

Business Requirement Document for OAT (Other Airlines Ticketing)

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REVISION HISTORY

Version No.	Date	Author	Reviewer & Approver	Brief description of changes
Draft 1.0	10 th April, 2019	Akansha	Satyam	<ul style="list-style-type: none">• Manage employee other airlines booking• Hod approval• ITH -alignment• OAT Travel desk panel• Helpdesk support panel• Manage Self employee request and others (for Inflight services dept/rostering dept.) for Domestic flight booking and hotel accommodation• Billing Report alignment• Cancellation & Refund• Email Notifications/SMS
Draft 1.1	16 th April, 2019	Akansha	Satyam	<ul style="list-style-type: none">• Passenger type• Responsive Email link over the SMS• Meal & Beverage for rostering dept.• Validations• User form/email guideline Text/disclaimer• Upload boarding passes• Cancellation/full refund cancellation

Contents

1. Business Objective.....	3
2. Scope of the Project	3
3. Functional Requirements	4
4. Business Policy and Wait List	6
5. MOM.....	7

1. Business Objective

For few locations, the SpiceJet flight might be unavailable, so objective is to provide OAT (Other Airline Ticketing) services to SpiceJet employees. There will be a portal where employee can book the OAT flight by filling all the necessary details. The details will be forwarded to the concerned HOD for approval. Once the HOD approves the request, the Other Airline booking details will be sent to OAT desk for further processing and alignment with ITH service providers. OAT desk maintains the booking with the help of agent and generates PNR.

System will also facilitate to capture hotel accommodation during flight booking. These request will be further separate aligning with the Travel desk existing portal for hotel accommodations.

Billing desk will be also integrated with the booking details.

2. Scope of the Project

The scope of project will be limited to the following:

For the booking of Other Airline flight, the portal will show a form where the employee has to fill all the required details. Once this is done, the data will be sent to OAT desk for flight alignment. After HOD approval, a mail is sent to the OAT desk for further final ticket booking process. The flow is shown by the diagram below:

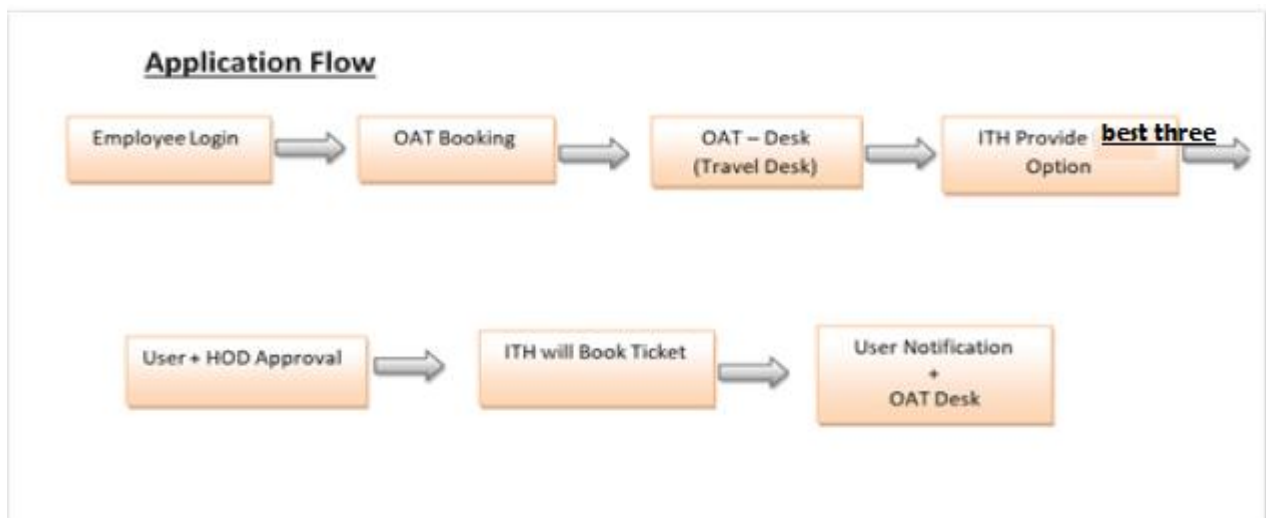


Fig. 1.0

3. Functional Requirements

The proposed solution will provide the following for phases as-

STEP 1: If the SpiceJet flight is unavailable, the employee is provided a facility of Other Airline Booking. For the Other Airline Booking, the employee has to fill all the required details in the Passenger Info.



