surname and whose name could also include Hansen and who is travelling to DXB.

Once the results appear, move the cursor with mouse or arrow keys, to the desired customer, and then press ENTER to open the order.

Explanation of each field:

Include Orders without Passengers.
Select this if you want to search for Orders without passengers, like group Orders.

Include Filed Orders.
Also search Archived Order.

Last Search
Repeat last search

Passenger name
Passenger name e.g. from PNR. Searchable >*< or >%> as wildcards. For example, *GAR* will display all of the passengers where the GAR is part of the name, regardless of the location.

Customer name
Customer name. Searchable with >*< or >%> as wildcards. For example, *GAR* will display all of the passengers where the GAR is part of the name, regardless of the location.

Departure date
To search only on this date or later.

Destination
IATA 3-letter destination code

User
The user's login code that created the Order

Carrier
2 letter IATA airline code.

The following codes can both be used to filter the search, but will also appear next to each passenger:

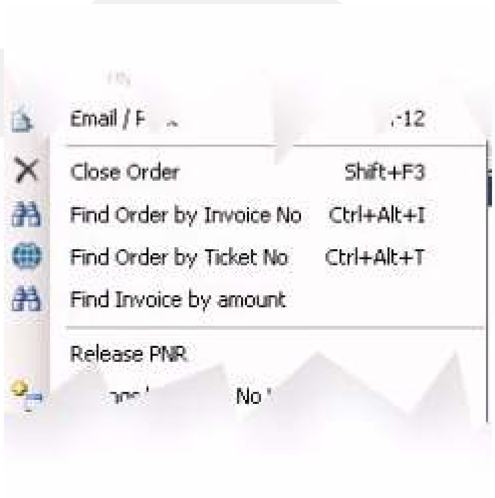
A: Active (the trip is active)
T: Ticket Issued (issued air ticket)
V: Void (the trip is cancelled)
P: Paid (the trip is paid)

You can move between pages, if there are more results than can fit on a page.

Other ways to search for an Order.

1. In an empty order, enter the Order Number and press ENTER

2. in an empty Order, enter the PNR and press ENTER



In Menu Functions there are 3 other Order search possibilities:

1. Search by Invoice Number.

2. Search by Airline Ticket Number.

3. Search by Invoice Total Amount.

Clean Up

In SoftSuitCase, all new Orders are Offers. If the Customer has Credit, when the Customer accepts the offer, the Order Status should be changed to ACTIVE TRAVEL. If the Customer does not have Credit, when the Customer has paid or made a deposit, then the Order Status should be changed to ACTIVE TRAVEL.

If an Offer Date has passed without the trip being accepted or paid, the Order Status should be changed to CANCELLED or DELETED.

This feature is called > Clean Up <, and can be found in Menu > Administration > Clean Up.

The following window appears:

The list will show all the Orders that have Offer Dates that have expired, because either they have not been accepted or paid on time, as well as the Orders where the Customer has cancelled.

See the section on › Order Status ‹ for information about the setup of this part of the SoftSuitCase.

If the Offer has expired, the Order Status will be OFFER. If you already have moved for the trip will be status OFFER ADVANCED. If the trip is cancelled, then the Order Status should be TO BE CANCELLED

At the bottom of the screen, there are some functional buttons, where there is a possibility to open all orders or send reminders to all expired trips.

You can also process the Orders individually.

To open an Order from the list
Press OPEN

To send a Reminder to a customer
Press REMINDER

To permanently Delete an Order
Press DELETE

If you press the DELETE, it will change the Order Status to cancelled, and the Invoice will be reset. If there is more than one invoice, or if there have been payments in the Order, these must be deleted manually.

If you use the WebService it will also usually also deleted the PNR

An order that moves will move the Offer Date 1-2 days from the day, and the status will be changed to OFFER ADVANCED

It is important to CLEAN UP. It is recommended to use this feature at least once a day.

Clean Up for Missing Payments.

Clean Up for Missing Payments, shows a list of Orders, that have not been paid on time.

Due Date
Press Due Date, to change the date of the last payment.

Balance
Press Balance, to print or export a Customer's balance.

