BilletKontoret
TOUROPERATOR & CONSOLIDATOR

Get started with TravelWise

- install, setup and prepare TravelWise for use.

Contents

Introduction

TravelWise is a professional mid-office system that is customized to the needs of each individual travel agency. It is an unique IT solution that delivers the important functions and tools that the travel business work with daily. These are functions and tools that ensure the administrative workflows will be as simple and manageable as possible.

The solution offers several advantages and possibilities:

- Integration with Amadeus, Sabre and Worldspan
- An order module that lets you send offers and invoices directly to the customer
- An easy way to create a database of the products of your agency and the option to e-mail a booking enquiry directly to your supplier.
- An effective and user friendly queue management system
- Create and maintain your own customer files
- An advanced and user friendly statistics module that easily lets you generate reports
- A precise creditor management function that includes account statements and payment reminders

This guide will tell you how to install, setup and prepare Travelwise for use.

Install TravelWise

This guide will show you how to install TravelWise on your computer.

To install TravelWise your computer should meet the following requirements

- Windows XP, Vista or Windows 7
- 400 MB available hard disk space
- A printer connected to your computer or network
- A SMTP mail server for sending e-mails from Travelwise.
- A permanent internet connection

If you need help with the installation, please contact Billetkontoret IT support

phone : +45 3690 3060
e-mail : itdrift@billetkontoret.dk

Installation

There are two steps you should follow.

Firstly you should install Crystal Reports, which will allow you to generate and print reports from Travel Wise. To install, click on the link bellow or copy it to your browser and download and run the setup file:

http://tw.billetkontoret.dk:8085/files/CR11R2FP61Setup.msi

The second step is to install TravelWise. Click on the following link or copy it to your browser to download and run the setup file.

http://tw.billetkontoret.dk:8085/setup.exe

Once TravelWise has been installed on your computer, you can start the program by navigating to and clicking on the new icon in your Start menu.

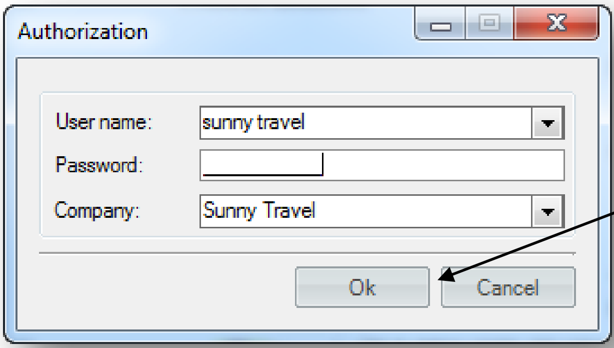
Start > Programs > Billetkontoret.

At start up you will be prompted for the user name and password that Billetkontoret has given to you.

Starting TravelWise

Once TravelWise has been installed you can start the program by navigating to and clicking on the new icon in your Start-menu.
Start > Programs > Billetkontoret

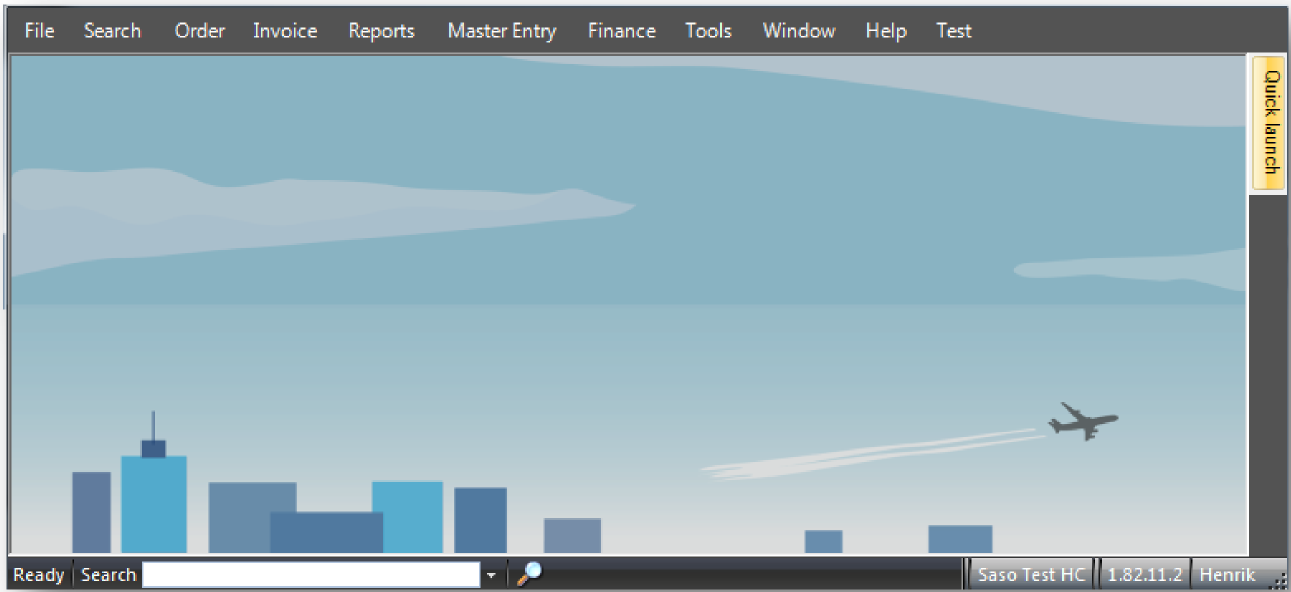
When you start up TravelWise you will be prompted for the **user name** and **password** that Billetkontoret has given you.



Once you have given the required information and click **Ok**, the program will start up for the first time! Welcome to TravelWise!

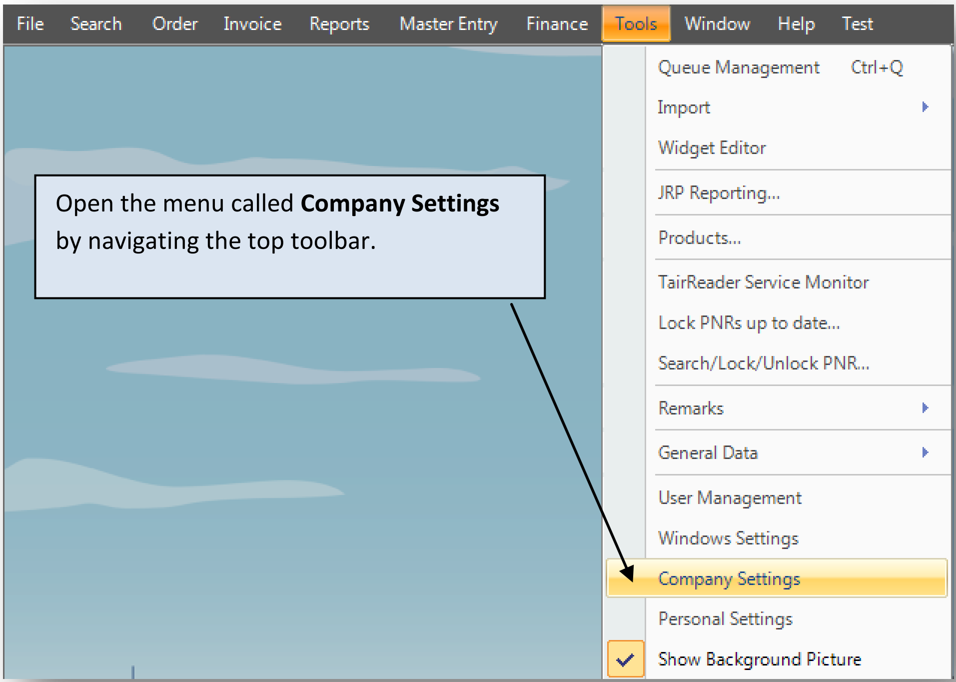
Setting up TravelWise

The first screen you see will look like this



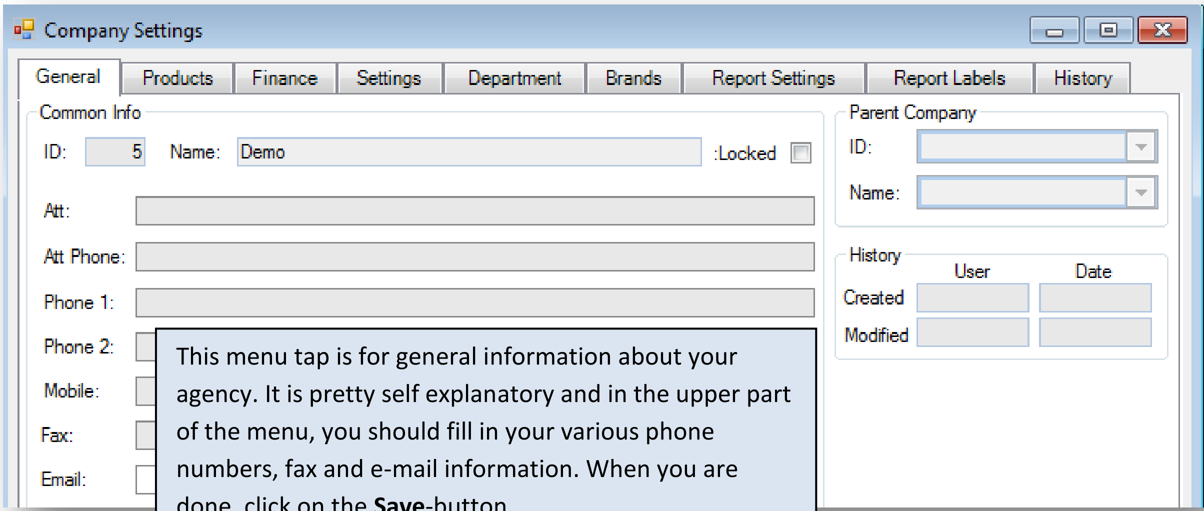
The first thing you need to do is to set up TravelWise so that the system uses your products, VAT-rules and so on. Follow the steps below and you will be ready to work with TravelWise in short time.

Company Settings



In **Company settings** is where you adjust various settings and supply general information about your company. There are many features and possibilities and you do not need to know about all of them, to set up TravelWise for use. In the following pages we will go through the features that are important to take a look at.

Company Settings - General

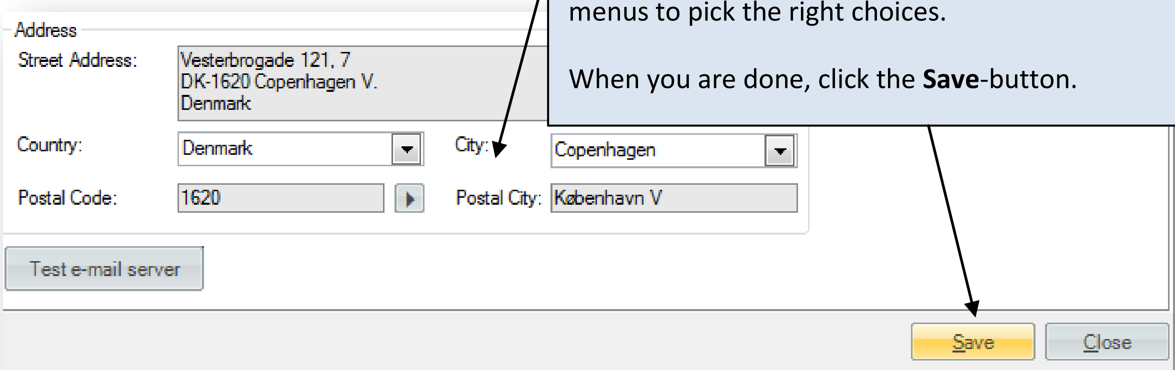


This menu tap is for general information about your agency. It is pretty self explanatory and in the upper part of the menu, you should fill in your various phone numbers, fax and e-mail information. When you are done, click on the **Save**-button.

Note: The right side of the menu, Parent Company and History is not anything you have to adjust.

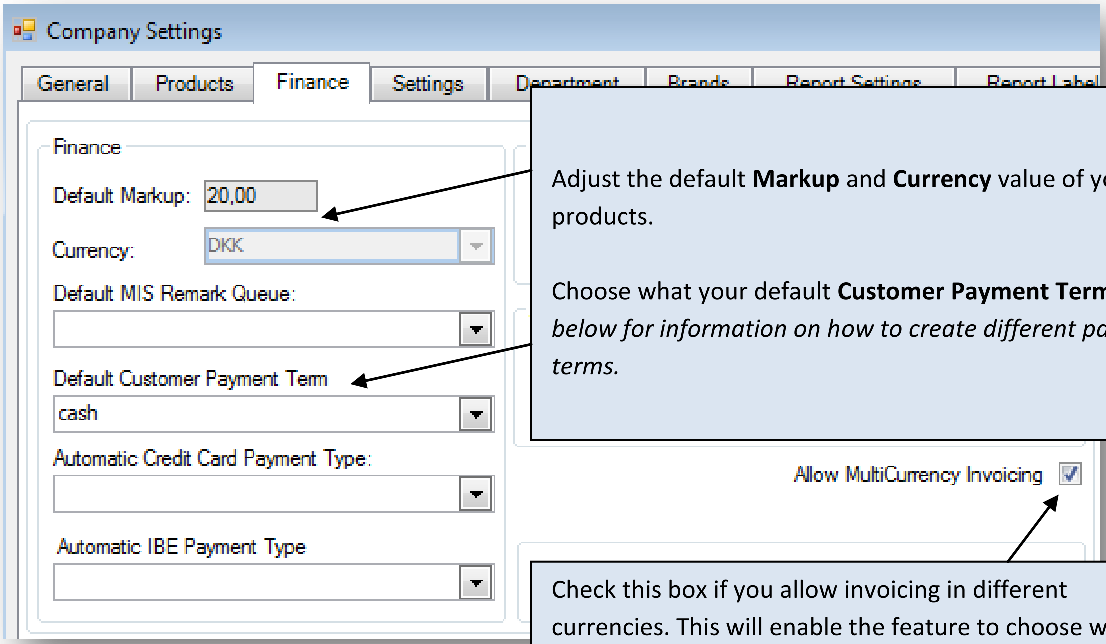
In the lower part of the General settings menu, you have to fill in your address and use the drop down menus to pick the right choices.

When you are done, click the **Save**-button.



Company Settings – Finance

In this Finance tab you have to add some of the default finance information. There are several options and not all of them are relevant for you, but there is a few of them that you have to know about.

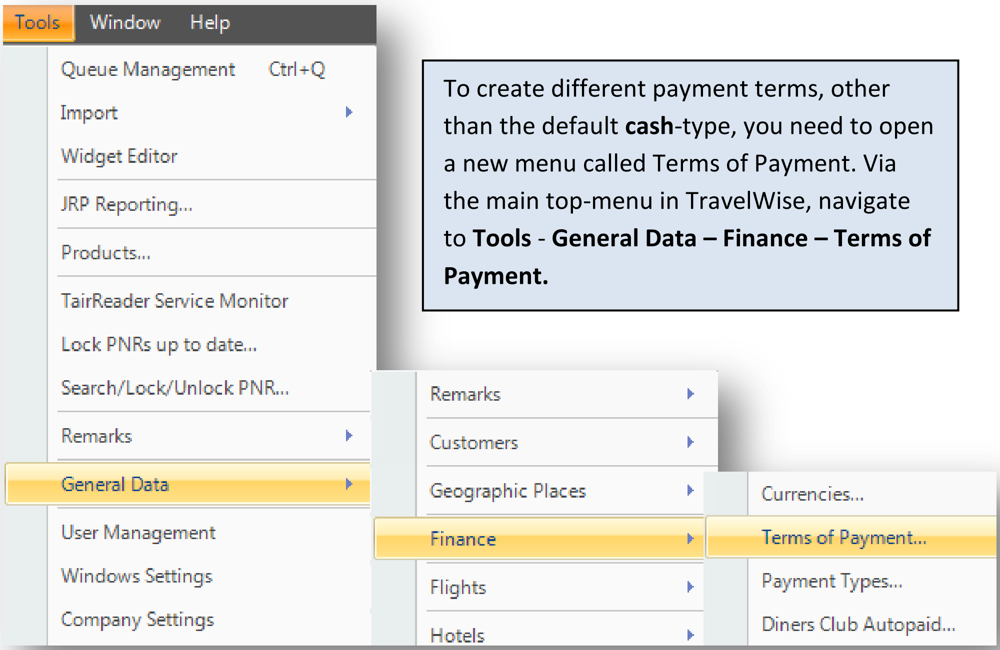


Adjust the default **Markup** and **Currency** value of your products.

Choose what your default **Customer Payment Term** is. *See below for information on how to create different payment terms.*

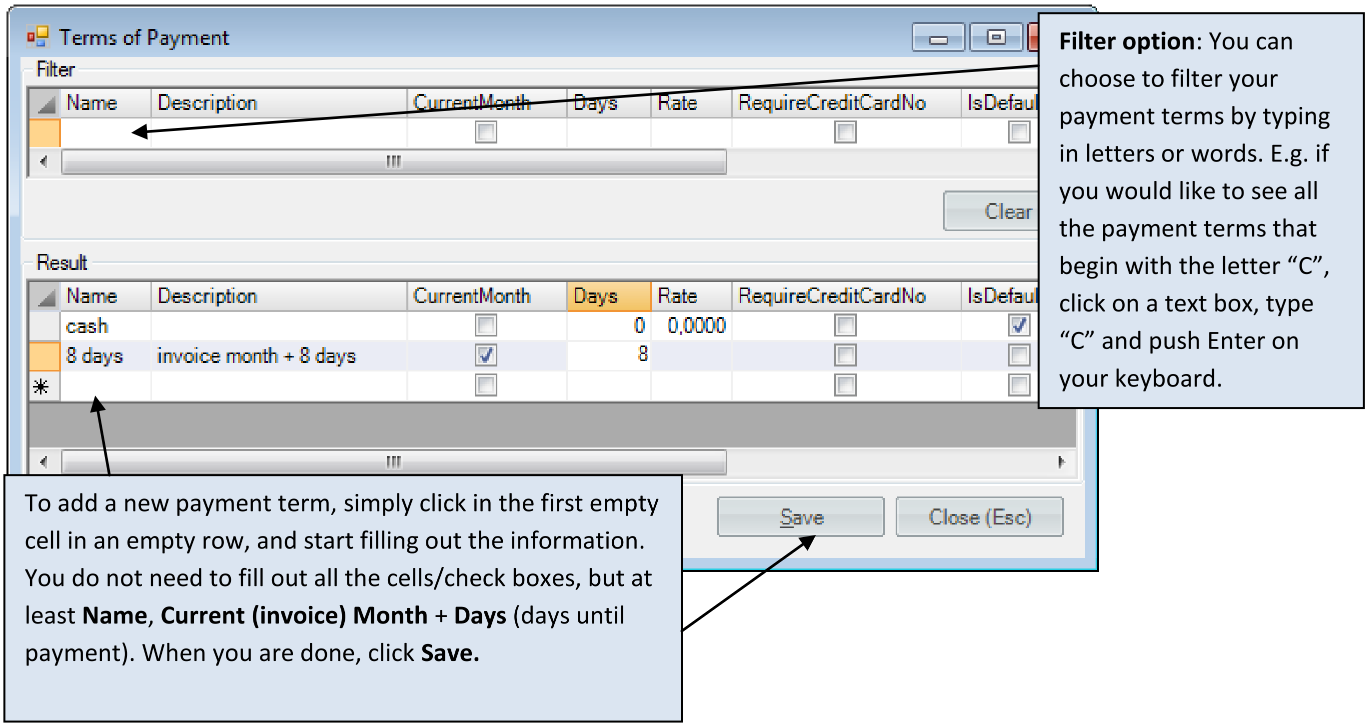
Check this box if you allow invoicing in different currencies. This will enable the feature to choose which currency any given customer is to be invoiced in.

Create Terms of Payment



To create different payment terms, other than the default **cash**-type, you need to open a new menu called Terms of Payment. Via the main top-menu in TravelWise, navigate to **Tools** - **General Data – Finance – Terms of Payment.**

You will see the menu below. In this menu you can create all the different terms of payment that you want. The only term that is already created as a default is **Cash**.

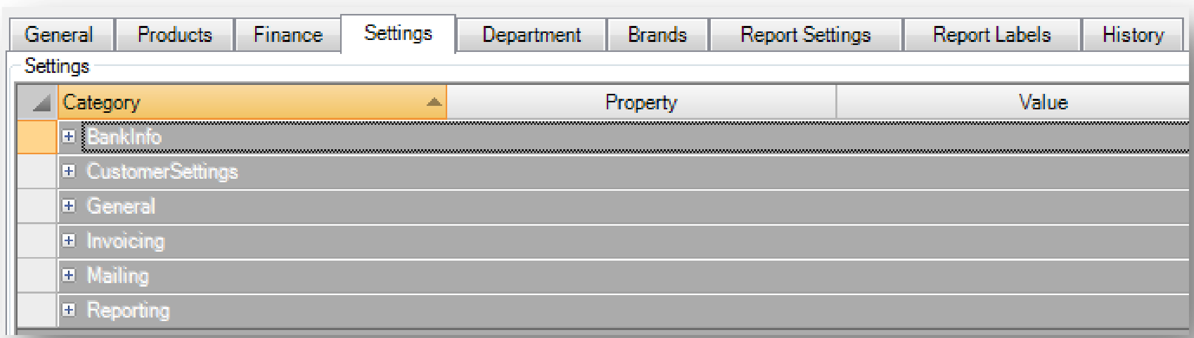


Now you should return to Company settings and continue setting up TravelWise for use.

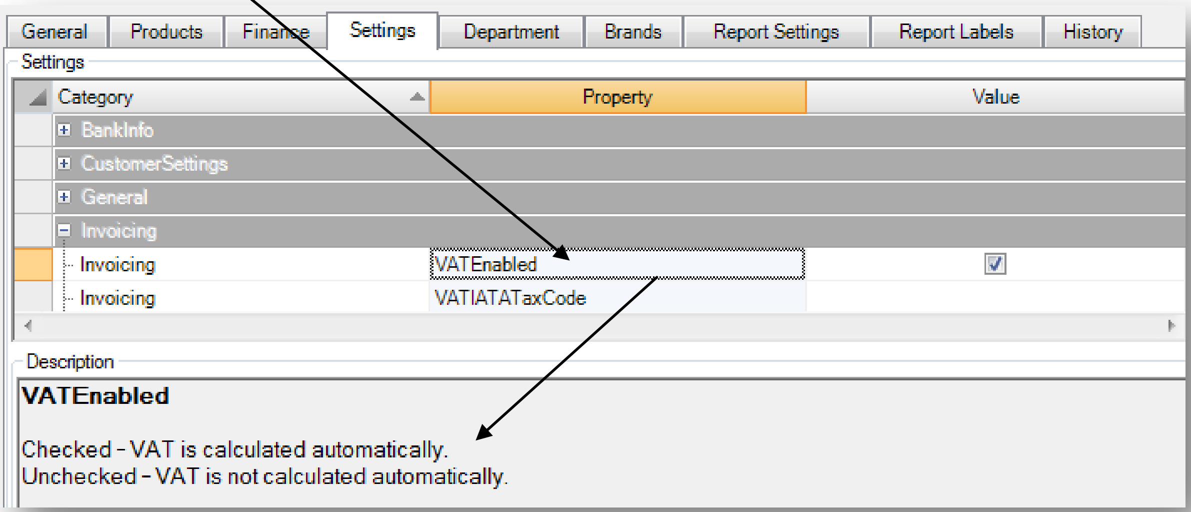
Company Settings – Settings

The tab Settings has a lot of options but you only need to know about a few of them to set up TravelWise for use. Below we will take you through those that you need to take a look at and maybe adjust.

There is 6 drop down menus with different adjustable settings, and again, it is not all of them that we will go through in this guide.

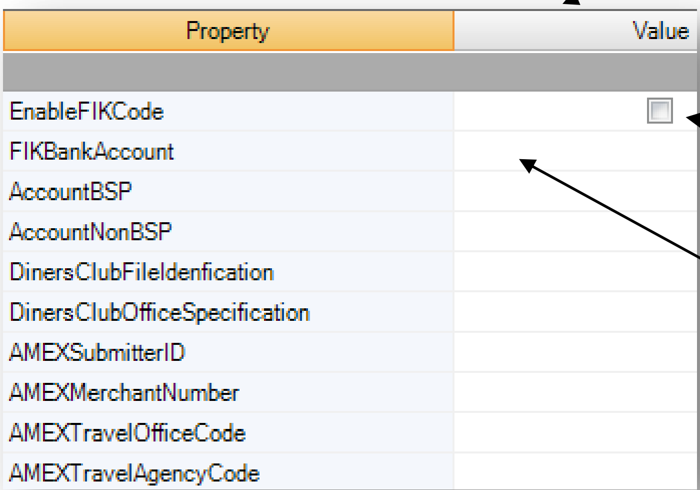


Within the different drop down menus you can read a description of each item by clicking on it. The **description** can be read in the lowest part of the menu.



BankInfo

Open the drop down menu named BankInfo by clicking on the **+** sign. You will then see a list of options. There are some of them that you should know about.

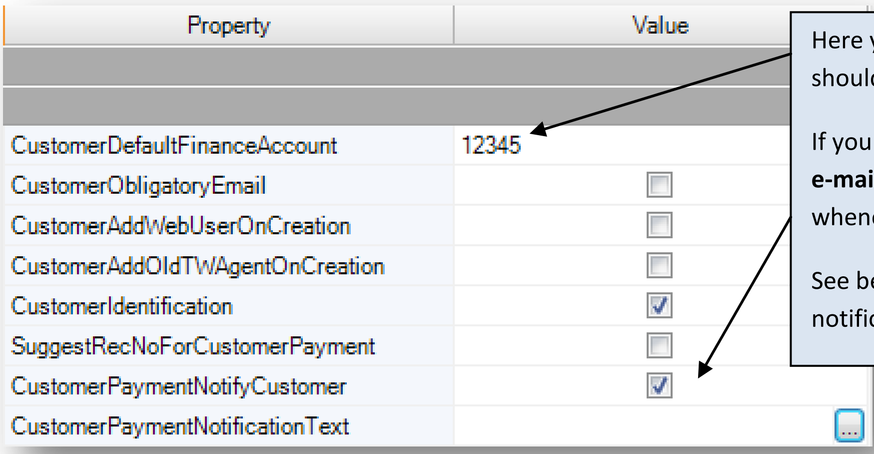


EnableFIKCode: Check the box in this line, if you would like your FIK-code to be displayed in invoice reports.

FIKBankAccount: Here you can write your FIK-code by clicking on the empty cell

CustomerSettings

If you open the drop down menu **CustomerSettings** you get these options.

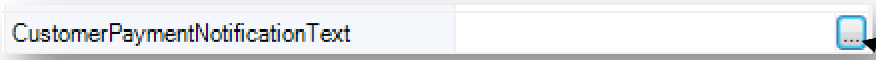


Here your **default finance account** should be written.

If you check this box a **notification e-mail** will be send to a customer whenever he adds a payment.

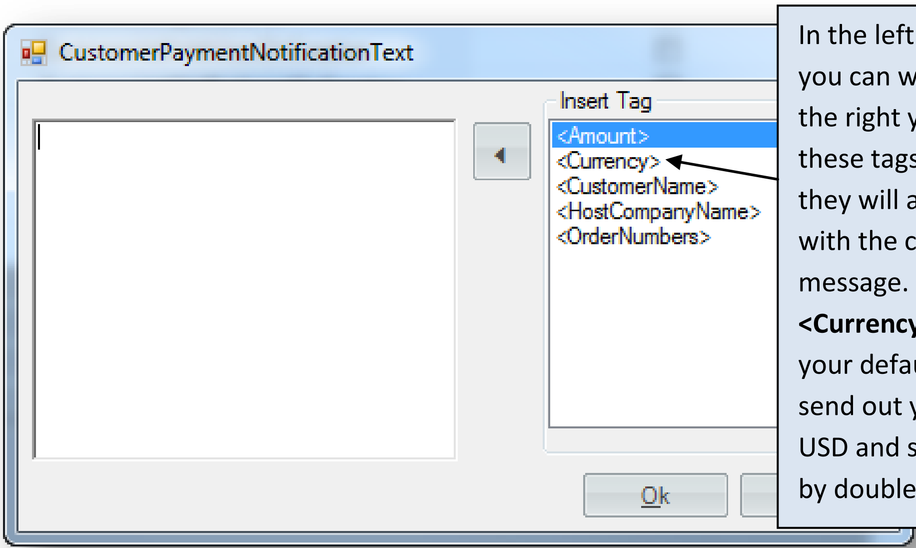
See below on how to create the notification e-mail.