Fig.1.1

STEP 2: After Request has been generated by an employee, it reflects on OAT Travel Desk Panel (OAT Desk). Now OAT send request to ITH for providing best three options for that and send to user.

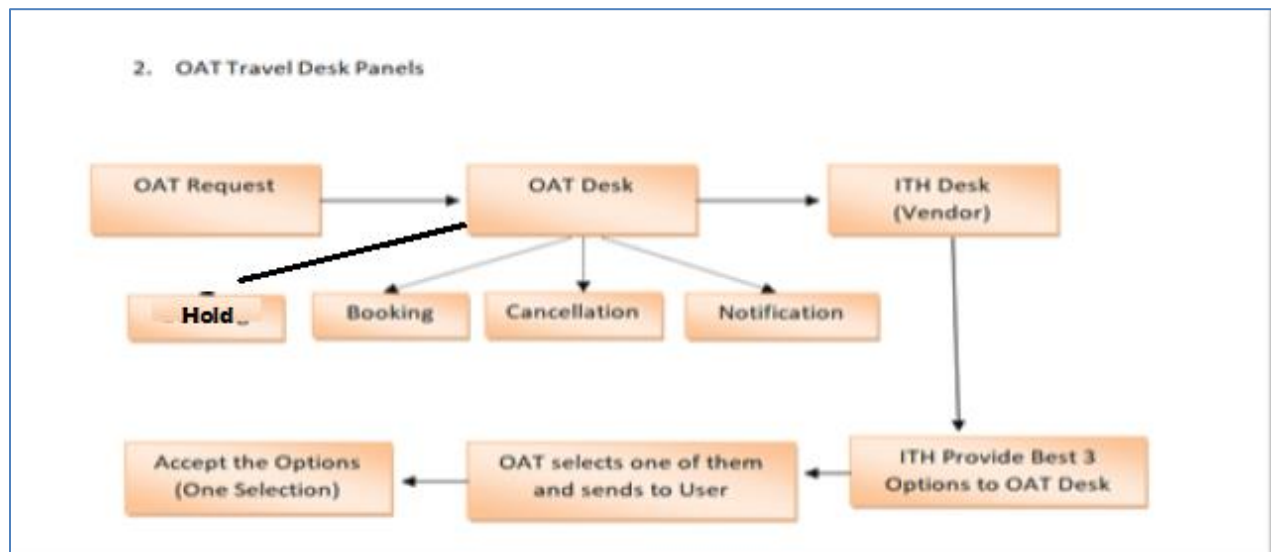


Fig. 1.2

STEP 3: After selecting one suitable option by user, it will notify to HOD as well the same for approval. HOD can modify the user choice and Approved or Reject it and then send to OAT Panel.