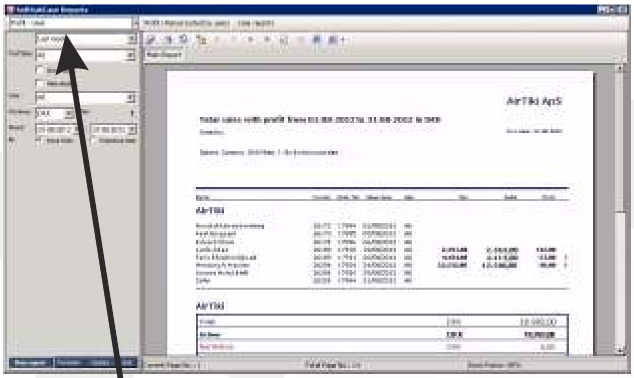
Open
Press Open to open the Order.

Reports

Reports

SoftSuitCase offers a wide variety of reports. These are selected from SoftSuitCase Report Generator:

Press Functions > Reports (or F11).
The following window then appears:



The individual reports are selected in the menu at the top of the window.

After the report is selected, there is the possibility to choose what and how you want the report to display.

Generally, you will have these options, as in this example:

Box to select fixed date periods
Or you can select directly other date periods.

Show Chart
View the report as a Chart

Hide Details
Do not show the details, only show totals

User
All users or a particular user

Department
All departments or just one particular department

Currency
All reports are displayed in the currency that is used in each Order, but converted to the selected currency.

Period
From and To dates

Period selected by:
The date of issue or the date of departure

The report's criteria can be different, depending on which report is selected.

After all required options have been selected pressing Run Report.

The report is displayed on the right side of the window. The report contains the following menu options:

Eksporter.
See later in the section on Reports about the possibilities for export.

Print
Print report

Update
Refresh report

Expand
Expand the report, so that for example it can be selected between the individual employees or users.

Navigate
Go back and forth in the report

Go to
Go to page no.

Zoom
Makes the report more or less

Update Report.
Press the Update at the bottom of the window. Then SoftSuitCase will find the latest version on our main server and reply back:

A new copy of the report:......... is now copied to your system!

If the report does not exist when you try to run it, the program retrieves a copy of the system automatically..

REPORTS

Export of Reports
All reports can be exported in the following formats:

Adobe Acrobat (PDF file)
Microsoft Excel (XLS file)
Microsoft Excel Data Only (XLS file)
Microsoft Word (DOC file)
RTF (RICH TEXT file)

If you want to continue working with a report in Excel, it is recommended to use Data Only.

Export of Customer e-mail addresses to an external e-mail system.
All customer's names and e-mail addresses can be uploaded to a file, to be used by an external e-mail system for newsletters etc.

Please see note relating to sending unsolicited e-mail messages to your customers.

New Reports
SoftSuitCase is constantly updated with new reports.

The new reports will automatically appear in the report menu when they are created, and the new report be downloaded automatically to your report directory first time it is used.

Other reports
TravelOffice can also develop other reports if you so require. Please Help Desk for more information.

Crystal Reports
Each Travel Agency can even develop their own reports, or further develop existing reports by acquiring the program > Crystal Reports <‹.

New and revised reports must be saved under different names and in a different directory than the default reports in SoftSuitCase, if you want to avoid them being overwritten.

Please contact TravelOffice for pricing of Crystal Reports.

User Reports
It is possible to change existing reports, if you have a little technical skill.

When you have selected a report at the bottom of the window you will see a > Formula < button.

If you press it you will see the following screen:

Enter the required formula.

It is necessary to know a little about the SoftSuitCase database structure, in order to be able to use these features.

When you are finished, you can specify a name at the bottom, which then saves the report for future use.

Search for a saved report.

To locate the saved report, you must press > User Report < at the top of the screen, and select the saved report.

Reports

SoftSuitCase regular Reports.

