ONE

SoftSuitCase ONE is the smallest, simplest and cheapest of the three SoftSuitCase series BackOffice systems developed for the travel industry.

SoftSuitCase ONE is built together with our POINT OF SALE system SoftFares for NON-IATA Travel Agents, but can also be used independently.

SoftSuitCase ONE is WEB-based, and can be used without any real initial Setup. The system is basically free, but with fees for support and special services.

Mid- and Backoffice

Looking for a more complete Mid-BackOffice System for your Travel Agency?

SOFTSUITCASE

Mid- and Back Office System for Travel Agencies

SoftSuitCase is a complete Mid and Back Office System for the Travel Industry, designed by travel professionals who have been involved in travel for more than 25 years.

SoftSuitCase integrates seamlessly with Amadeus, Sabre and Worldspan.

SoftSuitCase systems (SoftSuitCase and Soft Fares) are used today by well over 200 travel agencies in Denmark and Sweden.

SoftSuitCase handles the vast majority of tasks required in a modern travel agency and it is competitively priced.

Microsoft Partner Network

Contact TravelOffice for a free demonstration of SoftSuitCase LITE or SoftSuitCase PRO!

Content:

SoftFares

Soft Fares is a combined price system and ticket robot for non-IATA Travel Agents. With Soft Fares installed any Travel Agent can perform price spreads in the issuing Travel Agent's price database and even issue tickets 24/7.

Soft Fares is free to use, but before it can be installed, there must be an agreement with one of the issuing IATA agents, issuing air tickets in Soft Fares.

What is SoftSuitCase ONE?
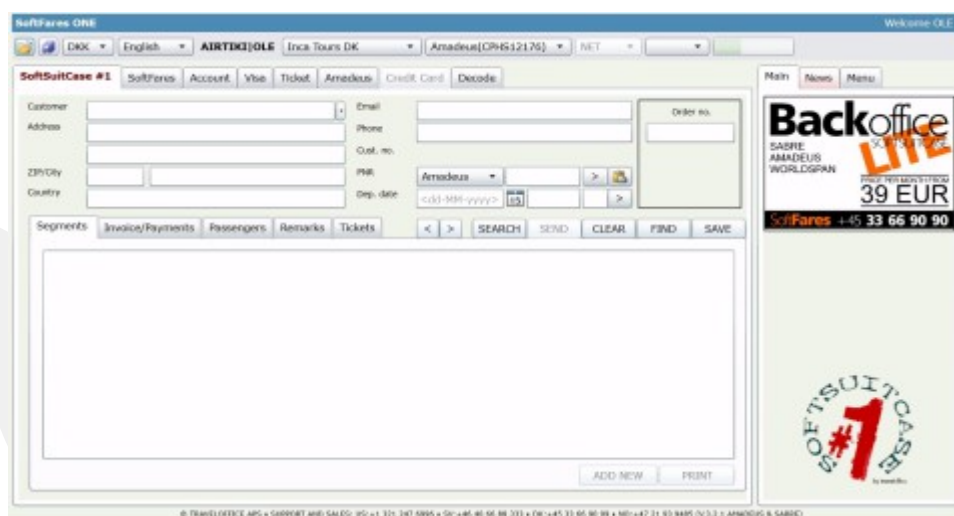
SoftSuitCase ONE is a mini Mid and Back Office system for smaller travel agencies who will not issue their own IATA tickets, but who get these tickets from an IATA Issuing Agency via SoftFares, via the Internet or otherwise.

SoftSuitCase ONE contains only the most necessary functions, such as Order Management, Invoicing, a simple customer database, Payments, simple preparation of tenders, forwarding airline tickets, Reports, etc. SoftSuitCase ONE is integrated with the following CRS (Reservation Systems): Sabre, Amadeus, Worldspan and SITA.

SoftSuitCase ONE handles all the necessary documents such as: invoices, travel itineraries, customer balance, and airline tickets. In addition, it produces simple reports on turnover, profit, unpaid travel, etc.

Prices
The basicSoftSuitCase ONE is free of charge, but we charge for support, and there are fees for some of the services, such as: SMS tickets, use of the customer websites, certain reading in tickets and PNRs from Reservation Systems, etc.

Always refer to the prices in the current price list. The prices in the price list are in EUR and KR. Prices in KR are for Norway, Sweden and Denmark.

