merang traveloffice

Travel Management System

Getting Started

Copyright

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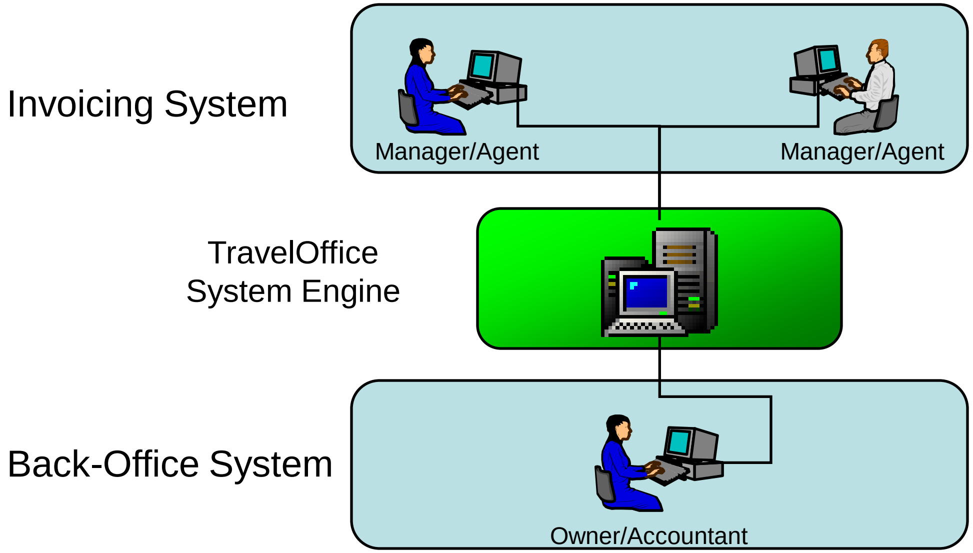
Laying the Groundwork - Understanding the Modules

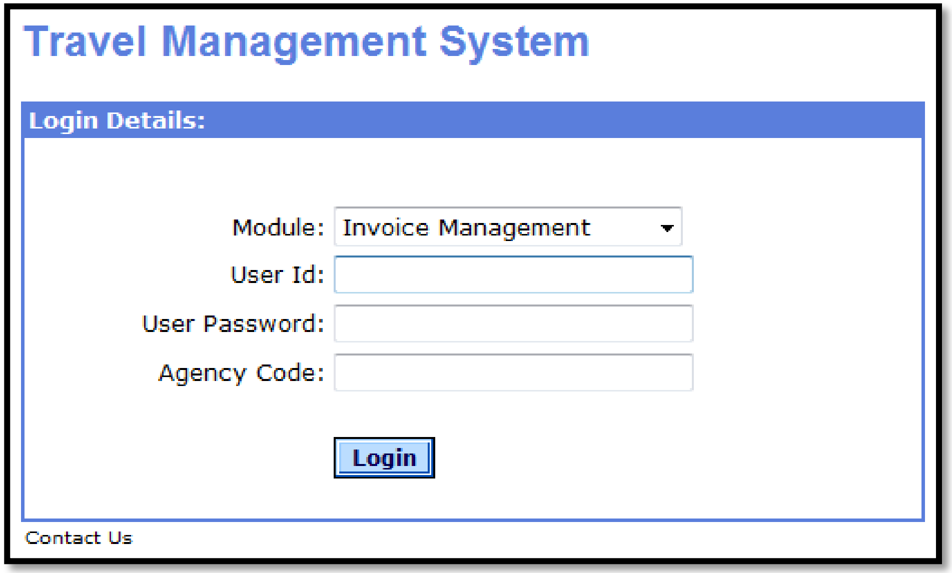
- The TravelOffice system is comprised of two modules; the *Invoice Management System ("Invoicing")* and the *Back-Office Management System ("Back-Office")*. The **Invoicing system** is used to create and manage all of the office transactions by inside or outside agents, and managers. While agents can only manage invoices for their own customer bookings, managers can monitor and review all agents' (at the manager's branch location) invoices through the Invoicing system. The travel management system engine then processes the completed invoices.
- The administrator, accountant(s) and manager(s) can access the **Back-Office system** to review, reconcile, or generate reports and manage various functions of the agency. Various functions are available in the Back-Office system, including sales activity reporting, managing customer receivables, tracking commissions receivable from suppliers and amounts payable to suppliers, agent payroll calculations, trust accounting, and much more.



How to Access the TravelOffice System

- **To access the TravelOffice System, visit: http://www.merang.net/login.asp**
  (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.

A Word About User Roles

Before we can create users and set-up the agency profiles, it is important to understand the various user roles that can be assigned. In order to maintain security and effectively manage your agency, each user of the TravelOffice system must be assigned a user role. The user role will determine what functions within the TravelOffice system the user can access.

There are four user roles within the system:

- **Administrator:** Highest level of access, with full-access to all invoices on the system.
- **Accountant:** Similar level of access as the Administrator, with full-access to all invoices on the system.
- **Manager:** Has full-access to all invoices for agents at the manager's branch only.
- **Agent:** Limited access to only their own invoices and no access to the back-office management system.

The following tables on the next page summarizes the features and activities that can be performed by each user role within the Invoicing system and Back-Office system.

Legend:

✓ Full access to all locations and invoices
L Limited access to all invoices at own location only
O Limited access to own invoices only
× No access

A Word About User Roles

Module: Invoice Management System

Feature or Activity	Administrator	Accountant	Manager	Agent
Create new invoice:				
Enter Passenger Itinerary	✓	✓	✓	✓
Fare and Customer Payments	✓	✓	✓	✓
Net Cost	✓	✓	✓	✓
Supplier Payments	✓	✓	✓	×
View/E-mail/Print invoices	✓	✓	L	O
Modify Invoices	✓	✓	L	O
View Agent Activity	✓	✓	L	O

Module: Back-Office Management System

Feature or Activity	Administrator	Accountant	Manager	Agent
Maintain Profiles	✓	✓	×	×
Invoice Management (Complete)	✓	✓	×	×
Generate Reports	✓	✓	×	×
Sales Activity	✓	✓	L	×
Trust Accounting	✓	✓	×	×
Receivables:				
Accounts Receivable – Customer	✓	✓	×	×
Commission Receivable	✓	✓	×	×
Receivable – Card Processor	✓	✓	×	×
Payables:				
Agent Payroll	✓	✓	L	×
Accounts Payable – Supplier	✓	✓	×	×
Company Credit Payable	✓	✓	×	×

Setting Up Your Agency Profiles

Now that you have understood the modules and how to access them, as well as the various user roles and what features they can perform, 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, modify, or delete users of the TravelOffice system and their user roles.
- **Supplier Profile:** Add, modify, or delete suppliers. New suppliers can also be added from invoices.
- **Customer Profile:** Add, modify, or delete customers. New customers can also be added from invoices.
- **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.

To set-up you agency profiles:

1. Log-in to the Back-Office system.
2. Select "Manage Profiles" from the left-side menu.
3. 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 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

Support

If you have any questions, support is available.

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