Create a notification e-mail



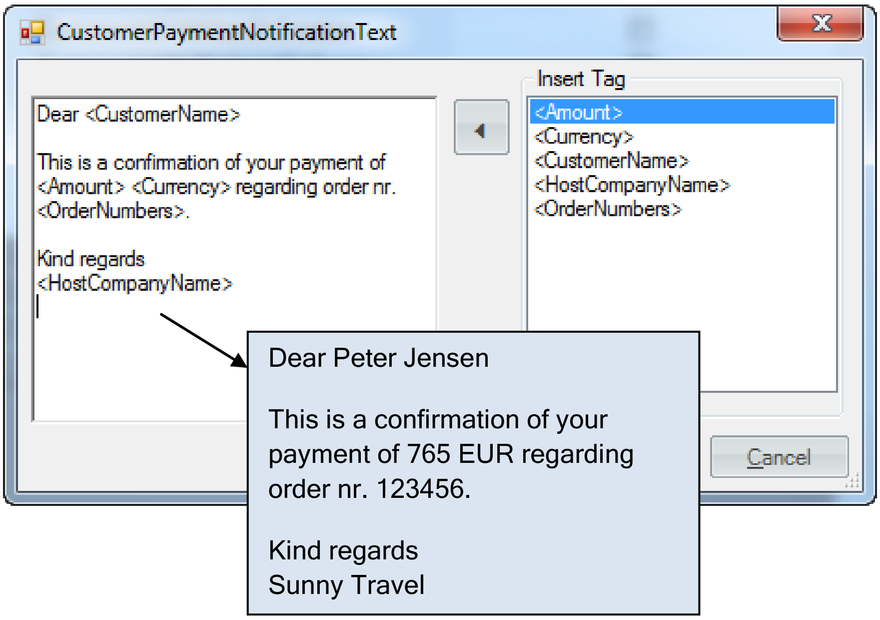
In the CustommerSettings menu click on the button with the three dots "**...**" next to the text that is named **CustomerPaymentNotificationText**.

You will then see the following editing menu.



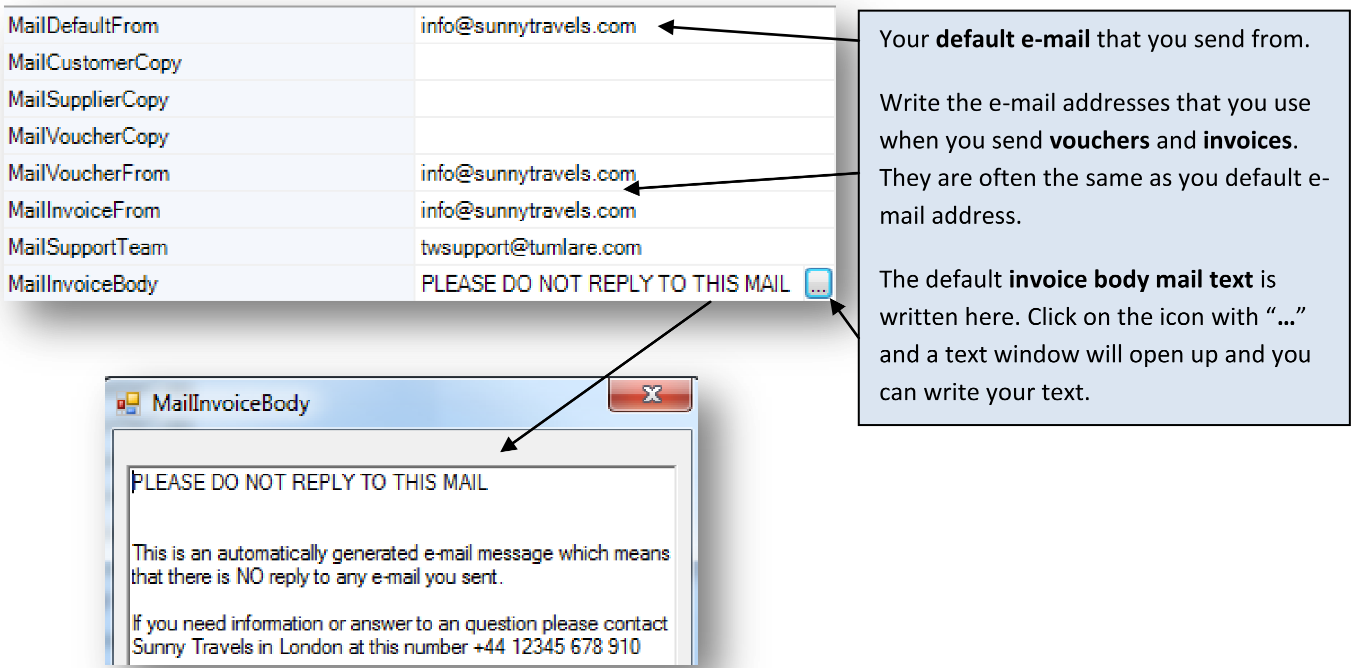
In the left is a text box, where you can write your message. On the right you will see **Tags**. When these tags are inserted in a text, they will automatically be filled with the corresponding value in a message. So if you use the tag **<Currency>,** the value will be your default currency when you send out you e-mail, e.g. EUR or USD and so on. You insert a tag by double clicking on it.

Here is an example of how a text could look like.

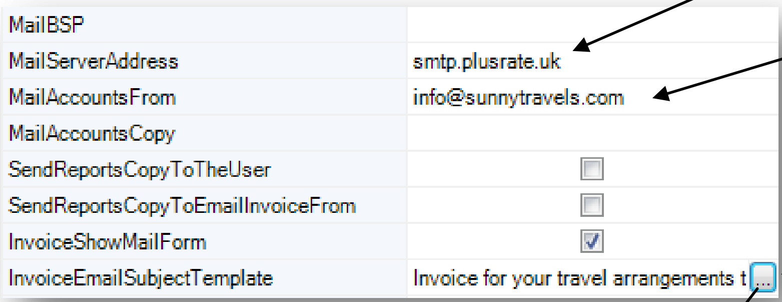


Mailing

The Mailing tab is where you set up a lot of the basic e-mail settings. We begin with the top part of the tab.



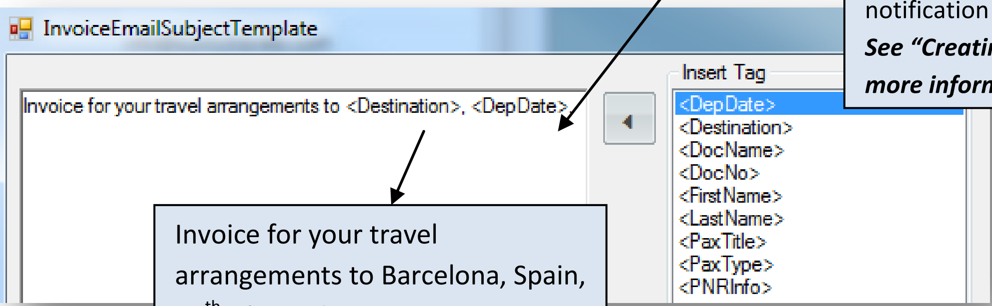
Let move further down the **Mailing** settings.



Write the name of the mail server that you use for sending e-mails here.

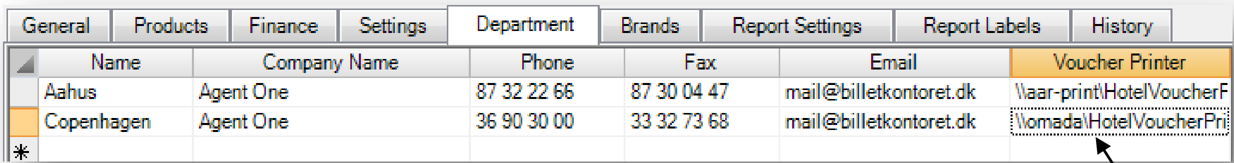
Write the e-mail address that you use when you send **Customer account reports** and **Payment notifications**. It is often the same as you default e-mail address.

The default **invoice e-mail subject text** is written here. Click on the icon with "**...**" and a text window will open up and you can write your text and use tags, just like when you created the notification e-mail earlier.
See "Creating a notification mail" for more information on this.



Invoice for your travel arrangements to Barcelona, Spain, 10th of March 2012.

Company Settings – Department



In this menu you have to fill in all the departments of your agency. If you only have one, then you just write that one.
When you are done, click the Save-button at the bottom of the window.

This is the name of the network printer, which you use to print vouchers.

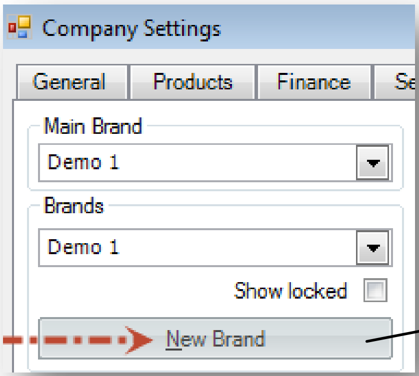
Note: Your default system printer is used for invoices, confirmations, itineraries and other reports.

Company Settings – Brands

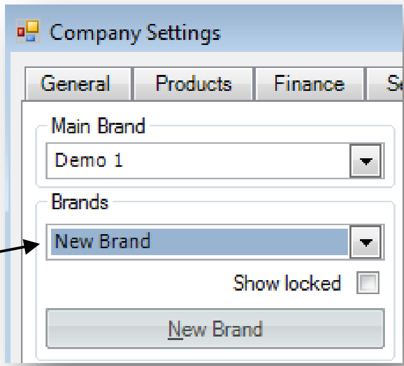
The tab **Brands** leads to a menu where you can set up logos and company information that you can use in the various reports and invoices. You can set up different brands to suit your needs and switch between them as you please.

Creating a new brand

To create a new brand for use in reports and invoices, click on the **Brands** tab and open up the Brands-menu. Click the **New Brand** button in the upper left corner of the menu.



You will then see that a **New Brand** is created.

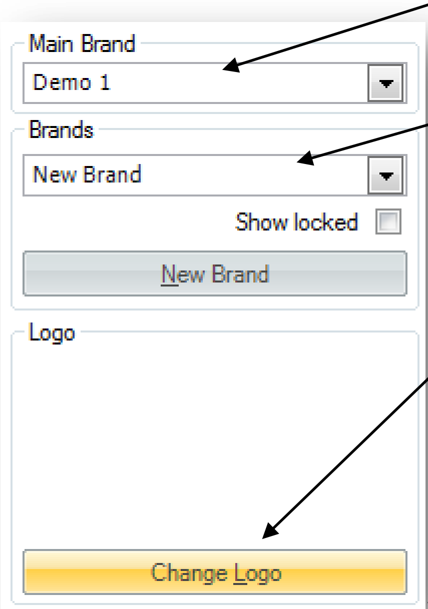


Main Brand is the brand that will be used per default in your reports and invoices. In this case it is the one called Demo 1.

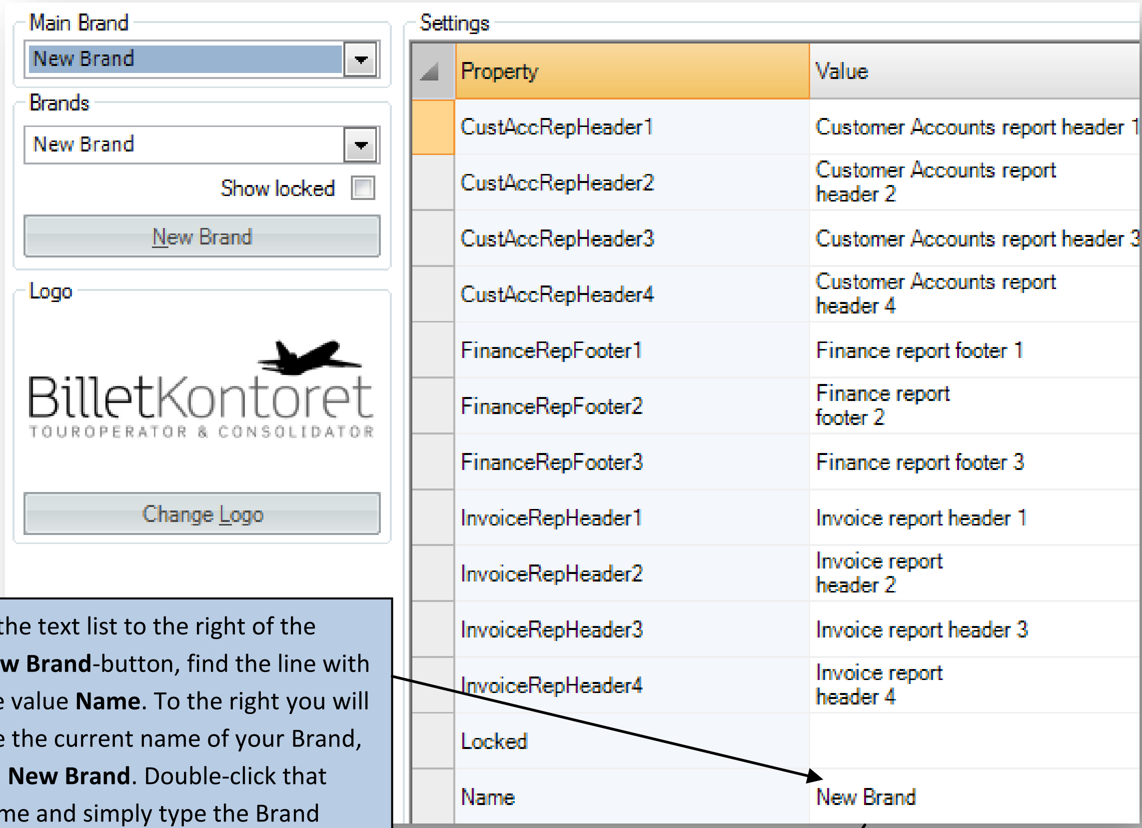
Brands: This is the list of brands that you have. The one that is chosen is the one that you are about to edit.

Logo: You can have a logo shown on your reports and invoices, if you so choose. Click on **the Change Logo** button and then find and direct windows to your chosen logo. You will then immediately see the logo that will be displayed on your reports/invoices.

Note: The logo-file should be in the GIF file format and in a resolution size of 190x60, for the best result.

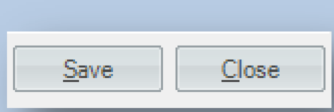


To give your brand a name, do the following:



In the text list to the right of the **New Brand**-button, find the line with the value **Name**. To the right you will see the current name of your Brand, i.e. **New Brand**. Double-click that name and simply type the Brand name you wish to use.

Remember to click the **Save** button at the bottom of the menu, when you are done, to save the changes.



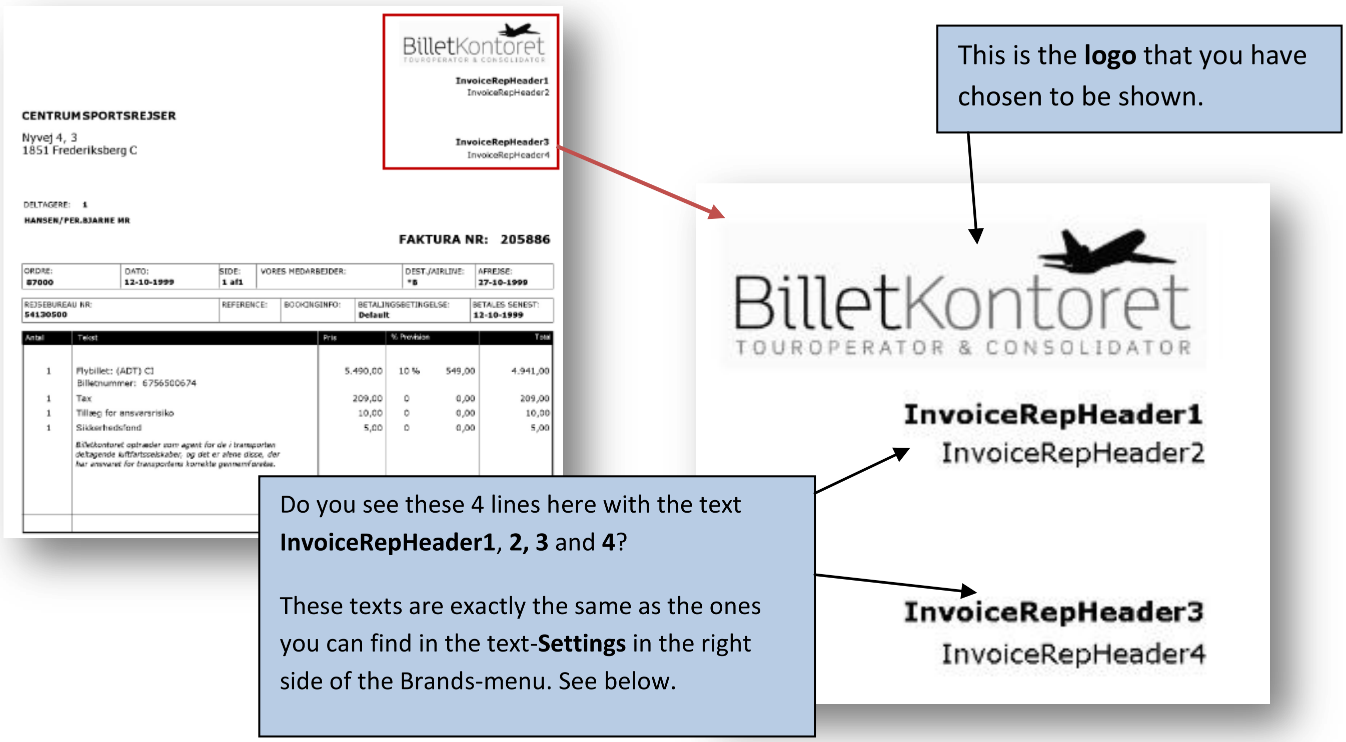
To the right of the drop down boxes you can see a list of text-**Settings** that you can edit. These text-settings are editable and whatever text you write here will be shown on the actual reports and invoices.

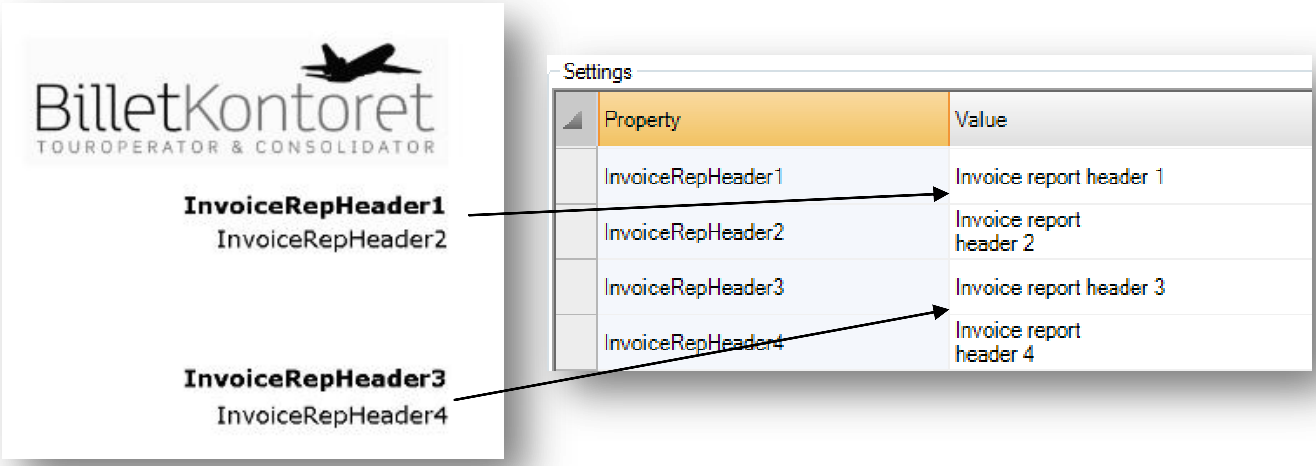
Settings

Property	Value
CustAccRepHeader1	Customer Accounts report header 1
CustAccRepHeader2	Customer Accounts report header 2
CustAccRepHeader3	Customer Accounts report header 3
CustAccRepHeader4	Customer Accounts report header 4
FinanceRepFooter1	Finance report footer 1
FinanceRepFooter2	Finance report footer 2
FinanceRepFooter3	Finance report footer 3
InvoiceRepHeader1	Invoice report header 1
InvoiceRepHeader2	Invoice report header 2
InvoiceRepHeader3	Invoice report header 3
InvoiceRepHeader4	Invoice report header 4

Let us see how it works and how you can edit the outcome.

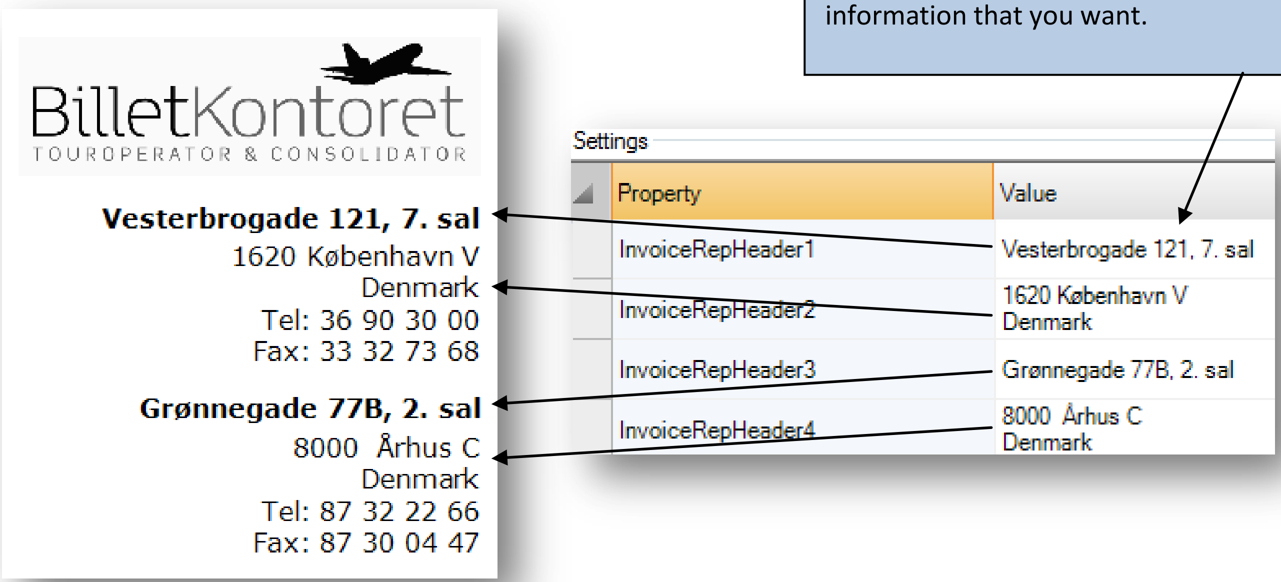
Below is an example of an invoice. Let us zoom in on the top right part of it.





So what happens if we change these text fields? Let us take a look.

To change the text fields, simply double click the **Value** that you would like to edit. Then write whatever information that you want.



As you can see, the text fields get updated with the information that we provided. To see examples of how the text fields are displayed on the various reports and invoices, see Appendix A.

Company Settings – Report Settings/Labels

The menu tabs, Report settings and Report Labels, basically is a way for you to alter and change the different types of reports in TravelWise, to best suit your needs. The term, report types, covers a wide variety of documents like **Invoices, Itineraries, Travel Documents, E-tickets, Vouchers** and so on. All of these can be changed, regarding how they look, language and which information is displayed.

Since this feature, in TravelWise is quite extensive and to some extent and advanced subject, it will not be covered in this Getting started guide. But if you would like to change your reports, either contact Billetkontoret or read the included Appendix B at the end of this guide.

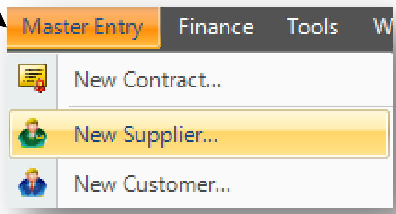
Suppliers, services and contracts

Now that you have installed TravelWise and set up your company information, it is time to add 3 essential components before using TravelWise as intended. That is suppliers, contracts and services.

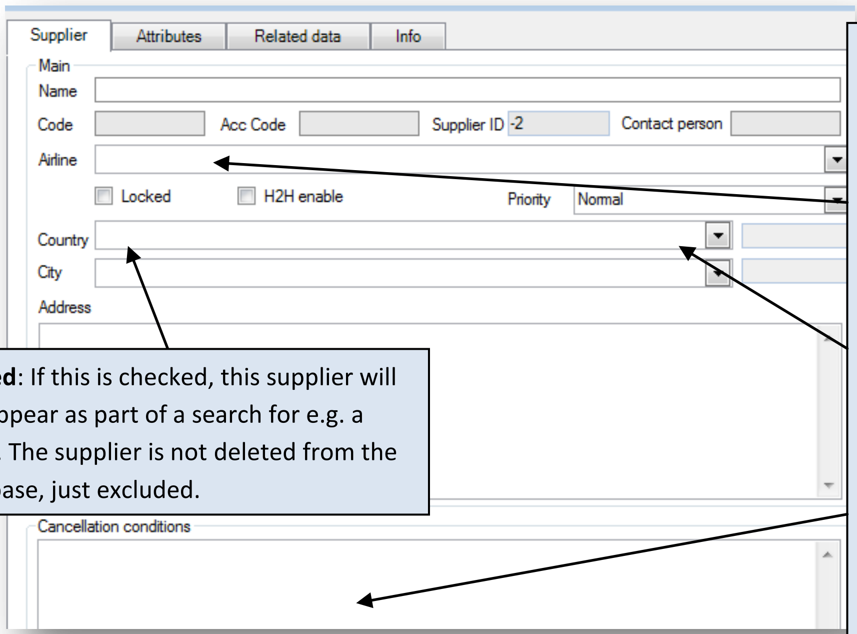
Step 1: Add a supplier

Before any other component and information is added, you need to create a supplier of the services that your company offers.

Via the top bar in TW navigate to **Master Entry – New Supplier** and you will open a new window that lets you create a new supplier. Let us begin with filling in some information in the left side of the supplier window.



There is of course, the self explained information you have to fill in like Name, Country, City and Contact person.



Of all the other text boxes and features, there are certain once that are either mandatory or might be of use to you.

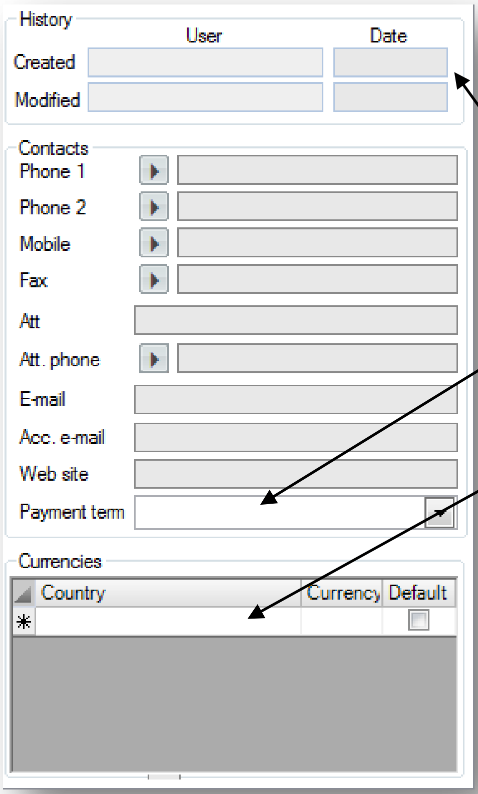
Code: Make a short code that refers to the supplier, like SUHTL (short for Sunny Hotels).

