merang traveloffice

Invoice Management System

User Guide

Copyright

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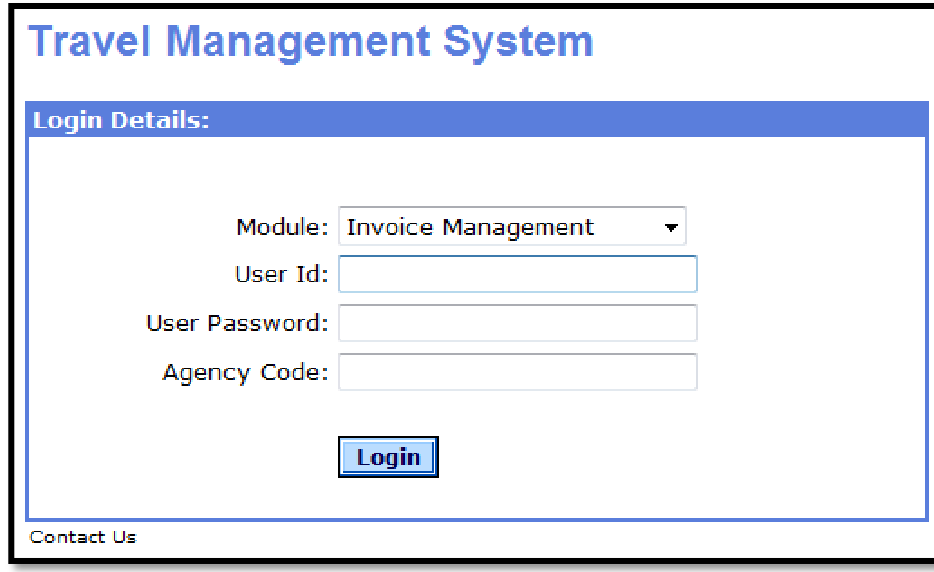
How to Access the TravelOffice System

- **To access the TravelOffice System, visit:** http://www.merang.net/login
  (Please bookmark this page)

- Select the module you wish to access.
- Login using your agent id, agent password, and agency code that was assigned to you.
- You must ensure that cookies are *enabled* on your browser.



TIP: To access the system quickly, bookmark the log-in page, and create a desktop icon on your desktop. To create a desktop icon, simply click and drag the icon in the address bar (where the URL is located) of your browser.

Setting Up Your Agency Profiles

The first step to getting started is to set-up your agency profiles. The following profiles can be maintained for your agency:

- **Company Profile:** Enter information on your agency, including special remarks to appear on your invoices.
- **Agent Profile:** Add or modify users of the TravelOffice system and their user roles.
- **Supplier Profile:** Add, modify, or delete suppliers. New suppliers can also be added from invoices.
- **Invoice Profile:** Modify your invoice settings.
- **Card Payments Profile:** Enter card (debit/credit) payment fees and rates charged by your card processor.
- **Tax and Currency Profile:** Enter tax information and rates, and select currency symbol.
- **Document Requirement Profile:** Create profiles of different location's documentation requirements.

To set-up you agency profiles:

1. Select "Settings and Profiles" from the left-side menu.
2. Go through each of the Profiles sections above, and update the profile for your company.

NOTE ABOUT DATES: The date format to use is linked to the currency symbol selected. The following table indicates some of the date format you **must** use for all date fields:

Currency Symbol	Date Format
Dollar (Canadian/Australian)	DD/MM/YYYY
British Pound	DD/MM/YYYY
Euro or Dollar (United States)	MM/DD/YYYY

How to Create Customer Profile and Quotes

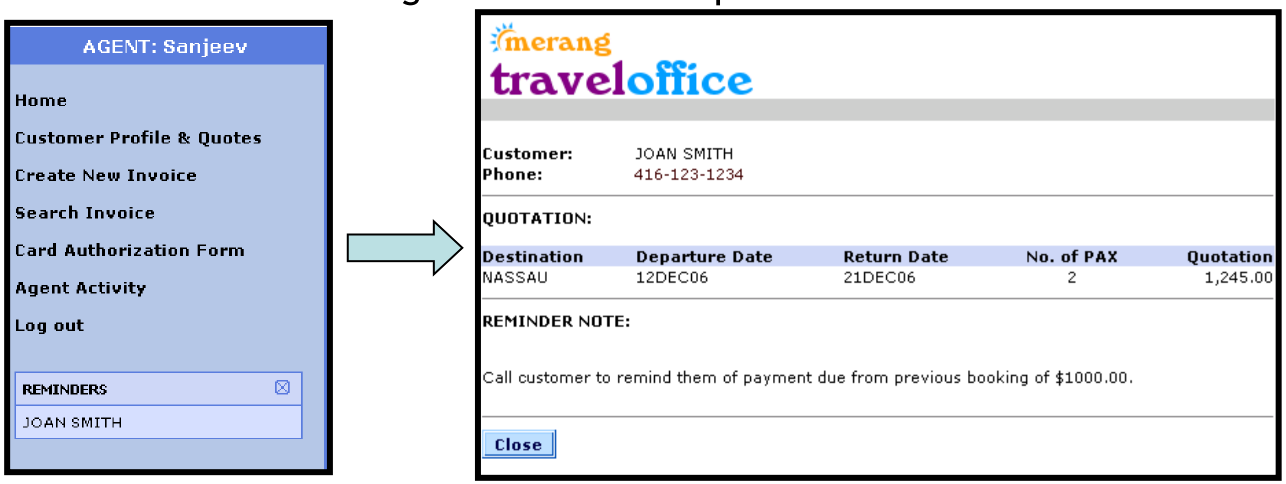
How to Create Customer Profile and Quotes

1. To create a new or update an existing customer profile (including customer preferences), customer quotes, or customer reminders, click on the “Customer Profile & Quotes” link on the left side menu. A blank “Customer Profile & Quotes” page will be displayed.

