



# SOFTFARES



## SOFTFARES WP

SoftFares is a combined price search and ticket robot for NON-IATA Travel Agents. SoftFares WP when installed on a Windows Phone allows the Travel Agent to perform price searches in the issuing Travel Agency's price database and even issue airline tickets 24 hours a day-7 days a week.

SoftFares WP costs around 40 USD, but before it can be used; there must be an agreement with one of the Issuing IATA Agencies issuing airline tickets in SoftFares.



# TravelOffice

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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!

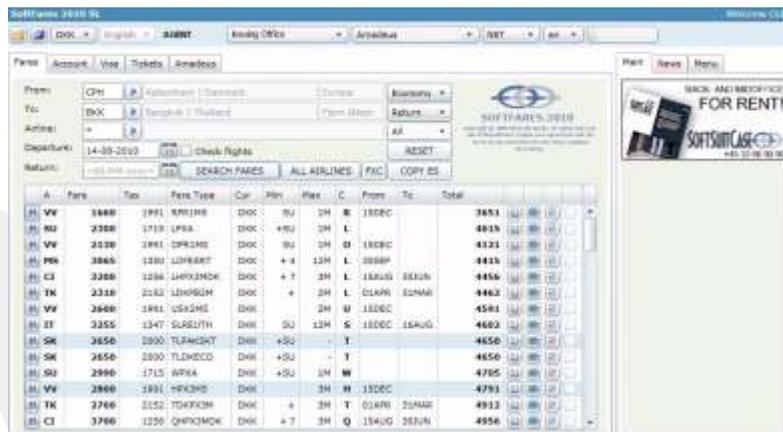
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## What is SoftFares?



SoftFares SL

SoftFares is a combined Price Search and Ticket Robot for NON-IATA Travel Agents. SoftFares when installed allows the Travel Agent to perform price searches in the Issuing IATA Travel Agency's price database and even issue airline tickets 24 hours a day-7 days a week.

SoftFares is free to use, but before it can be installed, there must be an agreement with one of the Issuing IATA Agencies issuing IATA airline tickets in SoftFares.

Names of the issuing agencies can be obtained by contacting TravelOffice on +45 33 66 90 90 or email: ole@traveloffice.dk. It will not be possible to install SoftFares before you have received the login and password from the issuing IATA Agency.

### Pricing and Ticket Robot

SoftFares is primarily a price search, where the individual Travel Agent can raise and issue PNR's with prices and rules from the Issuing IATA Travel Agency, but in addition to, there is also a wide range of other useful functions, like Timatic which has the visa requirements to anywhere in the world.

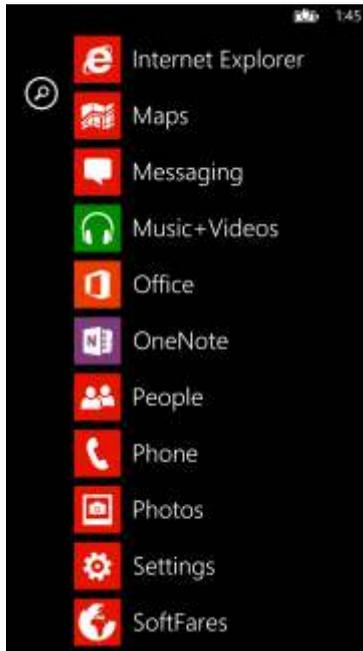
### SoftFares WP

SoftFares WP is a smaller version of SoftFares for Microsoft Windows Phone (Version 8), which can be used in the highly regarded Nokia 920 smartphone.



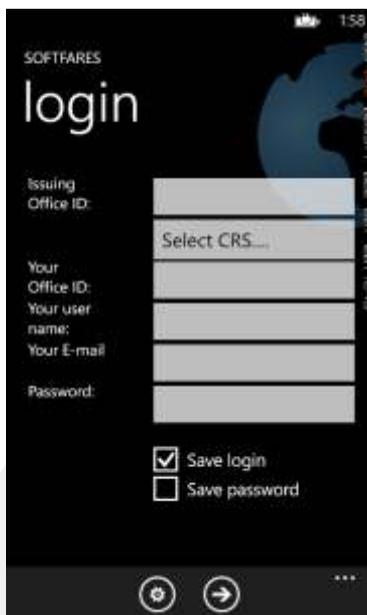
## SoftFares WP installation

Open Microsoft Windows Phone Marketplace  
Search for SoftFares.