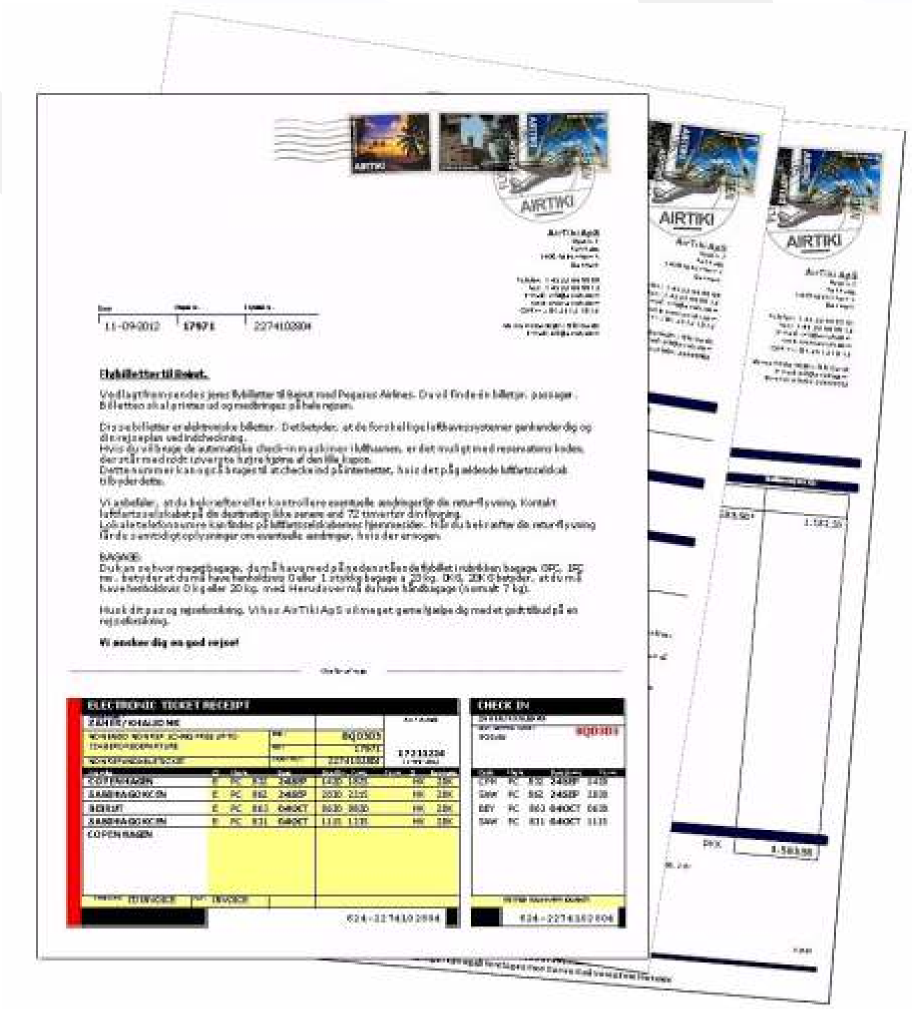
The following reports are standard:

Invoice
Itinerary
Balance
Customer Letter
CustomerLetterC
Deposit
Voucher
e-ticket

These reports are updated occasionally. It is possible to get a new copy by selecting Menu > Administration > Default Reports > Get New Version, and then you can choose which reports you want to update or all.

Background colors, Logo, etc.
Background colors, Logo and text in SoftSuitCase standard reports can be changed in Menu > Administration > Maintenance > Default Reports > Setup Print forms.

See the section of how to Setup Print Forms.



Accounting
&
Exports

Accounting & Exports

SoftSuitCase does not come with its own accounting system (Finance System) per se, but contains a large number of export features that make it possible to transfer data to external accounting programs, including Microsoft C5.

It is possible to transfer the following data:

Invoice Lines
Customer Transactions
Payments
Costs or Expenses
Credit Transactions

Invoicing
Each invoice performs a series of transactions in the accounting system. Sales are posted to the Sales Account and posted to a Customer Account.

Payments
Each payment pursuant to a transaction in the selected Payment Account (usually a bank or cash) also offsets the Customer Account.

Each also uses the opportunity to post the cost in SoftSuitCase.

Purchase
Every purchase generates a transaction on the selected payables account, and an offset transaction in the Supplier Account.

