



SOFTFARES



2010 SL

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.



TravelOffice

Mid- og Backoffice

Searching for a good mid-and back office 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!

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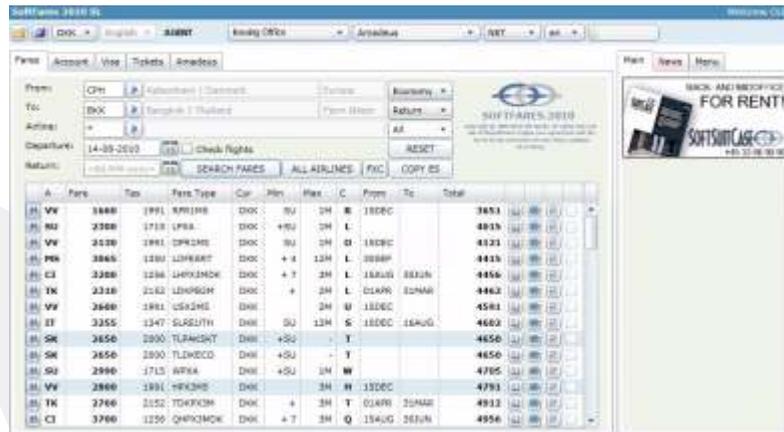
Soft Fares 2011 WP

SoftFares also exists in a version for Microsoft and Nokia's new smartphones coming to Scandinavia in September 2012.

The software only works if you already use SoftFares SL.

The software can be downloaded from the phone's marketplace. Search for SoftFares. The price has not been set but we expect it to be around 200,00 DKK per phone.

What is SoftFares?



Soft Fares is a combined pricing system and ticket robot for NON-IATA Travel Agents. With SoftFares SL installed any Travel Agent can even perform price spreads in the issuing Travel Agent's price database and even issue tickets 24 hours a day-7 days a week.

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

Names of the issuing agencies can be obtained by contacting TravelOffice on phone + 45 33 66 90 90. It will not be possible to install Soft Fares before you have received a code from the issuing IATA Travel Agency.

Pricing and Ticket Robot

SoftFares is primarily a pricing system, where the individual Travel Agency will have the opportunity to raise and issue PNR's with the prices and rules of the issuing agency, but in addition there is a wide range of other useful features, including Timatic, with information on the rules for visas to anywhere in the world.

Mini Mid-Office

SoftFares Plates can also function as mini Mid-Office system, since from Soft Fares there is the possibility to issue and print or e-mail directly from Soft Fares, e-tickets and travel plans directly to the end customer. Soft Fares can also be combined with the other systems from TravelOffice.

Installing SoftFares

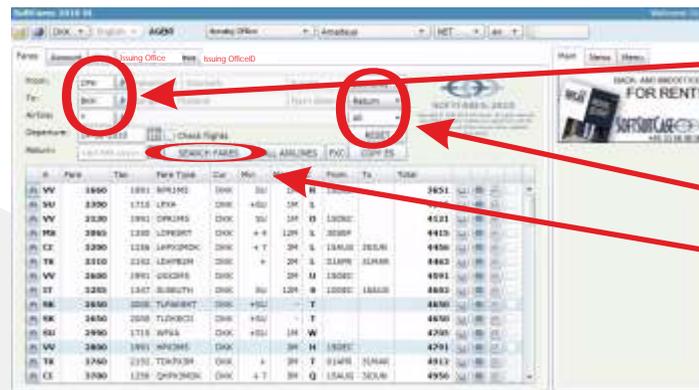
1. Open Microsoft Internet Explorer
Open WEB adressen: <http://softfares.softsuite.com>



Fill in the necessary information. If you do not know your user name and password, contact the Issuing Travel Agency.
Select : Save Password. If you want to automatically login in the future.

2. Contact the Issuing Travel Agent, if you want the changes in privileges and credit.
3. SoftFares 2010 SL is now ready to use!

SoftFares 2010 SL - Price Lookup



Enter the departure and arrival city codes, as well as the dates for both the outward and return journey. Press the arrows to code or decode.

Select the fare type OW/RETUR, NEGO m.v.

Press to SEARCH PRICES

Fill in the search criteria and press SEARCH PRICES.

Explanation of Fares

After a short period the searched results will appear.