Accept payment of approximately USD 40.00.

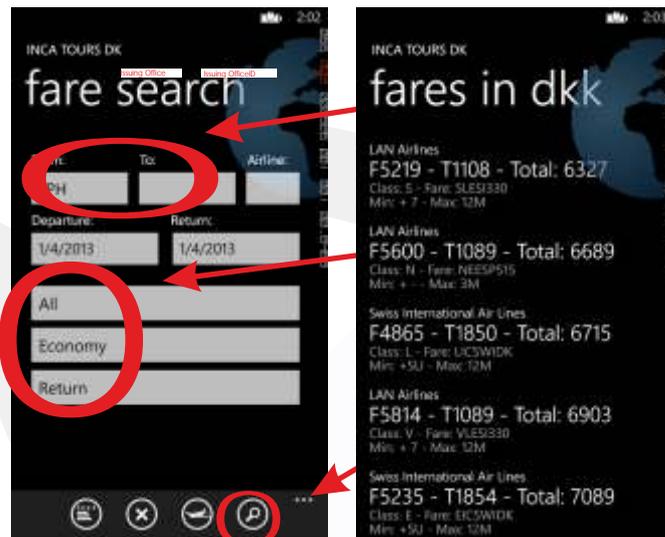
SoftFares will start to be installed on your phone.



SoftFares for Windows Phone. The following screen appears:

Fill in the necessary information. If you have any doubts, you should contact the Issuing IATA Agency. Press SAVE and then SoftFares 2010 WP is now ready!

## SoftFares 2010 SL - Price Search



- Enter the departure and arrival city codes, as well as the date of departure, or on both the outward and return journey. Use the arrow keys to select
- Select type OW/RETURN, NEGO, etc.
- Press SEARCH PRICES

Fill in the search criteria and press SEARCH PRICES.

### Explanation of the Fares

After a short period the following result should appear.

1. Airline
2. Fare excluding taxes
3. Estimated taxes. (see more on taxes)
4. Estimated Total Price
5. Class
6. Fare Basis
7. Minimum Stay
8. Maximum Stay

### Reservations for prices and taxes

All prices in SoftFares are indicative, and neither TravelOffice nor the Issuing IATA Travel Agency can be held responsible for the prices. SoftFares calculates the taxes by estimating the taxes calculated within the last 14 days.

Only when your PNR is assigned and the price is re-calculated in SoftFares, can you be sure of the price and this case only if it is issued on the same day.

Contact the Issuing IATA Travel Agency, if you are in doubt.

## Tax Calculations

Taxes and charges are calculated within the last 14 days. If you think that there is something wrong with taxes, we recommend that you recalculate taxes and charges. This is done in the following way:

Click on the line next to the desired price and press CALCULATE TAX. The following box appears



Hvis rejseruten er rigtig, tryk på BEREGN SKAT, og luk boksen.  
 Hvis der skal rettes i rejseruten, skal du skrive ruten som følgende:  
 for OW: CPH/AIBMAD/AIBCCS  
 For RT: CPH/ASKMAD/AIBCCS-  
 /AIBMAD/AIBCPH  
 /AIB er flyselskabet  
 -/ er angivelse af destinationen.  
 Det øvrige er bykoder på rejseruten.  
 Spørg det udstedende bureau, hvis I er i tvivl.

## Rules for Fare Prices

The rules for the fare retrieved from the CRS, press the book icon next to the Fare:



First tab specifies the itinerary. Click the tab to see the individual parts of the rule.