Priority: If you want to indicate that this supplier is to be treated as top priority you can choose to do so here.

Cancellation conditions: In this text box you should give the suppliers cancellation conditions for the service they provide.

Locked: If this is checked, this supplier will not appear as part of a search for e.g. a hotel. The supplier is not deleted from the database, just excluded.

Moving on to the right side of the window you will see the following menu. Most of the information is self explained, but there are some that you should be aware of.



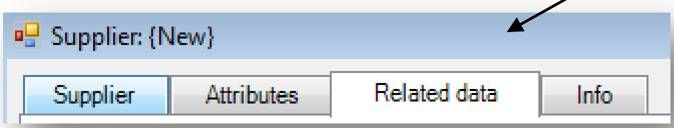
History will show you, which user has edited the supplier data recently.

Various contact information, including which **Payment terms** the supplier needs.

Currencies: Here you can indicate which currencies the supplier deals in. By double clicking the blank line you get the option to choose a country and currency. You can add as many currencies as you wish.

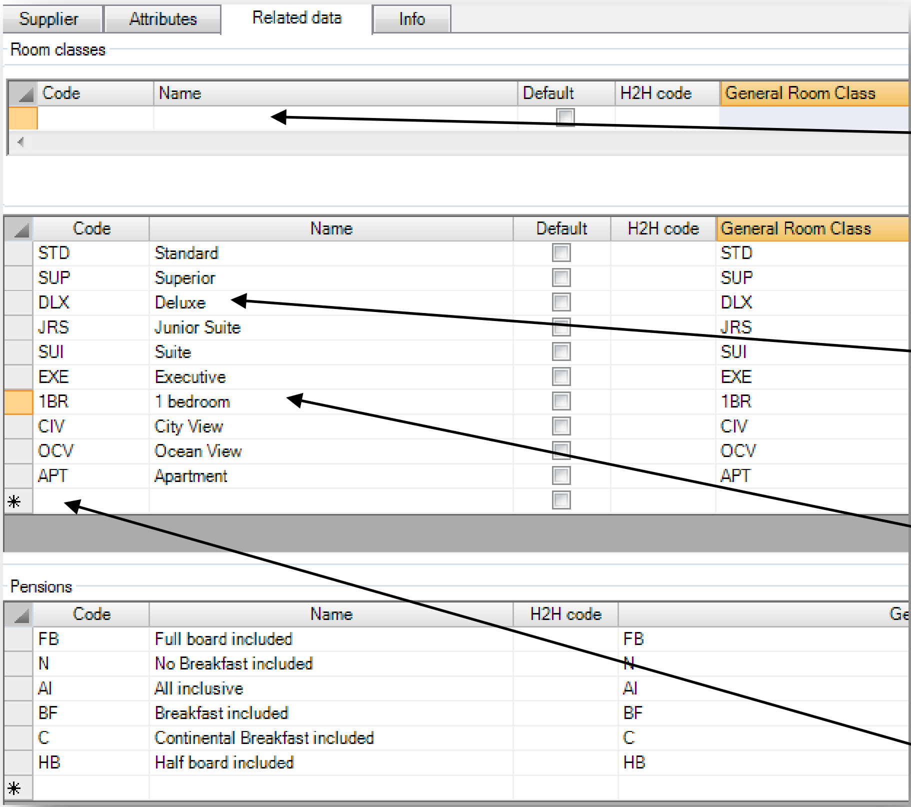
Related data tab

The next thing you need to take a look at and maybe adjust is the related data of the supplier. In the top of the supplier-window, click and choose the tab named **Related data**.



In this menu you can define which kind of services the supplier offers. The defined services will then be available for later use when you create products such as a hotel. *(see Add a Hotel)*

Per default there are some services defined. These all relate to hotel rooms and different types of pensions. All these you can choose to use, delete or even add some new ones.



Filter option: You can choose to filter your services by typing in letters or words. E.g. if you would like to see all the services that begin with the letter "D", click on a text box, type "D" and push Enter on your keyboard.

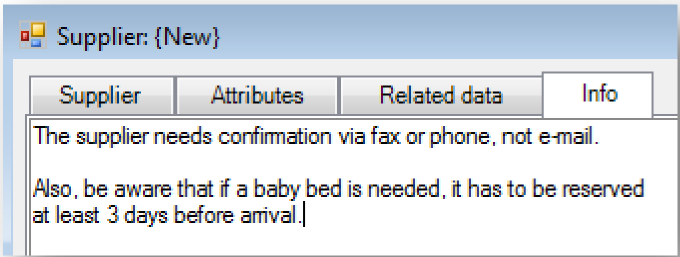
To **delete** a service simply click once on it and press the Delete button on your keyboard.

To **edit** the details of a service, double click on the information of the service that you would like edit and make the change.

To **add** a service, click on the empty line next to the * and simply start filling out the information.

Info tab

The info tab is for all the other information that you might need to register regarding this supplier. Simply click on the tab, click in the empty text area and start writing.

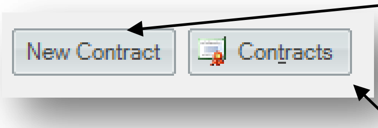


You are now done with creating a supplier. Click the Save button at the bottom of the supplier-window and you are done.

***Note**: It is actually possible to let a hotel be a supplier and in this case you do not need to create a supplier first. See the chapter "Connect hotel, supplier and contract" on how to that.*

Step 2: Add a contract

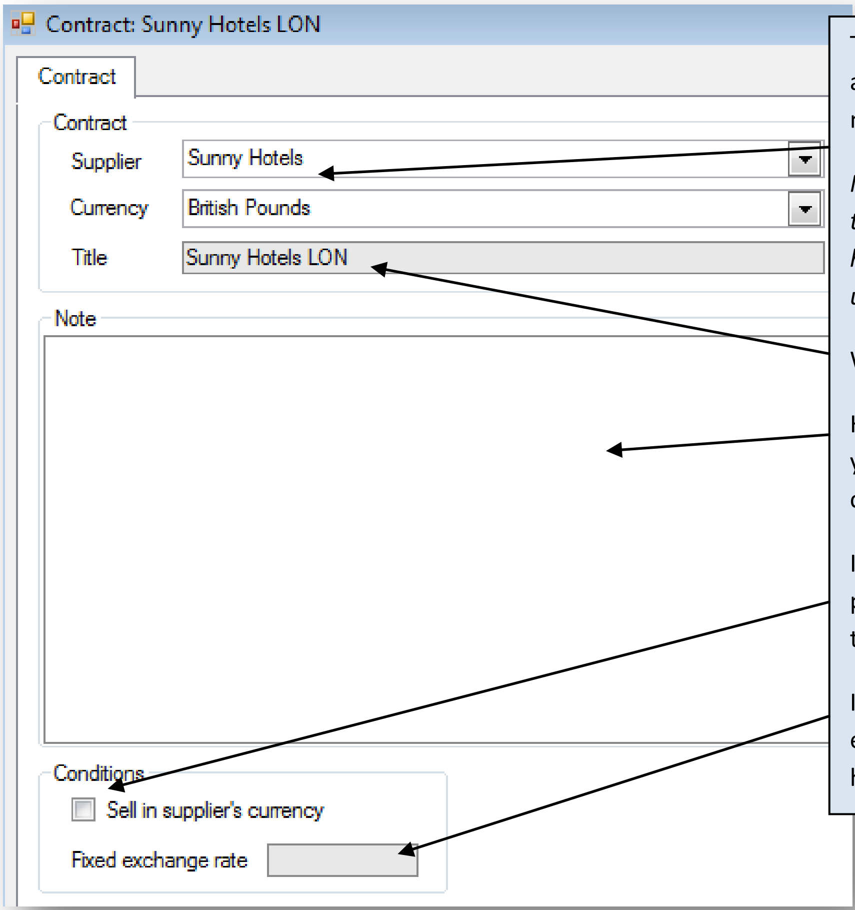
The next step is to create a contract.



From within the supplier-window, in the bottom left, click **New Contract**

*Note: If you already have created a contract or more, you can click **Contracts** to get an overview of them.*

In the new window that opens up, you will now be able to type the various information that is needed to create a new suppliers contract. Let us begin with the left side of the window.



The **supplier** and **currency** is already chosen for you, so no need to change anything.

Note: If the supplier has more than one currency, you will have to choose which one to use in this contract.

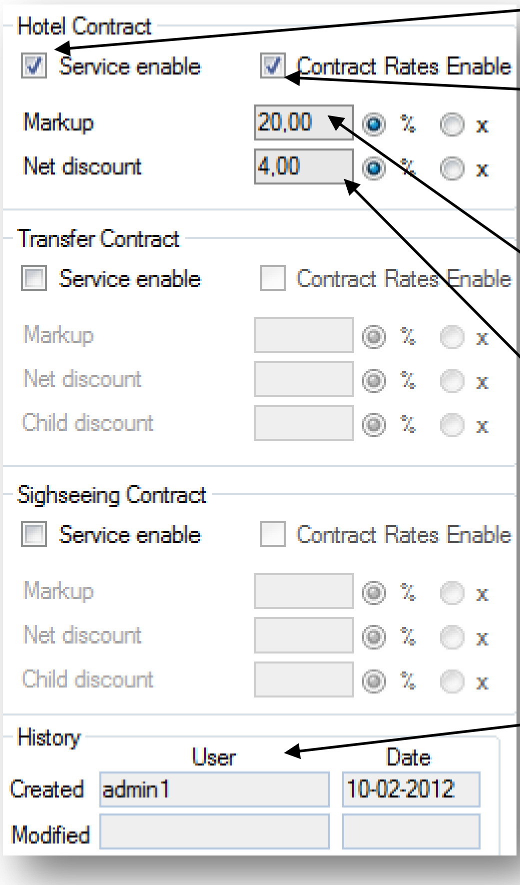
Write the **Title** of the contract.

Here you can write any **notes** you might have for this contract.

If the supplier requires to be paid in **their currency**, check this box.

If the supplier requires a fixed exchange rate, write the rate here.

Moving on to the right side of the contract window you will find additional options. Here you can choose which services the contract is regarding.



By checking the **checkbox** you enable the service.

Contract Rates Enable: If you *uncheck* this box, the service will not come up as part of a search. The service will not be deleted, just disabled.

Markup: Here you can choose which Markup you would like to apply to the service.

Net discount: If the supplier gives a special discount on the services of this contract, this is where you apply it.

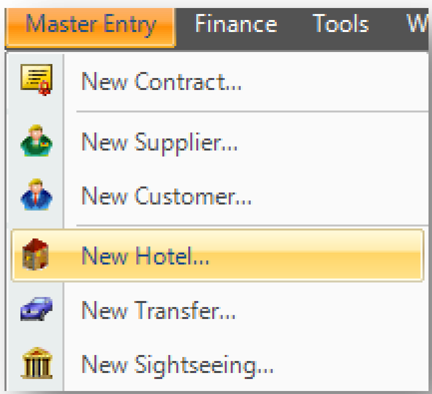
The area **History** shows who has modified the contract recently.

When you are done, first click the **Save**-button and then **Close**, at the bottom of the Contract window.

Step 3: Add a Hotel

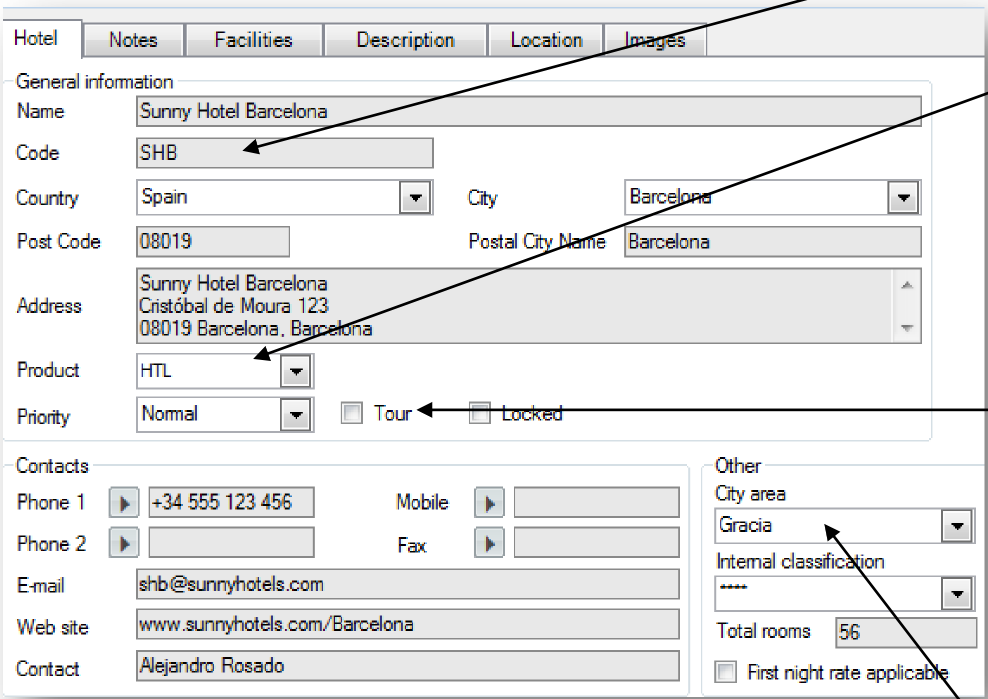
Now it is time to create Hotel to link to your supplier and contract.

In the top bar in the main TW-window, navigate to **Master Entry – New Hotel.**



The (New) Hotel menu will open up. You will see that there are many options and tabs. This guide will take you thru the most important steps to create a hotel and how to link it to a supplier and contract.

Let us begin with the upper left part of the window. As you can see, most of the information you have to supply is self explained. Some of the information needs to be explained though.



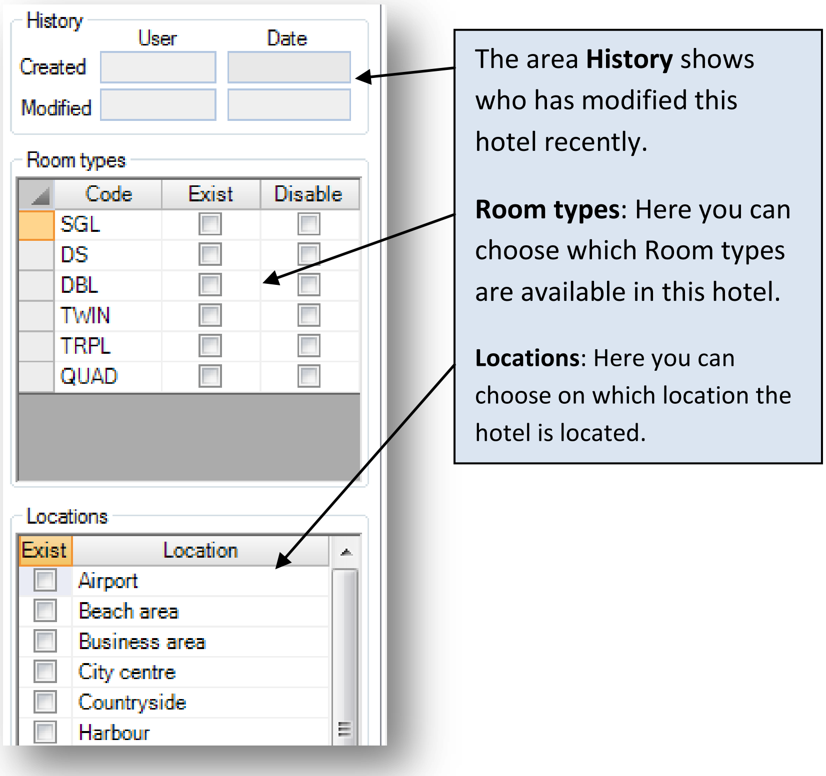
Code: This is a code that you have to create for internal use. Preferably something that is easily recognizable.

Product: Even though this is a Hotel we are creating in this example, you can actually create this as a different kind of services, e.g. a trekking tour or sightseeing. This information will be showed in any invoice that you create based on this product.

Tour: If you check this box, this service will be defined as a package. That is a product consisting of multiple services, e.g. a tour or sightseeing included in the service of the hotel.
***Note**: If this is chosen, the price shown for this hotel will be the complete price for the package per person.*

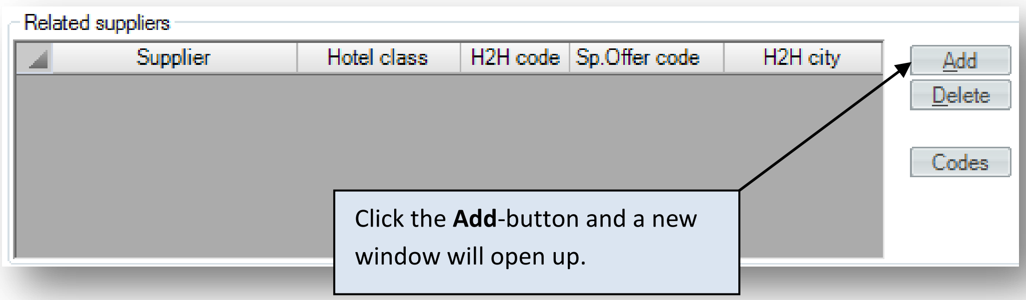
City area: Here you can choose which city area/district the Hotel (or service) is located in.

Now we move on to the right side of the menu.

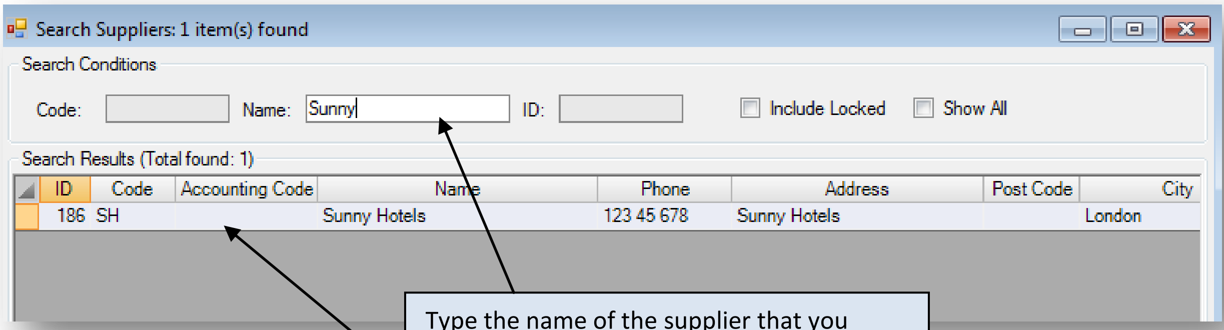


Connect hotel, supplier and contract

Further down in the window you will find the area named **Related suppliers**. This is where you connect the supplier that you previously created to the hotel. In other words, it is now time to come full circle and connect the hotel to the supplier and the contract.



Now you have to search for the supplier that you would like to connect to the hotel.

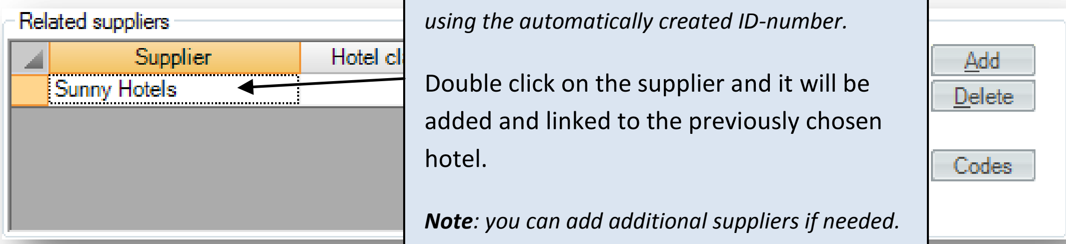


Type the name of the supplier that you would like to search for. The result will be shown below.

***Note**: you can also choose to find the supplier by using the Code that you created earlier or by using the automatically created ID-number.*

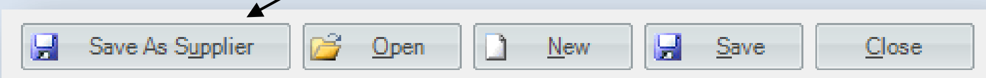
Double click on the supplier and it will be added and linked to the previously chosen hotel.

***Note**: you can add additional suppliers if needed.*



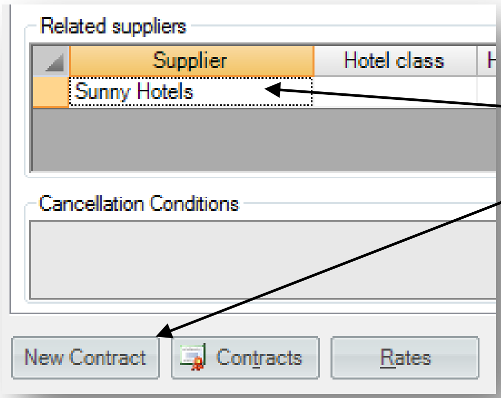
Alternative

As an alternative to adding a supplier to the hotel, you can define the hotel itself as being the supplier. This is done by clicking the **Save As Supplier**-button at the button of the hotel-window.



Then you just adjust and add the relevant information, just like you would with a normal supplier.

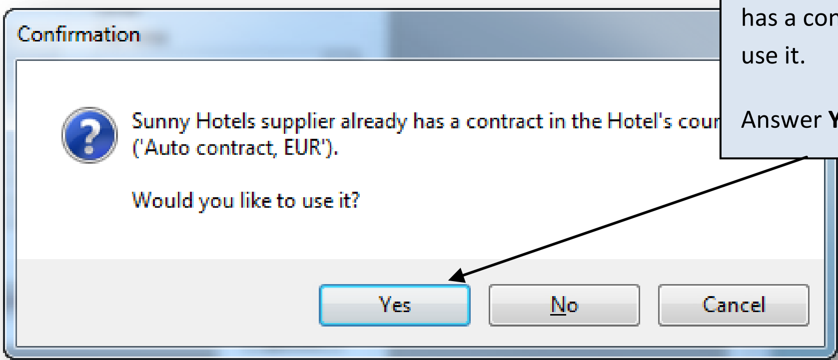
You have now connected the supplier to the hotel. You now need to attach a contract, which usually is the contract of the added supplier.



Click on the supplier and then click on the **New Contract**-button.

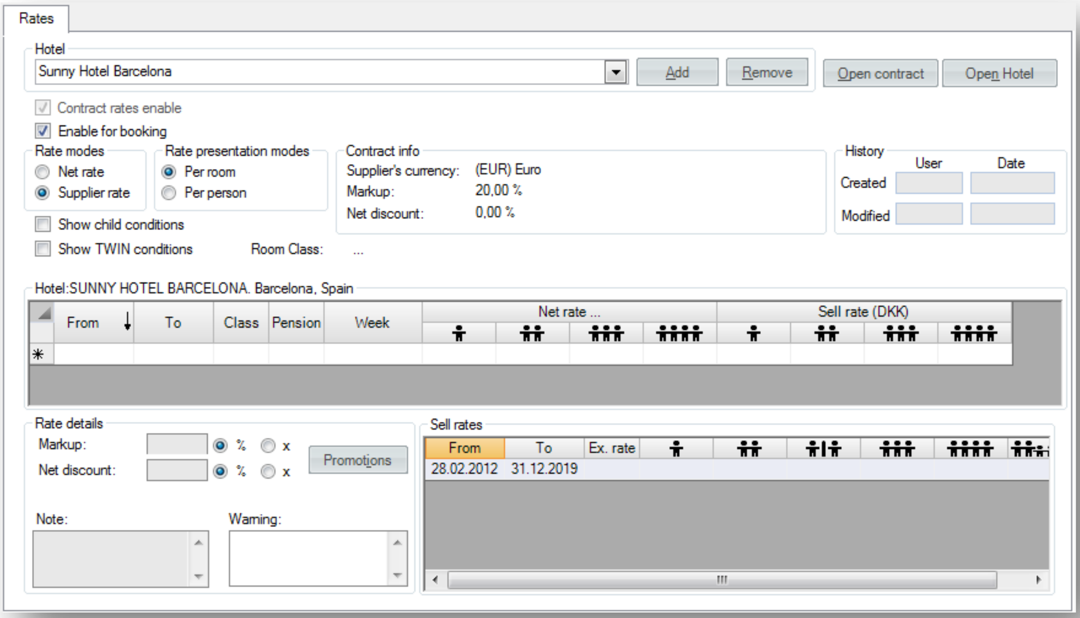
You will see the following information, telling you that the supplier chosen already has a contract and asks if you would like to use it.

Answer **Yes**



Now the contract is connected to the hotel and the next step is to define the hotel rates. That is why the next window you see is the Rates-window.

Hotel Rates

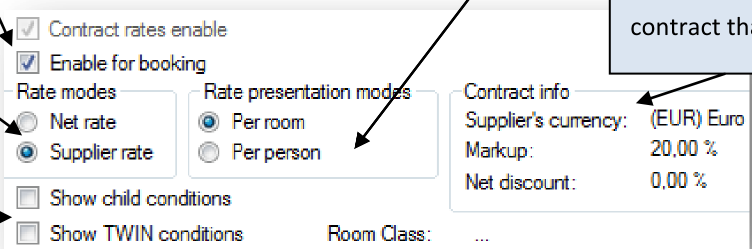


There are many settings available to you here so let us begin at the top.

Enable/disable this hotel for booking.

Should the rates be shown as a **Net Rate** or the **Supplier rate**?

If you would like to use and see the **child rates** or the **rates for TWIN-rooms**, choose so here.



Would you like to see the rates **per room or per person**? Choose here.

Contract info: Here you can see the default **Currency**, **Markup** and **Net discount** that the supplier has in the contract that you previously created.

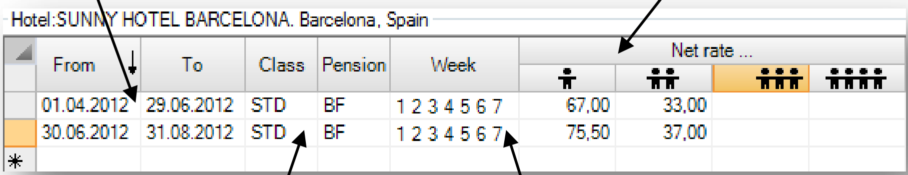
Filling out the rates

Moving further down the Rates window we find the place where you have to type in the rates for the various hotel rooms that are available and in which periods the rates apply.

Here you type in the **period** of this rate.

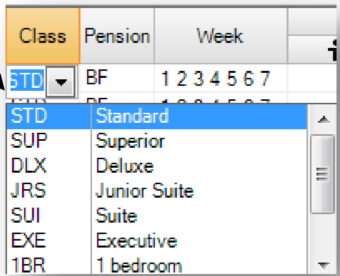
Tip*: You can just type in the dates without the dots and only using the day and month and then push the TAB-button. Then TW will fill in the rest. So, a date that is 01.04.2012 you can type in like this "0104" and then push the TAB-button on your keyboard.*

Type in what the suppliers **Net Rate** is for this room for 1, 2, 3 or 4 people.

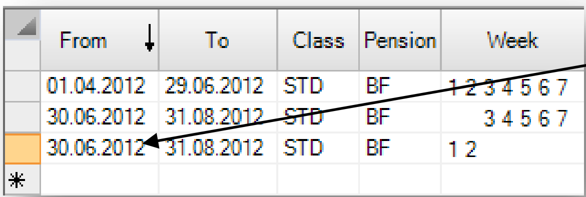


Choose **Class** and **Pension** type. By double clicking you get a drop down list you can choose from.

Using the numeric keys on your keyboard, you can type in which days of the **week**, the room of this type is available.