Installing SoftSuitCase ONE

If your Agency already uses SoftFares, it is not necessary any further installation. If there isn't a LOGO on your invoice, you must ask the Issuing IATA Travel Agency to upload your logo. SoftSuitCase ONE is accessed via the first tab in SoftFares. If the SoftSuitCase ONE tab is disabled, then you must contact TravelOffice.

If your Agency has not previously used SoftFares, then you must contact TravelOffice, with information about the Agency, Address, phone, email, etc., and then you will then receive an email with your login information.

1. Open Microsoft Internet Explorer
    Open web address: http://softfares.softsuitcase.com

Enter the necessary information. If you do not know your username and password, please contact TravelOffice. Select Save Password › If you want to automatically login in the future. ‹

3. SoftSuitCase ONE is now ready to use!

Creating a new order.

Importing a PNR

If the Travel Agency has a reservation system, there must be an associated PNR, If the Travel Agency does not have a reservation system, or if the travel does not exist, select Manual.

Start by choosing the CRS (reservation system).

There is a wide range of methods which make it possible to import a PNR. It can be done via the CRS systems own methods (Amadeus AIR file, Sabre MINI, etc.), it can be done via the CRS Web-services or it can be imported via the issuing agency, or it can simply be done by copying the screen from CRS. Watch our video for more information.

Press the Paste button (The red arrow points to it!), and PNR will be imported and created in SoftSuitCase ONE as shown in the screenshot.

Creating or selecting the Customer

After the PNR is imported, the customer must be chosen or created. If the customer previously purchased travel, then the Customer can be found by typing part of the name in the Customer field or by entering * to see all customers. Then press ENTER and select the client from the list by pressing the button.

If it is a new customer, enter the requested information (Name, address, telephone, email etc.). There is no requirement for the amount of information entered. If the customer is the same as one of the passengers, it can transferred by selecting the passenger name, and then press the small button to the right of the customer field.

After this, press SAVE, and order number will be displayed. An Order has been created!

The segments are the individual parts of a journey. In this case, the segments come from the CRS System.

If you want to delete, change or add segments, this is done in the Segment tab. Press the OPEN button if you want to correct a segment or the DELETE button if you want to delete a segment or the ADD NEW button if you want to add a new segment. There are two segment types in SoftSuitCase ONE. AIR is for flight segments and OTH for all other segments like transfers, hotels, car rentals etc.

So if you want to add a Hotel stay segment, just press the ADD NEW button and then select the OTH tab.

The following screen will appear

Fill in the necessary fields (Departure City and Arrival City must both be completed – using the same city name if it's a hotel). City fields must be filled in with their IATA codes. Search using DECODE, if you are not sure of their IATA City Codes.

Then press SAVE, and you will be returned to the Order, and you will see any new segments in the itinerary table.
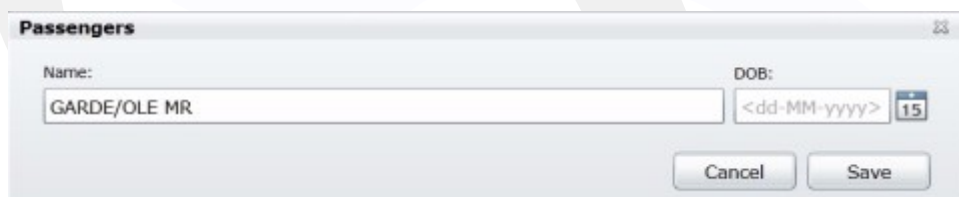
Segments continued...

If the segments are sorted incorrectly, open the individual segments, and fix the sort the date and time. The segments are always sorted chronologically using that field. The Itinerary can be printed by pressing PRINT.

Passengers

Just like with the segments, passengers can be corrected, deleted or added. Open the individual passengers by pressing OPEN, or ADD NEW.

Enter or edit and press SAVE.

Comments

Comments can be added to each order. In the comment field, type what you wish, and press SAVE. This SAVE button must also be used if any modifications have been made to any customer information field or any other order information field.

