TRAK

Contracts Implementation Plan

Ugovori Module - Complete Technical Specification

Status	FINAL - Ready for Implementation
Version	2.0
Date	January 2026
Based On	AgTravelSoft Analysis + My Travel Contract Example

Table of Contents

1. Executive Summary

What We're Building

A complete contract management system that:

- Generates legally compliant travel contracts (Ugovori) for Serbian/BiH/Croatian markets
- Supports both direct sales (vlastiti paketi) and subagent resales (tudji paketi)
- Tracks payments linked to contracts with deposit/balance workflow
- Produces PDF documents matching legal requirements
- Auto-generates contracts with zero manual input when data is complete

Key Decisions Made

Decision	Choice
Package Ownership	Toggle: Vlastiti (own) vs Tudji (external)
External Organizer	Free text with legal warning (not all in Trak)
Contract Types	B2C (customer) + B2B (agency-to-agency)
Contract Numbering	Separate sequences: 1/2026 (B2C), B-1/2026 (B2B)
Currency	Based on organization's operating country
Pricing Model	Wholesale + Margin % = Retail (per-package)
Capacity Deduction	On B2B confirmation, or B2C creation if no B2B
Payment Tracking	Linked to contracts (not separate module)
Signatures	Print & sign (MVP), digital signature (future)
Amendments	Anex ugovora system (legal paper trail)
Templates	Hybrid: locked legal structure + customizable branding

2. Business Requirements

Three-Party Structure

Every travel contract involves up to three parties:

Party	Role	Responsibilities
ORGANIZATOR (Tour Operator)	Creates packages	Sets wholesale price, confirms bookings
SUBAGENT (Selling Agency)	Sells to customers	Adds margin, issues contracts, collects payments
NOSILAC (Contract Holder)	Signs contract	Makes payments, travels with saputnici

Two Sales Scenarios

Scenario 1: Own Package (Vlastiti)

- Agency IS the tour operator
- Single contract: Agency -> Customer
- Agency keeps 100% of revenue

Scenario 2: External Package (Tudji)

- Agency is reselling another operator's package
- Two linked contracts:
- B2B: Organizer -> Subagent (wholesale price)
- B2C: Subagent -> Customer (retail price)
- Subagent keeps the margin

3. Package Ownership Model

When creating/editing a package, agents must specify ownership via a toggle:

Vlastiti paket - Your agency is the tour operator

Tudji paket (preprodaja) - Selling another operator's package

When 'Tudji paket' is Selected

LEGAL WARNING: The external organizer name field displays a prominent warning: 'Enter the EXACT LEGAL NAME of the tour operator as registered. Incorrect name may cause an INVALID CONTRACT and legal problems.'

Pricing Fields for Resale:

Field	Description	Example
Nabavna cijena	Wholesale price from organizer	450.00 EUR
Vasa marza (%)	Your markup percentage	12%
Prodajna cijena	Auto-calculated retail price	504.00 EUR
Vasa zarada	Your profit per person	54.00 EUR

4. Contract Types & Flows

Contract Type Definitions

Type	Code	Numbering	Purpose
Customer Contract	B2C	1/2026, 2/2026...	Agency -> Customer
Agency Contract	B2B	B-1/2026, B-2/2026...	Organizer -> Subagent
Amendment	ANEX	Anex #1 uz Ugovor 5/2026	Changes to existing contract

Contract Status Flow

Status	Serbian	Description
draft	priprema	Contract being prepared, not yet sent
sent	poslano	Sent to customer, awaiting signature
signed	potpisano	Customer signed, deposit received
completed	zavrseno	Travel completed, fully paid
cancelled	storno	Cancelled before travel
rejected	odbijeno	B2B only: Organizer rejected booking

Document Visibility Rules

Document	Organizer Sees	Subagent Sees	Customer Sees
B2B Contract	Wholesale price	Wholesale price	Never
B2C Contract	Never	Full document	Full document
Customer Contract Header	-	Listed as Subagent	Both agencies listed

5. Database Schema

Core Tables

Table	Purpose	Key Fields
contracts	Main contract records	contract_number, customer_id, package_id, total_amount, status
contract_passengers	Travelers on contract	contract_id, first_name, last_name, is_lead, passenger_type
contract_services	Line items/pricing	contract_id, service_type, description, quantity, total_price
contract_payments	Payment records	contract_id, payment_date, amount, payment_method, status
contract_amendments	Anex records	contract_id, amendment_number, change_type, price_difference
customers	Customer database	first_name, last_name, phone, email, total_contracts

Package Ownership Fields (to add)

Field	Type	Description
ownership_type	TEXT ('own', 'resale')	Whether package is vlastiti or tudji
external_organizer_name	TEXT	LEGAL REQUIREMENT: Exact name of tour operator
wholesale_price	DECIMAL(10,2)	Price agency pays to organizer
margin_percent	DECIMAL(5,2)	Agency markup percentage

6. Contract Numbering

B2C and B2B contracts use separate numbering sequences:

Type	Format	Examples
B2C (Customer)	number / year	1 / 2026, 2 / 2026, 3 / 2026...
B2B (Agency)	B-number / year	B-1 / 2026, B-2 / 2026, B-3 / 2026...
Amendment	Anex #N uz Ugovor X/Y	Anex #1 uz Ugovor 15 / 2026

7. Pricing & Currency

Currency by Country

Country	Currency Code	Symbol
Bosnia & Herzegovina (ba)	BAM	KM
Serbia (rs)	RSD	RSD
Croatia (hr)	EUR	€
Montenegro (me)	EUR	€

Resale Pricing Formula

Retail Price = Wholesale Price x (1 + Margin% / 100)

Example: Wholesale 450 EUR + 12% margin = 504 EUR retail (54 EUR profit)

8. Payment Tracking

Payments are linked directly to contracts with deposit/balance tracking:

Step	Action	Result
1	Contract Created	Deposit due (30% default)
2	Deposit Paid	Status: draft -> signed
3	Balance Due	7-14 days before departure
4	Fully Paid	amount_remaining = 0
5	Travel Complete	Status: signed -> completed

Payment Methods

Code	Serbian	English
cash	gotovina	Cash
bank_transfer	uplata na racun	Bank Transfer
card	kartica	Card
online	online placanje	Online Payment

9. Contract Amendments (Anex)

Following the AgTravelSoft model, contract changes are documented via Anex (amendments):

Change Type	Requires Anex?	Example
Date change	Yes	Moving from July 15 to July 22
Add passenger	Yes	Adding a child to booking
Remove passenger	Yes	One person cannot travel
Room upgrade	Yes	Standard -> Sea View
Price correction	Yes	Error in original calculation
Contact info update	No	New phone number
Internal notes	No	Agent notes

10. Document Templates

Hybrid Template System

Locked Legal Structure (cannot be modified):

- Contract header with number and date
- Three-party information section
- Passengers table
- Accommodation details
- Services/pricing table
- Financial summary
- Payment specification
- Terms and conditions footer
- Signature section

Customizable Elements:

- Agency logo
- Header colors/styling
- Contact information layout
- Additional terms section (can add, not remove required parts)
- Footer notes
- Font preferences (within approved set)

Required Documents

Document	Serbian Name	When Generated	Purpose
Contract	Ugovor	On creation	Legal agreement with customer
B2B Contract	TRGO Ugovor	For resale packages	Agreement with organizer
Amendment	Anex	On changes	Document changes to contract
Pro-forma Invoice	Profaktura	For deposit	Request advance payment
Invoice	Faktura	After payment	Tax document
Voucher	Vaucer	Before travel	Hotel check-in document
Confirmation	Potvrda rezervacije	After deposit	Booking confirmation

11. UI Components

Pages to Build

Page	Route	Features
Contract List	/dashboard/contracts	Filters, search, stats bar, pagination
Contract Detail	/dashboard/contracts/[id]	Overview, passengers, services, payments, documents, history tabs
New Contract	/dashboard/contracts/new	Wizard: package -> departure -> customer -> passengers -> services
Customer List	/dashboard/customers	Search, filters, customer cards
Customer Detail	/dashboard/customers/[id]	Info, contract history, stats

Key UI Features

Auto-generation with Missing Fields Modal:

When generating a contract, if all data is complete, zero manual input required. If any fields are missing, a modal appears showing only the fields that need to be filled.

12. Implementation Phases

Phase	Timeline	Priority	Deliverables
1. Database & Core	Week 1-2	CRITICAL	Migration files, TypeScript types, RLS policies
2. Customer Management	Week 2-3	HIGH	Customer CRUD, search component, lead conversion
3. Contract CRUD	Week 3-4	HIGH	List page, detail page, creation wizard, edit form
4. Package Ownership	Week 4-5	HIGH	Vlastiti/tudji toggle, organizer field, B2B contracts
5. Payments	Week 5-6	HIGH	Payment recording, status tracking, overdue alerts
6. PDF Generation	Week 6-7	HIGH	Contract PDF, B2B PDF, Voucher, Amendment PDFs
7. Template Customization	Week 7-8	MEDIUM	Logo upload, colors, additional terms
8. Amendments	Week 8-9	MEDIUM	Amendment flow, history view, PDF generation
9. Integration & Polish	Week 9-10	MEDIUM	Inquiry integration, dashboard stats, capacity

13. Technical Specifications

Tech Stack

Component	Technology
Frontend	Next.js 14, React, TypeScript
UI Components	shadcn/ui, Tailwind CSS
State Management	React Query, Zustand
Database	Supabase (PostgreSQL)
PDF Generation	@react-pdf/renderer
Form Handling	React Hook Form, Zod
Date Handling	date-fns

Success Metrics

Metric	Target
Contract creation time	< 3 minutes (with complete data)
Missing field completion	< 2 minutes additional
PDF generation time	< 5 seconds
Payment recording time	< 30 seconds
Amendment creation time	< 2 minutes

Risk Mitigation

Risk	Mitigation
Legal compliance	Locked template sections, required fields
Data migration	Customer import tool from AgTravelSoft
Performance	Pagination, lazy loading, indexed queries
PDF complexity	Component-based templates, caching