1. Binoculars. Tap here, if I just want to price with this company.
2. Check flights. Click this box if I want information on vacant places.
3. Departure city.
4. Arrival city.
5. Price excluding taxes.
6. Expected taxes (see more on taxes).
7. Fare basis.
8. Currency. (The currency can be changed at the top of the screen).
9. Minimum stay.
10. Maximum stay.
11. Booking class.
12. Period from (or second departure date by searching vacant)
13. Period to (or a different return date by searching vacant)
14. Total price including taxes (yellow: Taxes cannot be calculated)
15. BOOK. Press here to see the rules.
16. PLANET: press here to upload search for Amadeus
17. Selection of vacant seats.

Prices and Taxes of reservations

All prices in Soft Fares are indicative, and neither TravelOffice nor the Issuing Travel Agent can be held responsible for the prices. Taxes in Soft Fares are calculated using information received within the last 14 days.

Only when your PNR is scheduled and a price is calculated in Soft Fares can we be sure of the price, and in this case only, if it is issued on the same day.

Contact the Issuing Travel Agent, if you are in doubt.

Calculation of Taxes and Duties

If the field is not yellow, the Taxes and Duties were calculated using tax and duty information received within the last 14 days. If the field is yellow or if you believe that there is something wrong with taxes, we recommend that you recalculate the taxes and duties. This is done in the following way:

Click on the amount of the tax and the following box will appear.



If the itinerary is correct, press the CALCULATE TAX and close the box.

If the itinerary is incorrect enter the route as follows:

For OW: CPH/ASKMAD/AUXCCS

For RT: CPH/ASKMAD/AUXCCS/AUXMAD/ASKCPH

/ASK is the airline

-/ is an indication of the destination.

The other is the city codes on the itinerary. Check with the Issuing Travel Agency, if you are in doubt.

Rules for Fares/Prices

To see the fares/prices retrieved from a CRS, press the BOOK icon:



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

SEARCH VACANT SEATS

There are several ways to search vacant seats. Click the check box in the Fare Table or select CHECK FLIGHTS on top of Fare Table.

You can also search in your own CRS. Press on the Planet icon in the Fare table, and then go to your CRS. Type IG and ENTER. Press Ctrl + V and ENTER.

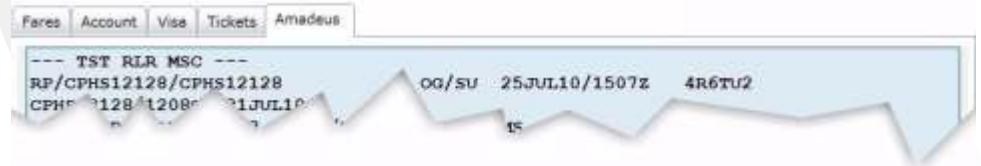
If you have access to Amadeus Master Pricer, you can transfer the search in the same way by pressing FXD button.



Save the price of a PNR

The PNR must first be transferred to the Issuing Travel Agency. This is done in the following way:

1. Go to SoftFares and press COPY ES
2. Open PNR in your own Amadeus
3. Press Ctrl + V and ENTER
4. Save the PNR (ER and ENTER)
5. Go to SoftFares and choose the AMADEUS tab.
6. Write RT + Your PNR No. and press ENTER



When the PNR comes up on the screen, it will show the prices. If you are in doubt about the prices of the PNR, contact the Issuing Travel Agency. Prices must always indicate the Validating Carrier. Use any the following commands:

FXP/R, UP, VC-UX

In this example, UX is the validating carrier (VC-UX)

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

Other examples of a PNR price:

FXP/R, UP, VC-UX/KC: (Business Class prices)

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

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

There are many other ways to price a PNR, depending on the pricing you have agreed with the Issuing Travel Agency. Contact the Issuing Travel Agency for further information.

When you save a PNR price, you can see the price and the calculation in your own Amadeus:

1. Open the PNR. If and when it is open, type IR + ENTER.
2. Enter TQT and ENTER.
3. If you have multiple TQT in the PNR, then type TQT/T2 (for Nr. 2).

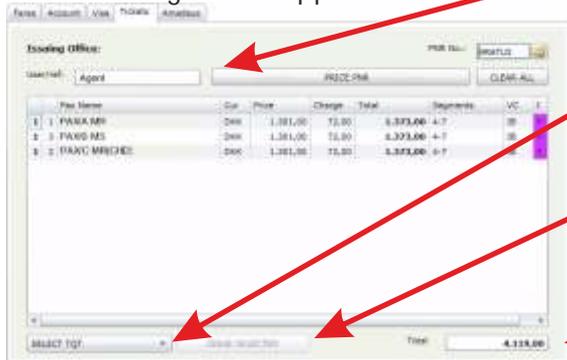
If I want to delete all the prices in a PNR, then type TTN/ALL + ENTER. Remember to save the changes (S + ENTER).