Most use SoftSuitCase as a transaction module in connection with their accounting program.
This means in practice that all customer transactions are controlled from SoftSuitCase, and posted to only one customer account in the accounting program.

Export module
Export module is located in Menu Administration > Accounting > Export Accounting Data.

There are three different export options. When data is exported it is assigned an Export Number, so there is control over what and when it was exported.

The following can be exported:

Invoices
Export data from the issued invoices. You can choose to Export only Closed Invoices or all Invoices, which are then closed once they have been exported.

Payments
Payments made to the Payment Accounts.

Expenses
Bills from suppliers

Explanation for each field:

Search
It is possible to search for an Invoice Number

Invoice/Payment/Expenses List
List of transactions that have not been exported

Exported List
List of exported files with their Export Number.

Re-Export
Provides the ability to re-export a previous export file from the system.

Financial system
Select the desired Accounting System that is to receive the exported data. You can select one of the following:

C5
Navision
C5 Windows 7 or 8 versions
Navision 2009

Most other accounting systems will work, if you choose C5.

Contact Help Desk If there are problems with the export to your accounting system.

EXPORT ACCOUNTING DATA

Below there is an example of exported data from SoftSuitCase:

Invoices:
10.09.2012,80295,D,88888888,"Bettina Lundgaard - OrderNo 70035",15474.00
10.09.2012,80295,F,105,"Bettina Lundgaard",-15428.00
10.09.2012,80295,F,105,"Bettina Lundgaard",-46.00
10.09.2012,80296,D,88888888,"Helmuth Nissen - OrderNo 70037",9075.00
10.09.2012,80296,F,105,"Helmuth Nissen",-9029.00
10.09.2012,80296,F,105,"Helmuth Nissen",-46.00

Payments:
10.09.2012,"Payment for 69260(79292)",D,88888888,"Helle Nielsen",-37474.00
10.09.2012,"Payment for 69260(79292)",F,6400,"Helle Nielsen",37474.00
11.09.2012,"Payment for 69913(80148)",D,88888888,"Henriette Hansen ",-11960.00
11.09.2012,"Payment for 69913(80148)",F,6400,"Henriette Hansen ",11960.00

Expenses:
05.09.2012,33227799,97304,"INCA Tours - OrderNo 69912",3678.50,DKK,1.0000
05.09.2012,,97304,"INCA Tours - OrderNo 69912",-3678.50,DKK,1.0000
05.09.2012,511560,16252915,"TUI - OrderNo 69912",-66.00,EUR,7.4500
05.09.2012,,16252915,"TUI - OrderNo 69912",66.00,EUR,7.4500

See our description > ACCOUNTING EXPORT <, which can be downloaded from the TravelOffice web site

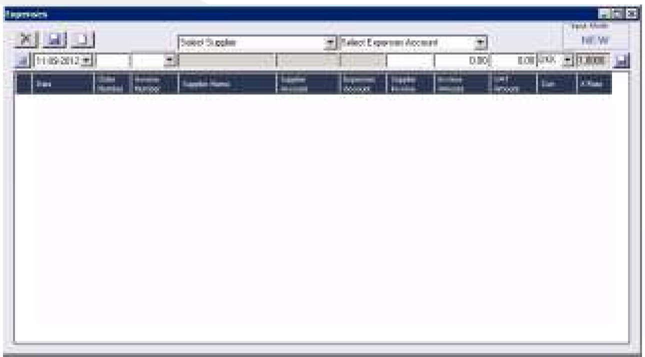
EXPENSES

It is possible to list all of the supplier's expenses in SoftSuitCase, and then transfer them to the accounting system.

As described previously, SoftSuitCase calculates the expected profit on each trip that is sold. This happens on every Invoice Line.

If you use this system, you will be able to see the real costs of each individual order.

This can be found in Menu > Administration > Expenses.



Each Supplier Invoice entered in the system. If a vendor invoice contains bills that must be shared in addition to several orders, enter these separately.

Date:
Date of receipt of the Invoice from the Supplier

Order number:
The order number.

Invoice Number:
Select in the drop down box the invoice that uses that expense..

