Anatomy of the DF Ticketing System

A Data-Driven Overview of the Expense & Reimbursement Ecosystem

55+
Total Tables
Powering a complex and interconnected data model.

3
Key Modules
Users, Reports, and Tickets form the backbone.

10+
Approval Workflows
Managing processes from submission to settlement.

The Core Components: Organization & Users

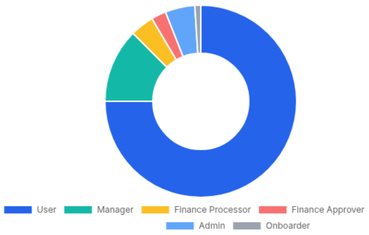
Organizational Structure

The system is built on a clear hierarchy, mapping real-world organizational structures. A single `Organization` can encompass multiple `Entities`, which in turn employ numerous `Users`. Each `User` is assigned specific `Roles` that define their permissions and access within the ticketing system.

🏢 **Organization**
(e.g., Deshpande Foundation) → 🏛️ **Entities**
(e.g., DF, DET, DS) → 👥 **Users**
(Employees with Roles)

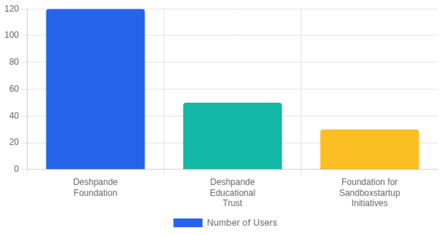
User Roles Distribution

Access and capabilities are managed through a role-based system. While 'Users' form the largest group, specialized roles like 'Finance Approver' and 'Manager' hold critical responsibilities in the approval chain, ensuring a robust authorization process.



Users per Entity

The distribution of users provides insight into the operational scale of each entity within the foundation. The primary Deshpande Foundation entity, for instance, typically accounts for the largest number of system users, reflecting its broader scope.



The Ticketing Workflow: From Submission to Settlement

Detailed Ticket Lifecycle

Every financial request follows a specific, multi-stage approval process. This ensures accountability and financial integrity, from initial user input to final payment and accounting in Tally, with distinct paths for Reimbursement, Procurement, and Advance tickets.

1. **User Initiates Report**
   A user opens a new report, which serves as a container for their financial requests.

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2. **Ticket Creation: Reimbursement, Procurement, or Advance**
   Within the report, the user creates individual tickets, specifying type. Each ticket details `Ledger`, `Expense Category`, and includes attached `Bills` for verification.

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3. **Report Submission & Manager Approval**
   Once all tickets are added, the report is submitted. It then moves to the user's `Manager` for initial review and approval.

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4. **Finance Processing & Payment**
   Approved reports proceed to `Finance Processor` and `Finance Approver`.
   Reimbursement: Final payment is processed.
   Procurement: Initial advance may be processed. Final settlement occurs upon material receipt and final invoice attachment.
   Advance: Advance amount is processed and disbursed.

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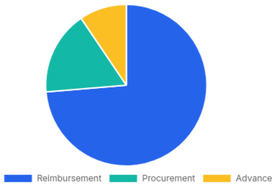
5. **Final Settlement & Tally Integration**
   Reimbursement: Ticket is closed after payment.
   Procurement: Ticket is closed after final material receipt, invoice attachment, and remaining payment (if any).
   Advance: User submits final bills; an adjustment (user receives more or pays back) occurs before ticket closure.
   All relevant data is then recorded in `Tally Booking` and `Tally Payment` tables.

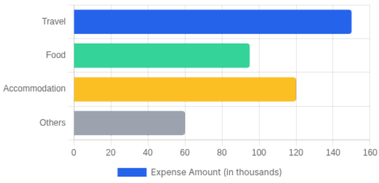
Ticket Types

Tickets are categorized into three main types based on the nature of the financial request. Reimbursements typically constitute the largest share of all processed tickets, followed by procurement and advances.



Reimbursement Categories

For reimbursement tickets, expenses are further broken down into specific categories such as Food, Travel, Accommodation, and other miscellaneous expenses, providing granular insights into spending patterns.



System Architecture: Core Data Relationships

The database is meticulously designed around a network of interconnected tables, forming a logical data flow. This diagram highlights the primary entities and their relationships, showcasing how information propagates through the ticketing system, from user requests to financial record-keeping.