Issuing airline tickets

Use the following method to issue airline tickets:

1. Open and price PNR, as described earlier.
2. If the PNR has a price (from same day) it can be opened.
3. Type the TTP and ENTER

The following screen appears:



Skriv medarbejderens navn her. Det kommer på regningen fra det udstedende bureau

Select what prices you want to issue. Generally you can only do one at a time.

Press ISSUE SELECTED to print the e-tickets

Total price including the fee for the Issuing Travel Agency.

If the ticket is issued, you will see a box with the following text: OK ETICKET. If there has been a problem, the text box will contain the error message. If you do not even understand the error, contact the Issuing Travel Agency, and possibly get them to issue the tickets. Remember it can be more expensive to obtain the ticket manually.

After the ticket is issued, it may be printed or e-mailed to your customer with a Travel Plan. This is done in the following way:

Select ACCOUNT in the tabs at the top of the screen.

The following screen appears:



Print E-ticket.

Print Travel Plan

Print the invoice from the Issuing Travel Agency

The documents are all PDF files, and can be printed, saved or sent by email directly to your customers.



Issuing Travel Agency Account

Select ACCOUNT tab at the top of the screen. The following screen will be shown:

Deposit that has to be paid to the Issuing Travel Agency

Your Credit Maximum set by the Issuing Travel Agency

Your unpaid purchases

Your remaining Credit with the Issuing Travel Agency

Print invoice.

Usually shows all unpaid invoices with the Issuing Travel Agency. This can be changed at the top of the screen, where it says "ALL OPEN INVOICES". Here you can choose other periods, and see both invoices and payments. Here you can also search on all the transactions that have been done on a single PNR. Select SEARCH PNR, and key the PNR number in the box to the right. Then press UPDATE(↵) at the far right.

Payments made to the Issuing Travel Agency

To pay, you must first select currency if your Issuing Travel Agency than one currency. Then, select the invoices you want to pay by clicking the field at the extreme right of the screen.

You can also choose to pay all unpaid invoices, For that press SELECT ALL INVOICES.

When you have selected the invoices you wish to pay, just press GENERATE PAYMENT.

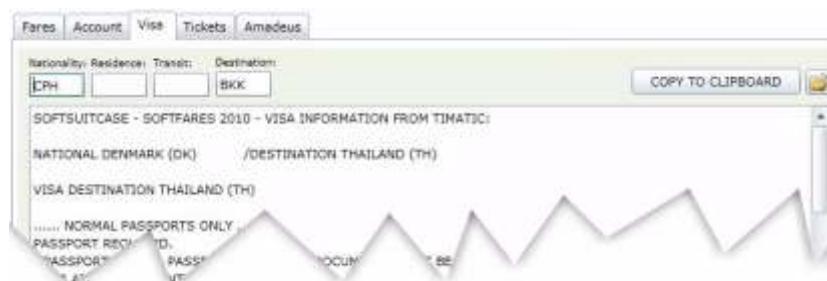
Then you will be asked if you want to save this payment? If you answer Yes, a PAYID will be displayed to the right, next to each invoice.

Write down the amount and PAYID and transfer the amount to the Issuing Travel Agent indicating the PAYID as a reference.

If you have made an error, simply repeat the process. When the amount is received by the Issuing Travel Agency, it will be removed from your outstanding, and invoices will no longer appear.

Visa Information

SoftFares provides a complete overview of the visa rules for the entire world. It is located on the VISA tab. Press it and the following screen appears:



Fill in the fields at the top or at least the nationality and the destination. Both town and country codes can be used. If there are multiple transit cities, these are separated by commas. Then press OPEN (the yellow icon to the right).

With it comes a description of the visa rules. If you press COPY to CLIPBOARD, all the information will be saved and you can send the text to your customer by email.

