



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.



TravelOffice

Mid- and Backoffice

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



The image shows a brochure for SoftSuitCase, a Mid- and Back Office System for Travel Agencies. The brochure is tilted and features a dark blue background with white text and a large photograph of a person's legs standing on a floor covered with papers. The text on the brochure includes the company name, a description of the system, its integration with other travel systems, and its use in Denmark and Sweden. It also mentions that it handles the majority of tasks required in a modern travel agency and is competitively priced. The Microsoft Partner Network logo is visible at the bottom.

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!

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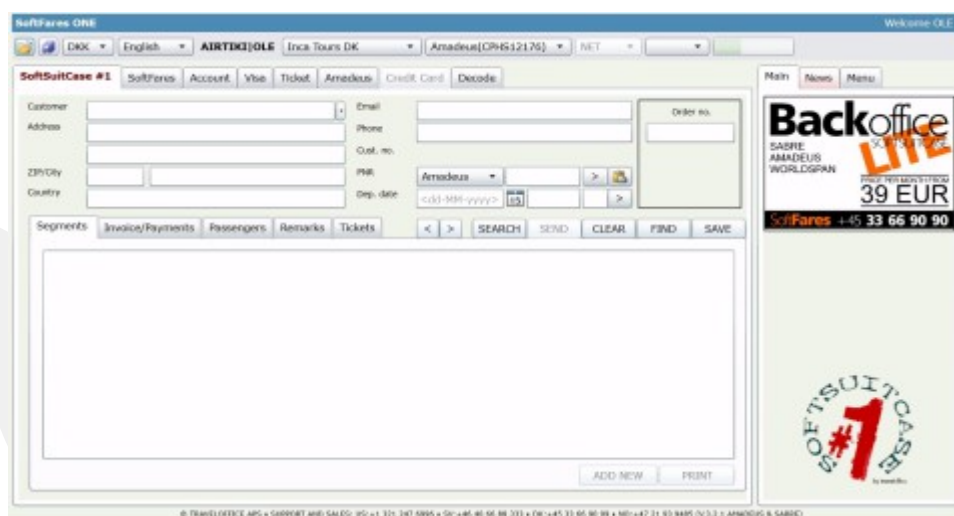


SoftFares

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.

The screenshot shows the 'SoftSuitCase ONE' application window. At the top, there are tabs for 'SoftSuitCase #1', 'SoftFares', 'Account', 'Visa', 'Ticket', 'Amadeus', 'Credit Card', and 'Decode'. The 'Amadeus' tab is active. Below the tabs, there are input fields for 'Customer', 'Address', 'Email', 'Phone', 'Fax', 'Dep. date', and 'Order no.'. A red arrow points to a small clipboard icon (the 'Paste' button) located next to the 'Amadeus' CRS selection field. Below these fields is a table with columns: T, Air, Rta, C, Dep, From, To, Dep, Arr, Q, and Name/Info. The table contains four rows of flight data. At the bottom right, there is a 'Backoffice' banner for 'SABRE', 'AMADEUS', and 'WORLDSPAN' with a price of '39 EUR'. A large red '1' is overlaid on the bottom right corner of the screenshot.

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 be 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.

T	Air	No.	C.	Dep.	From	To	Dep.	Arr.	Q	Name/Info
AIR	EK	152	T	19MAR	CPH	DOH	0400	2315	HK	
AIR	EK	408	T	20MAR	DOH	RUH	0300	1350	HK	
HTL				21MAR	RUH	RUH			HK	25MAR Hotel Malaysia
AIR	EK	343	T	11APR	RUH	DOH	0200	0455	HK	
AIR	EK	151	T	11APR	DOH	CPH	0830	1300	HK	



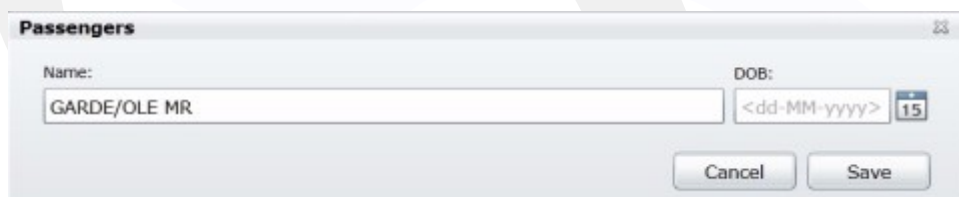


Segments continued...