Flight Tickets

There are several ways to import flights into SoftSuitCase ONE. The most common are:

1. Import from CRS (requires AIR, TAIR or MINI Setup).
2. Imports from the Issuing IATA Travel Agency.
3. Other imports

Regardless of the method, the UPDATE button is pressed in the TICKETS tab. SoftSuitCase ONE will then try to find your tickets, and the following will appear:

The tickets can be e-mailed to the customer (see the section on e-mail), printed or saved as a PDF file. Press Print, and the following screen will appear. (Please note that Pop ups must be enabled):
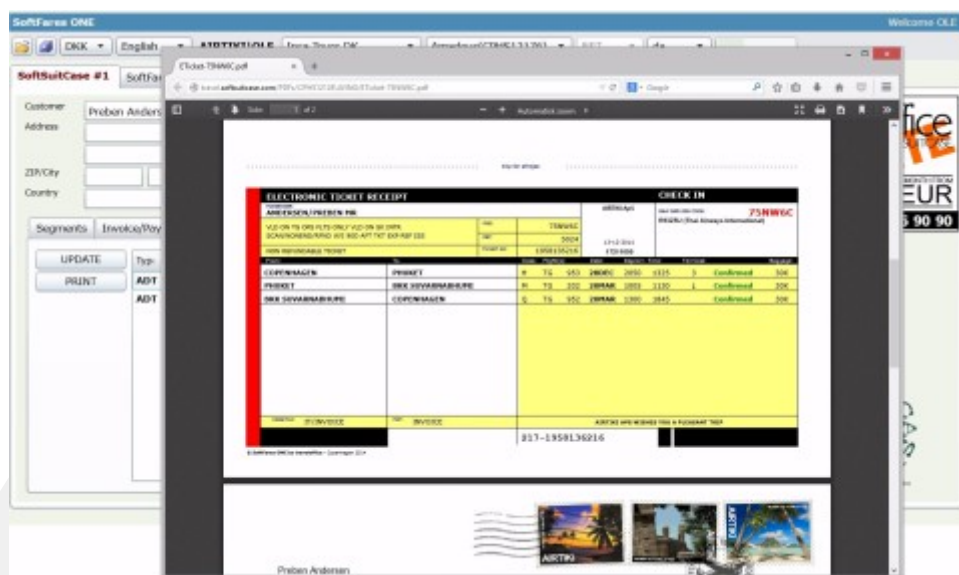
Airline tickets can then be saved or printed.

Invoicing.

You can create as many invoices and credit notes in an order as required. A credit note is created with the amounts of the invoice selected, but credited. All Invoices can be corrected until they are closed. Invoices that are paid are automatically closed.

Go to the INVOICE/PAYMENTS tab. Press the NEW INVOICE.

Fill in the invoice, by filling in the fields Type, Text, Units, Net Price, Unit Price and VAT Amount. Then press the SAVE icon to the right. Invoice Lines move down in the invoice, and then the next line is ready.

In order to calculate the profit properly, it is important to put a correct Net Price amount. If there is VET it must be entered manually. The Type button to the left contains 2 types of Invoice Lines: N for NORMAL and H for HIDDEN. N is used for all normal Invoice Lines and H is used where it only relates to a cost. H Invoice Lines do not appear in the invoice.

After the invoice is closed, only the Net Prices may be edited and only new H Invoice Lines may be edited or added.

Enter the ISSUE DATE, if the date is not correct, and also the DUE DATE (Last payment date). If you want a deposit, enter an amount and include the deadline deposit payment date. In the case of deposits, the DUE DATE will be the payment date of the remaining amount.

If TOTAL SALES is less than 0, the invoice will automatically be issued as a Credit Note.

Issue the invoice and get the invoice number by pressing the button with the red arrow. Always remember to press save, if any changes are made.

Payments

After the invoice is issued, you will see the following:

Invoices can, together with the itinerary, be sent automatically to the customer's email address. There is a section on this later.

When a payment is received from the client, it should be registered. Press PAYMENT and the following screen will appear:

Select the Type of Payment, Payment Date, the invoices to be paid, as well as the Payment Account (Cash, Credit Card, Bank1, Bank2), where the amount was paid into and press PAY. Then you will see:

In this case, a deposit of 2000 was paid in CASH. Please note that the invoice is now closed (CLOSED).

E-mailing Offers and e-tickets
When an Order is active, an offer, e-tickets, itineraries etc can be sent the customer.