2. To search for an existing customer profile that you wish to update, enter the customer’s last name (or a company reference) in the “Last Name/Customer Ref.” field and then click on the “Search” button. A Search window will open and display the results. Click on the customer name whose profile you wish to update. Make the changes to the fields, as required, and click on the “Update” button to save the changes. For existing customers, the “Customer History” section will display all previous bookings the customer made. Click on “View Invoice” to display the invoice.

3. For a new customer, enter all details including preferences, quotes, and reminders. Click on the “Create” button to save the information.

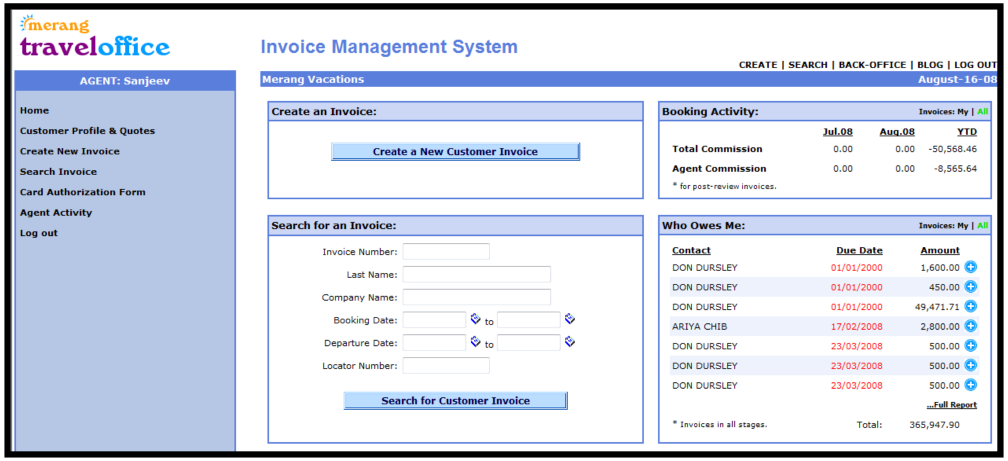
4. For the quotes or reminder, enter the follow-up or reminder date in the specified field. A reminder window will appear when you log-in to your account on the date of the follow-up or reminder. Click on the name in the reminder window to get details of the quote or reminder.



How to Create a New Invoice

How to Create a New Invoice > General Information

1. To create a new blank invoice, click on the “Create a New Customer Invoice” button or click on the “Create New Invoice” link on the left side menu. A blank invoice will be created.



2. All invoices have the following pages (tabs on top) which need to be completed. The following pages will go through the details of completing each page.

<u>**All Users should complete:**</u>

- ❑ *Booking Details:* Most invoice details are entered on this first page.
- ❑ *Customer Fare Received:* Record payments received from the customer.
- ❑ *Supplier Net Cost:* View or modify supplier net cost (entered on first page).

<u>**Authorized Users (Managers/Accountants/Administrators) should complete:**</u>

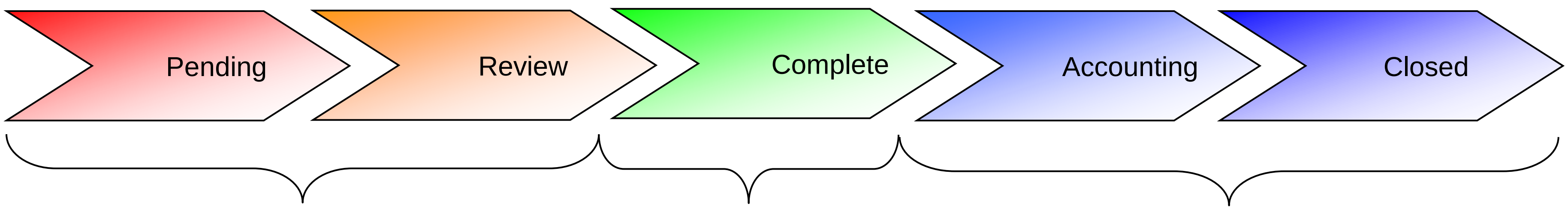
- ❑ *Supplier Payments:* Record payments made to suppliers.

How to Create a New Invoice > Booking Details

The first step is to input the booking details, which includes passenger details, itinerary and insurance details and documentation requirements. The majority of the invoice information is entered on this first page of the invoice. The following sections will show you how to complete the first booking details page in detail.

A Note about the Invoice Status:

All invoices must go through the following invoice stages:



Agents create new invoices and set the invoices to review status.

Managers review and complete invoices.

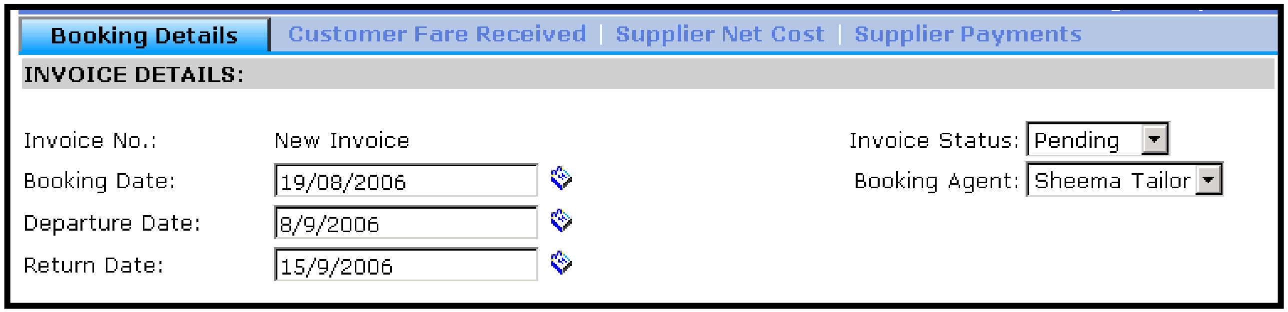
Accountants/Administrators monitor or reconcile completed invoices in the back-end module and close the Invoices.

Note: All dates must be in the proper format. If your currency is set up as Canadian Dollars, Australian Dollars, or British Pounds, the date format must be “DD/MM/YYYY”. If your currency is set up as Euros or United States Dollars, the date format must be “MM/DD/YYYY”.