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.



A screenshot of a web form titled "Passengers". It contains two input fields: "Name:" with the value "GARDE/OLE MR" and "DOB:" with a date picker showing "<dd-MM-yyyy>" and "15". Below the fields are two buttons: "Cancel" and "Save".

Enter or edit and press SAVE.

Comments



A screenshot of a web form titled "Comments". It features a tabbed interface with tabs for "Segments", "Invoice/Payments", "Passengers", "Remarks", and "Tickets". The "Remarks" tab is selected. Below the tabs is a large text area containing the text "This is a test of a remarks for an order". At the top right of the form are buttons for "<", ">", "SEARCH", "SEND", "CLEAR", "FIND", and "SAVE".

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

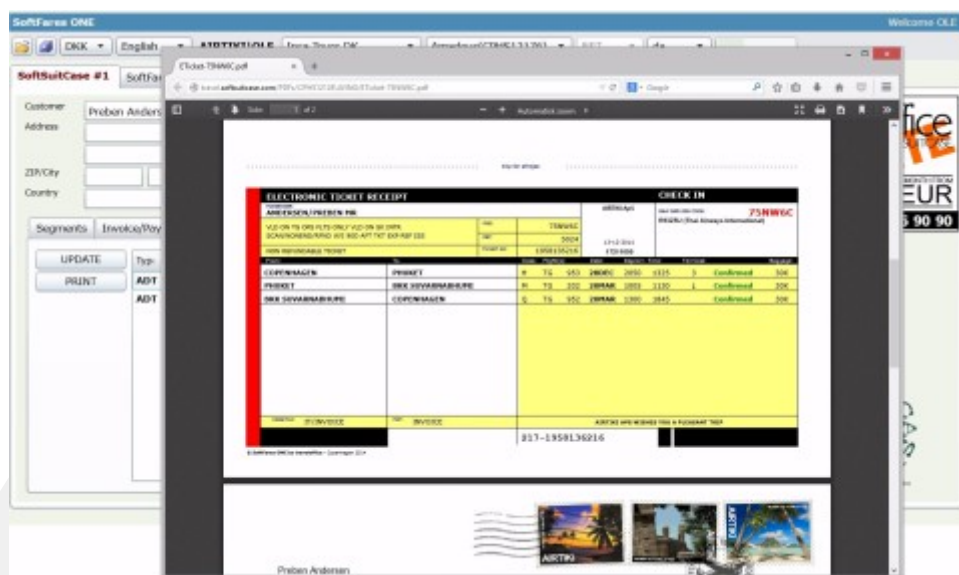
There are several ways to import flights into SoftSuitCase ONE. The most common are:

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:

Segments	Invoice/Payments	Passengers	Remarks	Tickets	<	>	SEARCH	SEND	CLEAR	FIND	SAVE
UPDATE											
PRINT											
	Type	No.		CC fee	Commission	Issue Date	CUR	Total			
	ADT	217	1958136216	0,00	0,00	02-12-2014	DKK	7.835,00			
	ADT	217	1958136217	0,00	0,00	02-12-2014	DKK	7.835,00			

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

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.