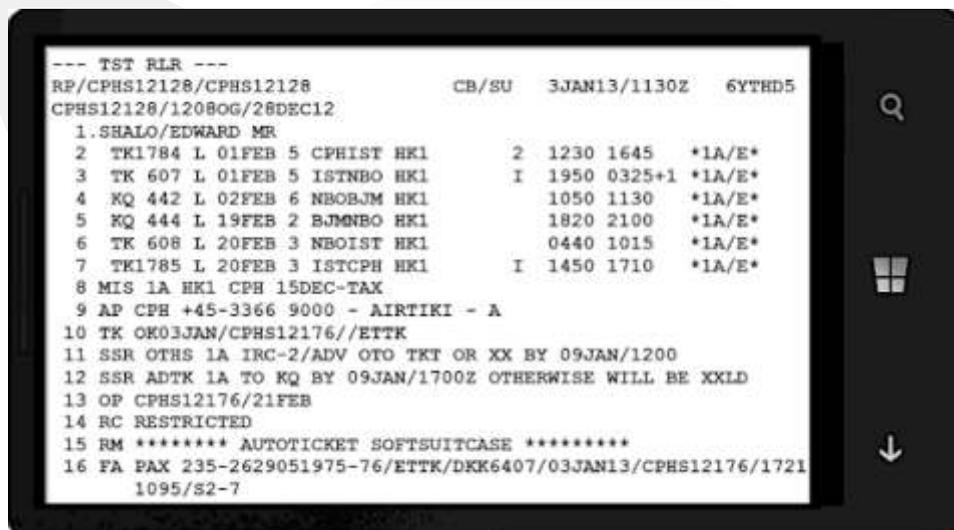
Search for individual parts of the rule, by moving your finger horizontally across your phone. If the rule is so long that you can't read it, it can be read by moving your finger up and down.



## To SAVE the price of a PNR

First, the PNR must be transferred to the Issuing IATA Travel Agency. This is done in the following way:

1. Open the PNR in your own Amadeus
2. Enter ES [the ISSUING IATA TRAVEL AGENCY OFFICEID]-B (press ENTER)
4. SAVE the PNR (ENTER)
5. Go to the Select Menu: SoftFares WP and AMADEUS.
6. Type RT + Your PNR No. and press ENTER



When a PNR appears on the screen with the prices, if you are in any doubt about how the PNR was priced you must contact the Issuing IATA Travel Agency. The price must always be specified with an indication of the Validating Carrier. Use the following command (if any):

FXP/R, UP, VC-LH

In this example, LH validating carrier (VC-LH)

If you want to save the resulting price, enter type ER and then press ENTER.

Other examples of pricing a PNR:

FXP/R, UP, VC LH/KC: (Prices in Business Class)

FXP/R, UP, VC LH/S2-4.7: (Prices only for segments 2-4 as well as segment 7)

You can use the FXB instead of FXP, if you want to find the cheapest possible price in Amadeus, regardless of classes.

There can be a wide variety of other ways to price a PNR, depending on the prices, you have agreed with the Issuing IATA Travel Agency. Contact the Issuing IATA Travel Agency for further information.

When you have saved a price in your PNR, you may see the price and calculation in your own Amadeus.



# Price and issue a PNR

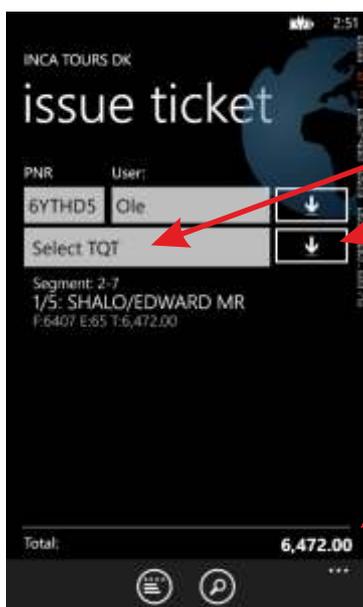
## Issuing e-tickets

Use the following method to issue e-tickets:

1. Open and price a PNR, as described earlier.
2. If the Ticket is in the menu.
3. Enter the PNR and press the ARROW

The following screen appears:

The employee's name will be automatically put on the invoice from the Issuing IATA Agency



Select a price, to issue. Often a TST may be issued only by a time!