How to Create a New Invoice > Booking Details

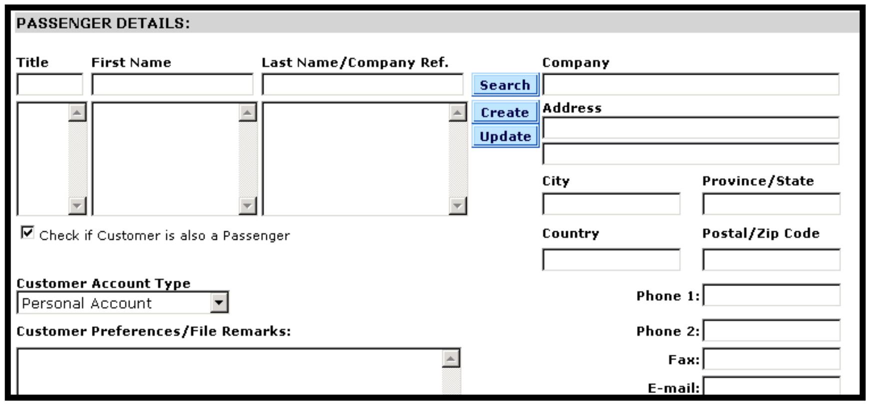
Step 1: Invoice Details:

On the first part of the booking details page, enter the booking date, departure date and return date. If the trip is one-way, leave the return date blank. At this stage, leave the invoice status as “Pending” until the entire invoice is completed and you are ready to send it to the manager for review.



Step 2: Passenger Details:

To avoid creating duplicate customer profiles, always first check if the customer profile already exists by entering the customer last name and clicking on the "Search" button. A search box will appear and display all customers with the same last name. If the customer profile doe exists, click on the customer's name in the search box. That customer's profile will then automatically be uploaded onto the invoice form. If the passenger does not exist, then enter the contact details in the passenger details section and select "Create" to create a new customer record.



To update a customer record, simply change the information on the form and click "Update". Once you have entered/saved/updated the customer information, then enter the remaining passengers in the boxes below the customer name. If the customer is not traveling (i.e. not a passenger), then uncheck the box below the passengers.

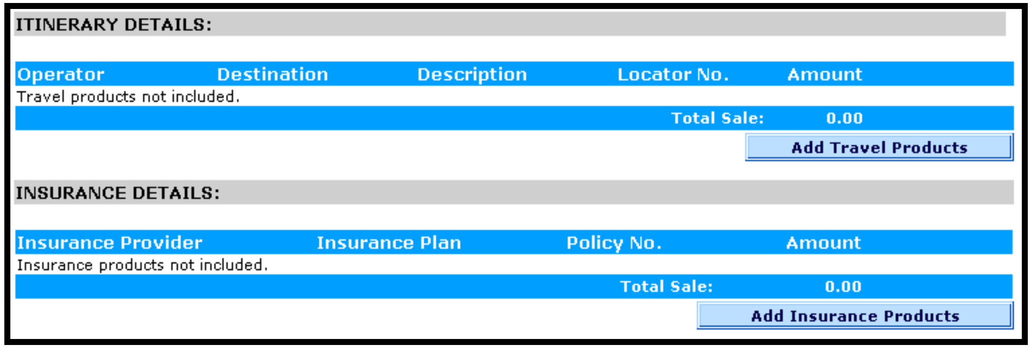
Note: *If you want to save and track invoices for a company (e.g. another travel agency purchasing from you), then enter a company reference in the "Last Name/Company Ref." field and the Company name in the the "Company" field and click "Create". When you need to search for the company account, enter the company reference in the "Last Name/Company Ref." field and click on "Search".*

Step 2: Passenger Details>Customer Profile & Notes

To add further customer profile details, such as preferences or reminders, simply click on the "Customer Profile & Notes" link on the left menu. Please note that this link only appears for existing invoices.

A new window opens with the customer contact information already entered. Enter the customer preference details or a reminder (with the reminder date). Reminders will appear in a window from the home page on the reminder date when you log-in to your account.

Step 3: Itinerary and Insurance:



Before you can add a travel or insurance product, you must first save the invoice to generate a new invoice number. Click on the “Save Invoice” button at the bottom of the page. Once the invoice is saved, a new unique invoice number is generated.

Once the invoice is saved, the “Add Travel Products” and “Add Insurance Products” will be displayed.

Select either the “Add Travel Products” or “Add Insurance Products” button to add a new product to the invoice. There are no limits to the number of travel or insurance products you can enter. Each travel or insurance product must relate to a separate supplier.

Once you click on the “Add Travel Products” or “Add Insurance Products” button a new window opens to enter information about the travel or insurance product, the customer’s fare information, and the supplier net cost information related to that travel or insurance product.

Note: Certain buttons and features only appear after you have saved the new invoice and generated a new invoice number.