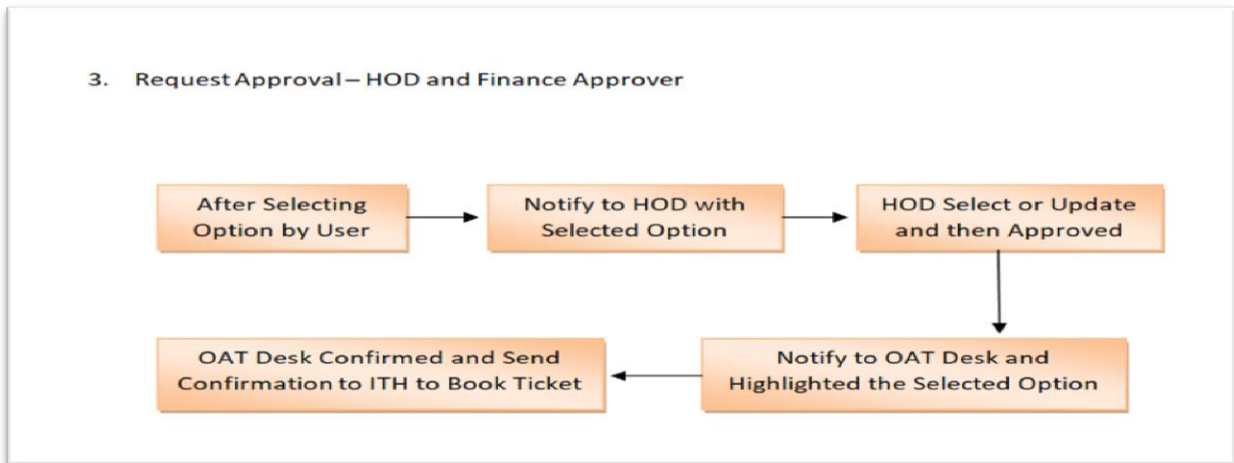


Fig. 1.3

STEP 4: OAT received Confirmation from HOD, send notification to ITH to book Flight and notify to the user

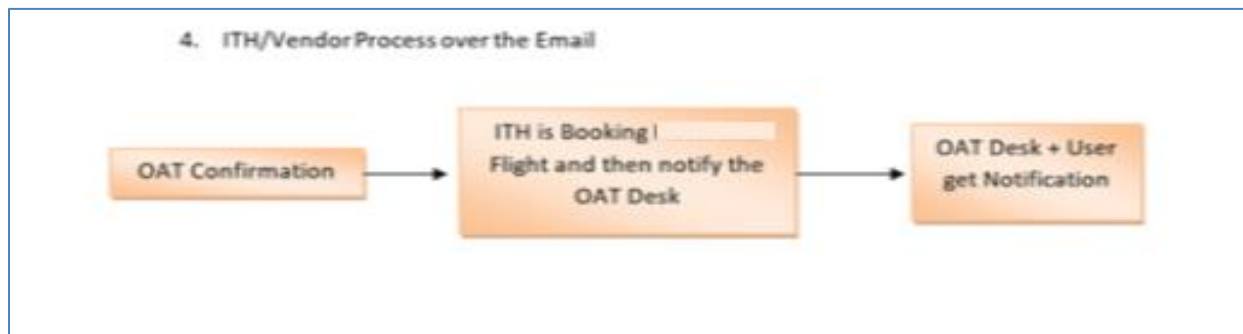


Fig. 1.4

STEP 5: After booking confirmation, related price will be mapped with Billing Desk.