Tip:

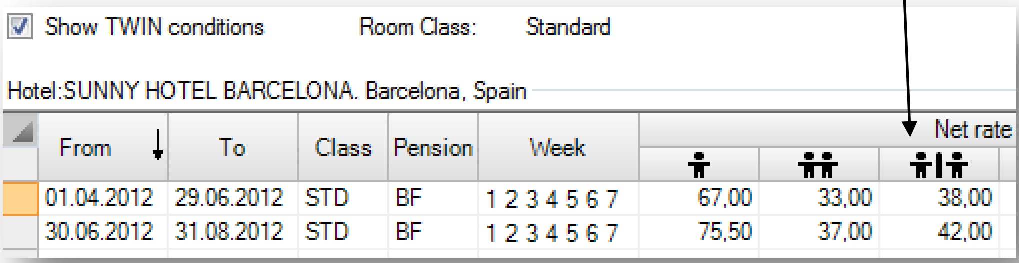


If you have a rate that only covers some days of the week you would probably like to create a rate for the same room but with the remaining days. To do this quickly you need to

1. Click the first cell below the last rate you made.

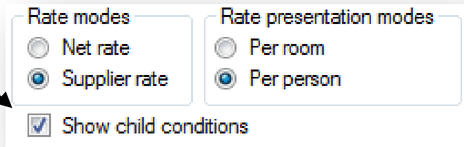
2. Press the TAB-key several times on your keyboard and watch as TW automatically fills out the cells with the correct information.

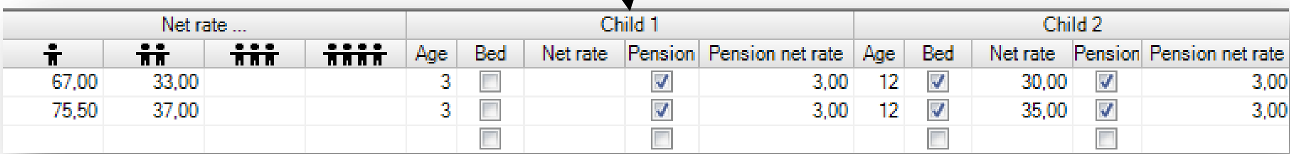
If you check the box named Show TWIN conditions, the option to type in **TWIN rates** will be made available to you.



Child rates

If you need to put in child rates, you first have to check the check box called **Show child conditions**. The option to type in child rates will then be made available to you in the rates overview.





You simply type in the information needed and check the relevant check boxes.

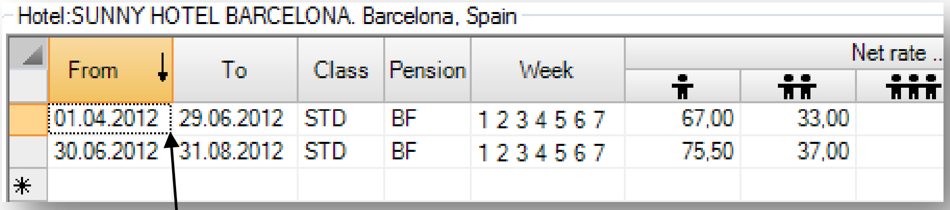
Override default rates

There are different ways to override the default hotel rates. This could be because you temporarily want to raise or lower the Markup or you want to sell at a special discount rate for a limited time only.

The first possibility to set a fixed price, you will find right next to your "normal" hotel rates.

Sell rate: Here you can type in the rate that you would like to set. This price will override any other rates that you have defined, but only for this service.

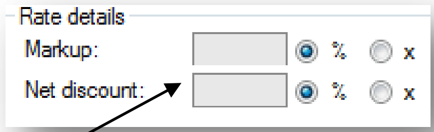
The second option you have is to override the default Markup and/or Net discount.



Choose which rate you wish to override by clicking in a cell on the relevant line.

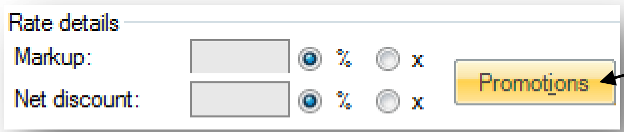
At the bottom left of the Rates window, you will find an area called rate details.

Rate details: In the text boxes here, you can type the **Markup** and/or **Net discount** that you wish to set for the chosen rate.

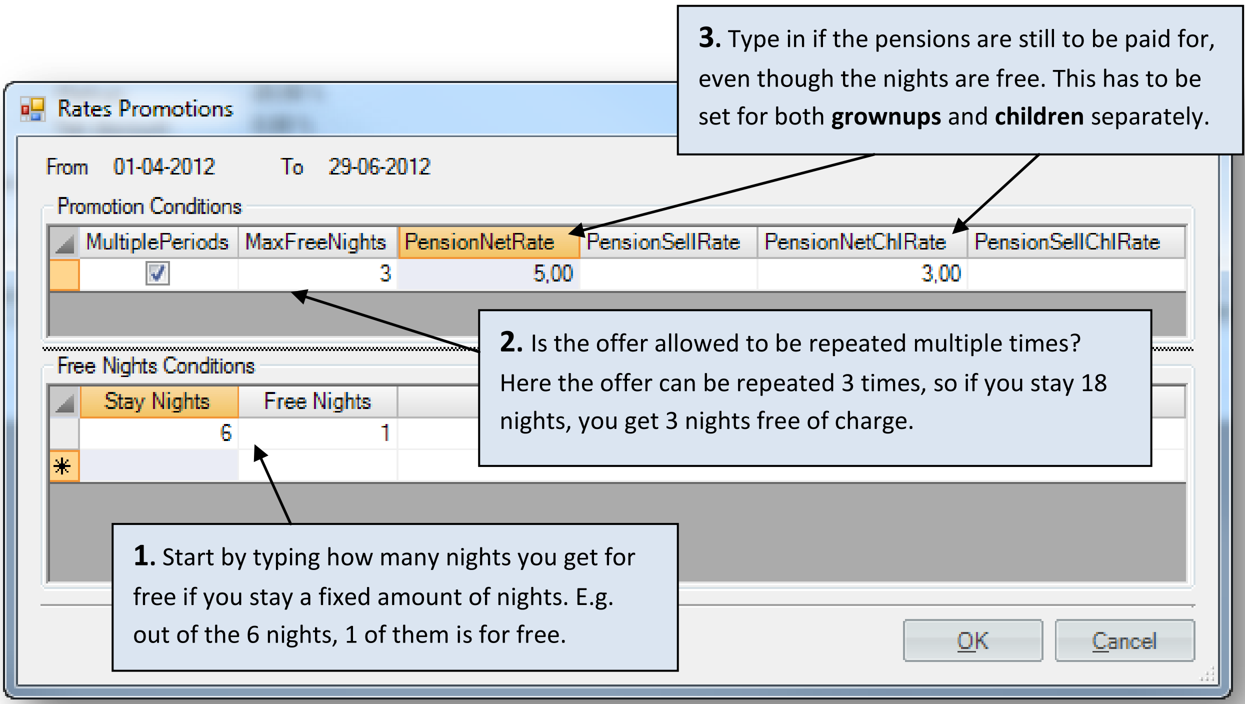


Promotions

If the hotel has special promotions, e.g. stay 6 nights get 1 day free, you can click on the **Promotions** button to type in the information in the new window that opens up.



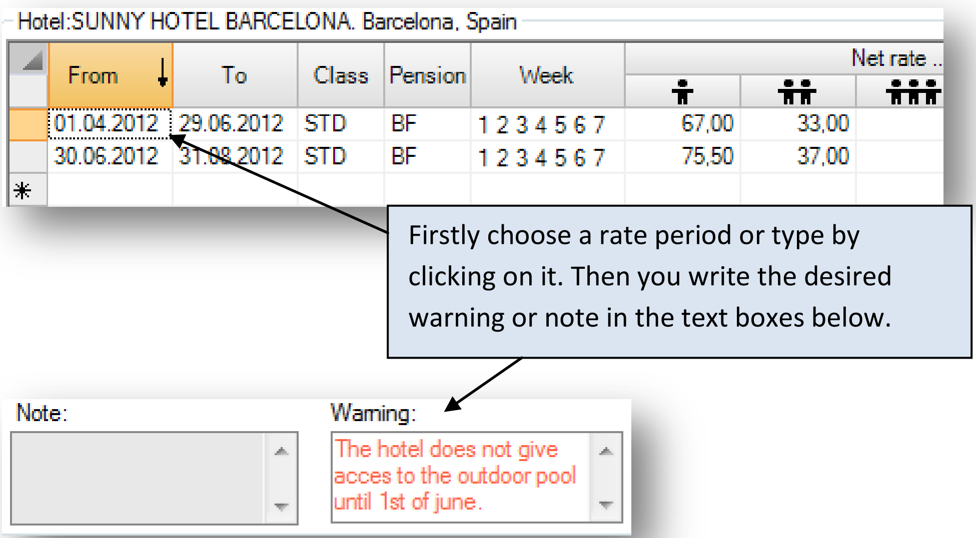
Click here to open up the **Promotions** window.



Remember that the promotion only applies to the chosen periods and will automatically be added when the rooms are booked, if the requirements are met for the offer.

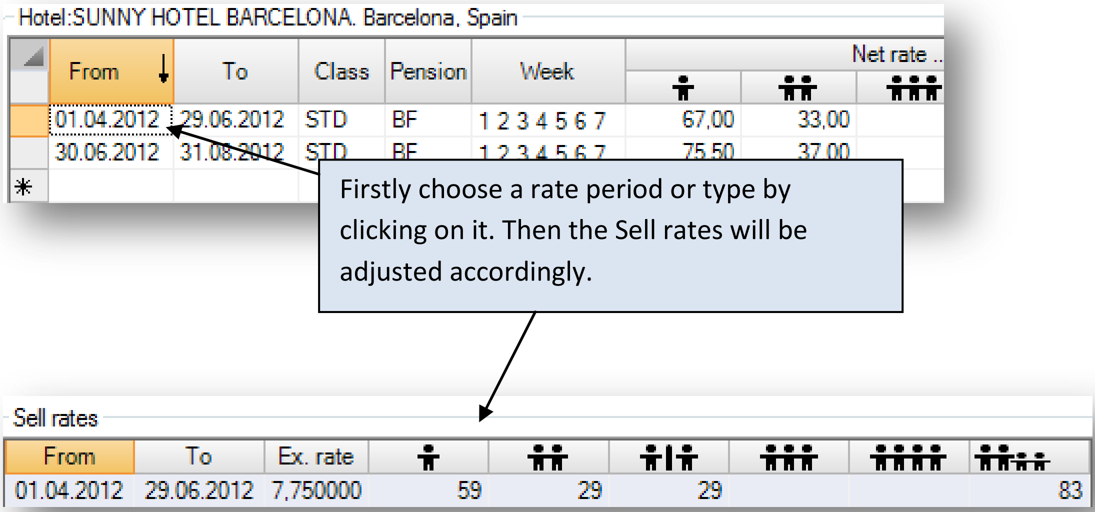
Notes and warnings

In the lower left part of the Rates window you have the option to include a note and/or a warning about the chosen rate period.



Sell rate

The next thing you need to know about, in the Rates window, is the final sell rate. If you look in the lower right part of the window you will see a box named Sell rate. This shows you the final sell rate of the chosen rate period, including all the different Markups, Net discounts, Promotions and so on.



When you are done with applying all the hotel rates, push the **Apply** button at the bottom right of the rates window, then the **Close** button and go back to your hotel window again.

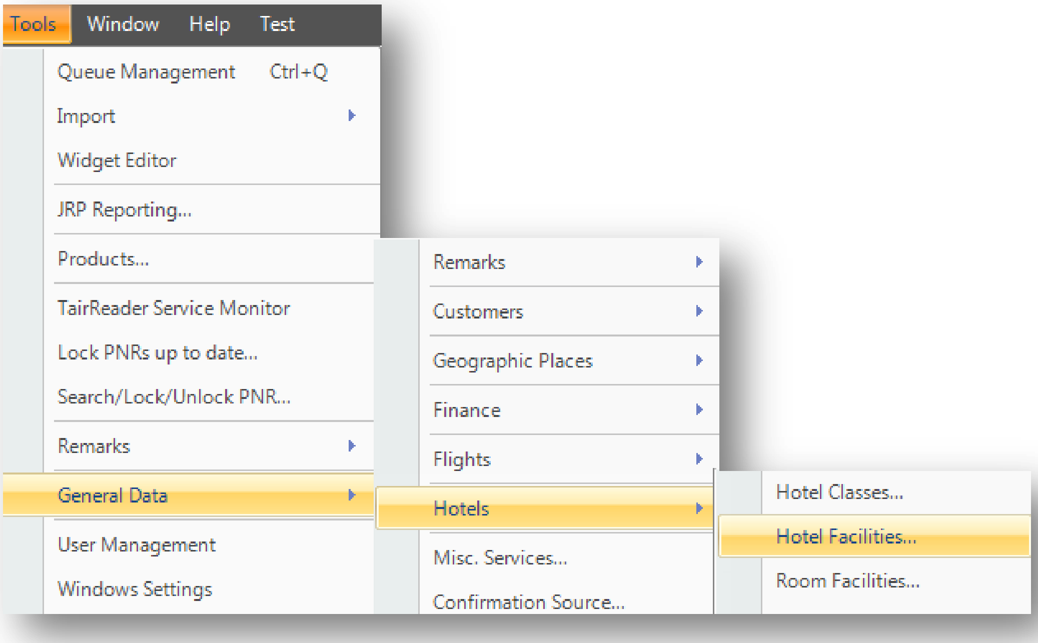
Hotels - continued

There is still some information that you have to add and things that you have to adjust, before TravelWise is ready for use. Therefore, open up your hotel that you created earlier, again.

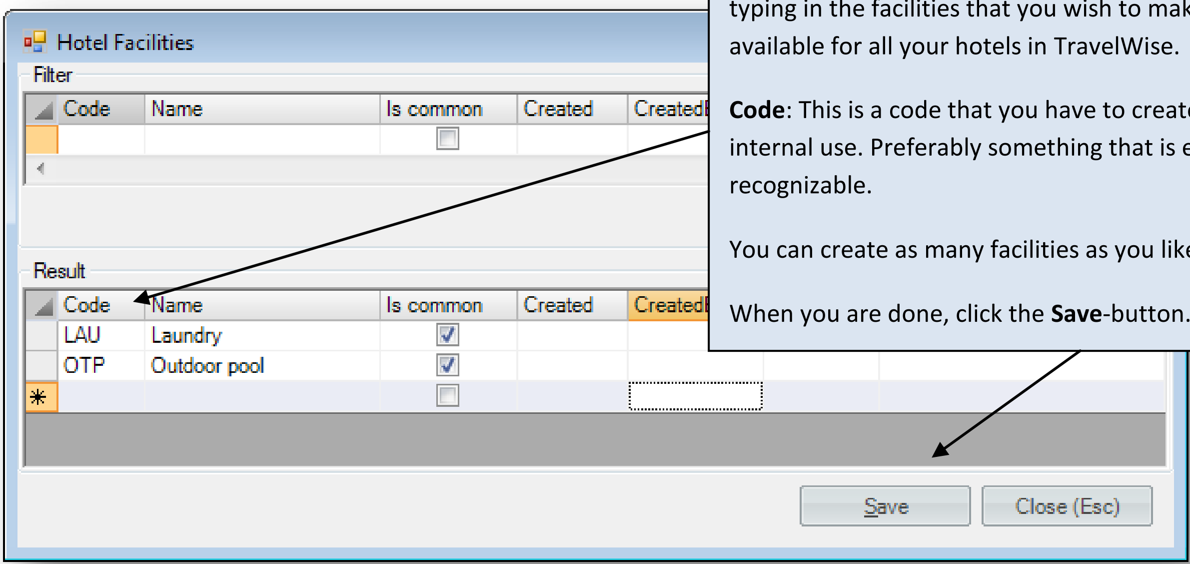
Facilities

Now you have to define which facilities the hotel offers. This can be facilities like an outdoor pool, laundry and so on. First you have to create the facilities. You do that on a global level in TravelWise. This is so that you create the facilities once and then you can use them in any hotel.

Navigate to **Tools - General Data – Hotels – Hotel Facilities** via the main top bar.



You will see the following window:



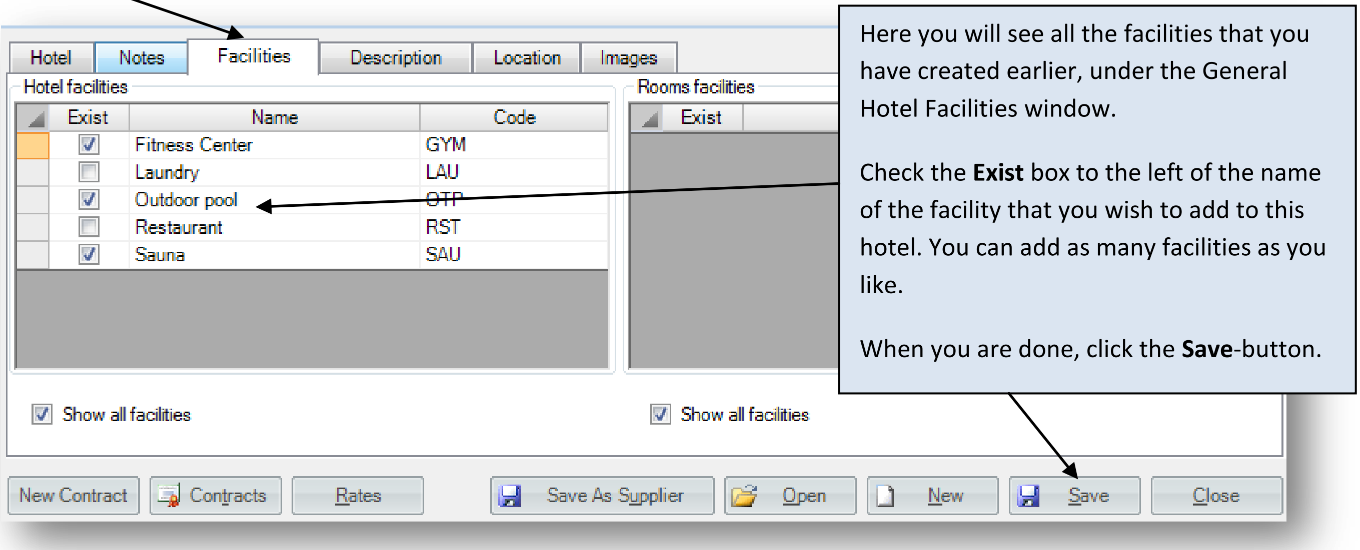
Simply click on a cell in an empty line and start typing in the facilities that you wish to make available for all your hotels in TravelWise.

Code: This is a code that you have to create for internal use. Preferably something that is easily recognizable.

You can create as many facilities as you like.

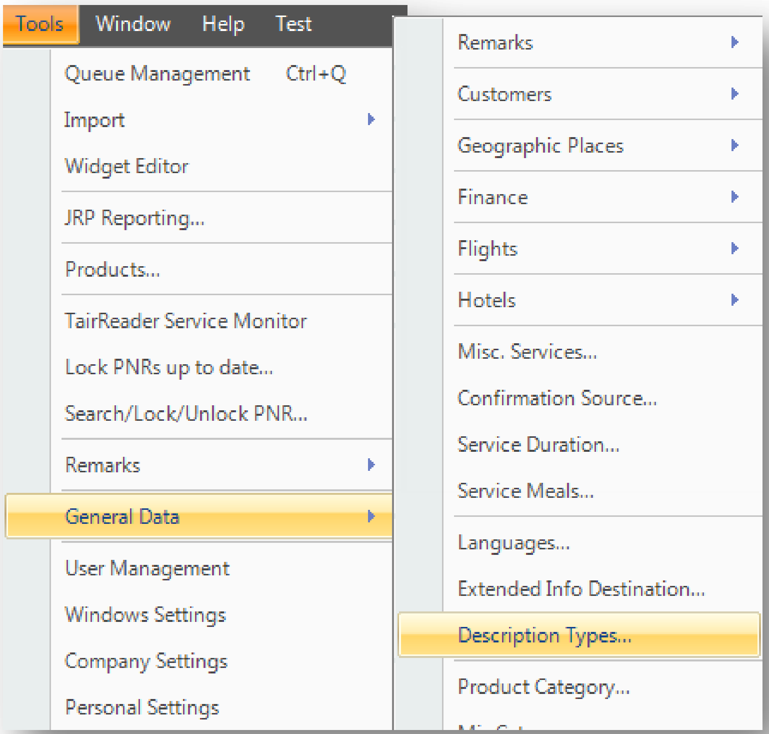
When you are done, click the **Save**-button.

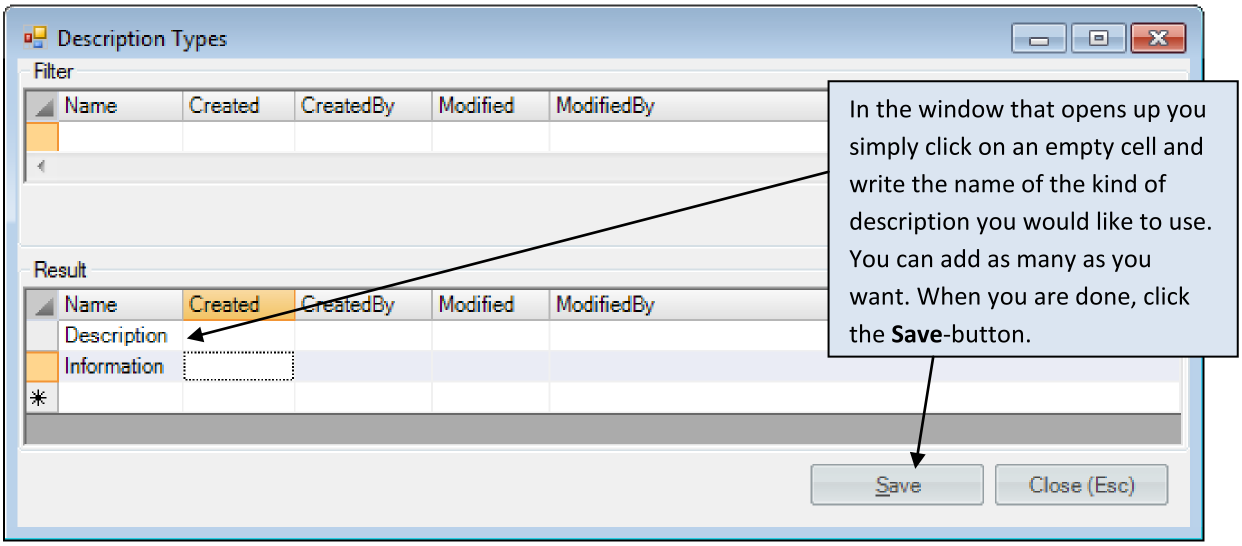
Now you go back to your hotel window. In the top bar of the hotel window click on the tab named **Facilities**.



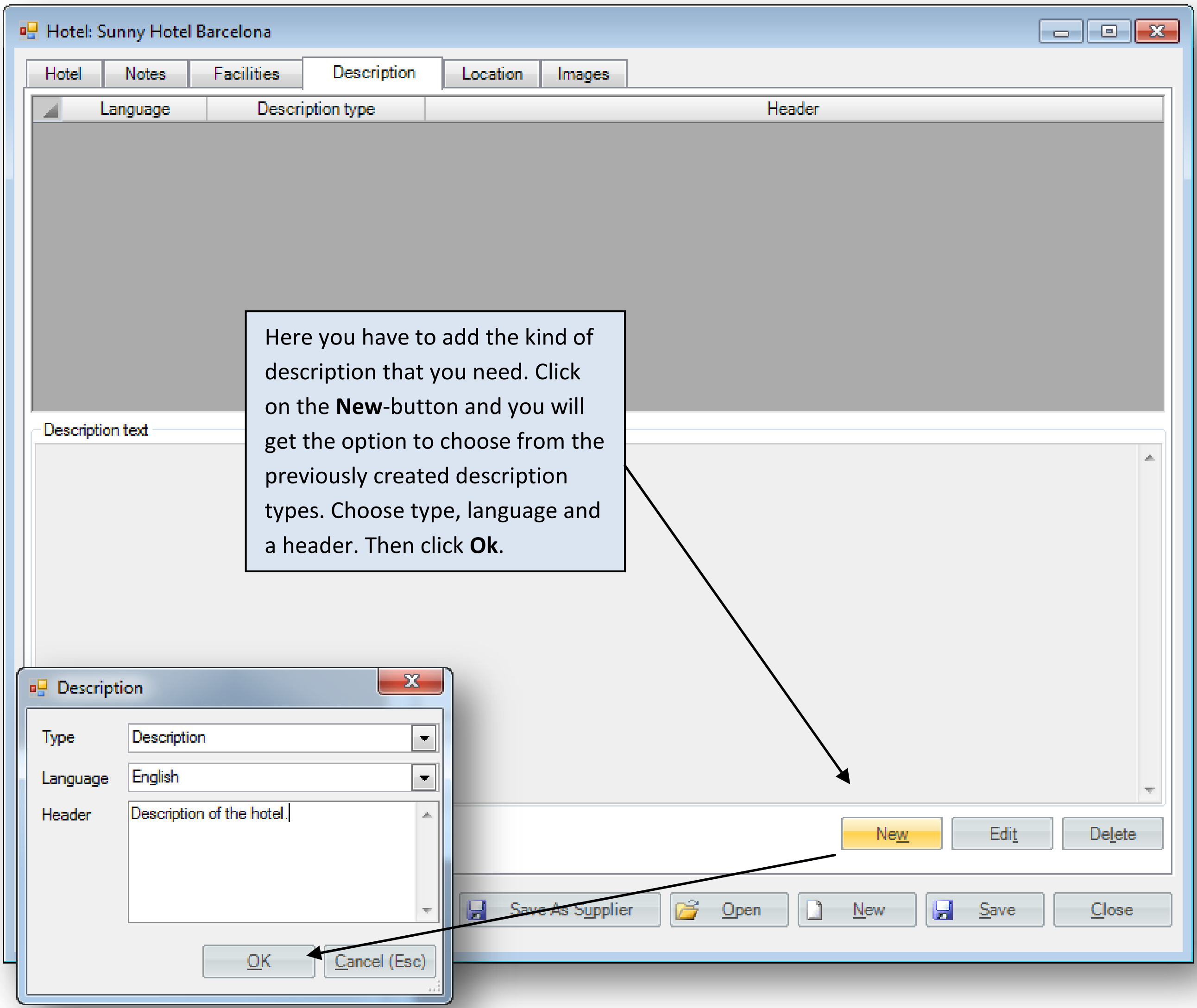
Description

The next tab you should look at in the Hotel-window is the one named **Description**. As with the Facilities you have to define the type of description that you like to have, on a global level. Therefore you first have to navigate to **Tools – General Data – Description Types**, via the main top bar.