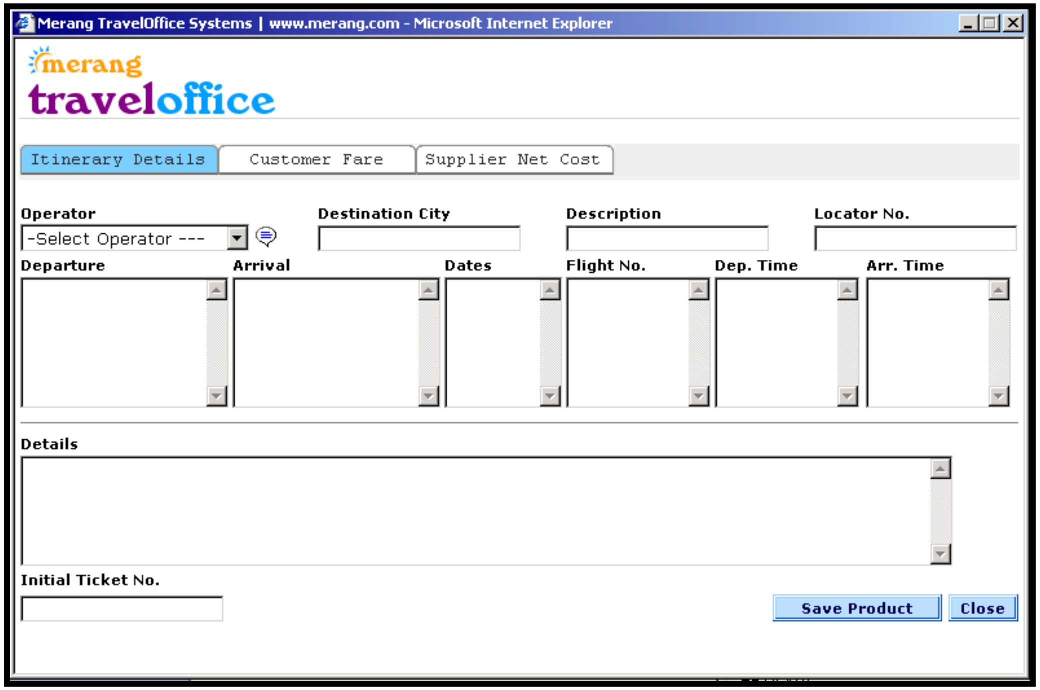
TIP: If you have multiple products, but have only quoted a single total price to your customers, then either enter the total customer fare on the first product only and leave the customer fare on the other products nil. Alternatively, you can assign the supplier net cost amount as the customer fare for all products (except the last), and enter the remaining balance to the last product.

Step 3a: Travel Products> Itinerary Details

In the product window, select the "operator" (i.e. supplier) and complete the relevant fields on the screen. If the operator/supplier does not exist, you can either create a new supplier profile* or ask your manager to create the supplier profile.

Any fields that are not relevant may be left blank.

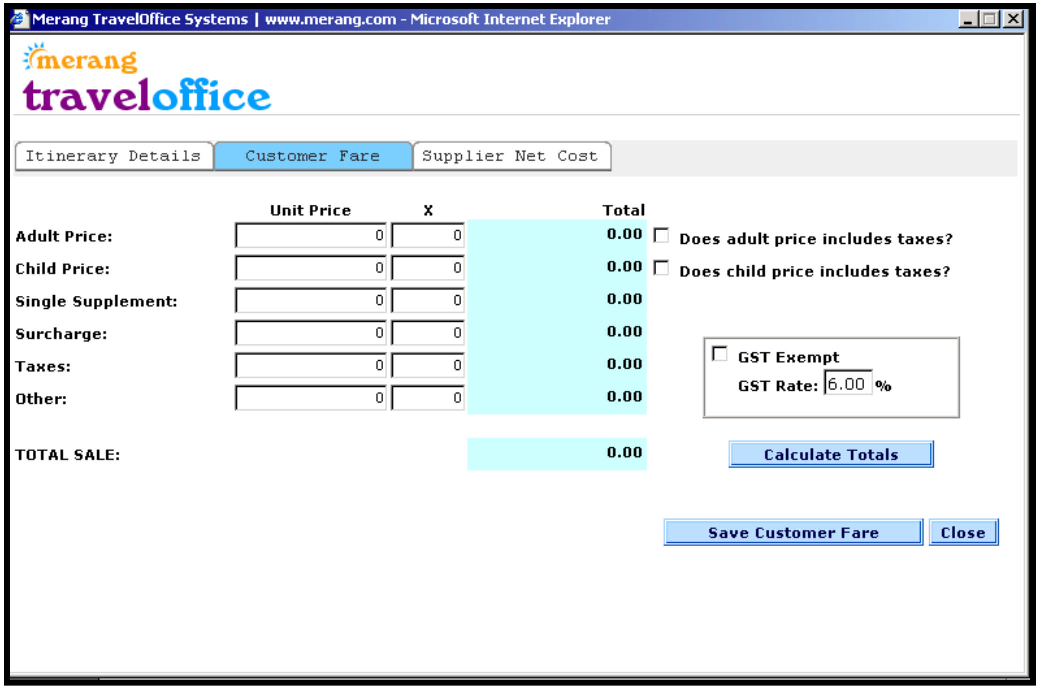
The "Customer Fare" and "Supplier Net Cost" tabs cannot be used until the itinerary details are saved by clicking on the "Save Product" button.



Once the itinerary details are saved, click on the "Customer Fare" or "Supplier Net Cost" tab to enter the relevant details.

* only available to managers/accountants/administrators.

Step 3a: Travel Products> Customer Fare



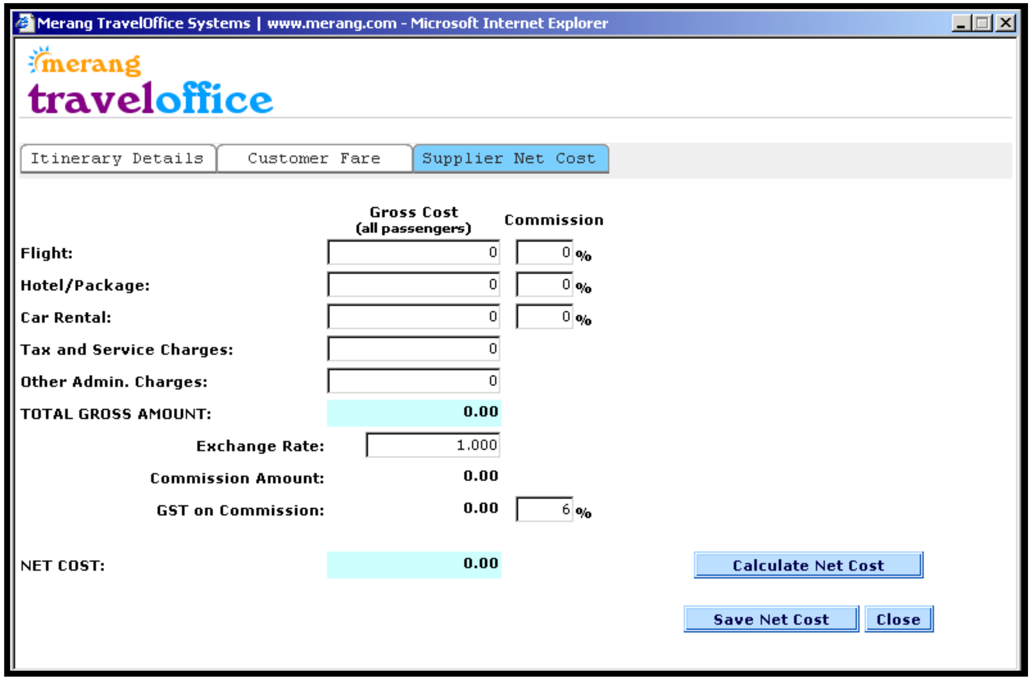
Enter the unit prices and number of passengers in the relevant rows of the customer fare screen. If the adult or child price includes taxes, select the appropriate check box.