Supplier Name
Select the supplier from the drop down box above the Supplier Name. You can only select suppliers that have already been entered into the SoftSuitCase.

See under Setup, suppliers.

Supplier Number
Comes automatically when the supplier is selected in the drop down box

Expenses Account
Select accounts for the cost in the drop down box above the Expenses Account

Supplier Invoice
Enter the invoice number of the invoice that you received from the supplier.

Vat Amount
Enter the VAT amount from the cost.

Currency
Enter currency

X-Rate
The current exchange rate. This can be changed in the Currency form.

See Globalization in the Setup section of this manual.

Press SAVE to save the line.

It is possible to change in the posted line by double-clicking the gray box to the left of the line until it is posted. Then it is no longer possible to change in the line.

See cost per order.

When all Expenses have been entered, it is possible to see the cost per order.

Choose in the Menu > Administration > Accounts > Check Expenses for this Order.

Groups & Allotments

Groups & Allotments

Groups & Allotments in SoftSuitCase, offers Travel Agencies the option to create groups and allotments, and then control the number of sold travel per group. In addition, the system can be used for names, reporting, etc.

Amadeus, Sabre and Worldspan
Groups & Allotments can be created manually, or set up as group bookings in Amadeus, Sabre or Worldspan.

Booking from Groups & Allotments
It is possible to book online from the individual orders from the various groups. It is possible to book from multiple groups on an individual order. It is also possible to combine individual flight reservations with the booking of the groups.

Creation of GROUP MASTERS
Before booking from groups, they must be created as GROUP MASTERS.
This is done in the same way as creating a regular order.
GROUP MASTERS can be created with a PNR rom a reservation system, or as a manual PNR.

You cannot create PASSENGERS in the GROUP MASTER Order.

When the order is created, the status of the order changes to GROUP MASTER. This is done in the CRS dropdown box:

When the GROUP MASTER is selected, specify the group name, and number of seats:

Then press SAVE!

After the GROUP MASTER is saved, create the associated invoice lines.

Enter the INVOICE, pressing as usual (CTRL + I), and create the desired Invoice Lines. Use the units, if it is necessary (for example, 7 nights in a hotel at 500,-DKK). Otherwise, enter units as 1.

The invoice cannot be saved as invoice, it is saved as an Offer. Press ESCAPE or X, when the desired lines are created. They shall be saved to the Offer.

Both the created segments and the resulting Invoice Lines will be transferred to the orders, either booking from (Both OFF-and ONLINE).

GROUP MASTER Options
It is possible to use GROUP MASTERs booking OPTIONS. For example, for a single room supplement, or an excursion.

Create a GROUP MASTER as described previously. Add Segments, optionally and if you use a date. Add one or more Invoice Line.

Different GROUP MASTERs on the same trip.
It is possible to use different GROUP MASTERs on the same trip. For example. It can be a GROUP MASTER for an outward trip. Another GROUP MASTER for the return trip, and finally one or more GROUP MASTERs for the hotel, excursions, etc.

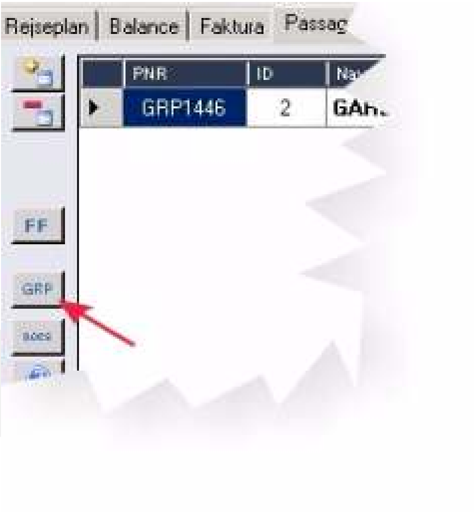
Booking GROUP MASTERs (OFFLINE):

To book from a GROUP MASTER, you must first create an order. It is created as usual, either from a PNR or manually. To book individual flights, this must be done before booking from a GROUP MASTER.