Press the ISSUE ARROW SELECTED, to issue the tickets.

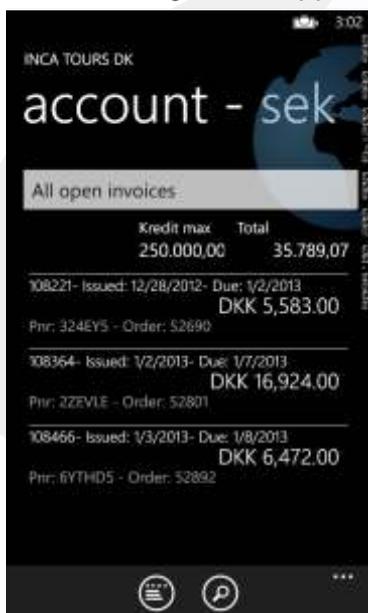
Total price including fee to the Issuing IATA Agency.

If the ticket has been issued, there will be a box with the text: OK ETICKET. If there have been problems, there will be a box with an error message. If you do not understand the error, contact the Issuing IATA Agency, depending on the error, they might have to issue the tickets. Remember it might be more expensive to have them issue the tickets.

F: The price of the ticket per person.  
E: Fee for the Issuing IATA Agency  
T: Total Price

After the ticket is issued, it may be immediately then printed or e-mailed to your customer with the Travel Plan (see page 10). Select ACCOUNT from the main menu.

The following screen appears:

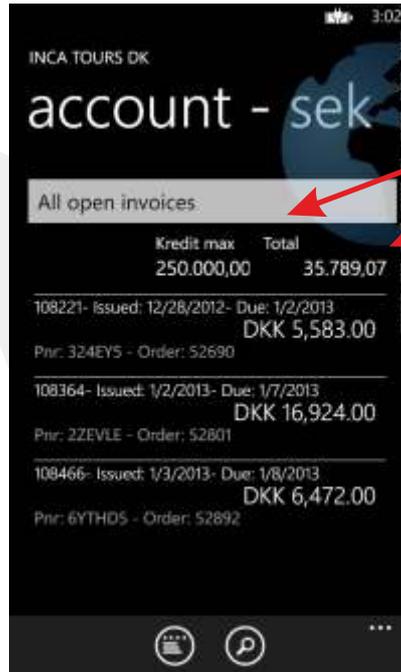


Tap with your finger on the trip, which you want to continue working with



## Accounts with the Issuing IATA Agency

Select the Accounts Tab at the top of the screen. The following screen appears:



Your Credit Max by the Issuing IATA Agency.

Your unpaid purchases

Usually shows all invoices not yet paid to the Issuing IATA Agency. This can be changed at the top of the screen, which says ALL OPEN INVOICES. Here you can choose other periods, and also both invoices and payments. Here can you also search on all movements that there have been on a PNR. Select SEARCH PNR, and key in the PNR in the box to the right. Then press SEARCH at the bottom of the screen.

Send e-tickets, Travel Plans, etc. to your customer

Press the PNR or the Invoice number you wish to use and the following screen appears:



The following options exist.

Send documents to your customer by e-mail. You can attach the e-ticket, Travel Plan and IATA rules and send a short message

Open PNR in Amadeus

Open in CheckMyTrip

Send the issuing agent's invoice as a PDF for yourself

Send e-ticket as an SMS to customer (CheckMyTrip)



## Visa information

SoftFares WP contains a complete overview of visa rules to the entire world. It is located in the VISA tab. Press it and the following screen appears:



Fill in the fields in the top with a minimum of nationality and destination. Both town and country codes may be used. If there are multiple transit cities, separate them with a comma. Then press Search.

This is a description of the visa rules.

