

2 HOW TO

2.1 SOFTSUITCASE OFFICE 2007

2.1.1 HOW TO LOGIN TO SUITCASE



SoftSuitCase Office
2007



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

The screenshot shows the login window for SoftSuitCase Office 2007. It features a dark background with white text. On the left, there is a license agreement. In the center, the 'SOFT SUITCASE' logo is displayed. Below the logo are two input fields: 'User name' and 'Password', each with a corresponding button (a close button 'X' and a submit button with a right-pointing arrow). At the bottom, there are two dropdown menus for 'Database' and 'Language'. The 'Database' dropdown is currently empty, and the 'Language' dropdown is set to 'Default Language'. The bottom status bar contains the following information: 'Soft SuitCase Office 2007', 'Copyright © Soft SuitCase', 'Version 2.0.5.0', 'MAC: 00:E0:7D:B5:34:84', and 'Soft SuitCase Software 2007. Designed by Ole Garde & Donald G. Forbes. Thanks to Microsoft for their great help.'

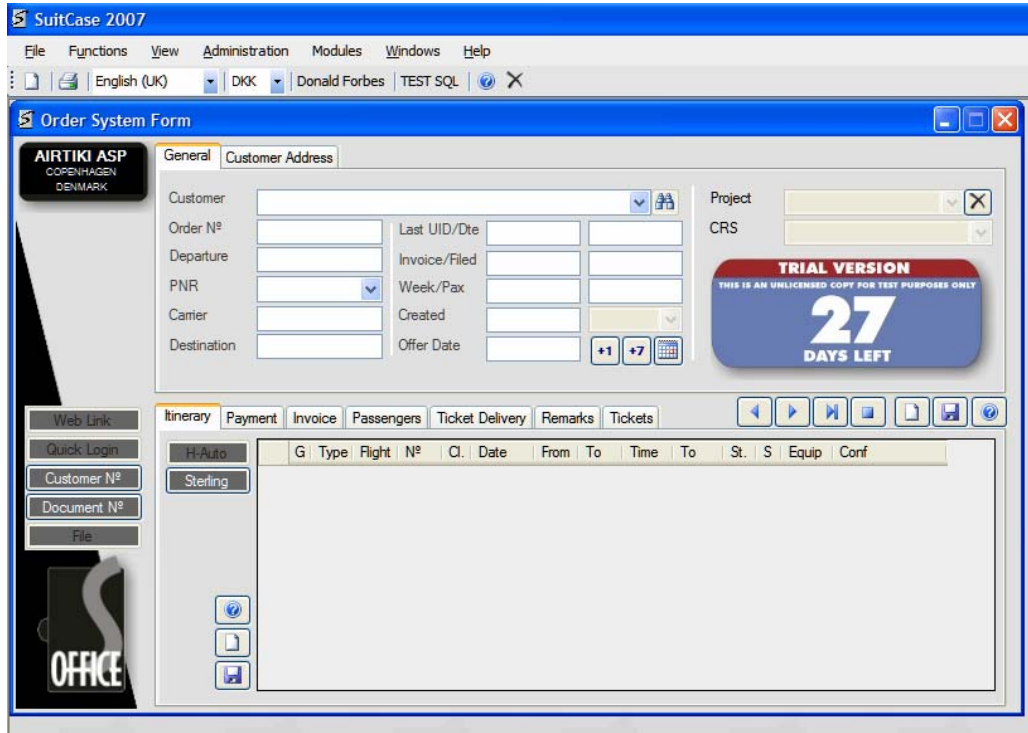
Once the Login Windows Form has opened you are required to enter the following:

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

Then you have 2 options:

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

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



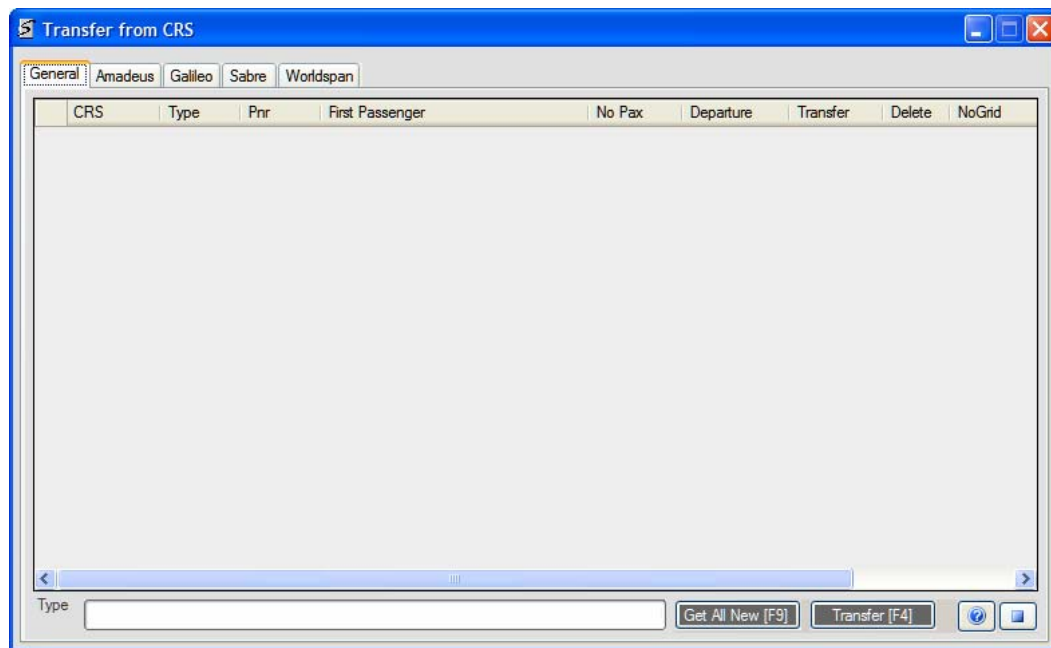
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Here you have 2 options to get the PNR information:

Open Options

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

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



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

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

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

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

Mandatory Fields (Underlined)

General Tab


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

* Notes and Suggestions

The Customer may or not be one of the passengers.

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

If it is new Customer and one of the passengers:

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

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

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

Mandatory Fields (Underlined)

Customer Tab



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

You may also enter the following:

Optional Fields

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

Final Actions

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

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

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2.2.2 HOW TO EDIT AN ORDER

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

General Tab

The screenshot shows the 'SuitCase 2007' application window. The title bar reads 'SuitCase order No: 49211 / Testesen'. The main window is divided into several sections. On the left, there's a sidebar with 'AIRTIKI ASP COPENHAGEN DENMARK' and the order number '49211'. Below this are buttons for 'Web Link', 'Quick Login', 'Customer N°', 'Document N°', and 'File 49211'. The main area has a 'General' tab selected, showing various input fields for order details. A 'TRIAL VERSION' watermark is visible in the bottom right of the main area, stating 'THIS IS AN UNLICENSED COPY FOR TEST PURPOSES ONLY' and '27 DAYS LEFT'. At the bottom, there are navigation buttons and a table with flight details.

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

These are the fields that may be edited or changed.

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

Customer Tab

SuitCase 2007
File Functions View Administration Modules Windows Help
English (UK) DKK Donald Forbes TEST SQL

SuitCase order No: 49214 / Ole Garde

AIRTIKI ASP
COPENHAGEN
DENMARK
49214

General **Customer Address**

Customer: **Ole Garde**
Address: Vendersgade 12
Post Code: 1363 City: Tureby
Country: Denmark Province:
Day Phone: +45 33669000 Mobile: +45 kjk Fax: +45
Email: ole@airtiki.com

Frequent Flyer Information
Attention:
Card N°:
VAT N°:
Customer N°: 49214AU

Web Link
Quick Login
Customer N°
Document N°
File 49214

OFFICE

G	Type	Flight	N°	Cl.	Date	From	To	Time	To	St.	S	Equip	Conf
A	AIR	AF	1251	Y	20JUL	CPH	CDG	0705	1251	HK	0	XXX	
A	AIR	AF	732	Y	20JUL	CDG	OUA	1055	732	HK	0	XXX	
A	AIR	AF	735	Y	25JUL	OUA	CDG	2245	735	HK	0	XXX	
A	AIR	AF	1750	Y	26JUL	CDG	CPH	0730	1750	HK	0	XXX	

These are the fields that may be edited or changed.