Press SEND and the following will appear:

Fill in the individual fields (or use a MACRO, see that section) and select which documents must be included. These are attached automatically as PDF files. It is a good idea to send the first e-mails to yourself so you can see what your customers would be receiving.
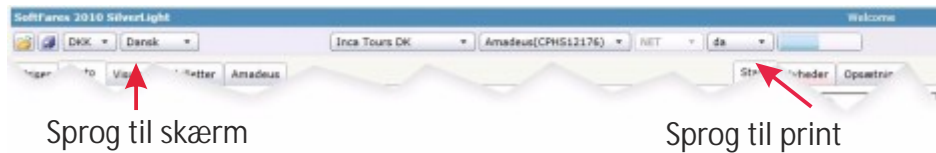
The e-mail can be set to as many people as are in the send to: field.

Soon you will have the option of sending all as an SMS, as well as to sending yourself a copy.

Languages in SoftSuitCase ONE

There are 2 different types of languages in the SoftSuitCase ONE:
1. The language that appears on the screen.
2. The language used on prints.

Sprog til skærm   Sprog til print

PRINT LANGUAGE

This function is used to select which language to use for printing, for example: e-tickets and itineraries, invoices etc.

The issuing Travel Agency can request the common languages it wishes to use from TravelOffice, additional languages carry a fee.

The Language Function makes it possible for individual Travel Agents to create E-tickets, invoices, and itineraries for customers in the desired language.

The texts in the Invoices, itineraries, e-tickets, etc. can be changed individually. See the section on MACROS.

SCREEN LANGUAGE

This function is used to select which language you want to appear in SoftFares and SoftSuitCase ONE.

Changing the language
Both languages types can be change temporarily or permanently.

For a temporary change, you simply choose the temporary language in the dropdown box. For a permanent change, the user must choose the language from the dropdown boxes and then press SAVE in the top left top the program:

Reports in SoftSuitCase ONE

SoftSuitCase ONE offers a number of reports that can help the Travel Agency visualize what is happening with invoicing, payments, sales, profits, costs etc.

The reports can be found in the Menu on the right side of the screen. Press Reports.

The following window will appear.
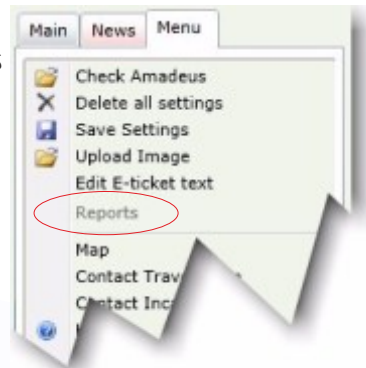
The number and type of reports is different from installation to installation. Some reports are free and others must be aquired from TravelOffice. You are always welcome to contact TravelOffice if you have questions about the reports.

Most reports are fairly simple to use:

1.   First, select the desired report. Then you will see the options you have for the selection criteria for the report.

2.   Select the criteria that will form the basis for the report, and Press PRINT.

3.   The desired report is displayed as a PDF file in a new window. If you wish, you can print or save the report for future reference.

SoftSuitCase ONE Macros

On the right side of the screen there is SoftSuitCase ONE MACROS. Macros are not necessary, but they can be of great help.

There are two types of macros, those which are surrounded by square brackets [], and those which are not. The former are the PRINT macros and the latter are the GENERAL MACROS. Press ONE MACROS and the following window will appear:
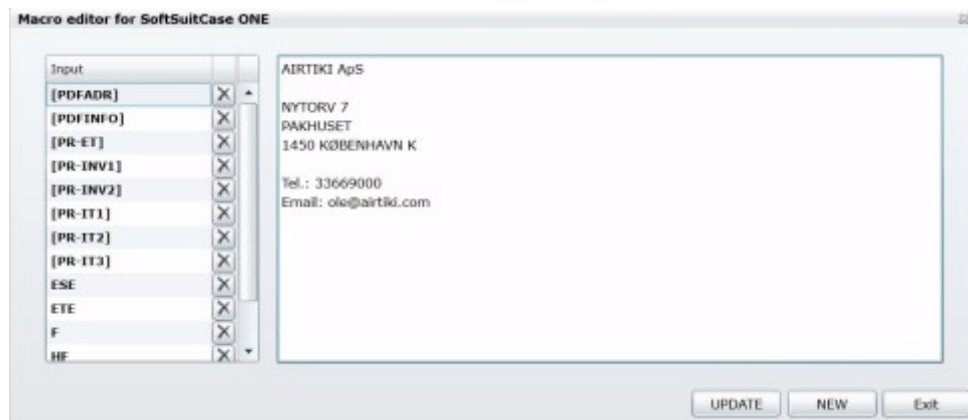
There are CURRENTLY the following PRINT MACROS (pre-defined):