Invoice

Invoice No.: **NEW** Issue date: 13-12-2014 Due date: 20-12-2014 Deposit: 0,00 Deposit pay date: 13-12-2014

Type: Text: **H** Text: Hotel Malaysia 4 nætter, 2 dbl. værelser Units: 4 Net price:

Type	Text	Unit	Net price	Unit price	VAT Price	Total price
N	Flybillet fra Copenhagen to Dubai med Emirates Airline	4	2.460,00	2.690,00	0,00	11.560,00
N	Danske og udenlandske skatter og afgifter	4	1.789,00	1.789,00	0,00	7.156,00
H	Udvalgte gebyrer	4	85,00			

Total net: 17.250,00 Total sales: 18.716,00 Total profit: 1.460,00 Profit pct.: 7,8 EXIT

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:

The screenshot shows the SoftFares CRM interface. On the left, there's a customer record for Ole Garde, born 1450, living in Copenhagen K, Denmark. The email is ole@oletki.com. The phone number is 53669993. The account is linked to Amadeus (CPHS12176). The order number is 5038. The payment table shows a payment of 18,716.00 DKK on 13-12-2014, with a total of 18,716.00. The interface also includes a 'Backoffice' section with a 'SABRE AMADEUS WORLDSPAN' logo and a '39 EUR' price tag. A 'SOFTSUITS CASE #1' logo is visible in the bottom right corner.

NEW INVOICE	Type	Curr	Invoice	Issue Date	Pay Date	Amount	Total
PAYMENT	Invoice	DKK	1535	13-12-2014	20-12-2014		18,716,00

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:

The screenshot shows the 'Payments' dialog box. It has fields for 'Payment type' (a dropdown menu), 'Pay date' (13-12-2014), 'Pay date' (15), 'Payment amount' (2000), and 'Payment type' (CASH). A table shows the payment details: Total 18,716,00, Paid 0,00, and ToBePaid 18,716,00. The dialog box has 'Cancel' and 'PAY' buttons.

	Total	Paid	ToBePaid
	18,716,00	0,00	18,716,00

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:

The screenshot shows the SoftFares CRM interface with the updated payment table. The 'NEW INVOICE' button is now 'PAYMENT'. The table shows the payment of 2,000.00 DKK on 13-12-2014, with a total of 18,716.00. The invoice is now closed (CLOSED).

NEW INVOICE	Type	Curr	Invoice	Issue Date	Pay Date	Account	Total
PAYMENT	Invoice(Closed)	DKK	1535	13-12-2014	20-12-2014		18,716,00
CLOSE	Payment	DKK		13-12-2014	13-12-2014	CASH	-2,000,00

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:

Send Email to Customer

To:

Subject:

Text:

Thank you for your inquiry about a trip to Dubai.

We hereby send you an offer with Emirates Airline, which can be read on the attachments. We must please make note that we must receive payment for the journey by the day after the order so that we can reach to issue tickets.

If you have further questions about the trip, should I just contact us again. Please do not use this email address, but the following:
ole@airtiki.com

Sincerely,
Ole Garde

Attach:

☐ Eticket

☒ Itinerary

☒ Invoice No.:

☐ Balance

☐ IATA Rules

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.

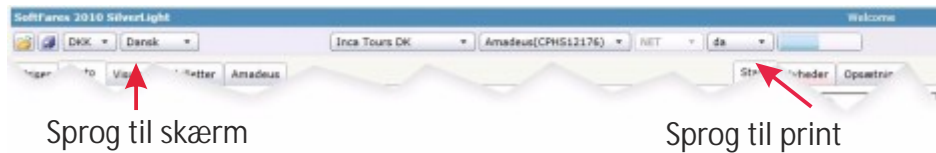
The e-mail can be set to as many people as are in the send to: field.

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.



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.

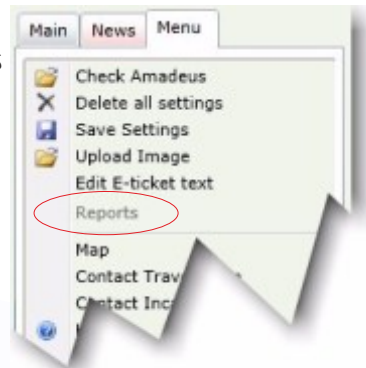
For a temporary change, you simply choose the temporary language in the dropdown box. For a permanent change, the user must choose the language from the dropdown boxes and then press SAVE in the top left top the program:

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.