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

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

Itinerary Tab

General Customer Address

Customer: Testesen
 Order N°: 49211
 Departure: 1/29/2006
 PNR: 2AH90B
 Carrier: SU
 Destination: BKK

Last UID/Dte: OG 5/10/2007
 Invoice/Filed: 0
 Week/Pax: 4 1
 Created: 5/10/2007 DF
 Offer Date: 5/11/2007

Project: TILBUD
 CRS: AMADEUS

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

OFFICE

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

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

Balance Tab

General Customer Address

Customer: Testesen
 Order N°: 49211
 Departure: 1/29/2006
 PNR: 2AH90B
 Carrier: SU
 Destination: BKK

Last UID/Dte: OG 5/10/2007
 Invoice/Filed: 0
 Week/Pax: 4 1
 Created: 5/10/2007 DF
 Offer Date: 5/11/2007

Project: TILBUD
 CRS: AMADEUS

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27
 DAYS LEFT

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

OFFICE

Output to:

- Windows
- Printer
- Pdf
- Email

PRINT

Invoice
 Deposit
 Set

Close Current Invoice

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

Outstanding: 4,600.00 DKK

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

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

Then...

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

Notes and Suggestions

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

Invoice Tab

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

- Header:** "AIRTIKI ASP COPENHAGEN DENMARK" and "49211" in large red text.
- General Information:**
 - Customer: Testesen
 - Order N°: 49211
 - Departure: 1/29/2006
 - PNR: 2AH90B
 - Carrier: SU
 - Destination: BKK
 - Last UID/Dte: OG 5/10/2007
 - Invoice/Filed: 0
 - Week/Pax: 4 1
 - Created: 5/10/2007
 - Offer Date: 5/11/2007
 - Project: TILBUD
 - CRS: AMADEUS
- Warning:** A red banner indicates "TRIAL VERSION" and "27 DAYS LEFT".
- Navigation:** Tabs for "Itinerary", "Payment", "Invoice", "Passengers", "Ticket Delivery", "Remarks", and "Tickets". The "Invoice" tab is active.
- Invoice Table:**

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

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

Passengers Tab

SuitCase 2007
File Functions View Administration Modules Windows Help
English (UK) DKK Donald Forbes TEST SQL

SuitCase order No: 49211 / Testesen

AIRTIKI ASP
COPENHAGEN
DENMARK
49211

General Customer Address

Customer: Testesen
Order N°: 49211
Departure: 1/29/2006
PNR: 2AH90B
Carrier: SU
Destination: BKK

Last UID/Dte: DG 5/10/2007
Invoice/Filed: 0
Week/Pax: 4 1
Created: 5/10/2007 DF
Offer Date: 5/11/2007

Project: TILBUD
CRS: AMADEUS

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27
DAYS LEFT

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

OFFICE

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

No	Id	Name	Card
81280	1	PINHOLT/SOFIE MS	

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

Ticket Delivery Tab

SuitCase 2007
File Functions View Administration Modules Windows Help
English (UK) DKK Donald Forbes TEST SQL

SuitCase order No: 49211 / Testesen

AIRTIKI ASP
COPENHAGEN
DENMARK
49211

General Customer Address

Customer: Testesen
Order N°: 49211
Departure: 1/29/2006
PNR: 2AH90B
Carrier: SU
Destination: BKK

Last UID/Dte: DG 5/10/2007
Invoice/Filed: 0
Week/Pax: 4 1
Created: 5/10/2007 DF
Offer Date: 5/11/2007

Project: TILBUD
CRS: AMADEUS

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

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

OFFICE

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

Delivery Remarks: Customer would like a message sent to his mobile phone when the e-ticket is sent.

Type of Delivery: Email
Agreed Date: 7/10/2007
Delivered Date: 7/10/2007

Ticket Issued By: DF
Ordered On: 7/4/2007
Received On: 7/9/2007

Customer Enquiries:
Insurance
Cancellation Policy
Visa

Edit Expenses

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

These are the fields that may be edited or changed.