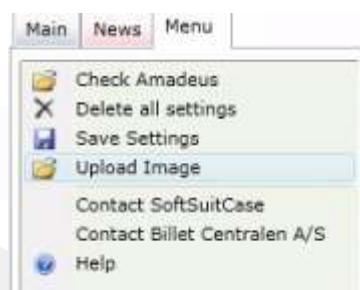
Own logo on the e-Ticket and Travel Plan

It is possible to have own logo on the E-ticket and Travel Plan

First, save your logo on your PC.
The Logo must be at 6 x 6 cm and in a resolution of 300 dpi.

Select MENU > UPLOAD IMAGE

Then select the logo saved on your PC.



After the logo is installed, it is a good idea to test your printed Travel Plan and E-ticket, in order to check the quality.

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

What is new in SoftFares 2010 SL

Airlines and Hotels often send out news, and it can be difficult to get time to read all this information. In SoftFares 2010 SL, this news is saved so that you can search on exactly the news you need:

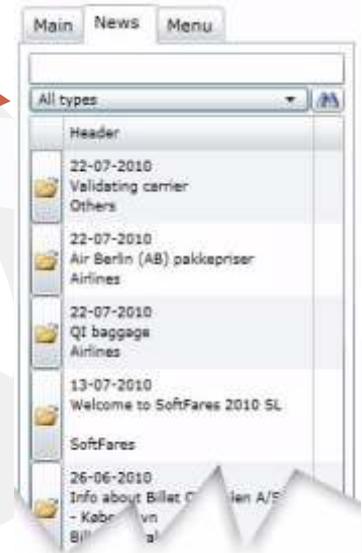
The news is displayed with the most recent at the top. They are divided into the following groups:

News from:

- Issuing Travel Agency
- SoftFares (SoftSuitCase)
- Airlines
- Hotels
- Others

If you only want to see news from a specific group, it will be in the drop down menu.

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



Finally, it is possible to search for specific news in the search field. The key of what you want to search for is entered into the search field and press binoculars. This feature can be used all the others.

Languages in SoftFares

There are 2 different types of language in SoftFares SL:

1. The language that appears on the screen
2. The language used to print



Language to Display

Language to print

Language To Print

This function is used to select which language to use to print of e.g. E-tickets and Travel Plans.

The Languages depend on the languages the Issuing Travel Agency has created. If the selected language does not exist an ERROR! Message will appear on the selected printer.

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

If the desired language is not available you must contact the Issuing Travel Agency.

Language To Display

This function is used to select which language will be shown in SoftFares SL.

To change the language

Languages can be changed temporarily or permanently.

For a temporary change, you simply choose the language in the dropdown box.

For a permanent change, you must choose language in the dropdown box, and then press SAVE at the top left had corner of the SoftFares SL

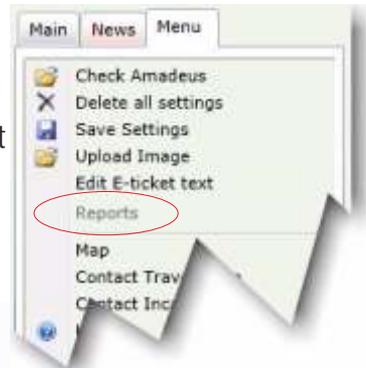
screen. 

Reports in SoftFares 2010 SL

SoftFares SL provides a variety of reports that can assist individual travel agents.

The Reports are located in the menu to the right of the SoftFares screen. Press REPORTS.

Then it displays the following screen:



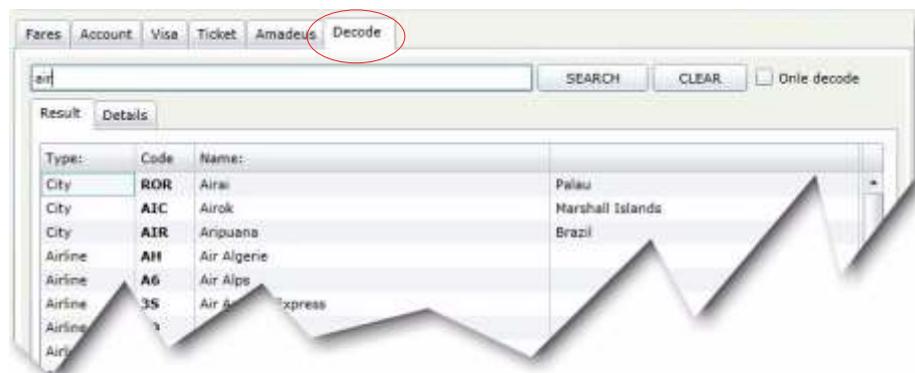
The number and type of reports is different from installation to installation. Usually the account statements and PayID reports are always included. Some reports are free and others are additions that have to be ordered directly from TravelOffice. You are always welcome to contact TravelOffice if you have any questions concerning the reports.