A “Tax” box appears on the right side of the screen. The tax rate can be set-up by the administrator in the back-office module. If the tax on commission earned applies to this product booking, then leave the “tax exempt” box unchecked. The system will automatically calculate the tax owing on the commission earned, based on the tax rate specified. If no tax on commission earned applies, then check off the “tax exempt” box. For information on where tax on commission earned applies to bookings, contact your country’s tax authority or agency to obtain further details. There may be situations where taxes may be exempt from certain types of travel products (e.g. when booking with a foreign carrier or supplier to certain destinations).

Once you have input all the relevant amounts, click on “Calculate Totals” and the system will calculate the totals automatically. Click on “Save Customer Fare” to save the details.

Step 3a: Travel Products> Supplier Net Cost

Enter the Gross Cost and Commission rate besides the relevant rows of the supplier net cost screen. Also, enter any tax and service charges, or other administration charges (that are charged by this supplier) in the relevant fields. If the Gross Amounts are in a different currency, and you need to convert and pay for them in your local currency, then enter the exchange rate.



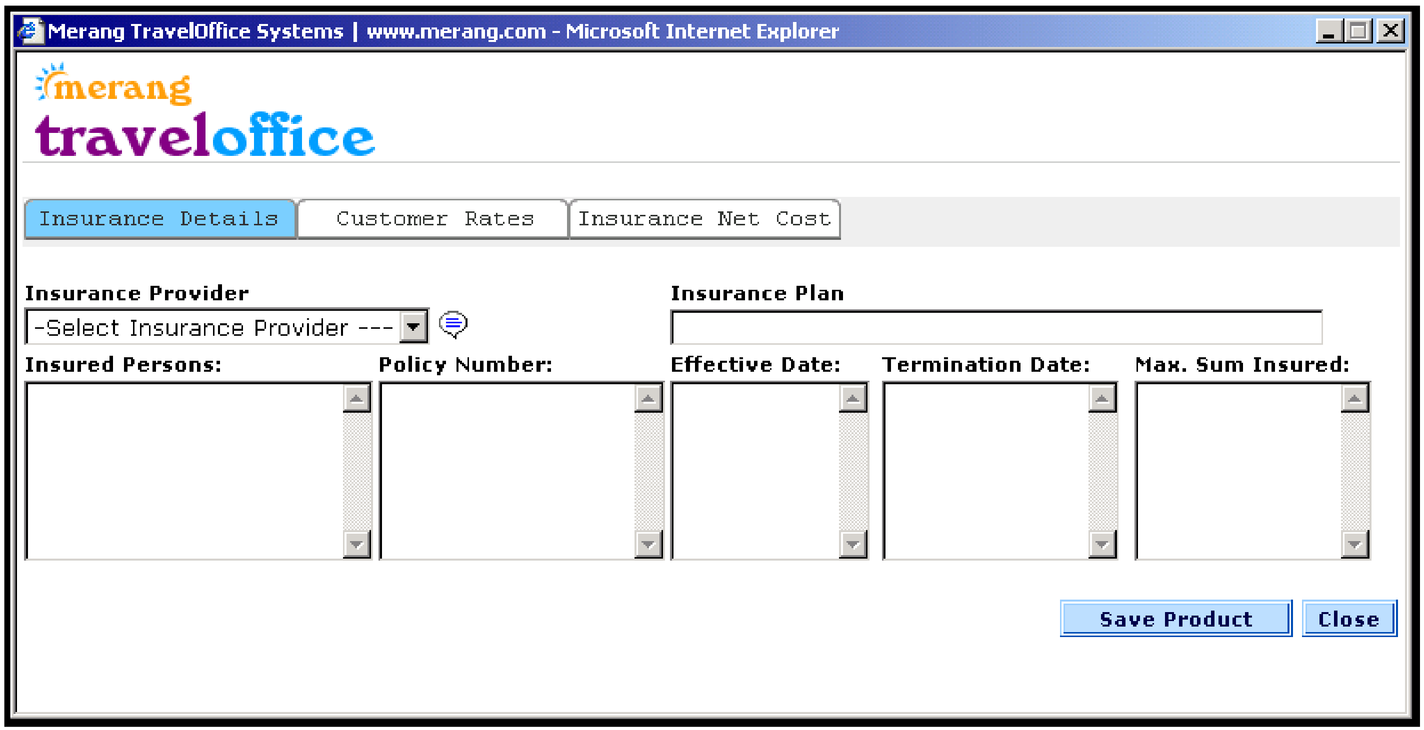
Once you have input all the relevant amounts, click on "Calculate Net Cost" and the system will calculate the totals automatically. Click on "Save Net Cost" to save the details.

Note: When you have completed entering all the product details, always click on the "Close" button. The window will close and the main invoice screen will refresh and display the new product added.