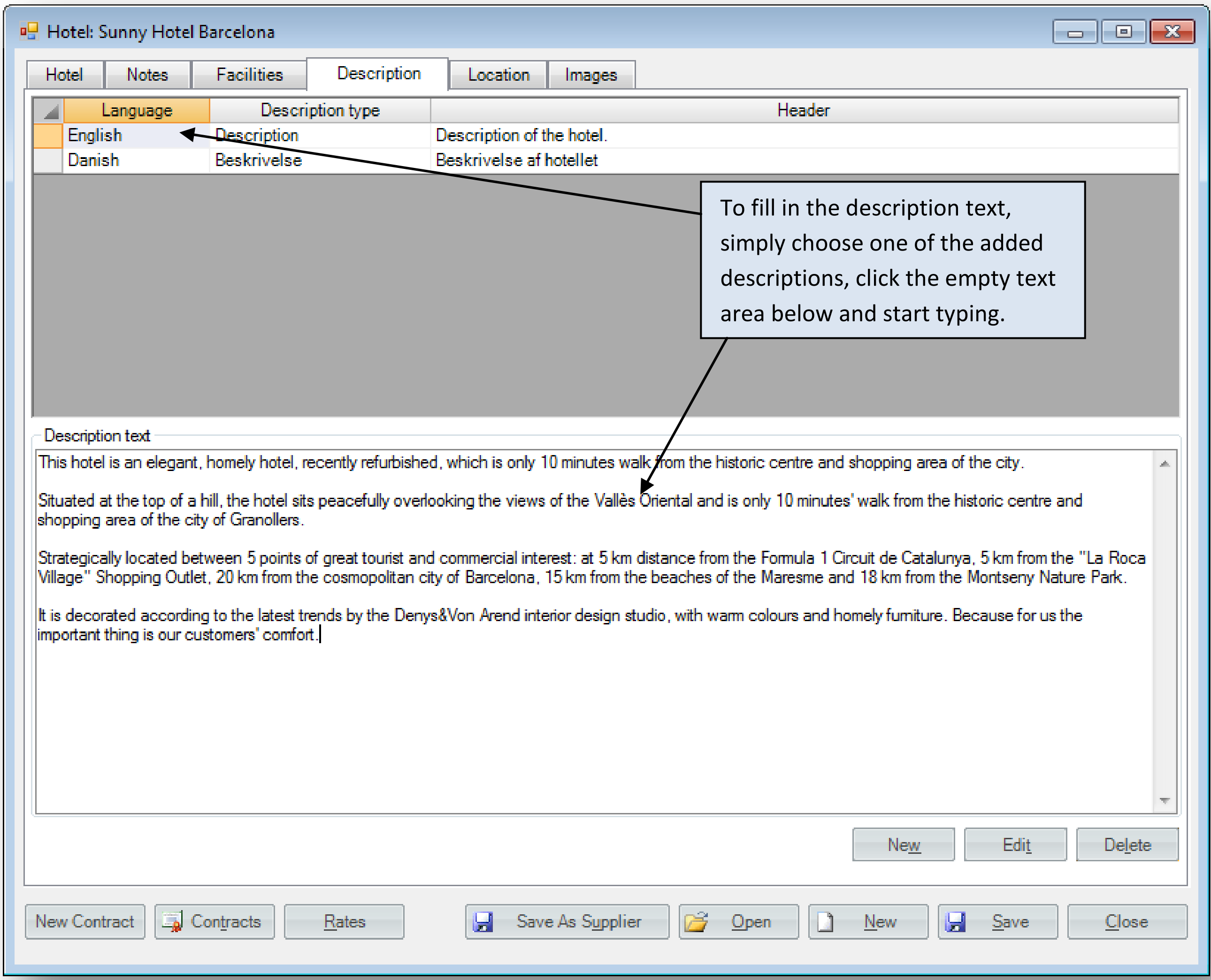




Now go back to your Hotel window and click on the Description tab in the top.

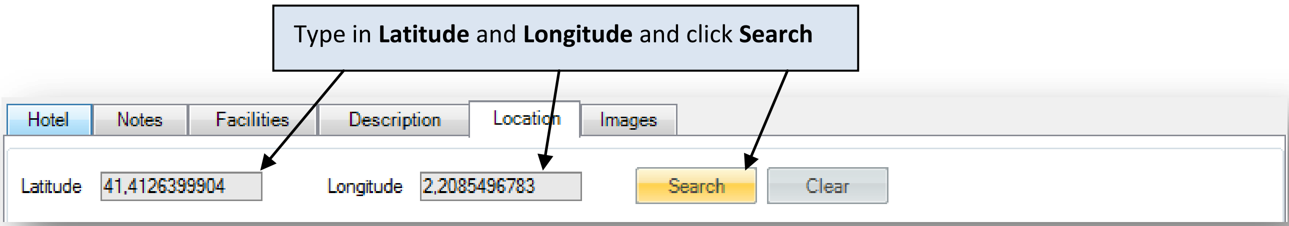


You can add as many as you like. E.g. you could add a description in different languages.

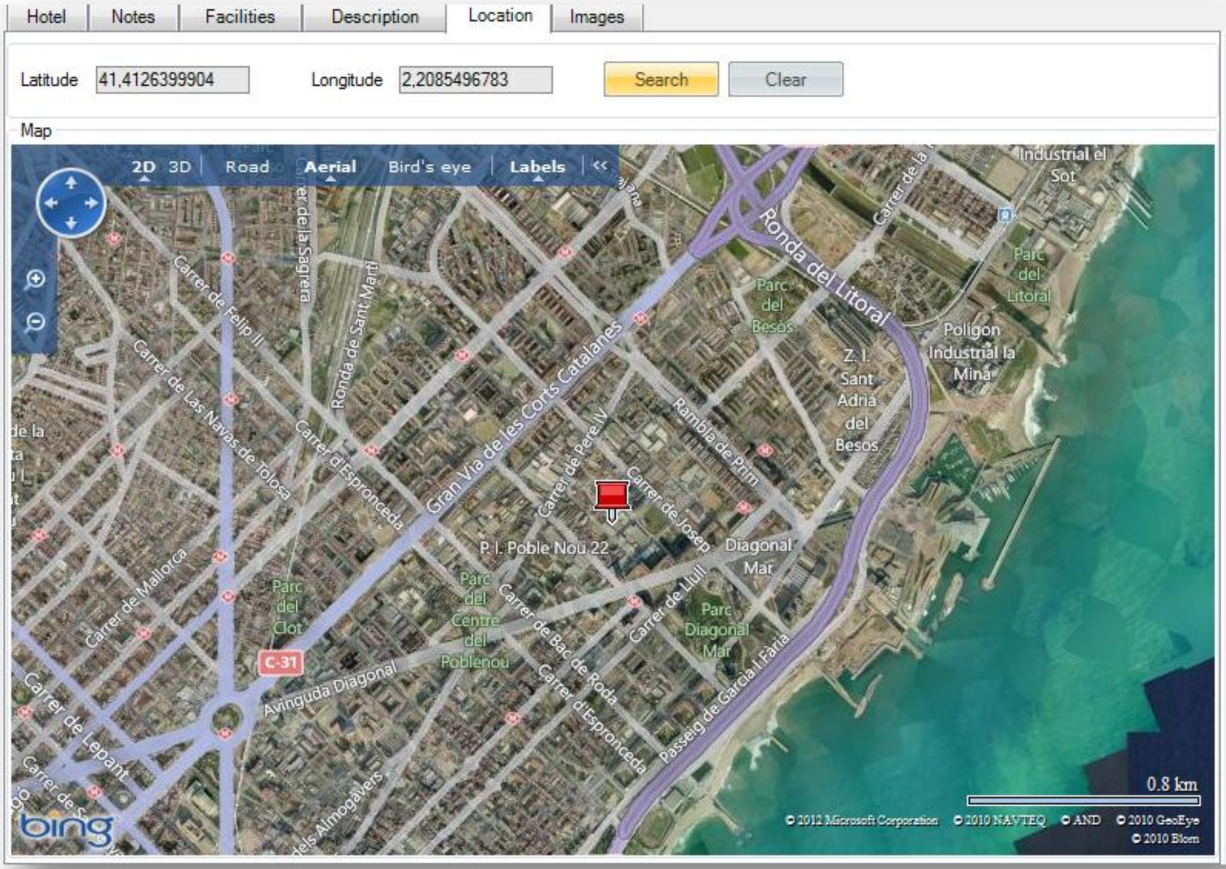


Location

Let us move on to the next tab, Location. Here you can type in the Latitude and Longitude of the hotel, if you know it. TW will then show you a satellite view of the location.

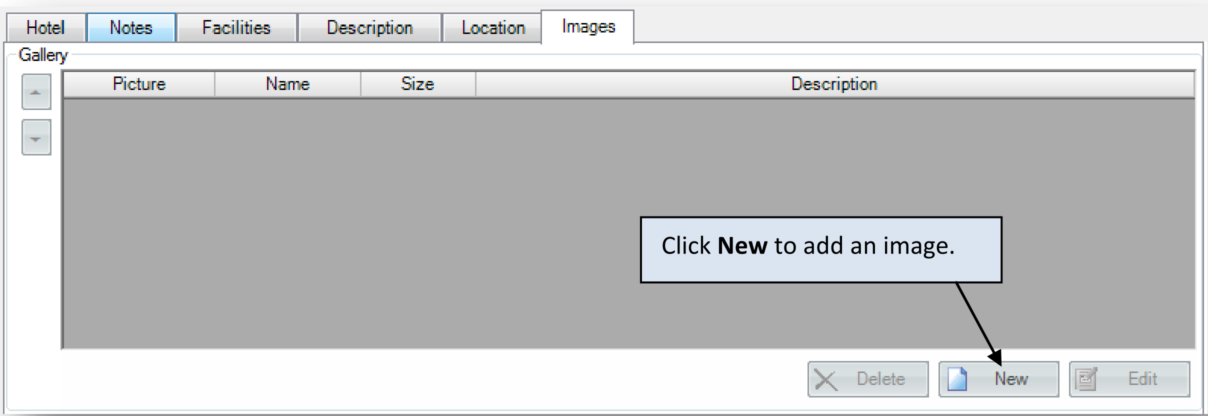


TW will find the location and make the map available to you.

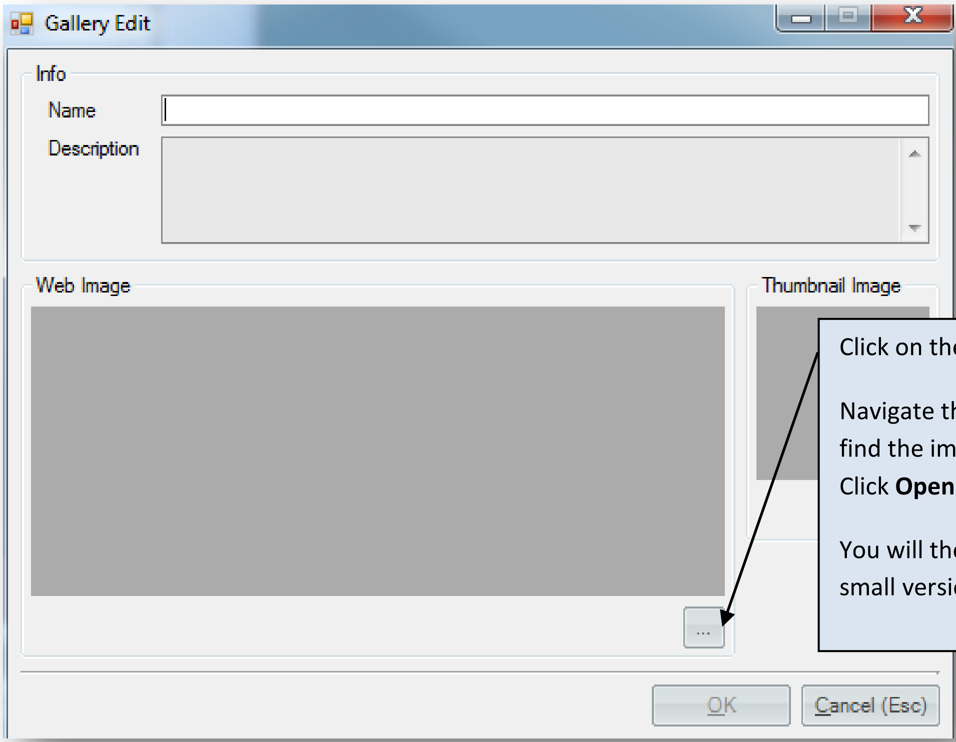


Images

In this tab you have the possibility to upload images of the hotel, the surroundings or any other thing you would like.



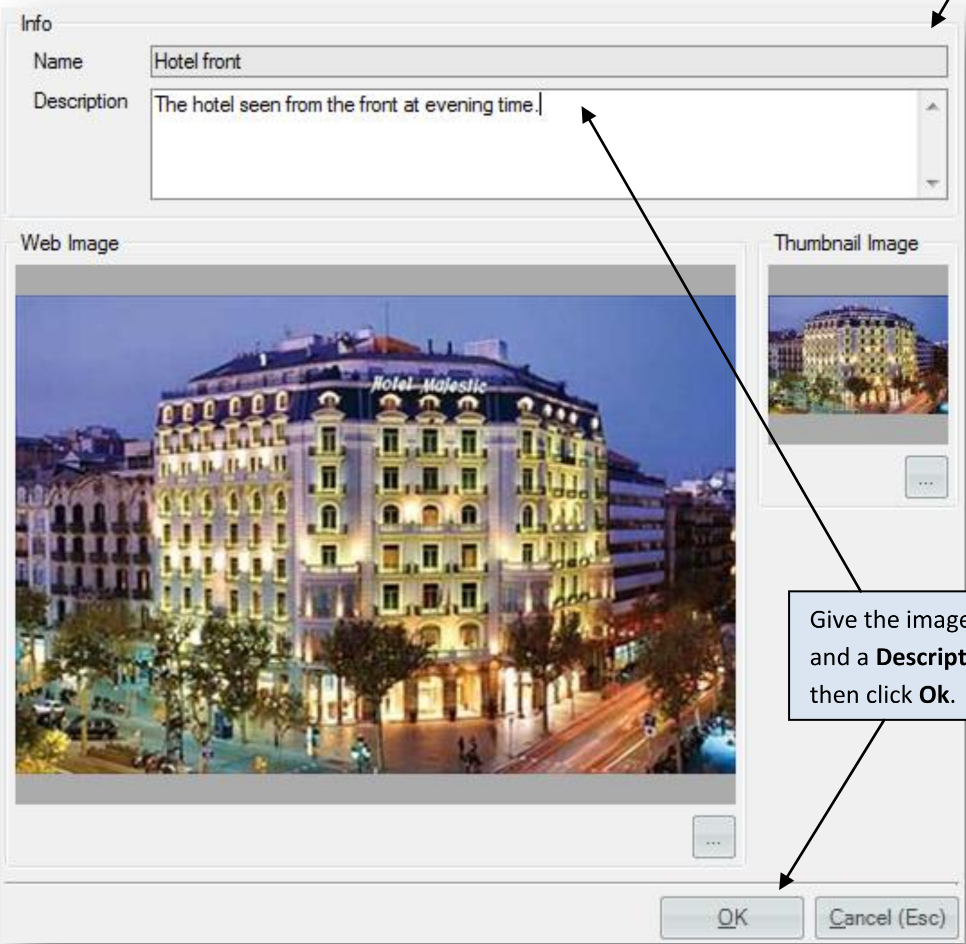
You will see the following window.



Click on the little button with "**...**" on it.

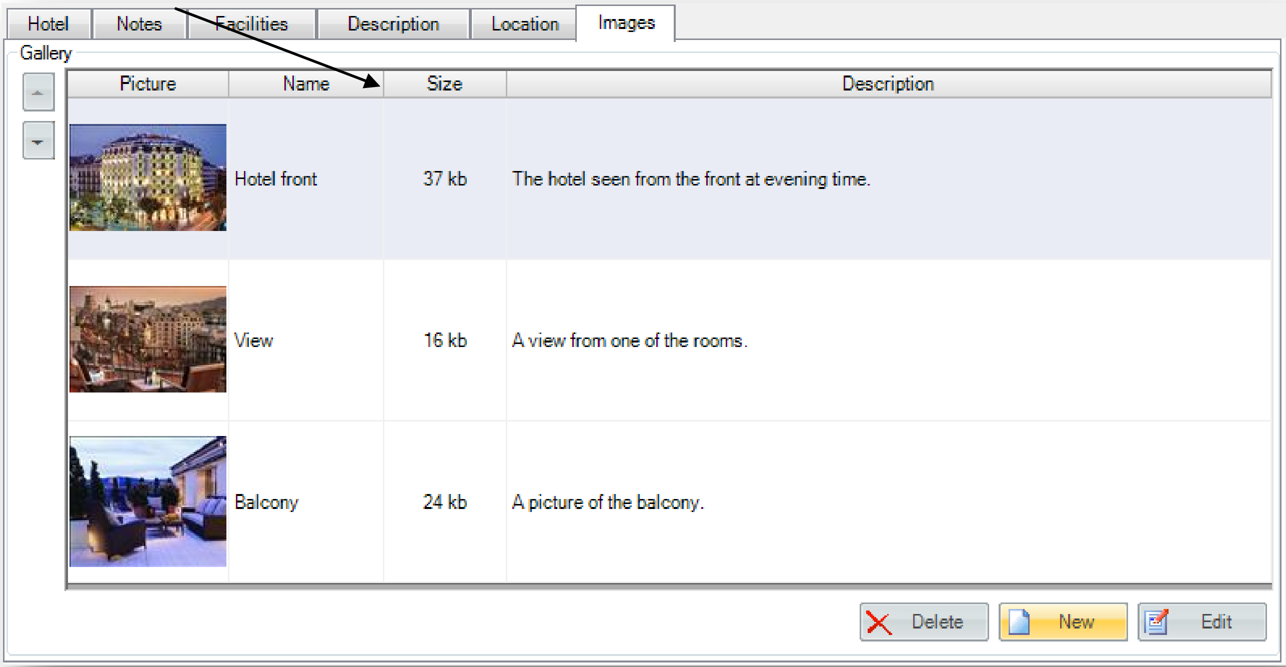
Navigate the files in your computer and find the image that you would like to add. Click **Open**.

You will then see the image in a large and small version.



Give the image a **Name** and a **Description** and then click **Ok**.

You will then see a list of all the images that you have added.

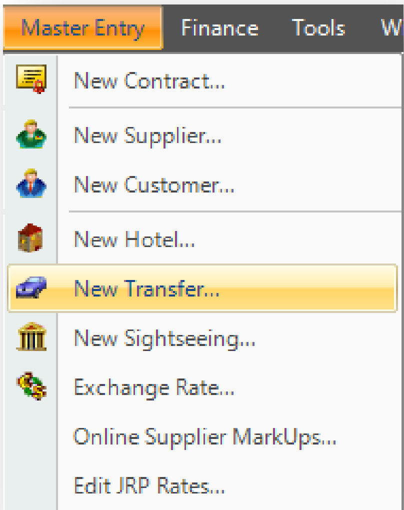


Click the **Save**-button at the bottom of the window.

Transfers

Often your customers will need to have a transfer arranged, e.g. a transport from an airport to a hotel.

This is in TravelWise done via the top menu bar **Master Entry – New Transfer**:



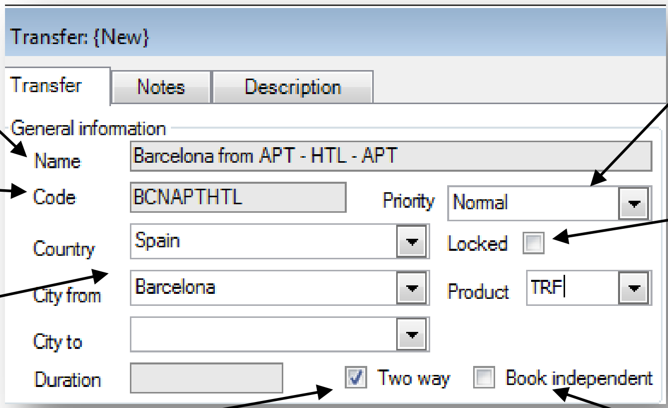
You will then see the **New Transfer window**. Of all the other text boxes and features, there are certain once that are either mandatory or might be of use to you. Let us begin with the top part of the menu.

Name (title) of this transfer.

Code: Make a short code that refers to this transfer.

Choose **Country** and **City.**

Two way: Can this transfer voucher be used two way, i.e. from airport to the hotel and back again? Then check this box.



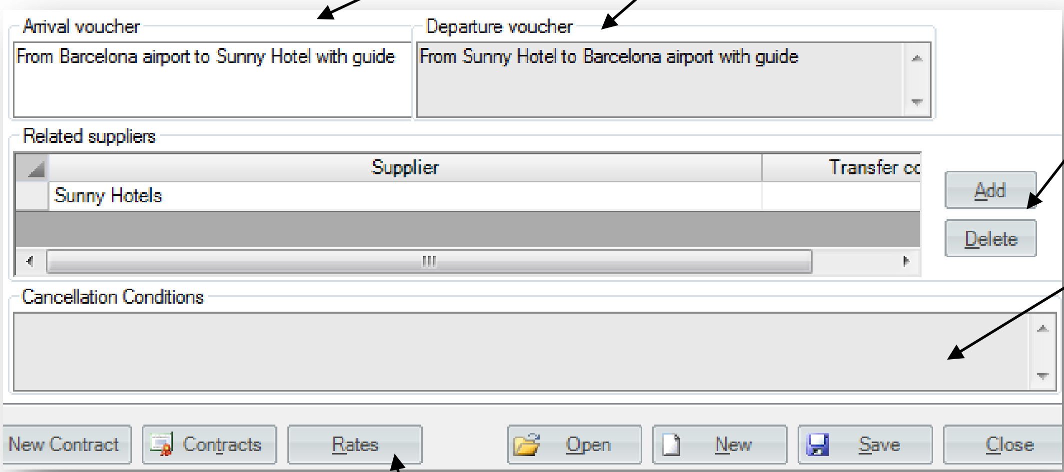
Priority: You can indicate that this supplier is to be treated as top priority.

Locked: If this is checked, this supplier will not appear as part of a search for e.g. a hotel. The supplier is not deleted from the database, just excluded.

Book Independent: Is it possible to book this transfer without booking other services from this supplier? Then check this box.

Let us move further down to the lower part of the New Transfer menu.

Here you can type the text that will be written on the **Arrival and Departure vouchers**.

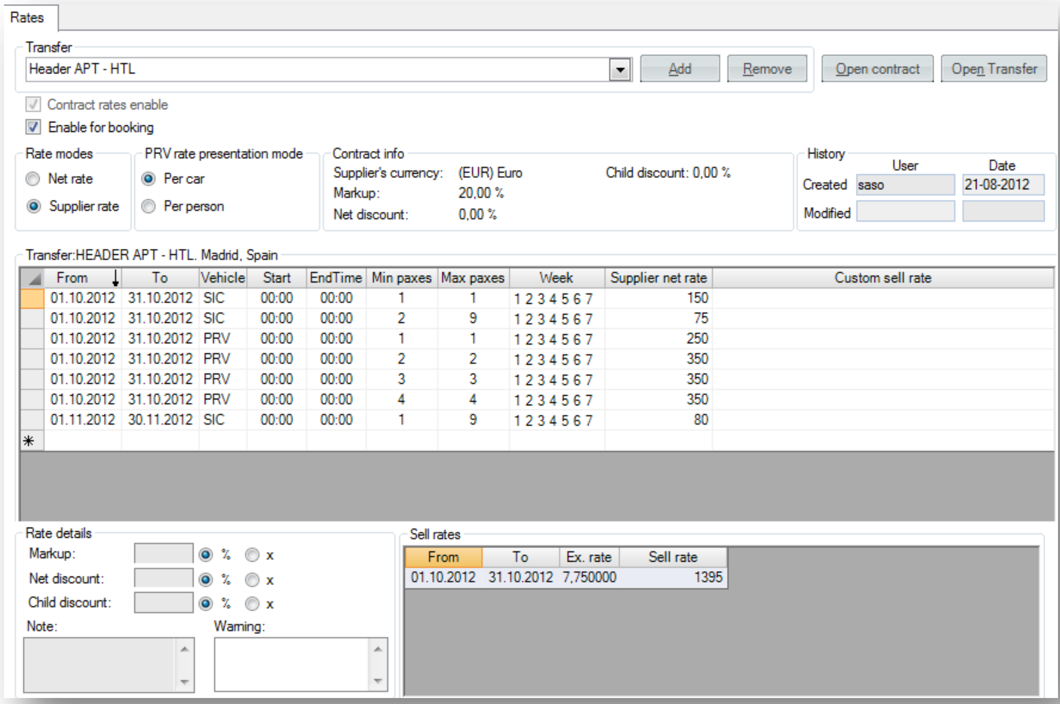


Here you Add or Delete the supplier of this transfer.

If you have specific **Cancellation Conditions** you can type them here.

There is one more thing you need to do, before the Transfer is ready for use. You have to type in the Rates of this transfer. Click the **Rates-button** and open up the Rates-menu.

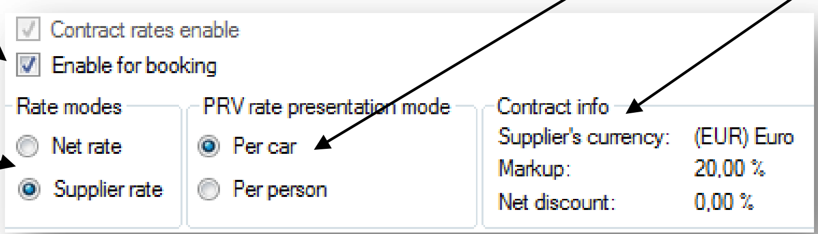
Transfer Rates



There are many settings available to you here so let us begin at the top.

Enable/disable this transfer for booking.

Should the rates be shown as a **Net Rate** or the **Supplier rate**?



Would you like to see the rates **Per car or Per person**? Choose here.

Contract info: Here you can see the default **Currency**, **Markup** and **Net discount** that the supplier has in the contract that you have previously created.

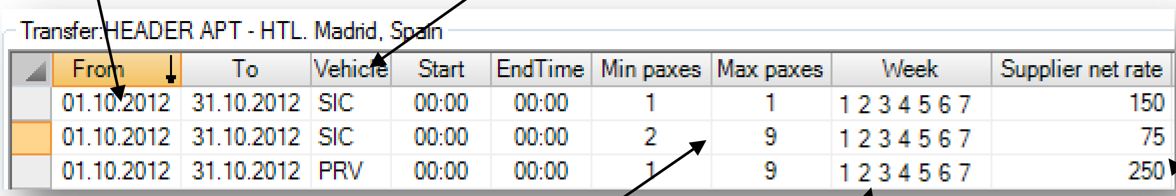
Filling out the rates

Moving further down the **Rates** window we find the place where you have to type in the rates for the various parts of the transfer that are available and in which periods the rates apply.

Here you type in the **period** of this rate.

***Tip**: You can just type in the dates without the dots and only using the day and month and then push the TAB-button. Then TW will fill in the rest. So, a date that is 01.10.2012 you can type in like this "0110" and then push the TAB-button on your keyboard.*

Click here and choose which **Vehicle type** the rate is concerning.
PRV: A private vehicle, only for pax that are a part of the same traveling party.
SIC: Seat in coach, means that pax from different traveling parties share a vehicle.



Transfer:HEADER APT - HTL. Madrid, Spain

From	To	Vehicle	Start	EndTime	Min paxes	Max paxes	Week	Supplier net rate
01.10.2012	31.10.2012	SIC	00:00	00:00	1	1	1 2 3 4 5 6 7	150
01.10.2012	31.10.2012	SIC	00:00	00:00	2	9	1 2 3 4 5 6 7	75
01.10.2012	31.10.2012	PRV	00:00	00:00	1	9	1 2 3 4 5 6 7	250

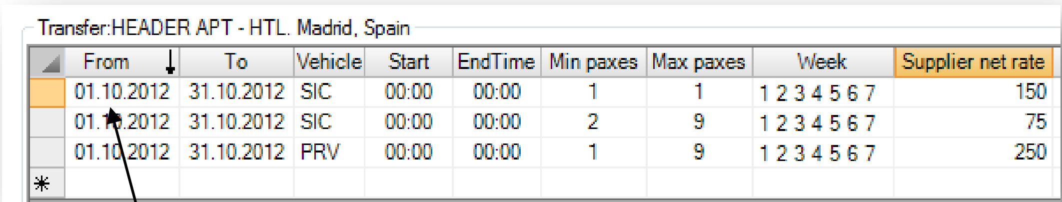
Type **how many pax** this transfer is valid for.

Using the numeric keys on your keyboard, you can type in which days of the **week**, the transfer of this type is available.

Type in what the suppliers **Net Rate** is for this transfer.

Override default rates

You also have the option to override the default Markup and/or Net discount. This could be because you temporarily want to raise or lower the Markup or you want to sell at a special discount rate for a limited time only.



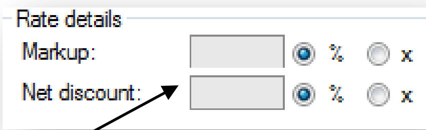
Transfer:HEADER APT - HTL. Madrid, Spain

From	To	Vehicle	Start	EndTime	Min paxes	Max paxes	Week	Supplier net rate
01.10.2012	31.10.2012	SIC	00:00	00:00	1	1	1 2 3 4 5 6 7	150
01.10.2012	31.10.2012	SIC	00:00	00:00	2	9	1 2 3 4 5 6 7	75
01.10.2012	31.10.2012	PRV	00:00	00:00	1	9	1 2 3 4 5 6 7	250

Choose which rate you wish to override by clicking in a cell on the relevant line.