Most reports are quite simple to use:

1. First, choose the report you want. To view the options, you have different selection criteria for the report.
2. Select the criteria to serve as a basis for the report, and Press PRINT.
3. The desired report appears as a PDF file in a new window. If you wish, you can print or save the report for future use.

Using the submenu DECODE, it is possible to encode or decode the cities, countries, currencies, languages, airline, aircraft types and much, much more.

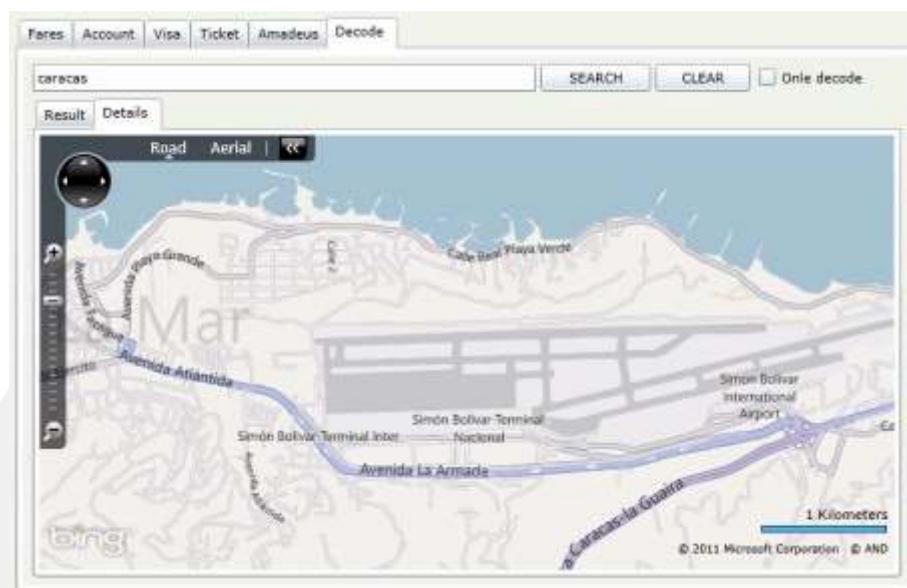
Press DECODE:



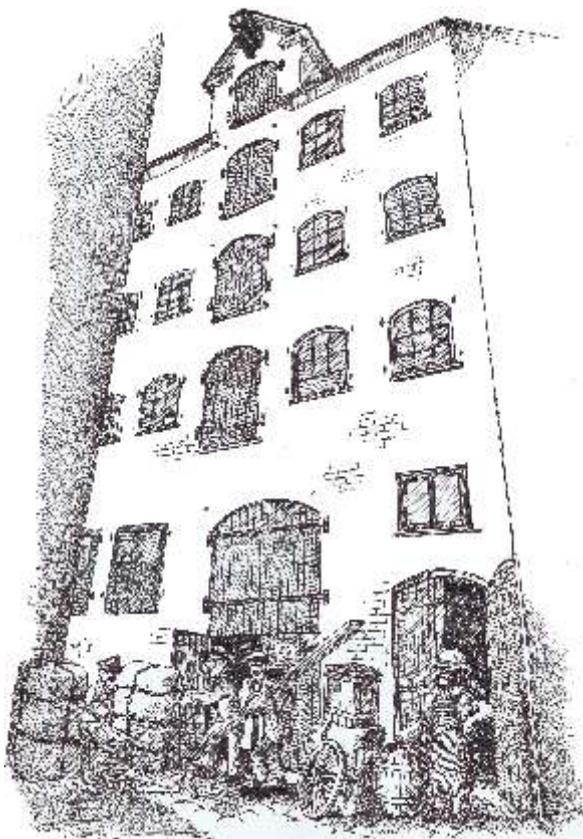
Type the beginning of whatever you want to encode or decode in the box at the top and press enter. If you wish to search on codes, you can select ONLY DECODE at the top of the table.

Then you get all the cities, countries, airlines, etc. that starts with that appearing in the line at the top.

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



The map can be zoomed in and out with the wheel on your mouse, and if you want to see the map as an air photo, this can be done by pressing the Aerial.



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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