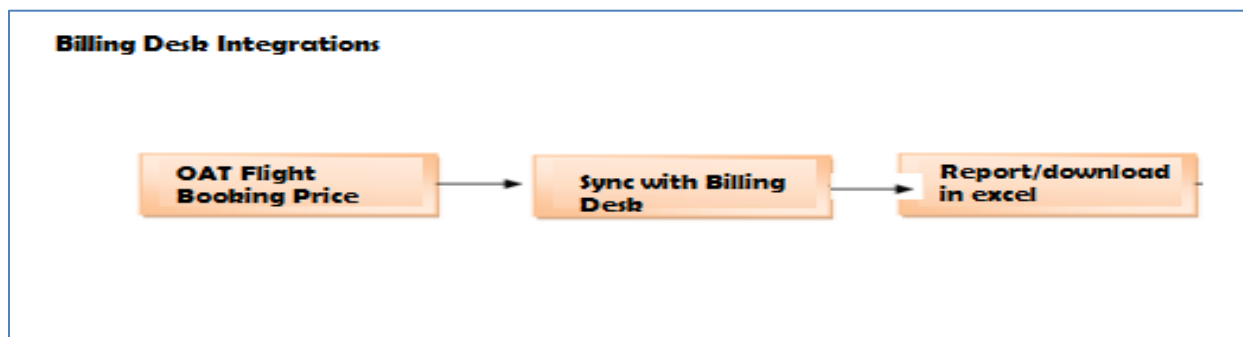


Fig. 1.5

User wise Booking Process and Approval Matrix

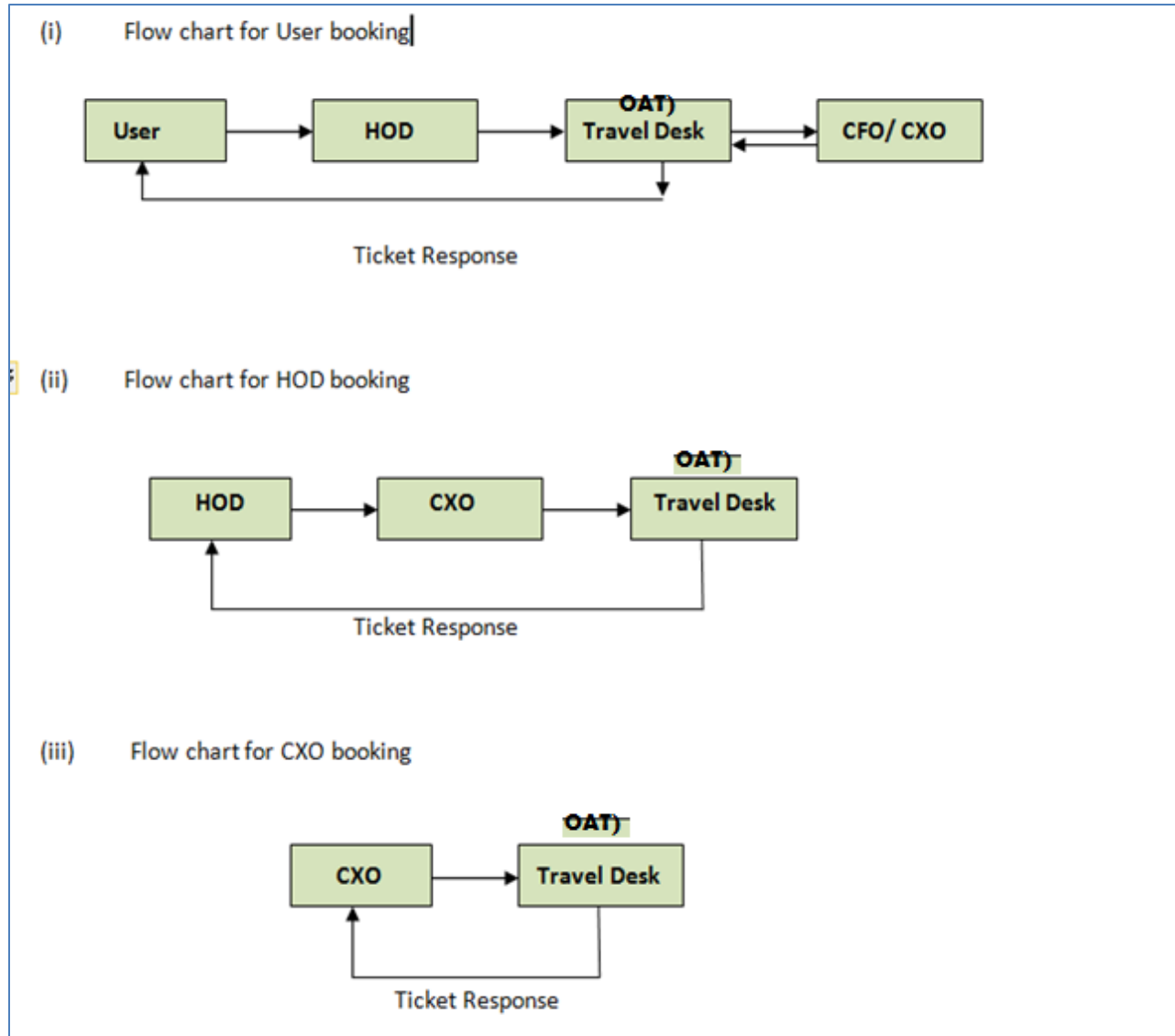


Fig. 1.6

Inflight/Rostering Department Process Flow

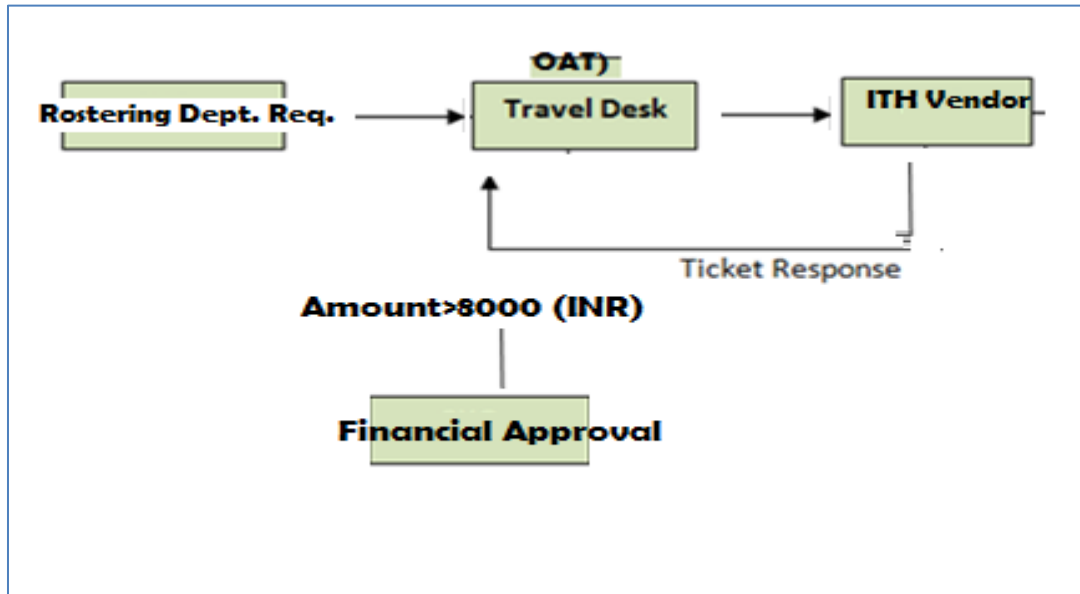


Fig. 1.7

OAT - SPOC Booking

(I) On behalf of HOD Booking

Booking → OAL Request alignment → C-Level Approval/on behalf of C-Level Approval

(II) On behalf of CXO Booking

Booking → OAL Request alignment → C-Level self-Approval/on behalf of C-Level Approval

Booking Cancellation and Refund