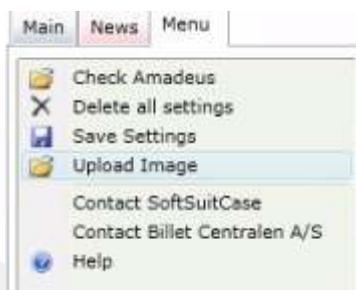
## Own logo on the e-ticket and Travel Plan

It is possible to get your own logo on the e-ticket and Travel Plan

First, save your logo on your PC.

Logo must be 23x77 mm and have a resolution of 300 dpi. Or 230 x 770 px.

Select Menu > Upload Image.



Then select the saved logo in your PC.

After logo is installed, it is a good idea to try and print an e-ticket and a Travel Plan to check the quality.

If you don't like the result, repeat the process.

If you have problems with uploading your logo, contact the Issuing IATA Agency.



## What's new in SoftFares WP

Airlines often send out news items, and it may be difficult to get time to read all this information.

SoftFares WP stores these news items, so that you can search on just the news, you need:

News is displayed with the newest at the top. They are grouped into the following groups:

News from:

The Issuing IATA Travel Agency  
SoftFares (SoftSuitCase)

Airlines

Others

If you only want to see news from a group, select this in the drop-down menu.

If you choose Airlines, it is then possible to search news only from a single air carrier:



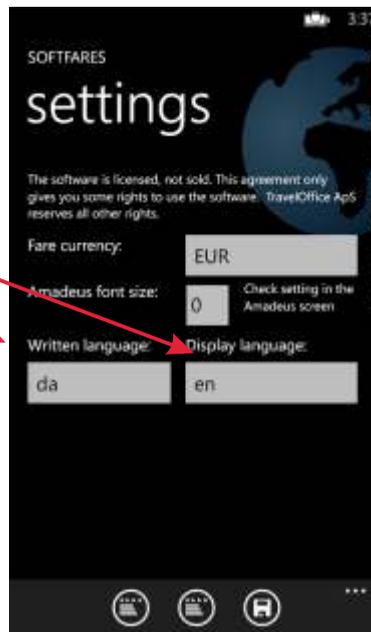
Finally, it is possible to search for special news in the search field. Type in the keyword that you want to search for in the search field, and press search. This function can be combined with all others.

## Language in SoftFares WP

There are 2 different types of language  
In SoftFares WP:

1. The language that appears on the screen
2. The language is used in print (pdf)

Languages for screen display  
Languages for print



## Languages for print (pdf)

This function is used to choose which language to use to print or email, for example. e-tickets and Travel Plans.

Languages are dependent on whether the Issuing IATA Agency has created the appropriate language. If the selected language is not created, or is deficient, there will be ERROR in the selected print.

This feature makes it possible for individual travel agencies to deliver e-tickets and Travel Plans to their end customers in their desired language.

If there is an error, contact the Issuing IATA Agency directly.

## Languages for screen display

This function is used to select which language will be shown in the SoftFares WP. In the current version there is English only. In future versions you will be able to choose between English, Spanish, Swedish or Danish

## Changing a Language

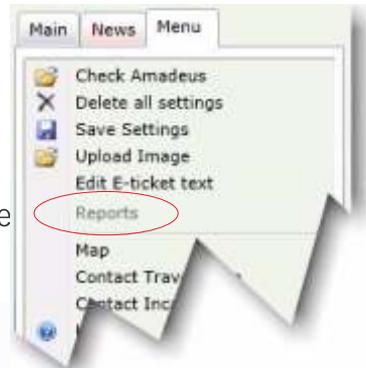
Both languages types can be changed.

In the case of modification, you must select the language in the dropdown boxes and then press SAVE at the bottom of the screen:

## Reports in SoftFares SL

SoftFares provides a variety of reports that can help the individual Travel Agent. These reports cannot be called at this moment from SoftFares WP but only from SoftFares SL.

The reports can be found under the menu to the right of the SoftFares SL. Press Reports. Then the following screenshot will appear:



The number and type of reports is different from installation to installation. Usually, account statements and standard reports are the same. Some reports are free and others are additions that must be ordered directly from TravelOffice. You are always welcome to contact TravelOffice if you have questions about the reports.