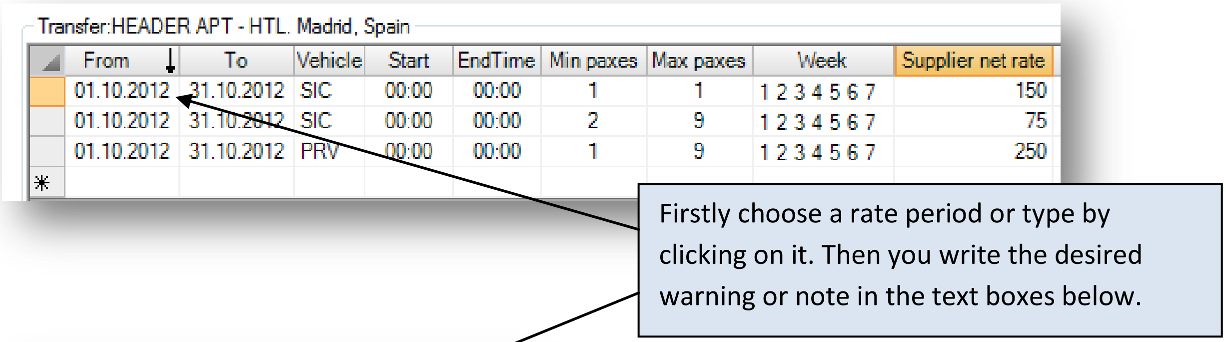
At the bottom left of the Rates window, you will find an area called rate details.

Rate details: In the text boxes here, you can type the **Markup** and/or **Net discount** that you wish to set for the chosen rate.

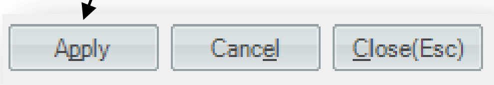


Notes and warnings

In the lower left part of the Rates window you have the option to include a note and/or a warning about the chosen rate period.



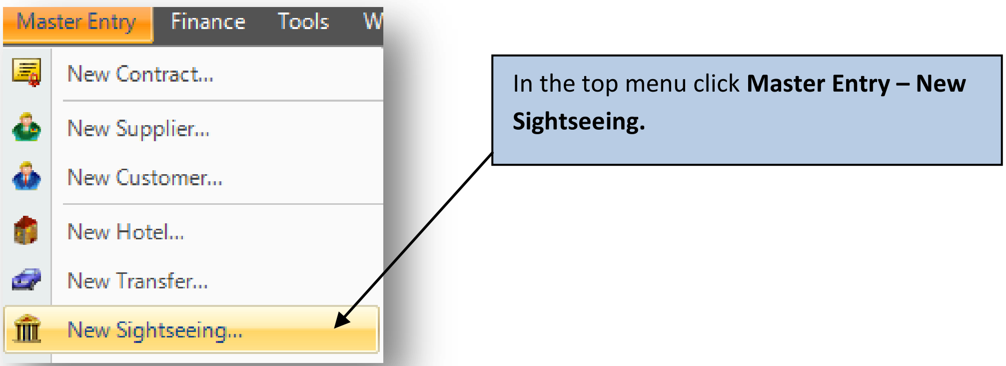
When you are done with creating your transfer rates, click the **Apply**-button at the bottom of the window.



You are now done with creating the transfer and it is now ready for use in TravelWise.

Sightseeing

It is of course also possible to create sightseeings for your customers. Let us see how this is done.



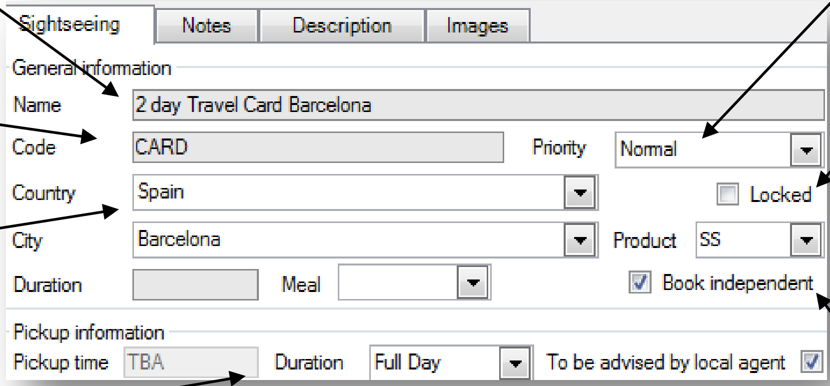
You will now see the (New) **Sightseeing**-window. Of all the other text boxes and features, there are certain once that are either mandatory or might be of use to you. Let us begin with the top part of the menu.

Name (title) of this Sightseeing.

Code: Make a short code that refers to this Sightseeing.

Choose **Country** and **City.**

Duration and pickup time can be chosen here**.**



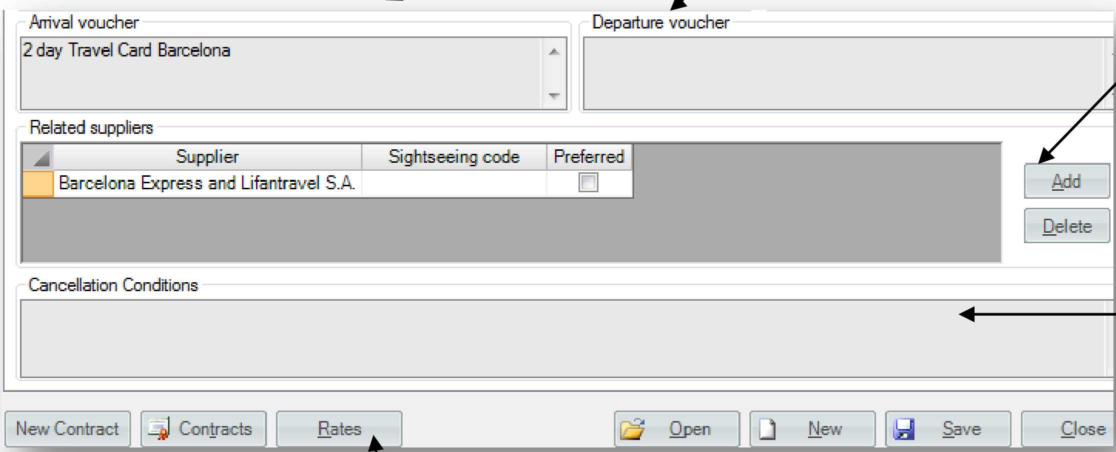
Priority: You can indicate that this supplier is to be treated as top priority.

Locked: If this is checked, this supplier will not appear as part of a search for e.g. a hotel. The supplier is not deleted from the database, just excluded.

Book Independent: Is it possible to book this sightseeing without booking other services from this supplier? Then check this box.

Let us move further down the Sightseeing-menu.

Here you can type the text that will be written on the **Arrival and Departure vouchers**.



Here you Add or Delete the supplier of this transfer.

If you have specific **Cancellation Conditions** you can type them here.

There is one more thing you need to do, before the Sightseeing is ready for use. You have to type in the Rates of this sightseeing. Click the **Rates-button** open up the Rates-menu and set the rates.

Note: See chapter Transfer Rates on how to set the rates.

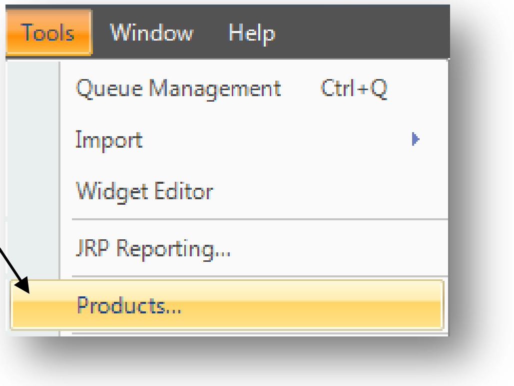
Note : In the top of the menu you will see that you have different menu-tabs: **Notes, Description and Images**. These menus work in exactly the same way as they do, when you create hotels. Therefore see chapter Hotels for more information on these.

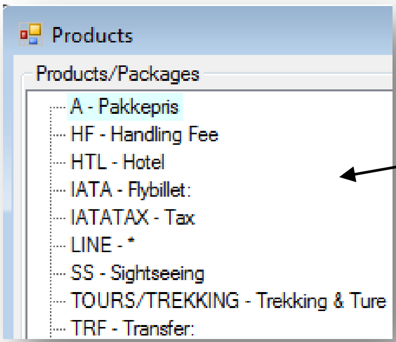
Products

To be able to create orders and sell packages, it is of course necessary to have products to sell! That is why you need to create these products. Read on to find out how to do that.

Basically you have to create all the different products that go into an order. These are products like Handling fees, different VAT-rules or hotels ect..

In the top menu click **Tools – Products.**

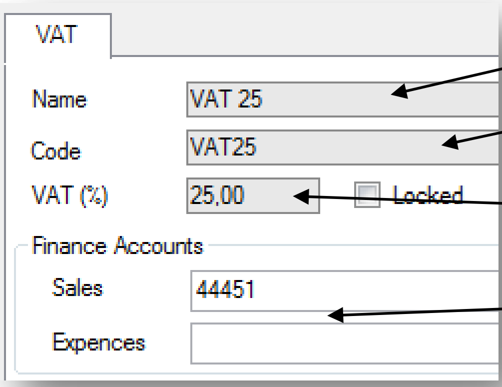




You will now be presented with the Products-menu. When you first see the menu, you will notice that in **the left side**, there are already some standard-products created in advance.

But, let us begin by creating a new product, **a VAT-product.** At the lowest part of the menu, click on the **New VAT-button**.

You will now see the middle of the Products-menu changing to present you with the create-new-VAT menu.

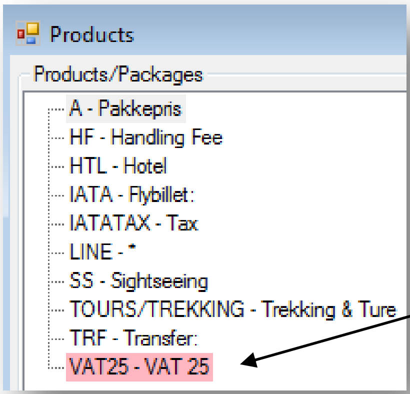


Name (title) of this VAT-product.

Code: Make a short code that refers to this VAT-product, for internal use.

VAT(%): Type the amount of VAT in %.

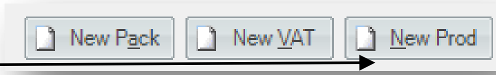
Type your **Sales** and **Expenses** account numbers here.



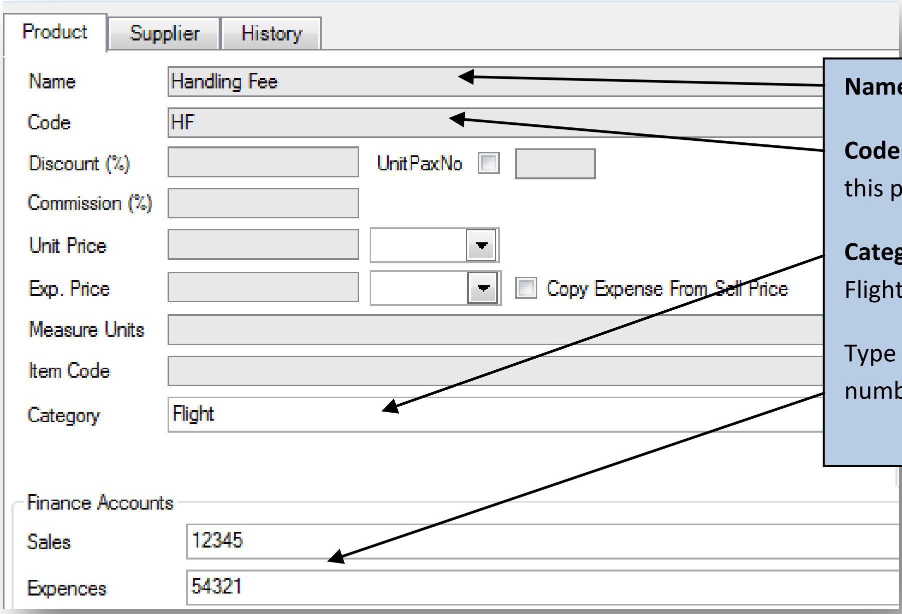
When you are done, click the **Save-button** at the bottom of the menu. You will then see your new VAT25-product in the **left column** in the Products menu.

Now let us create a **Handling Fee**.

At the lowest part of the menu, click on the **New Prod-button**.



You will now see the middle of the Products-menu changing to present you with the create-new-Product menu. Lets us begin with the left side of the menu. There are many options, some of them are self explanatory and some are not necessary to explain at this point. But some of them you need to know about.



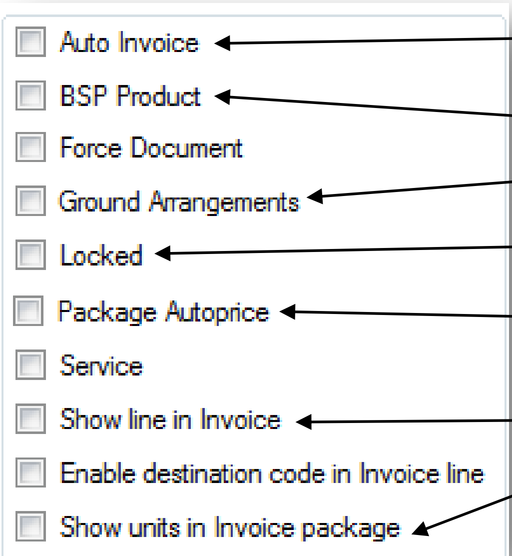
Name: (title) of this product.

Code: Make a short code that refers to this product, for internal use.

Category: Chose one, in this case it is Flight.

Type your **Sales** and **Expenses** account numbers here.

To the right in the menu you will see a lot of check boxes. Here is a description of the most important ones.



Auto invoice: Enable to insert the product automatically in invoices.

BSP Product: Enable if this is a BSP product.

Ground Arrangements: Is this a land product, then enable this.

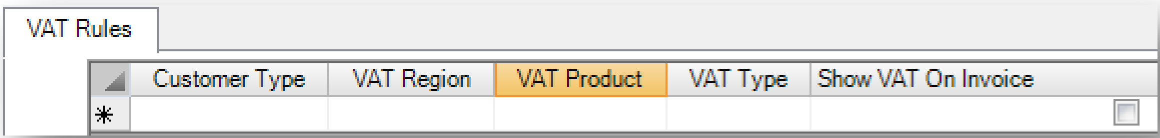
Locked: Enabled the product will not be available to add to an invoice.

Package Autoprice: Enable to let the product be automatically calculated in packages in invoices.

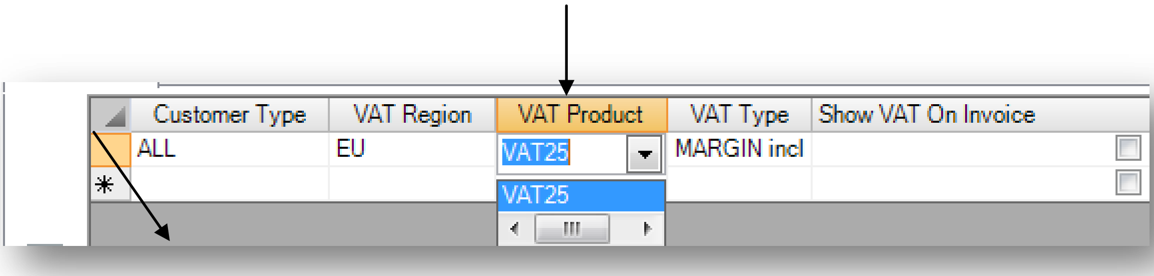
Show line in invoice: The product will be shown in invoice reports.

Show units in invoice package: Enable to show the number of units of the product in packages in invoice reports.

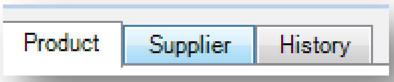
Now you need to add a VAT-rule to the product. This you can do the bottom of the menu.

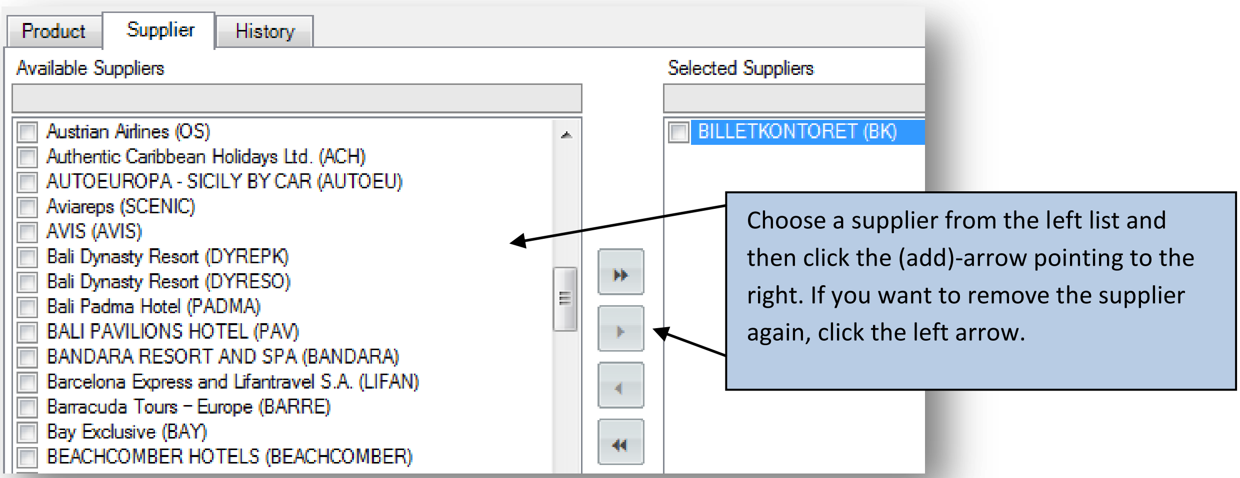


You add a VAT-rule by simply clicking in a cell and open the drop down menu. Choose Customer Type, Region, Product and VAT type. The **VAT Product** drop down will show the VAT-Rules that you previously created. Also, choose if you want the VAT to be shown on the invoice.



The last thing you need to do is to add a supplier to this product. In the top of the Products-menu click on the **Supplier** tab to open up a list of all the suppliers that you have previously created. See the chapter Add a supplier for more info on this.





When you are done, click the **Save button** in the lowest part of the window to return to the Product-menu. Here you also click the Save button and you are all done with creating a product.

Congratulations!

You are now done with setting up TravelWise for use. Of course you probably have to add a lot more suppliers, contracts, hotels and transfers before the system is completely ready for real use. But if you have followed this guide, you have now learned how to set up TravelWise and start using the many possibilities and features that it offers.

Appendix A

- Examples of how brand text fields-settings are displayed on reports and invoices

Statement of Accounts report headers

BilletKontoret
TOUROPERATOR & CONSOLIDATOR

Kunde nummer 2
Storegade 77
DK-2000 Frederiksberg

CustomerAccounts report header 1
CustomerAccounts report header 2

CustomerAccounts report header 3
CustomerAccounts report header 4

PERIODE:
12.08.2010 TIL **12.08.2011**

KONTOUDTOG

DATO:	REJSEBUREAU NR:	SIDE:	BETALINGSBETINGELSER:
12-08-2011	**45322122**	**1 af 1**	Netto Kontant

Dato	Due Date	Tekst	Faktura nummer	Total
Saldofra tidligere kontoudtog:				0,00
23-12-2010	31-12-2010	Faktura	9	19 115,00*
23-12-2010	31-12-2010	Faktura	10	19 115,00*
21-01-2011	29-01-2011	Faktura	17	1 540,00*
21-03-2011	29-03-2011	Faktura	24	100,00*
21-03-2011	29-03-2011	Faktura	25	100,00*
28-03-2011	05-04-2011	Faktura	26	1,00*
06-06-2011	05-04-2011	Faktura	29	1 000,00*
06-06-2011	05-07-2011	Faktura	30	1 000,00*
22-07-2011	30-07-2011	Faktura	33	90,00*
Totalos tilgode:				**42061,00**
Tilbetaling nu:				**42061,00**

KontaktvenligstJeanne Kryger Jakobsen ved eventuelle spørgsmål til dette kontoudtog.
Telefon: 36 90 30 50, bedst ml. 9.00 til 15.00 eller på mail Bogholderi@billetkontoret.dk.

Agent invoice footers

FAKTURA NR:

ORDRE:	DATO:	SIDE:	KUNDE ID:	AFREJSE:
30	12-08-2011	1 af 1		10-02-2011

VORES MEDARBEJDER:	BETALINGSBETINGELSE:	BETALES SENEST:
DEMO Bruger, email: aj@t2t.dk	cash	12-08-2011

Antal	Tekst	Pris	Total
2	Flybillet: Copenhagen-Bangkok-Copenhagen	8 990,00	17 980,00
2	Tax Copenhagen-Bangkok-Copenhagen	1 875,00	3 750,00
2	Handling Fee	100,00	100,00
		Total i DKK	21 830,00

Finance report footer 1

Bank
Finance report footer 2

DRF
Danmarks Rejsebureau Forening

Invoice template footers

SIDE: 1 af 1

Antal	Tekst	Pris	% Provision	Total
2	Flybillet: Copenhagen-Bangkok-Copenhagen	8 990,00		17 980,00
2	Tax Copenhagen-Bangkok-Copenhagen	1 875,00		3 750,00
2	Handling Fee	100,00	50 %	100,00
			Total i DKK	**21 830,00**

Rejsende
JOERNOW/ASGER Mr
JOERNOW/LINE Ms

Finance report footer 1

Finance report footer 2

Finance report footer 3

IATA DRF

Invoice template headers


BilletKontoret
TOUROPERATOR & CONSOLIDATOR

Invoice reportheader 1

Invoice report header 2

Asger Jørnow

Vesterbrogade 121
DK-1620 København V

Invoice reportheader 3

Invoice report header 4

Rejsende **2**

JOERNOW/ASGER MR

JOERNOW/LINE MS

TILBUD NR: 30-A

Appendix B
- Report Settings

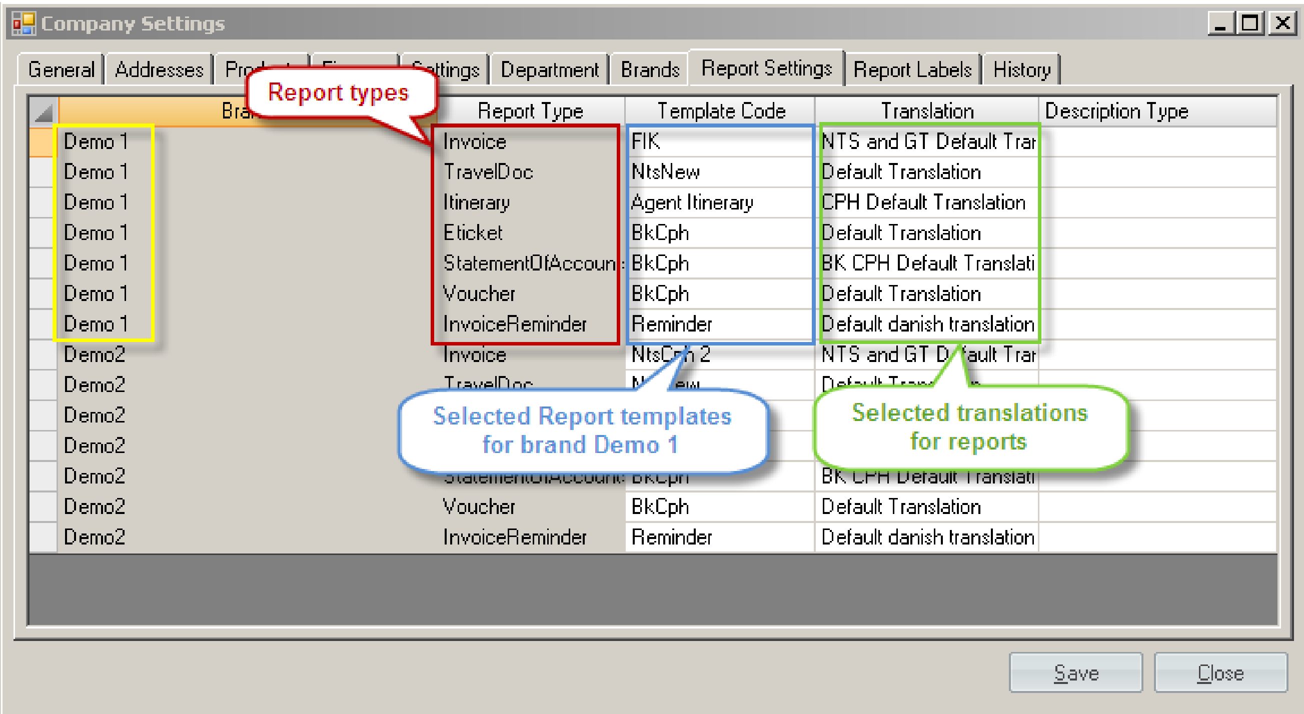
Report Templates

Report template is one of the alternatives of how report looks like. One and the same report can be printed with different layout according to selected template. We have several report templates for the most important reports in TravelWise: *Invoice, Itinerary, Travel Document, E-ticket, Voucher, Statement of Accounts* and *Invoice Reminder* (see more detailed description of each template in the Templates Catalogue).

Report templates can be customized (see TRANSLATIONS paragraph for more details):

- it can be translated to other language;
- default text can be changed.

Report template for each report type (Invoice, Voucher, etc.) should be associated with a brand in *Tools -> Company Settings -> Report Settings tab:*



Picture 1 – Report settings for a brand

Report Type is a name of report in TravelWise.

Note! ‘Invoice’ report type is common for Offer, Invoice and Confirmation reports.

Template Code is a name of report template for corresponding report type (see Templates Catalogue for more details).

Translation is a name of translation for corresponding report type (see TRANSLATIONS paragraph for more details).

Description Type is additional parameter which is used for translating of the description of the services (hotels, transfers and sightseeing) on reports (see TRANSLATIONS paragraph for more details).

How to customize brand and reports templates?

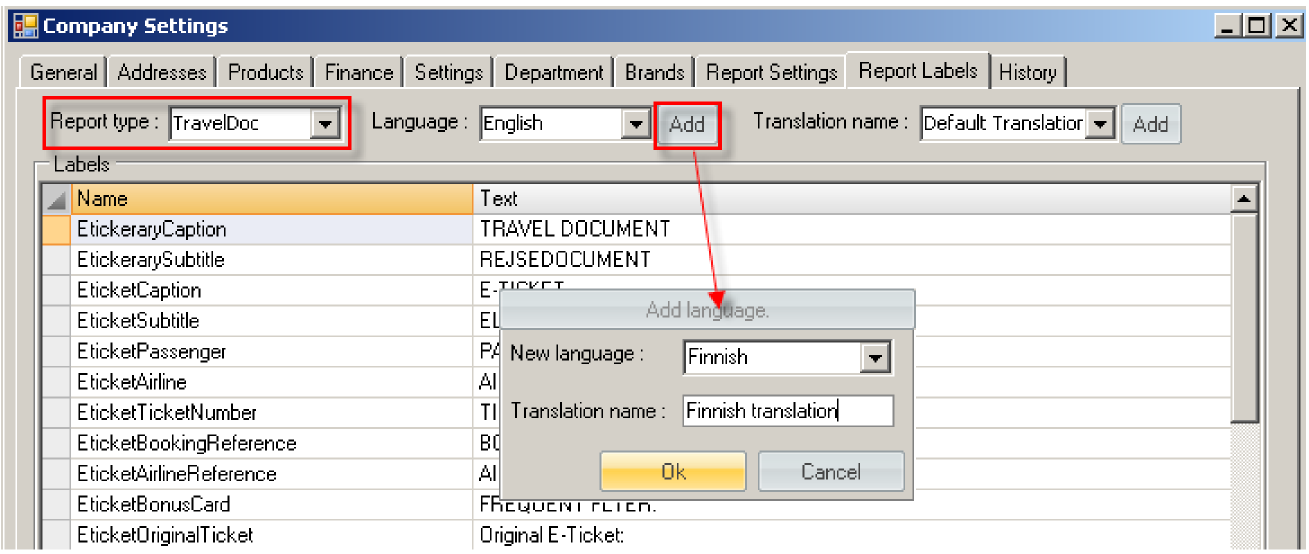
Select needed report template and translation from the list for each report type and save.