Step 3b: Insurance Products

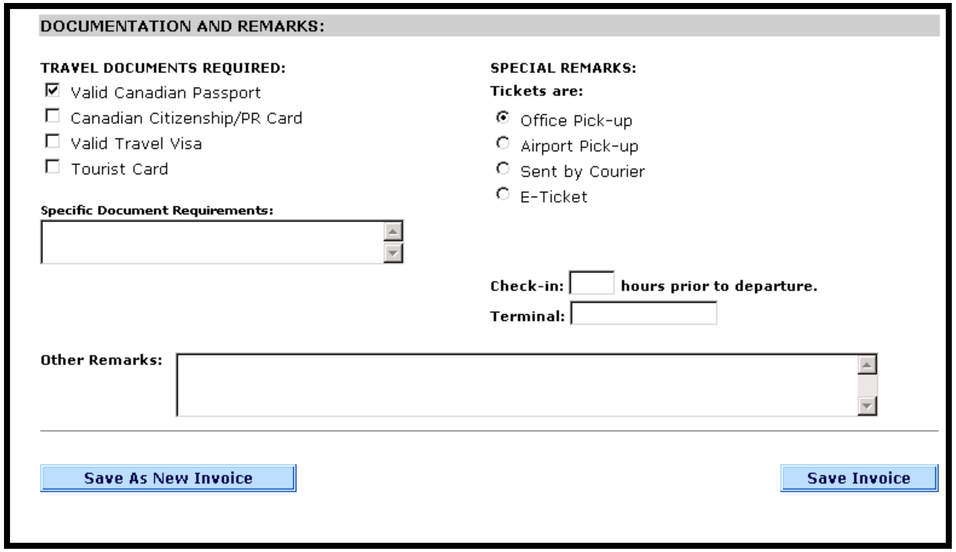
Similar to the travel products, the insurance products must be entered in the same manner. In the insurance products window, enter the relevant insurance details. The “Customer Fare” and “Supplier Net Cost” tabs cannot be used until the insurance details are saved by clicking on the “Save Product” button.

When you have completed entering all the product details, always click on the “Close” button. The window will close and the invoice screen will refresh and display the new product added.



Step 4: Documentation and Remarks

Select the travel documents required and enter any other specific document requirements for this particular invoice in the text box provided. Also, note how the tickets will be delivered, and enter the terminal information.



Finally, you can add other remarks that will be included at the bottom of the invoice.

Once you have completed this page, click on “Save Invoice”. This will save the details.

NOTE: The “Save as New Invoice” button only appears for an existing invoice that has an assigned invoice number. The “Save as New Invoice” allows you to save all of the invoice details (including the products) with a new invoice number. This feature is useful for group bookings where you need to prepare separate invoices for different passengers purchasing the same travel and insurance products.

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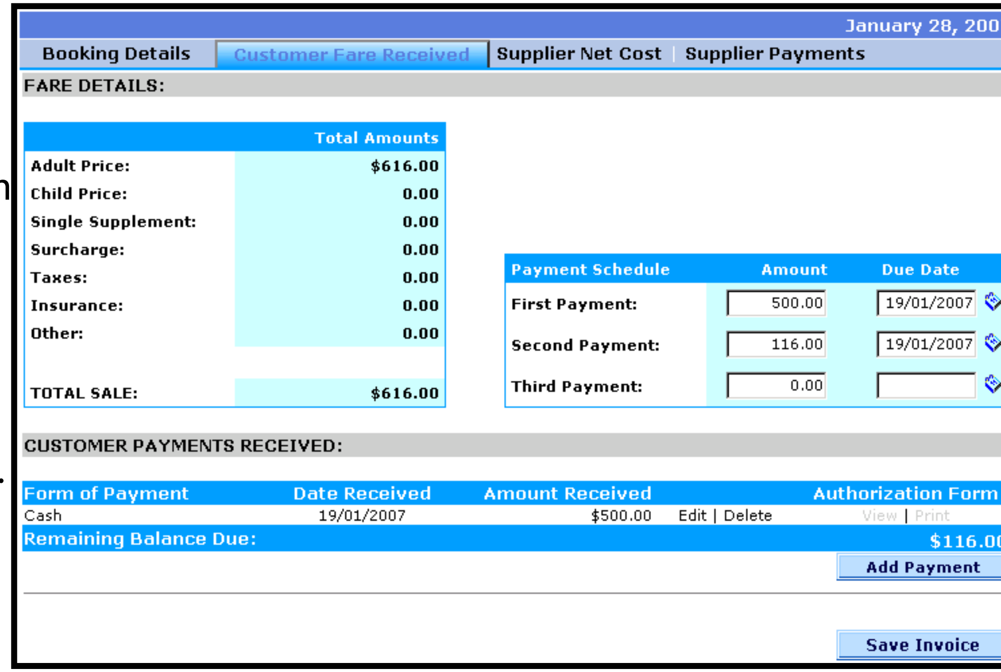
Step 1: Fare Details

The Fare Details section presents the total customer fare information for all travel and insurance products entered on the “Booking Details” page of the invoice. Check to ensure that the total information is accurate.

Step 2: Customer Payments Received

In this section, click on the “Add Payment” to add a customer payment received. A new “payment slip” window will open. Enter the form of payment, date payment received (remember the date format), and amount received. If the payment was by credit or debit card, enter the card details in the space provided. There are five forms of payment:



- Credit Card (Supplier): Customer card given to supplier.
- Credit Card (Banked): Agency charged customer.
- Cash/Cheque
- Direct Deposit
- Credit Used: If an outstanding credit to the customer was used.

Step 3: Payment Schedule

If there is an outstanding remaining balance due from customer, enter the payment schedule for the remaining balance, which will appear on the invoice. Finally, click on the “Save Invoice” button to save the details.

How to Create a New Invoice > Supplier Net Cost

The Supplier Net Cost page displays the individual net cost calculations for each travel and insurance supplier entered on the “Booking Details” page of the invoice. On the Supplier Net Cost page, you only need to verify that the Total Supplier Net Cost for each supplier is accurate.