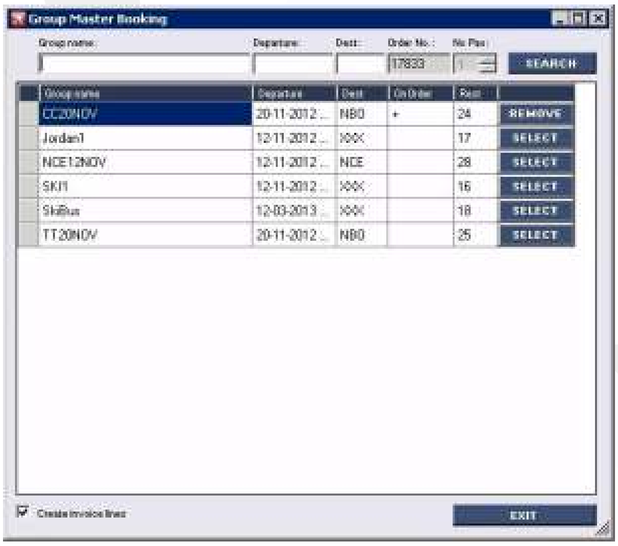
If you use a manual order, passenger names are inserted in the order before booking from the first GROUP MASTER, since there you cannot add or edit the name when it has been passed to a GROUP MASTER.

If there is an over subscription of individual flight bookings, we recommend that these be invoiced before the booking from the first GROUP MASTER.

When all passengers are typed, booking of one or more GROUP MASTERS. Press button GRP in passenger tab:



Then the following screen will appear:



From here you can add or remove GROUP MASTERs to or from that order. If the field > Create Invoice Lines < is selected, it will add the GROUP MASTERs Invoice Lines to that Order.

Invoice Lines are created in the latest open invoice. If there is no invoice, or there isn't an open invoice, it will create the new Invoice Lines in a new Invoice. This invoice will then be issued.

If you removed an order from a GROUP MASTER, it will not remove the invoice Lines. These must be done manually either by deleting the Invoice Lines if possible or else creating a Credit Note.

It is not possible to add the names to an order containing bookings from a GROUP MASTER.

However, this can be done by removing all GROUP MASTER bookings on that Order, and then add the new name. Finally, repeat the booking from GROUP MASTERs.

Remember, in this case, to correct the invoices.

Booking from the GROUP MASTER (ONLINE):

To book from a GROUP MASTER online via the SoftSuitCase Web Service. See further description in the Web Service, in Customers and Orders:

Overview of GROUP MASTERs

Choose Functions > Group View, or (CTRL + G) to obtain a list of available GROUP MASTERS.

It is possible to search for groups by typing part of the group name, the date of departure or destination, or any combination of these.

The list shows:
1: group name
2: departure date
3: Destination (IATA code)
4: GROUP MASTERS order number
5: The remaining number of vacant seats.

Press > OPEN < to open the GROUP MASTER.

Only the active GROUP MASTERs are displayed, where the Departure Date and the Offer Date has not expired.

Select the existing GROUP MASTER

May be an existing GROUP MASTER in the following way:

Group name and number of participants:

Open the GROUP MASTER.
Select Tools > Edit Group

Invoice Line
Open invoice. Delete, add or change the individual Invoice Lines.

Invoice field on each of the orders that have already used Invoice Lines from that GROUP MASTER are not corrected. Only future use of the Invoice Lines are affected by the correction.

Departure date, destination and Carrier.

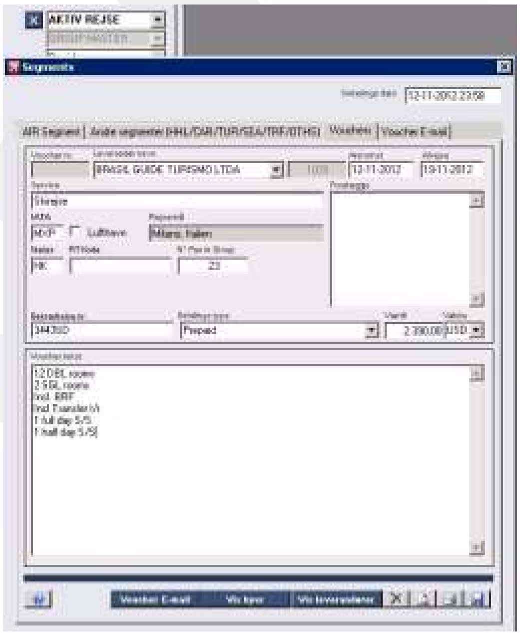
It also affects only future bookings from the GROUP MASTER.