Translations

Information on reports can be translated into other languages in TravelWise. There are 2 types of report information: default text (e.g. captions) and actual data (e.g. name and description of the services).

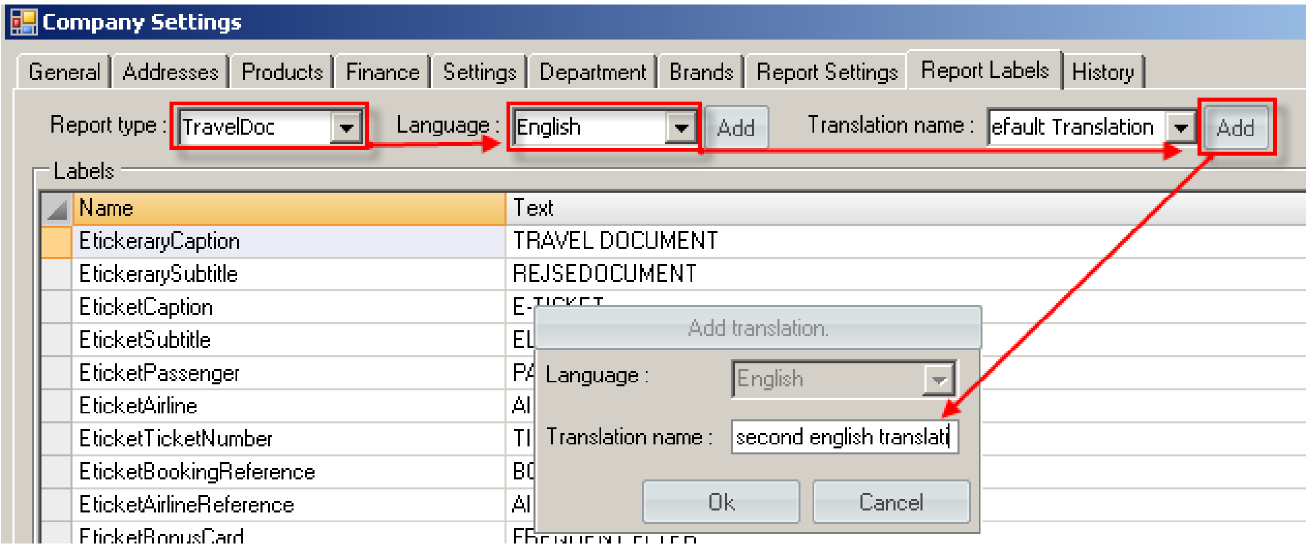
How to create report translation:

1) Go to *Tools -> Company Settings -> Report Labels tab*
2) Select the report
3) Add language: press '*Add*' button next to the '*Language*' listbox -> Select the language
4) Insert translation name:



Picture 2 - Creation of new translation

5) If you want to create new translation for language, which already in the list (it means there exists at least one translation with this language), press ‘Add’ button near ‘Translation name’ listbox:



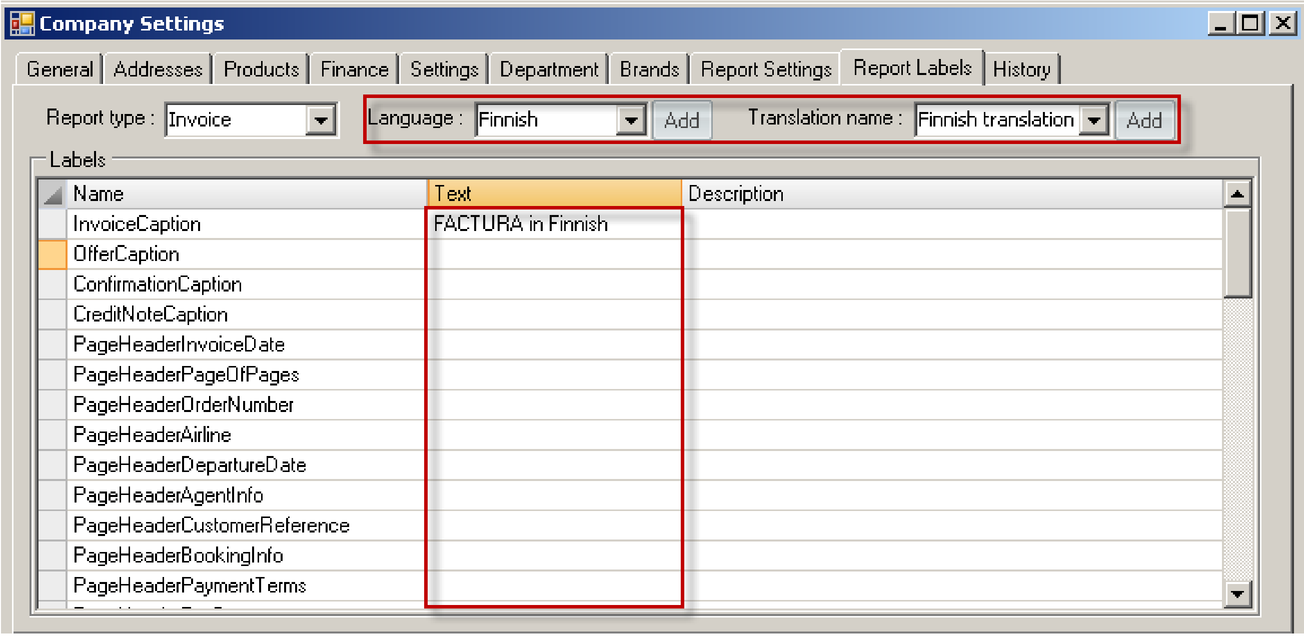
Picture 3 - Creation of one more translation for selected language

6) Press ‘Ok’ button -> new translation has been created.

7) Labels.
Label name is name of some caption on report. Label name is never shown on reports.
Label text is the text which is shown on the report.

By label name system finds corresponding text and inserts it to the report.

After new translation was created, text of the labels is empty. It should be inserted for each label:



Picture 4 - Text of labels in newly created translation

8) Press 'Save' button after text for all labels are inserted.

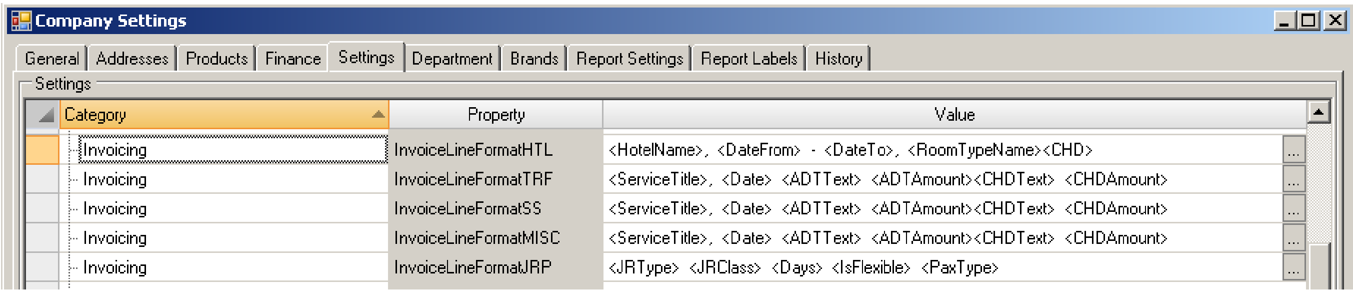
Translation of the actual data in report

Invoice

Invoice line format

Invoice line format can be changed in Company Settings.

Go to '*Tools -> Company Settings -> Settings tab*', find options:



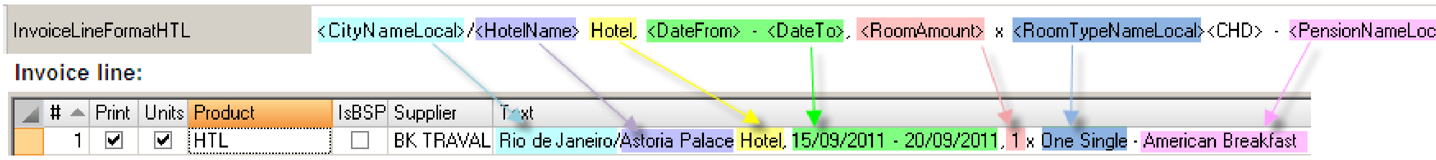
Picture 5 - Invoice line format in Company Settings

Data in tags is replaced by corresponding data from segments.

Data with 'Local' in their names are replaced by data in local language, if there is a translation for them.

Data without tags (‘Hotel’ for example) is inserted in invoice line without changes.

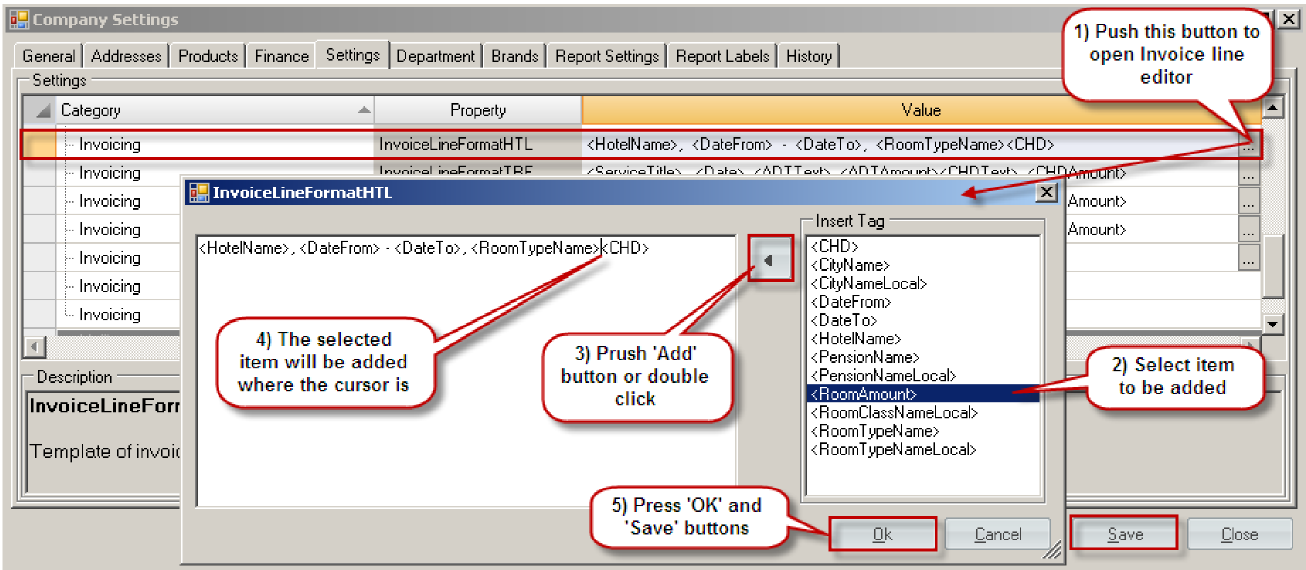
Example:



Picture 6 – Invoice line format in Invoice

How Invoice line format can be changed?

1) You can add from the list, delete and reorder items in tags:



Picture 7 - How to add new item in invoice line

2) You can add general worlds (like ‘hotel’) which will be shown in invoice line without changes.

Translations

What can be translated on the local language in the Invoice report?

- <u>For Hotel invoice line</u>: City, Room Type, Room Class and Pension;

- <u>For Transfer invoice line</u>: City from and City to;

- <u>For Sightseeing invoice line</u>: City and Service name;

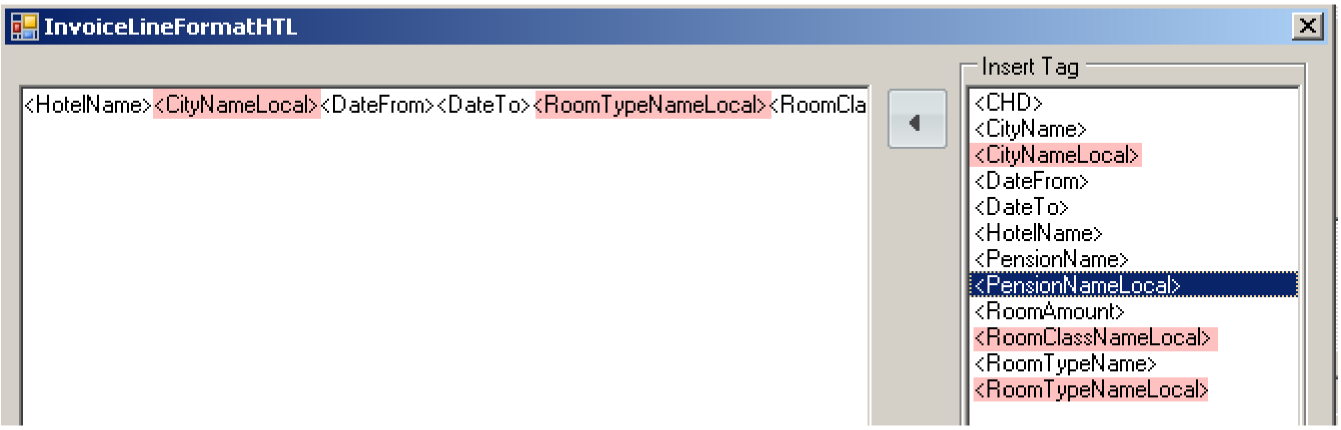
- <u>For Misc invoice line</u>: City and Service name.

If there are no translations of corresponding type in corresponding language, default values of Cities, Room types, Room classes and Pensions will be displayed. Sightseeing name will be empty.

What to do to have this data translated:

1) Go to Company Settings -> Settings-> Invoicing;

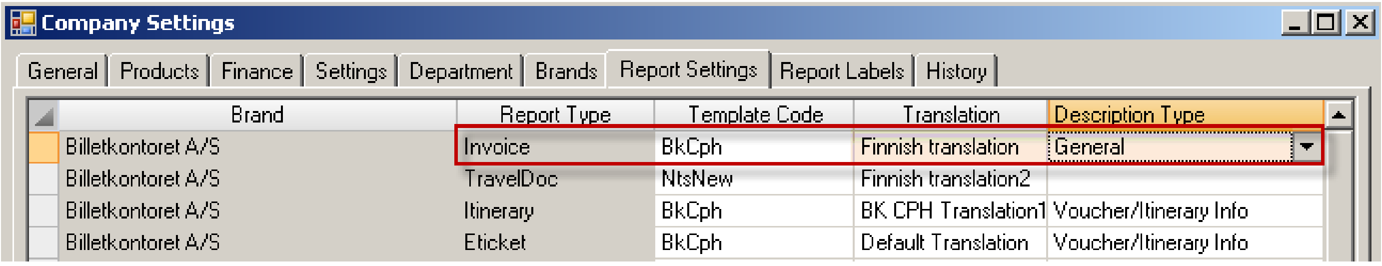
Add corresponding items (which have 'Local' in their names) to the Invoice lines format (e.g. 'CityNameLocal', etc.) and save the changes.



Picture 8 – Hotel invoice line format: highlighted items will be translated in invoice

2) Go to Company Settings -> Report Settings;

Select a translation and a description type and save the changes.



Picture 9 – Select translation and Description type for the Invoice report

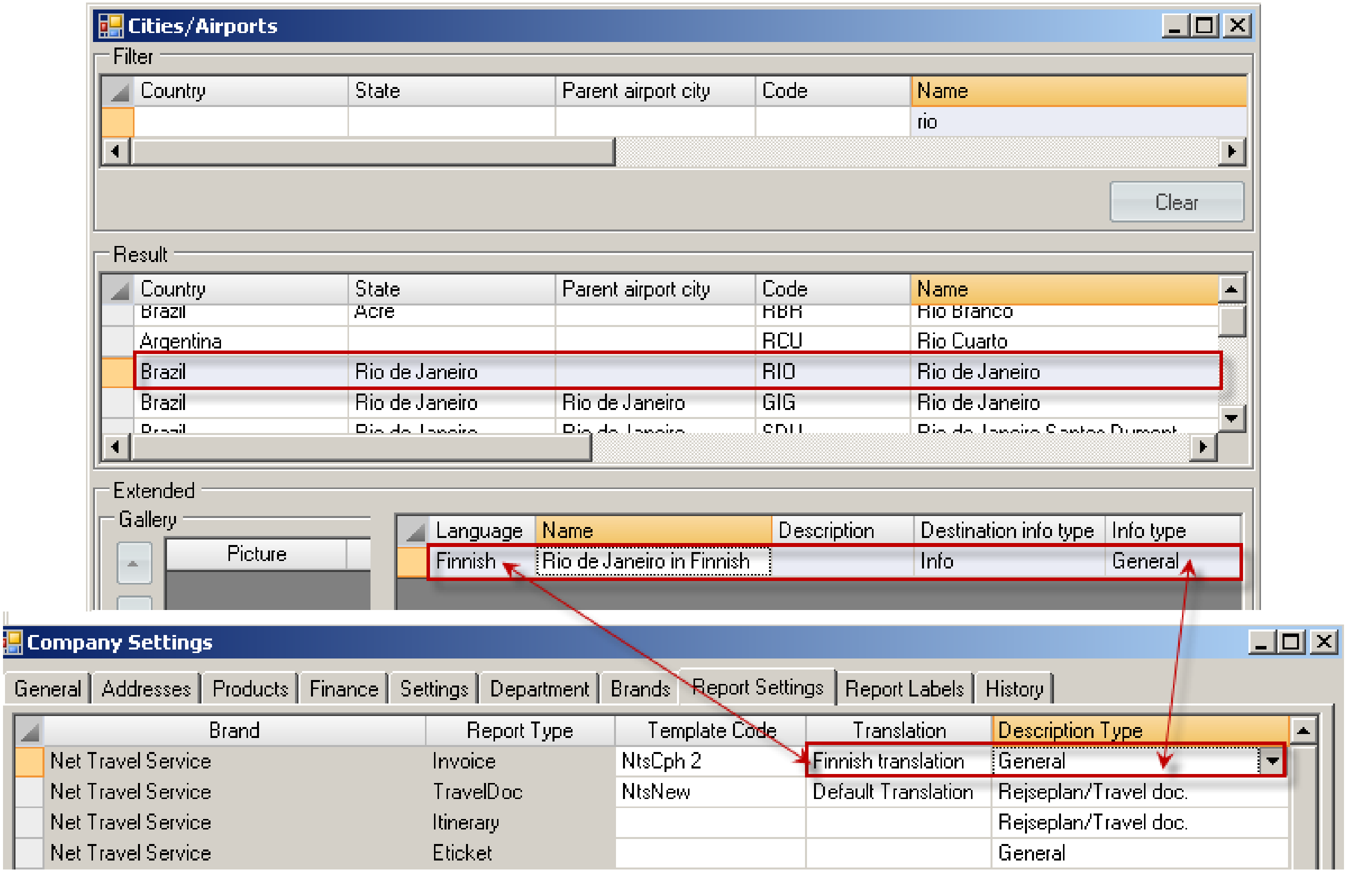
3) Add translation in the General Data forms or service's form (see details below).

Note! The translation should be in the same language as the selected report translation.

City translation is taken from *Tools -> General Data -> Geographic places -> Cities/Airports* form

If there is a translation with the same 'Language' and 'Info Type' as those, which are selected in the Report settings, it will be placed instead of City name (see picture 13).

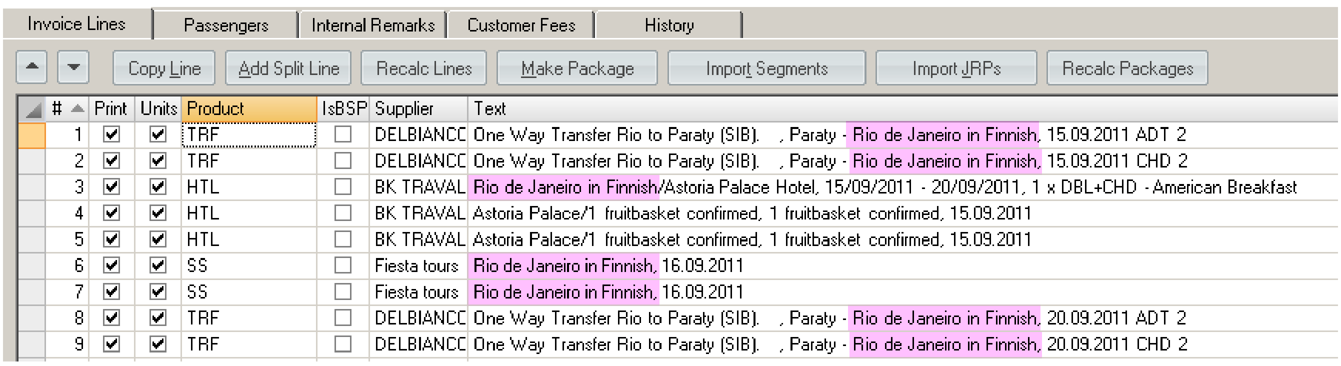
City can contain several translations with the same Language and Info type. The first one will be taken for invoice line.



Picture 10 – City translation

Let see how it is shown on Invoice:

<u>Invoice form</u>:



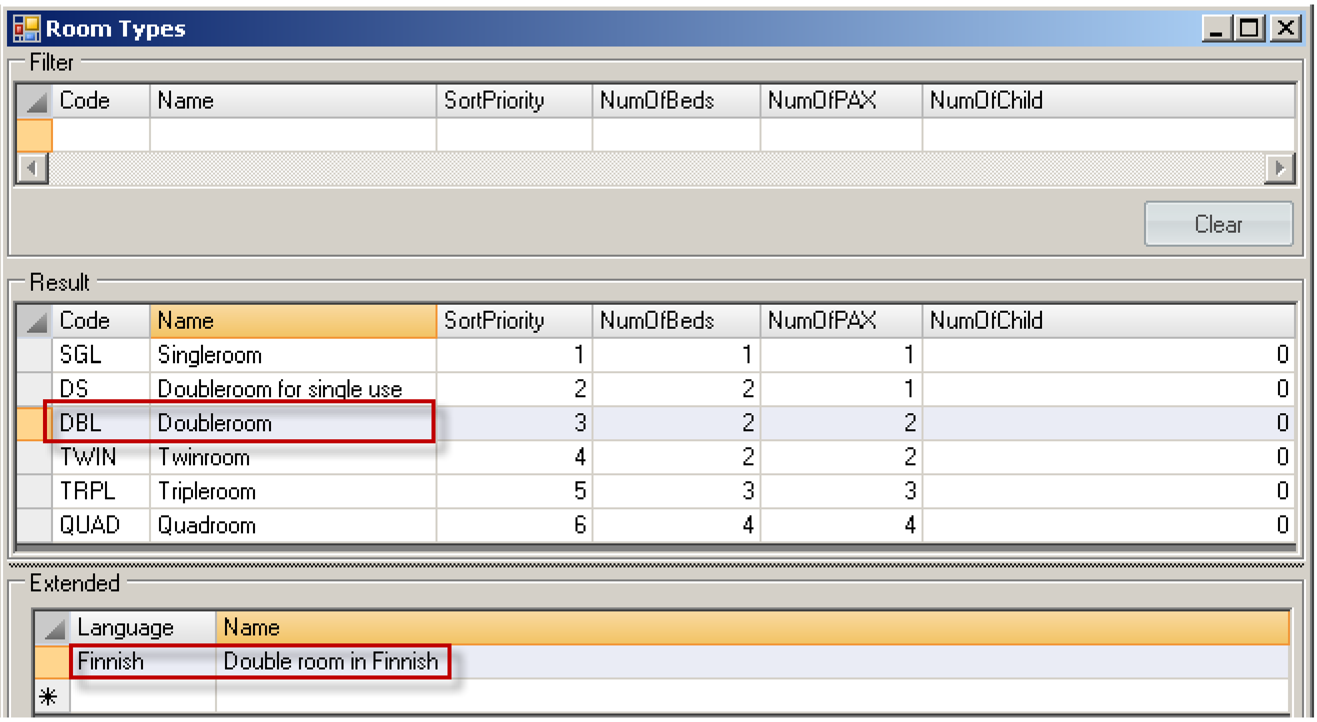
Picture 11 – City in local language on Invoice form

Invoice report:

	Bemærkninger in Finnish	Antal in Finn	Total in Finnish
2	One Way Transfer Rio to Paraty (SIB). , Paraty - Rio de Janeiro in Finnish, 15.09.2011 ADT 2	425,00	850,00
2	One Way Transfer Rio to Paraty (SIB). , Paraty - Rio de Janeiro in Finnish, 15.09.2011 CHD 2	425,00	850,00
5	Rio de Janeiro in Finnish/Astoria Palace Hotel, 15/09/2011 - 20/09/2011, 1 x DBL+CHD - American Breakfast	3.050,00	15.250,00
	25,00%	(610,00)	(3 050,00)
2	Rio de Janeiro in Finnish, 16.09.2011	1.900,00	3.800,00
2	One Way Transfer Rio to Paraty (SIB). , Paraty - Rio de Janeiro in Finnish, 20.09.2011 ADT 2	425,00	850,00

Picture 12 - City in local language on Invoice report

Room Type translation is taken from '*Tools ->General Data -> Hotels -> Room Types table*' by language



Picture 13 – Room Type translation

Invoice form:

Product	IsBSP	Text
HTL	☐	Rio de Janeiro in Finnish/Astoria Palace Hotel, 15/09/2011 - 20/09/2011, 1 x Double room in Finnish+CHD - Breakfast in Finnish

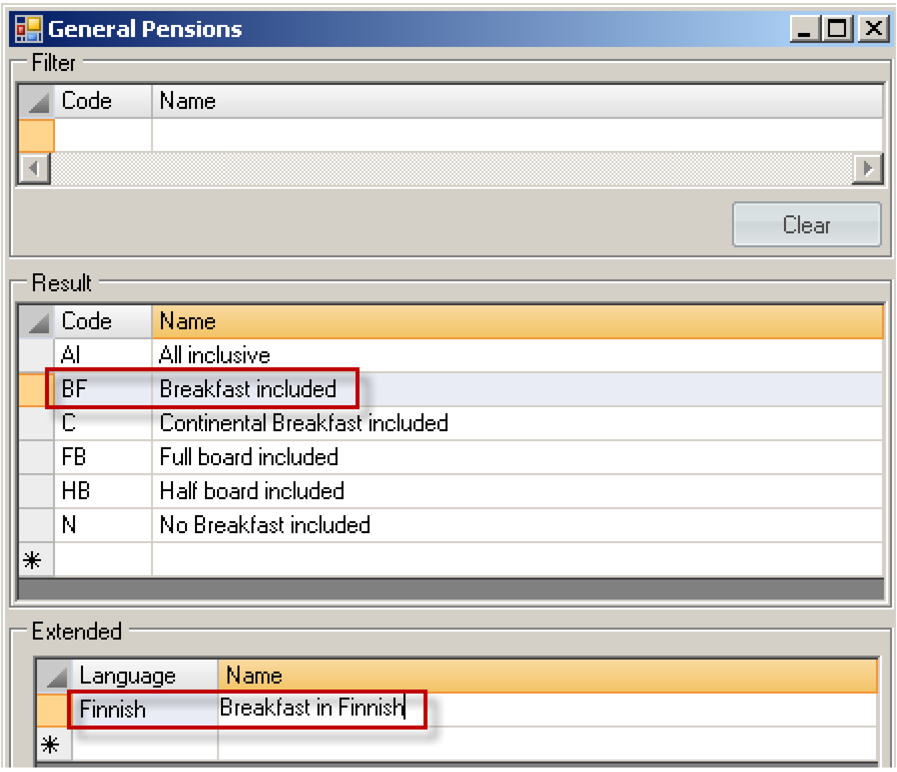
Picture 14 - Room Type in local language on Invoice form

Invoice report:

	Bemærkninger in Finnish	Antal in Finn	Total in Finnish
5	Rio de Janeiro in Finnish/Astoria Palace Hotel, 15/09/2011 - 20/09/2011, 1 x Double room in Finnish+CHD - Breakfast in Finnish	3.050,00	15.250,00

Picture 15 - Room Type in local language on Invoice report

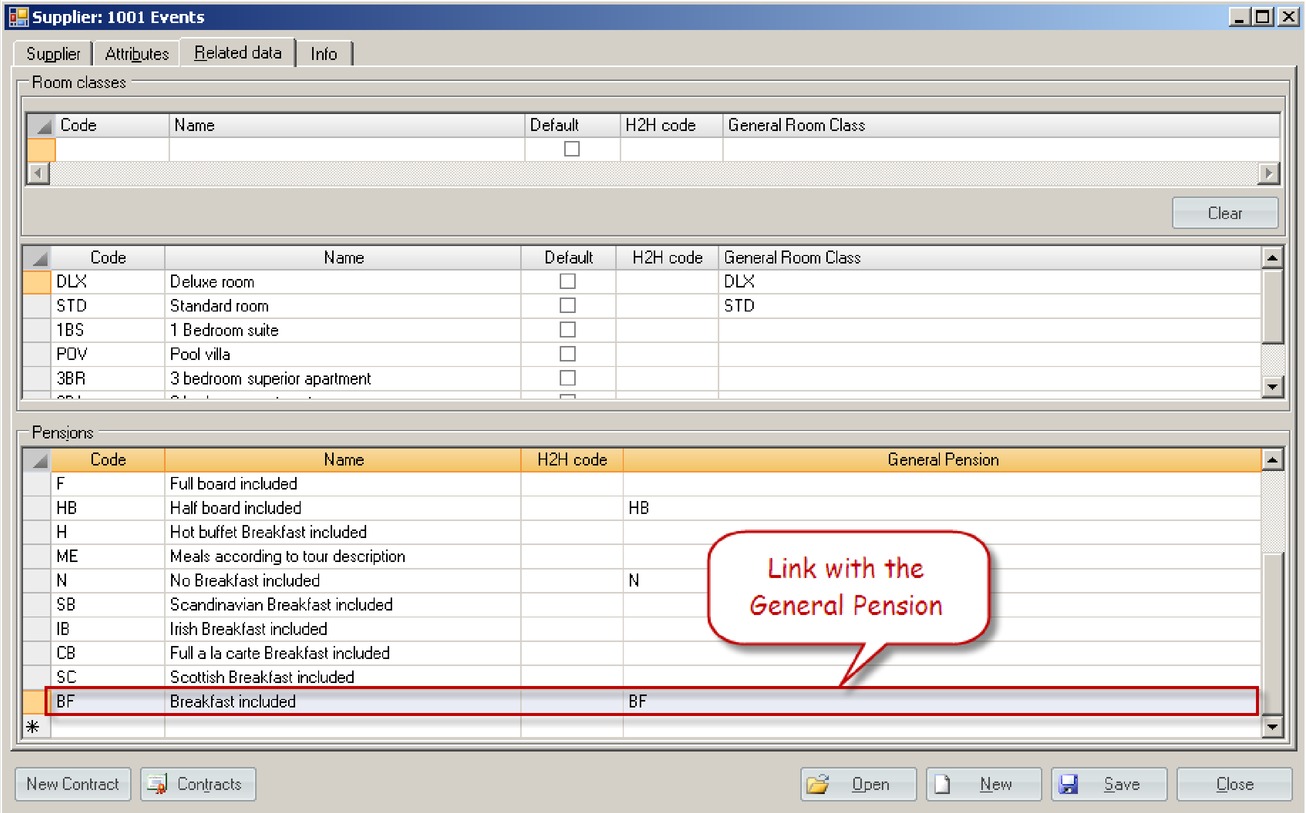
Pension translation is taken from '*Tools ->General Data -> Hotels -> General Pensions table*' by <u>language.</u>



Picture 16 – Pension translation

Note! Pension's translation is taken from 'General Pensions' table if there is a connection between supplier's pension and general pension.