August 19, 2006

Booking Details | Customer Fare Received | Supplier Net Cost | Supplier Payments

TRAVEL SUPPLIER NET COST:

Operator	Gross Amount	Commission	GST on Comm.	Net Cost	
Air Canada	$1,000.00	$50.00	$3.00	$947.00	Edit
			Total Supplier Net Cost:	$947.00	

INSURANCE NET COST:

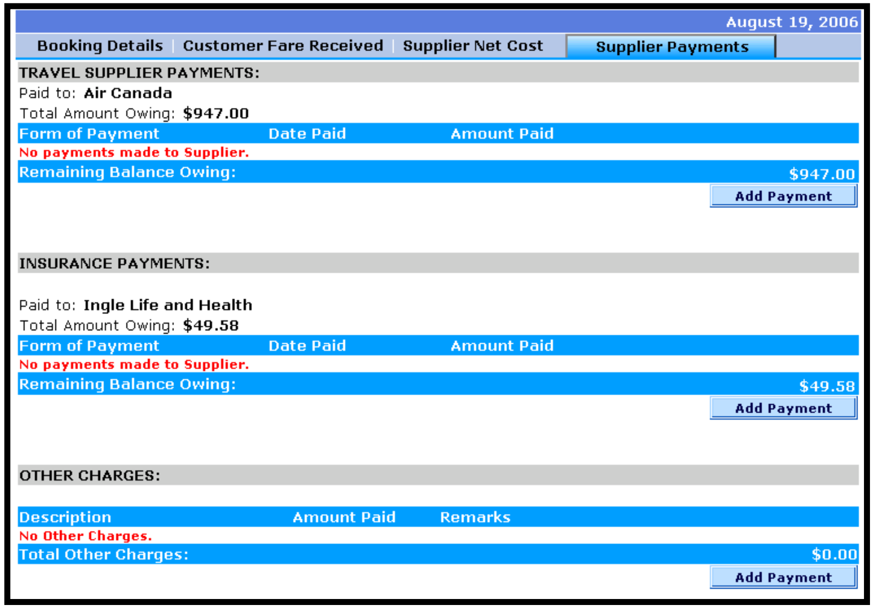
Insurance Provider	Gross Amount	Net Amount	Commission	Net Cost	
Ingle Life and Health	85.00	78.70	35.42	49.58	Edit
			Total Insurance Net Cost:	$49.58	

To make any change to the supplier net cost, simply click on the “Edit” link and modify the amounts in the supplier net cost window that opens. Click on the “Save Net Cost” button to save the changes, and click on the “Close” button.

At this point, the travel agent can change the Invoice Status to “Review” from the “Booking Details” page. Managers should always review those invoices that are in “Review” status and complete the last “Supplier Payments” page.

How to Create a New Invoice > Supplier Payments

The Supplier Payments page is only available to authorized users with a “Manager”, “Accountant”, or “Administrator” role. The page displays the individual payment details for each travel and insurance supplier entered on the “Booking Details” page of the invoice.



To add a payment, click on the “Add Payment” button. A new “payment slip” window will open. Enter the form of payment, source document reference number, date of payment (remember the date format), and amount paid.
There are five forms of payment:

- Company Credit Card
- Customer Credit Card: Customer card given to supplier.
- Cash/Company Cheque
- Draft/Certified Cheque
- Applied Supplier Credit: If an outstanding credit from the supplier was used.
- Adjustment: Rounding or other adjustments.

Finally, add any other charges that relates to this invoice, such as shipping/courier charges, bank service charges (e.g. draft/certified cheque fees), or any other fees.

How to Create a New Invoice > Completing the Invoice

Now that all information related to the invoice has been entered, reviewed and saved, the last step is to change the status of the invoice to complete.

From the "Booking Details" page, change the invoice status to "Complete" and click on "Save Invoice" at the bottom of the page.

Invoices that are "complete" are transferred to the "Back-Office" Module where the commissions are calculated automatically, the commissions are tracked, customer receivables and supplier payments are tracked, payroll is managed, and invoices are reconciled. Various other reports are available to the owner/administrator/accountant from the Back-Office module.

How to View/E-mail/Print an Invoice

When you are in an invoice, the left-hand menu allows you to view, e-mail, or print an invoice. There are two types of invoices: customer invoices and agency invoices. The customer invoice provides details to the customer on the itinerary, fares, payments made by the customer, document requirements etc. The agency invoice contains supplier cost information, in addition to customer fare and payment information.

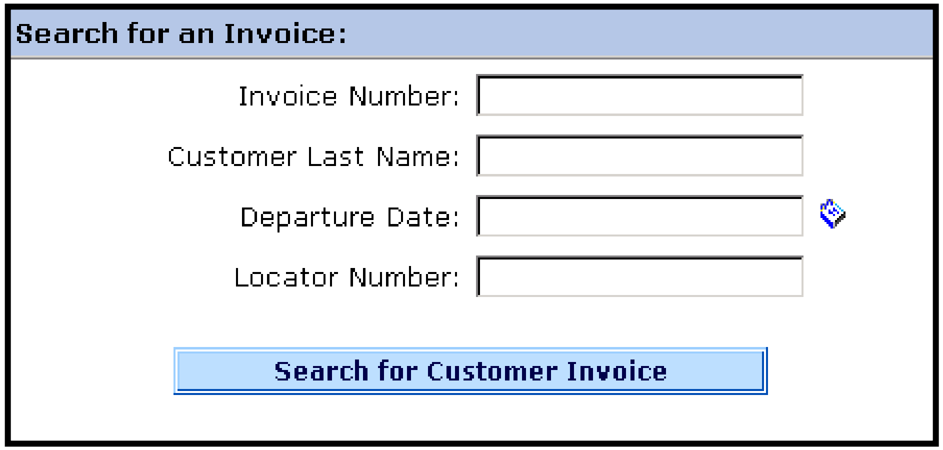
Simply click on the relevant link to either view, e-mail, or print an invoice.

When e-mailing an invoice, a window will open where you can enter the e-mail address. You can enter multiple e-mails by separating each with a comma. You can also send a blind carbon copy (Bcc) of the e-mail to yourself (or anyone else) by entering the e-mail address in the relevant field.

Any time you send an invoice by e-mail, an  icon appears besides the "E-mail Customer" link in the left side menu as a reminder that the invoice has been e-mailed to the customer.