Segments
All changes in segments on the GROUP MASTER to change segments on all individual orders which have the booking from the GROUP MASTER.

For example, time changes, etc. must (and can only) be amended in that GROUP MASTER.

Vouchers from GROUP MASTERS

Cannot create Vouchers from the individual orders. Voucher must be created in the GROUP MASTER, and covers the persons that are booked in that GROUP MASTER



Fill in the Voucher required information as usual. When the Voucher is issued, the segment on the individual group bookings will show as a > V <

Errors and HelpDesk

What do you do when an error occurs?

There can be many reasons for an error. It may be a problem with your network or database, but it can also be a bug in SoftSuitCase.

If you get an error in SoftSuitCase you will be shown a window, where we appreciate if you give us a short explanation of what you were doing.

-What was I doing?
-What is the Order Number.?

The error will automatically be sent to the SoftSuitCase Help Desk and we might contact you for further information about the cause of the error.

If you cannot log on to SoftSuitCase, first of all check if you have the Internet access on that PC.

Why are there errors in SoftSuitCase?

There can be many reasons for an error in SoftSuitCase. One of the most common is that new users use the system in new ways, and perhaps do something that has never been done before.

We are constantly improving the system and therefore we are very interested in hearing from you, if you are experiencing errors and remember:

Even if your support period has expired, it costs nothing to contact us and get errors fixed.

Contact Help Desk

If you have a service agreement with TravelOffice, or if you are within the first 45 days of purchasing SoftSuitCase, we provide free support, it costs nothing to contact the Help Desk.

If you don't have support we will invoice you on a per call basis. Prices of calls can be checked on the TravelOffice's web site.

Remember it is always at least 25% cheaper to buy a Help Desk Coupon, which gives you access to 10 calls to Help Desk.

The price of coupons also appears in the price list.

Support Calls on a 24-hour watch costs twice as much as regular calls.

How do you contact the SoftSuitCase Help Desk?

Our Help Desk is contacted via our Danish phone number:

+45 33 66 90 99

Our 24-hour on-call support can be contacted on + 45 33 66 90 66 outside regular opening hours.

About languages in SoftSuitCase.

The individual Travel Agents are responsible for maintaining the written languages you use in SoftSuitCase. That is to say the languages you use when you send correspondence to your customers, either printed or by e-mail.

SoftSuitCase maintains (as best we can) the display languages, but there will always be some areas where the language is in English, which is our main programming language. If you find this to be a problem, let us know where the translation has to be done.

Responsibilities

We have tried to make this guide as correct as possible and it shows how SoftSuitCase worked at the time this manual was written.

We cannot be held responsible for changes or errors caused by the use of this user manual.

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TravelOffice is the Contractor,
and is located at Nytorv 7, DK-1450 Copenhagen K, Denmark,
Phone: +45 33 66 90 90

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This Agreement shall be considered severable, and if for any reason any term or condition is determined to be invalid, illegal or unenforceable under current or future law, such invalidity shall not impair the operation of, or otherwise effect, the valid terms and conditions of this Agreement, so long as the intent of this Agreement is maintained.

This Agreement shall be governed by, construed and enforced in accordance with the laws of the Commonwealth of Pennsylvania, with the exception of its conflict of law provisions. The parties consent to the personal jurisdiction of the Commonwealth of Pennsylvania and agree that any legal proceedings arising out of this Agreement shall be conducted solely in such Commonwealth.

No action, regardless of form, arising out of this Agreement may be brought by either party more than one (1) year after a claim has accrued.

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 requirements Workstations	Microsoft Vista/7© 2 GB RAM NT512 GB RAM 50 GB Harddisk
Minimum requirements 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

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1450 Copenhagen K
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Technical support:
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