 A screenshot of the 'Reports' window in the application. It features a 'From:' date field set to '01-01-2011' and a 'To:' date field set to '28-08-2011'. There are 'Airline:' and 'Curr:' dropdowns with 'Select' and 'DKK' respectively. A 'Select reports:' dropdown is set to 'Issued ticket on Airlines'. Below this, a note states: 'The report will open a new HTML windows. You must allow pop-up windows.' At the bottom right are 'PRINT' and 'EXIT' buttons.

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

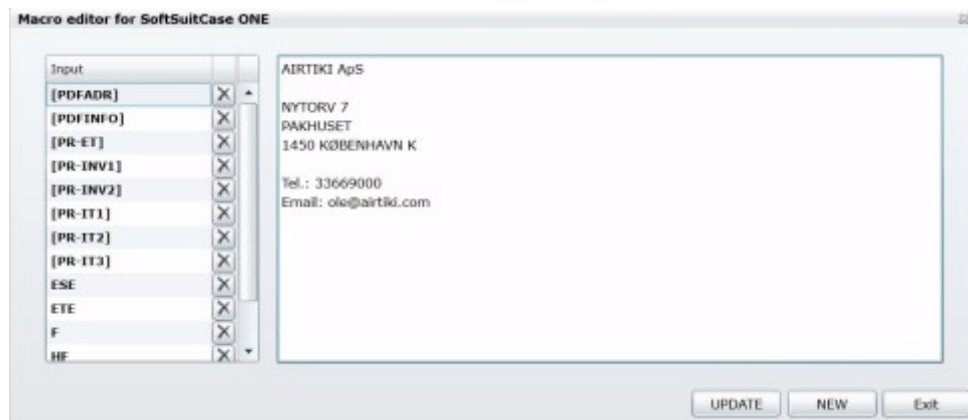
Most reports are fairly simple to use:

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.

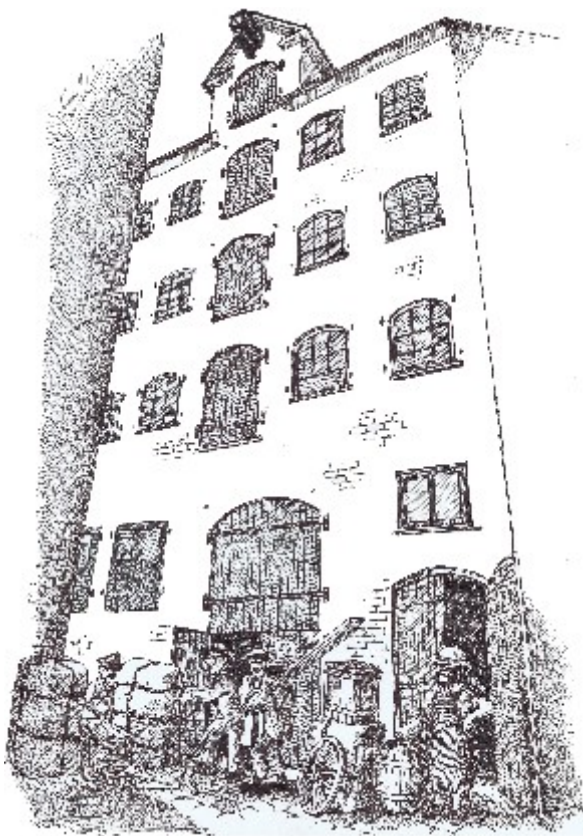
Common macros are used for example in invoices and e-mails. Type * and ENTER to see if macros can be used on individual fields.

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

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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.

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