[PDFADR]-The name and address of your Agency (available from start)
[PDFINFO]-Text at the bottom of the invoice, balance, etc.
[PR-ET]-Text for airline e-tickets
[PR-INV1]- First text in black in an invoice
[PR-INV2]- Other text in red in an invoice
[PD-IT1]- First column in an itinerary
[PD-IT2]- Second column in an itinerary
[PD-IT3]-Third column in an itinerary
All prints come with a predefined text. If that is what you want, you do not have to make any changes. If you need to add some database text you can use the MACROS.

Common macros are used for example in invoices and e-mails. Type * and ENTER to see if macros can be used on individual fields.

There are codes in macros, for example they may look like this:
Flight from [DEPCITY] to [ARRCITY] with [AIRLINE]

Use a MACRO in the subject field of the email and in the body of an email.

The best way to use them, is to try them and see what your text looks like.
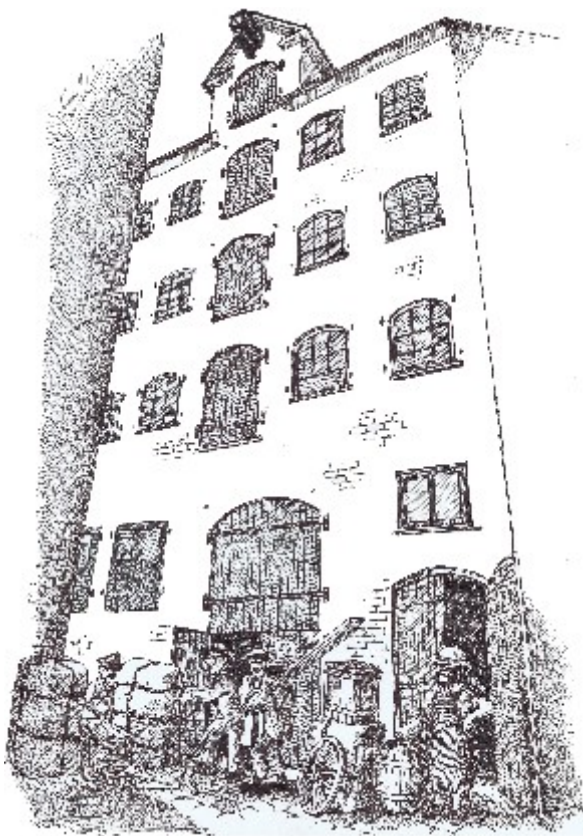
TravelOffice is situated in an old warehouse in the heart of Copenhagen.

Do you wish to hear more about our solutions for the Travel Business, our hosting or do you have an issue with your IT system, or maybe you just want to see our converted warehouse with distinctive rooms, is so, you are always welcome to come and visit.

Our courses in Denmark are also given in the old warehouse on Nytorv

Phone support:

USA: +1 321 247 6996
Sverige: +46 40 66 88 333
Danmark: +45 33 66 90 99
Norge: +47 21 93 94 85

SoftSuitCase 7 PRO

SoftSuitCase is a complete Mid and Back Office System specifically designed for the Travel Business (IATA Agencies) by professionals who have been involved in the Travel Business for more than 20 years.

It integrates seamlessly with the SoftSuitCase-Online, our online booking system, and can be simultaneously be integrated with several or all CRS (GDS) as Amadeus, Galileo, Sabre and Worldspan (Apollo).

SoftOnline 7

SoftOnline is an integrated Online booking system, and a FrontOffice System, that gives your customers the ability to view and change travel online, and even to print E-tickets, itineraries etc. currently only for Sabre.

PNR Transfer 7

PPNR Transfer reads PNRs from Amadeus, Worldspan and Sabre which aside from being able to be used by SoftSuitCase, they can then be used by other systems, such as C5, Concorde, Microsoft Office etc.