Other Invoice Management Functions

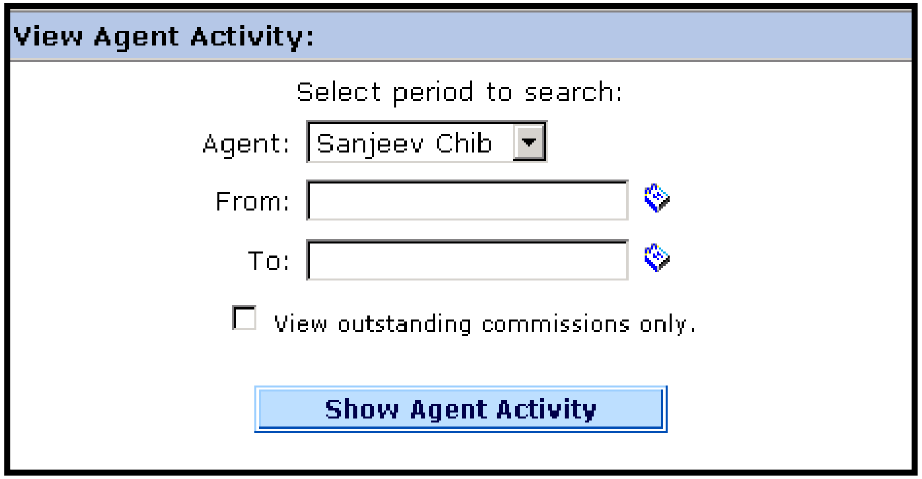
How to Search for an Invoice



From the home page, select “Search Invoice”. In the above box, you can search for an existing customer information based on the invoice number, customer last name, departure date, or locator/reference number. If you leave all fields blank and click on the “Search for Customer Invoice” button, a list of all of your customer’s invoices will be displayed. The above box can be used to further filter the list.

From the list of customer invoices, you can either view the invoice directly (“View”), edit the invoice (“Edit) to change information in the invoice, or delete the invoice (“Delete”). Invoices that are in the “Complete” or “Accounting” stages cannot be edited or deleted by agents.

How to Monitor My Activity/Commissions

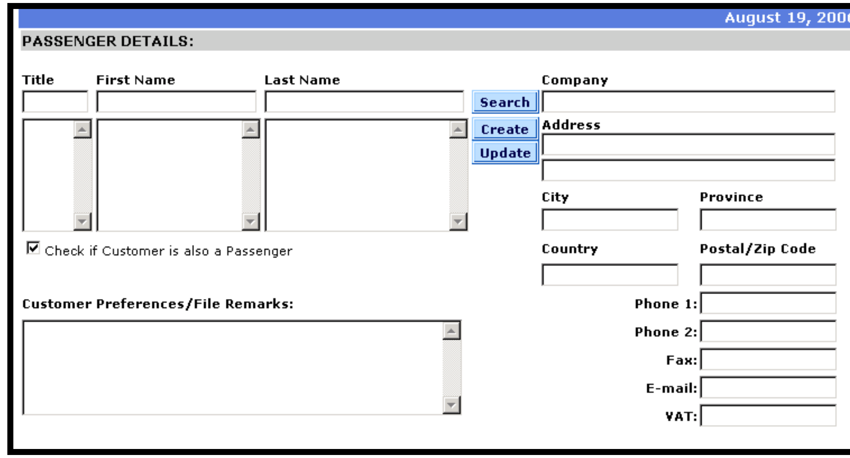


From the home page, select “Agent Activity”. In the above box, select the relevant dates and click on “Show Agent Activity”. The system will show you a list of all invoices during the period selected, the amount of Agency Commission earned and the Agent’s commission earned for these invoices.

To retrieve a list of invoices where the agent’s commissions are outstanding, check the box labelled “View outstanding commissions only” when performing the search.

How to Create a Credit Card Authorization Form

From the home page, select “CC Authorization Form”.

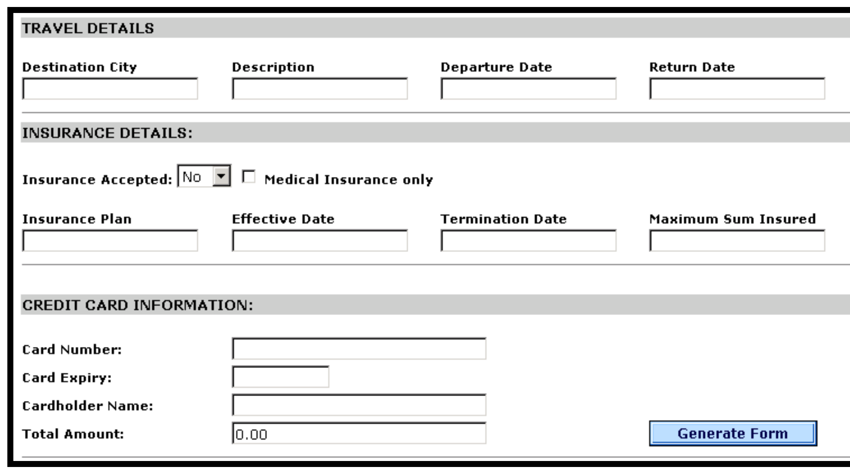


Step 1: Passenger Details:

The first step is to enter or retrieve (for existing customers) a customer profile. The process is the same as when entering passenger details in an invoice (see Page 9).

New customer profiles that are created here can later be retrieved when creating an invoice.

Step 2: Other Details:



In the bottom part of the screen, enter the general travel and insurance details and the credit card Information.

Finally, click on the “Generate Form” button to create the “Credit Card Authorization” form.

Where a customer purchases services over the phone, in addition to using the credit card authorization form, it is recommended that a photocopy of the customer’s credit card and any other form of identification be obtained. Please check with your card processing company to determine what documentation should be obtained to show evidence of authorization to charge the credit card.

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Support

If you have any questions, support is available.

E-Mail: support@merang.com
Telephone: 416.725.7928.
Fax: 416.383.1074