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

Remarks Tab

The screenshot displays the SuitCase 2007 application window. The main title bar reads "SuitCase order No: 49211 / Testesen". The interface includes a menu bar (File, Functions, View, Administration, Modules, Windows, Help) and a toolbar with language and user options. The central area is divided into several sections:

- General Information:** Customer: Testesen, Order N°: 49211, Departure: 1/29/2006, PNR: 2AH90B, Carrier: SU, Destination: BKK.
- Project/CRS:** Project: TILBUD, CRS: AMADEUS.
- Operational Data:** Last UID/Dte: OG 5/10/2007, Invoice/Filed: 0, Week/Pax: 4 1, Created: 5/10/2007 DF, Offer Date: 5/11/2007.
- Warning:** A prominent "TRIAL VERSION" banner indicates "27 DAYS LEFT".
- Navigation:** A tabbed interface at the bottom shows "Remarks" as the active tab, with other tabs for Itinerary, Payment, Invoice, Passengers, Ticket Delivery, and Tickets.
- Left Panel:** Contains a sidebar with "AIRTIKI ASP COPENHAGEN DENMARK" logo, the order number "49211", and buttons for "Web Link", "Quick Login", "Customer N°", "Document N°", and "File 49211".
- Bottom Left:** Features the "OFFICE" logo.

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

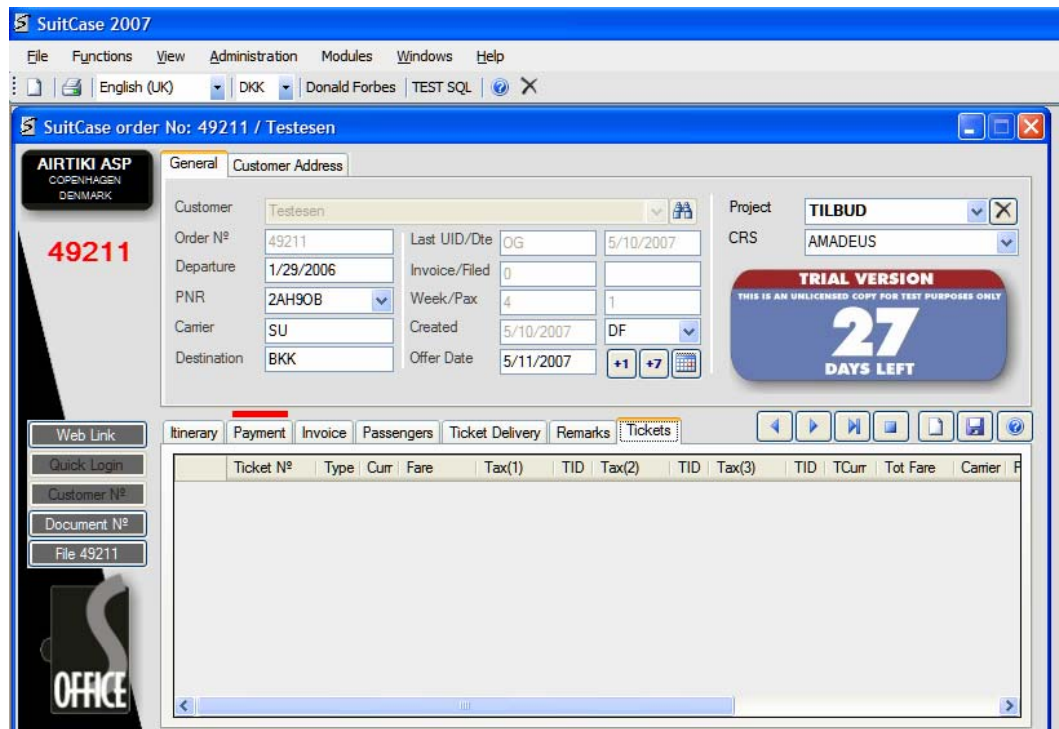
These are the fields that may be edited or changed.

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

Notes and Suggestions

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

Tickets Tab



This tab just displays the current Ticket Information.

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