Most reports are fairly simple to use:

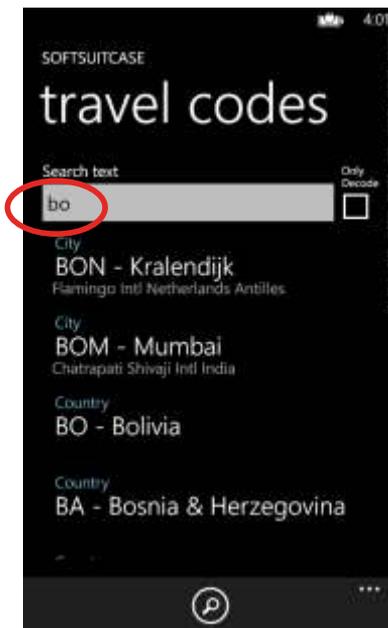
1. First select the desired report.
2. Select the criteria to serve as a basis for the report, and Press PRINT.
3. The desired report is displayed as a PDF file in a new window. If you want, you can print or save the report for future use.

## Decode

In the DECODE menu, it is possible to code or decode towns, country, currency, language, airlines, aircraft types and much, much more.

Press DECODE:

Type the beginning of what you want to encode or decode in the box at the top, and press search. If you only want to search the tags, you can select ONLY DECODE at the top of the image.

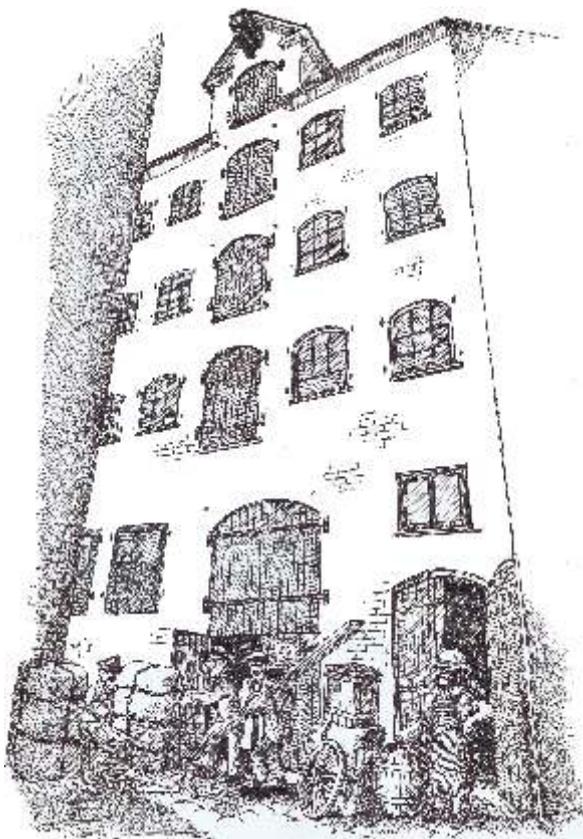


You will then receive all the cities, countries, airlines, etc., beginning with what is in the line at the top.

If your search is a town, you can click on the line, to see a map of the airport and city.



The map can be zoomed in and out with your fingertips.



TravelOffice headquarters are in an old warehouse in the heart of Copenhagen.

If you wish to hear more about our solutions for the travel industry, our hosting, or just want to see our exciting and distinctive rooms, you are always very welcome to come on a visit.

Our courses in Denmark are also done in the old Warehouse on Nytorv.



# SOFTFARES

## SoftSuitCase 2010

SoftSuitCase 2010 is a complete Mid and Back Office System specifically designed for the travel industry by travel industry professionals with more than 25 years experience.

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

## SoftOnline 2010

SoftOnline is an integrated Online Booking System, and a Front Office, that gives your customers the ability to view and change travel online, and even to print E-tickets, Travel Plans, etc.

## PNR Transfer 2010

PNR Transfer reads PNR's from Amadeus, Worldspan and Sabre, and translates them into a variety of other systems, like: C5, Concorde, Microsoft Office etc.

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