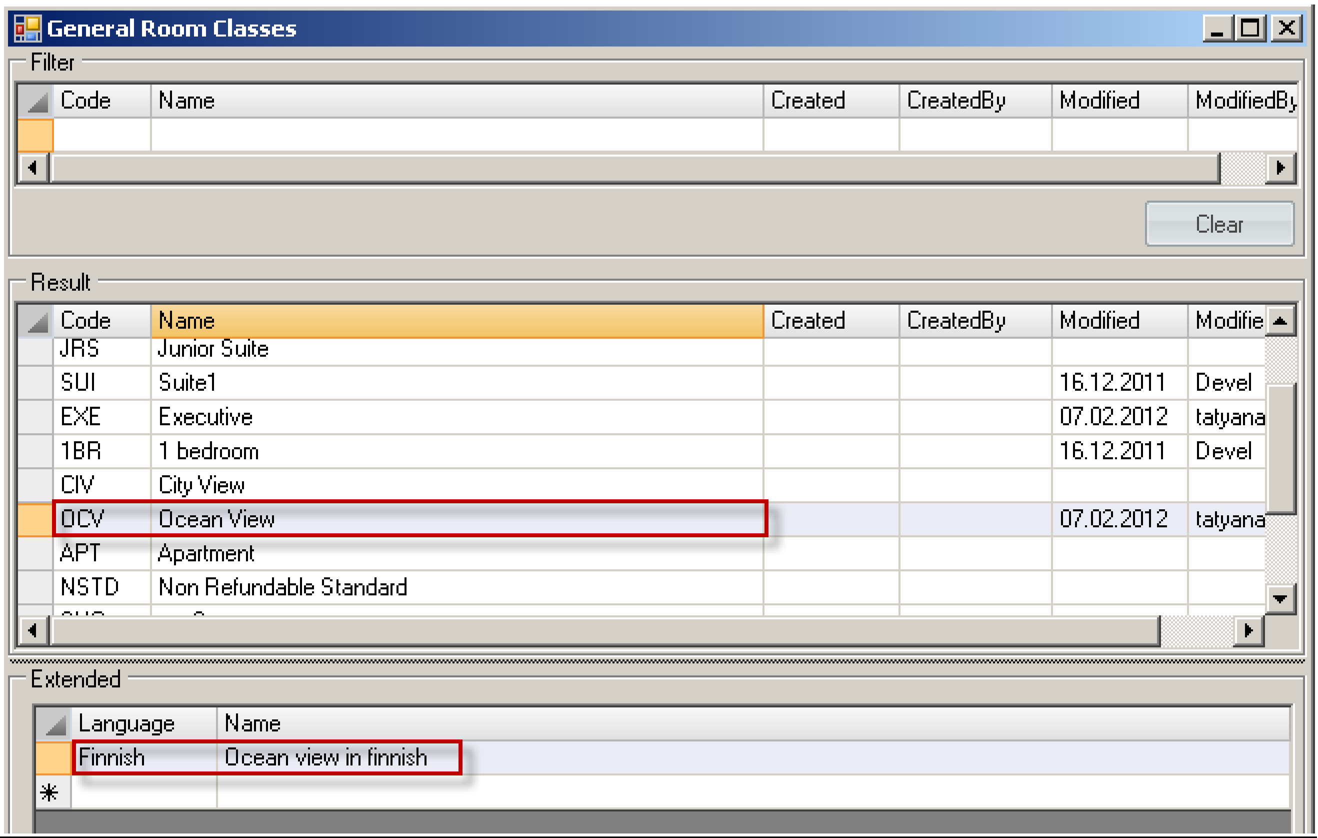
For example:



Picture 17 – Connection between supplier's and general pensions

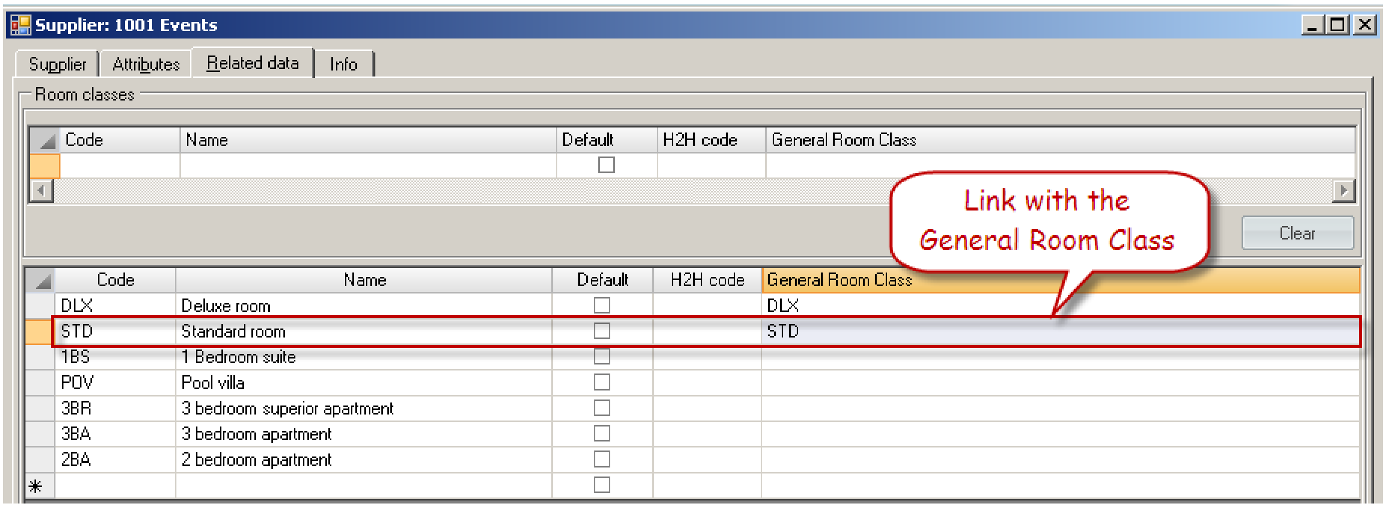
In case there is no translation or there is no connection with General Pension, the default value will be shown.

Room Class translation is taken from '*Tools ->General Data -> Hotels -> General Room Classes'* table by language.



Picture 18 – Translation of Room Class

Note! Translation of Room Class is taken from 'General Room Classes' table if there is a connection between supplier's room class and general room class (like it works for pensions).

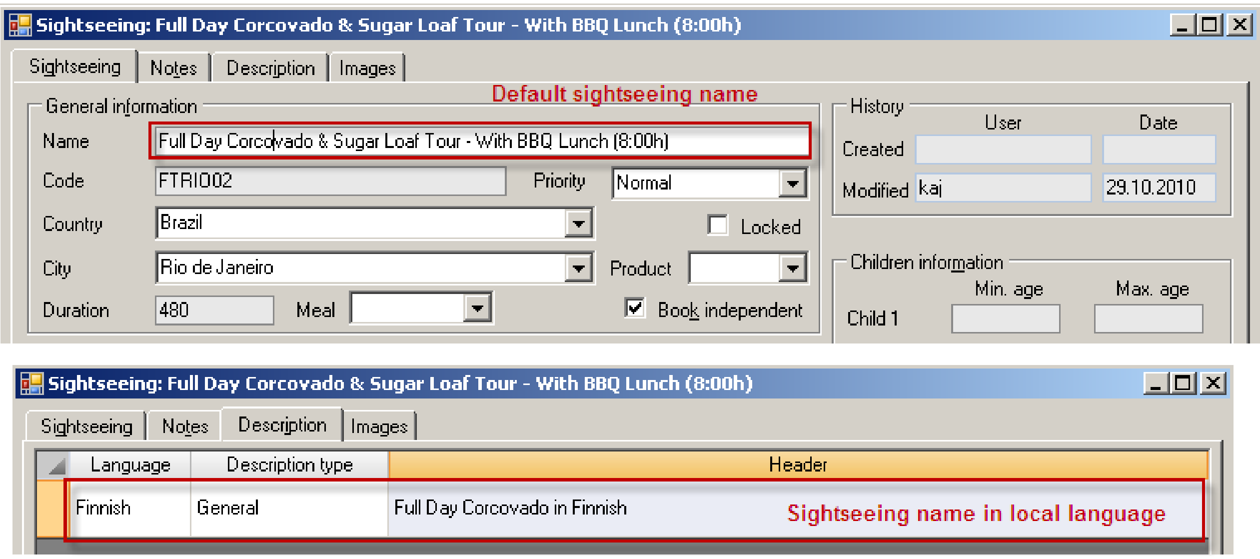


Picture 19 - Connection between supplier's and general room classes

In case there is no translation or there is no connection with General Room Class, the default value will be shown.

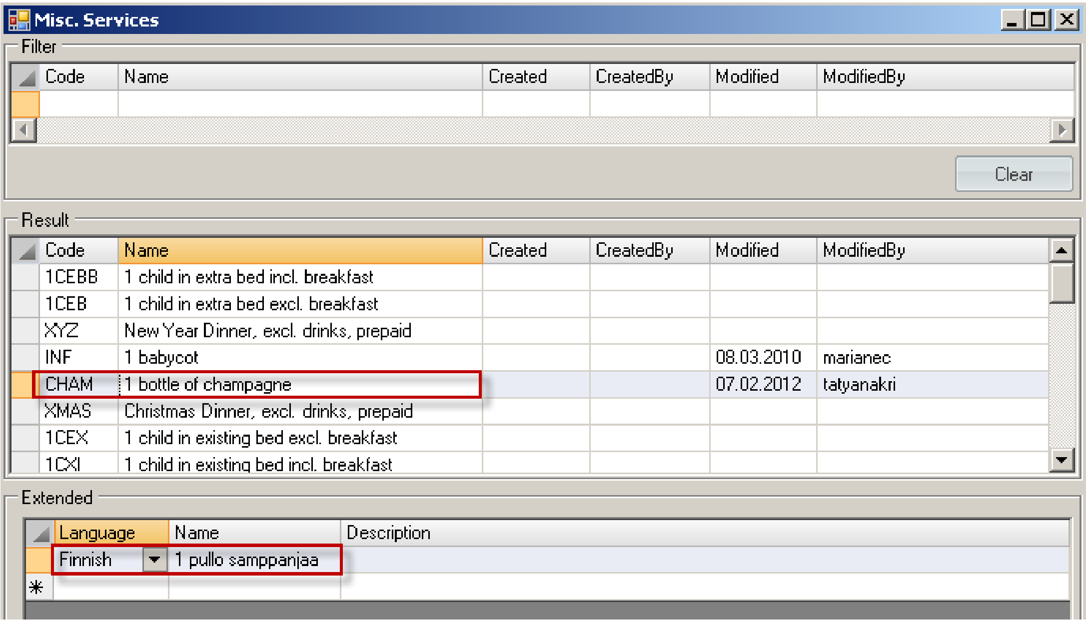
Sightseeing name is taken from header of description, which has corresponding language and description type.

If there is no such description, service name will be empty in invoice line.



Picture 20 – Translation of sightseeing service name

Misc service name is taken from '*Tools -> General Data -> Misc services*' table by language.



Picture 21 – Translation of Misc service name

<u>Travel Document (Etickerary)</u>

What can be translated on the local language in the Travel Document?

1) Hotel, Transfer and Sightseeing services' name and description
2) Misc service's name
3) Room Type, Room class, Pension, City name
4) Date

What to do to have this data translated:

1) Go to Company Settings -> Report Settings;

Select a translation and a description type and save the changes.

2) Add translation in the General Data forms or service's form (see details below).

Note! It should be the same language as the selected report translation has.

If there are no translations of corresponding type in corresponding language, default data will be taken.

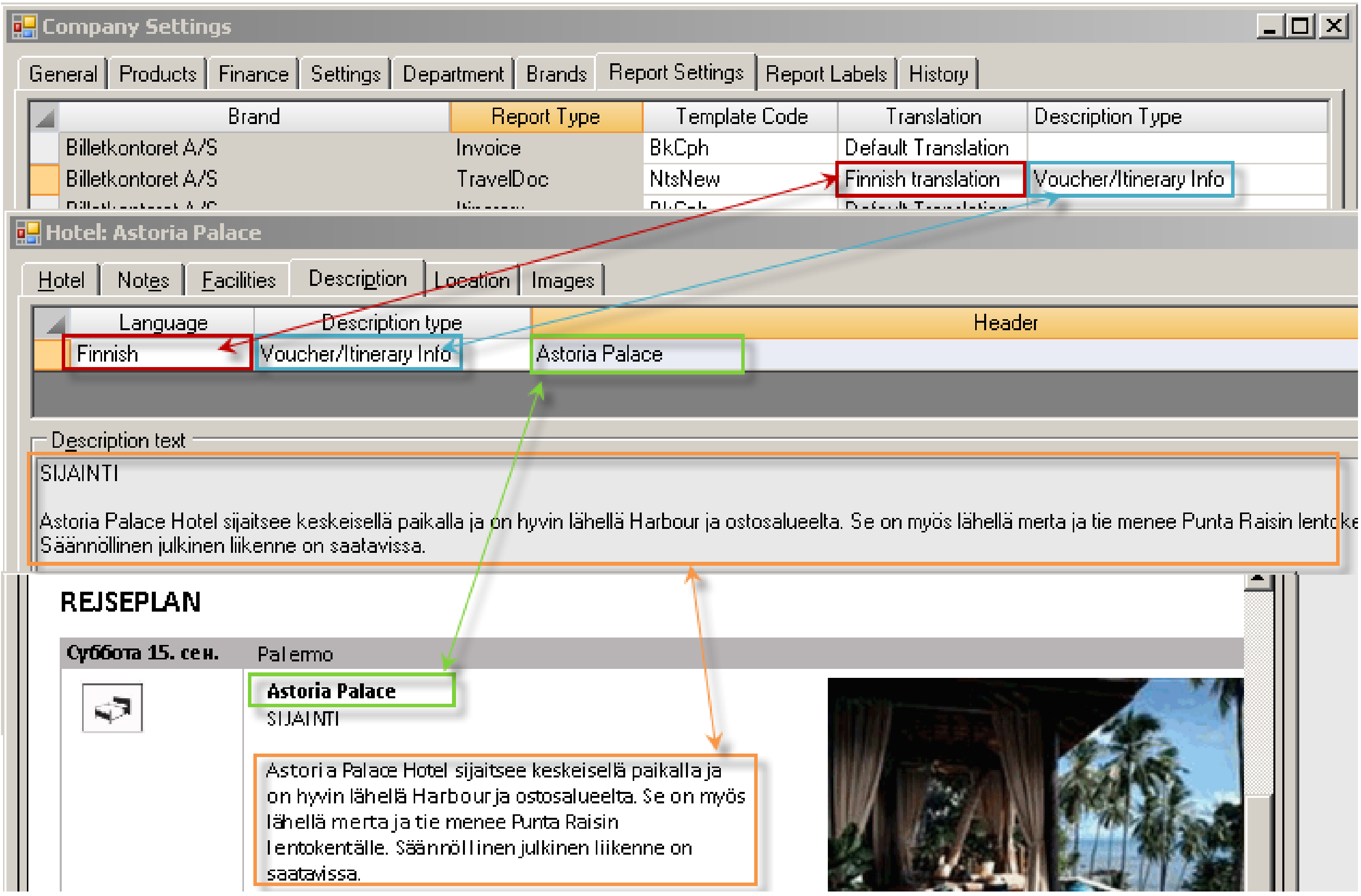
Misc service, Room Type, Room class, Pension and **City name** is translated absolutely the same way as for Invoice report (see details above).

Date is translated automatically according to the Regional Settings predefined in operating system.

Service (i.e. Hotel, Transfer or Sightseeing) description is taken from

'*Hotel /Transfer/ Sightseeing -> Description tab*'.
If there is a description with the same <u>'Description Type'</u> and '<u>Language</u>' as that, which is selected in the Report settings, it will be placed instead of Service name and description.

Service can contain several descriptions with the same Language and Description type. The first one will be taken for TravelDoc.



Picture 22 – Translation of name and description of hotel in Travel document

Itinerary

There are two Itinerary reports in TravelWise.

In ‘Bk Cph’ Itinerary report the following data can be translated:

- Hotel, Transfer and Sightseeing services’ name and description;
- Misc service’s name;
- Room Type, Room class, Pension, City name;
- Date.

In ‘Agent’ Itinerary report in addition to the data listed above, description of the destination country can be translated.

What to do to have this data translated:

1) Go to Company Settings -> Report Settings;

Select a translation and a description type and save the changes.

2) Add translation in the General Data forms (see details below).

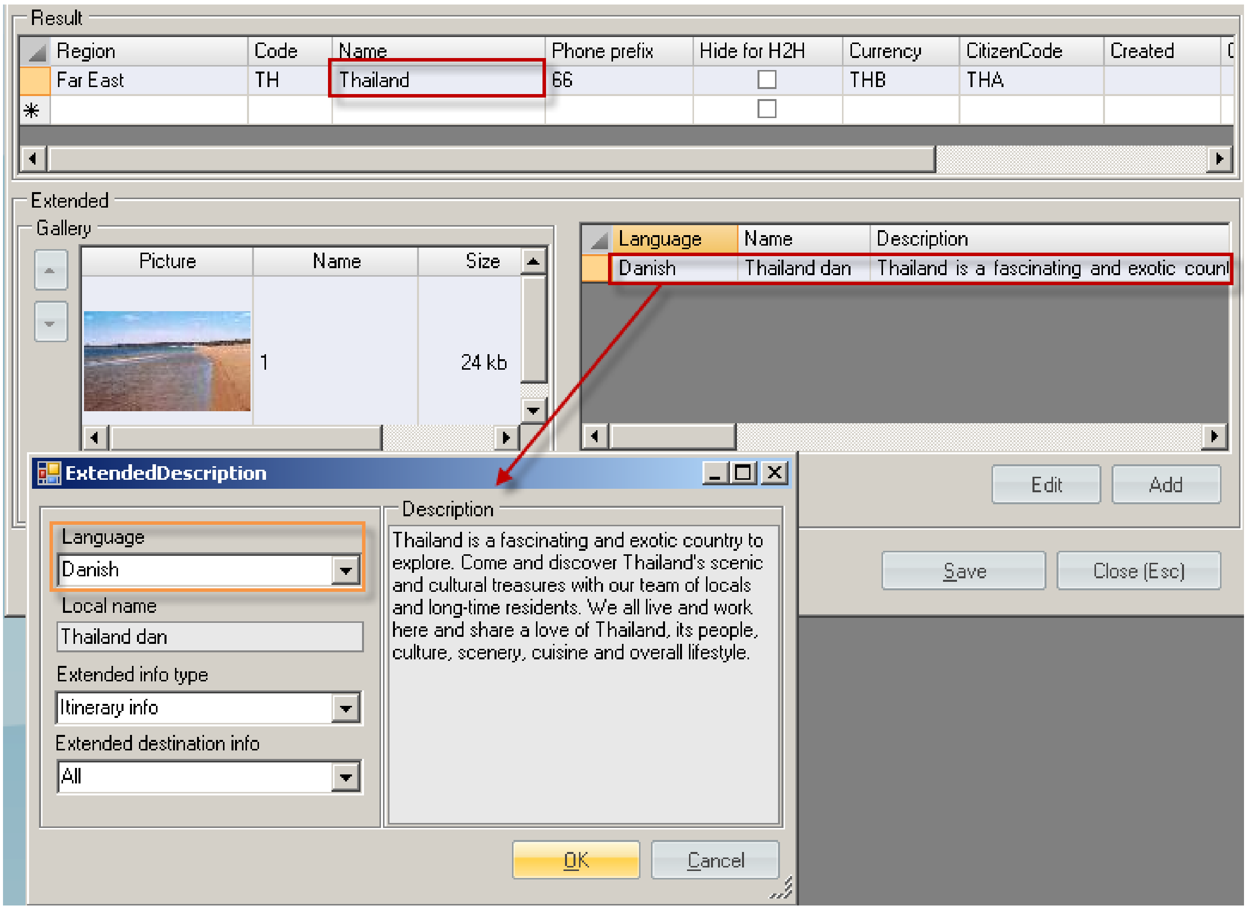
Note! It should be the same language as the selected report translation has.

If there are no translations of corresponding type in corresponding language, default data will be taken.

Hotel, Transfer and Sightseeing services' name and **description, Misc service's name, Room Type, Room class, Pension** and **City name** are translated the same way as for Travel Document and Invoice reports (see details above).

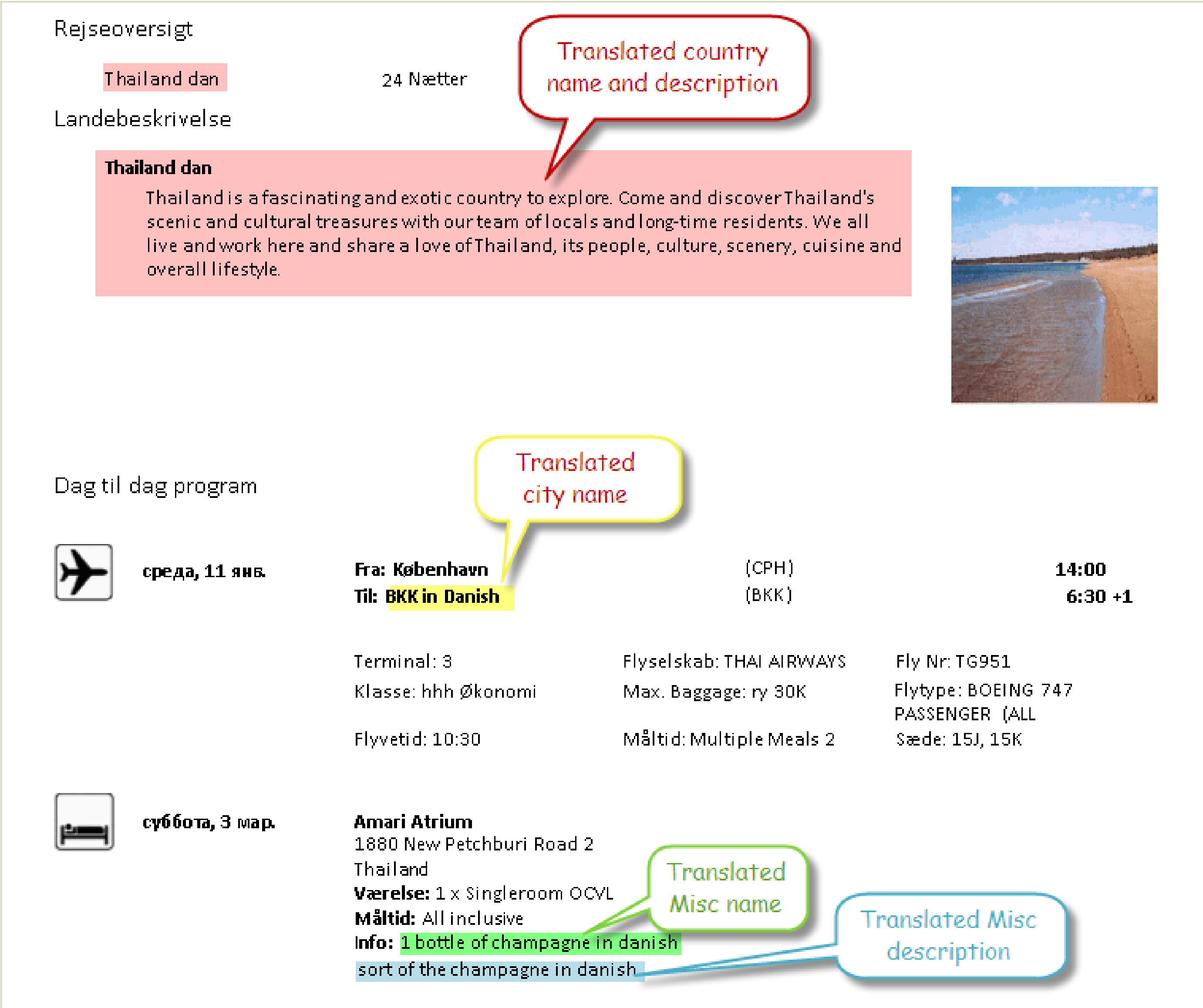
Date is translated automatically according to the Regional Settings predefined in operating system.

Country translation is taken from *Tools -> General Data -> Geographical places -> Country* table by <u>language</u>.



Picture 23 – Country translation

How translated data is shown in Itinerary:



Picture 24 – Translated 'Agent' Itinerary