- **Pre Booking Cancellation** – No refund will be required, only close the request.

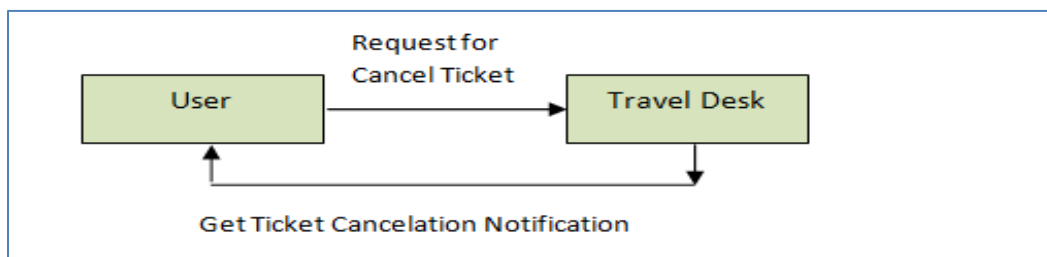


Fig.1.8

- **Post Booking Cancellation (after PNR generation)** – Auto job, which will be send email to ITH- Vendor refund email and email, will be triggered after 15 days of the cancellation (configurable).

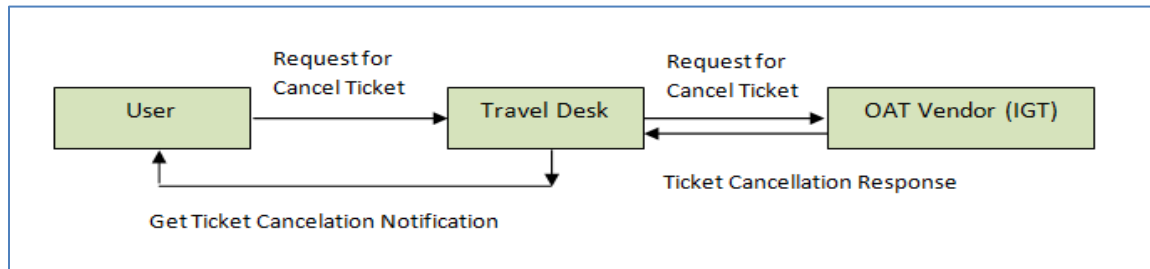


Fig. 1.9

- **Billing Panel Report** – Cancellation amount should reflect in billing panel again booking amount /report/download data in an excel format.
- **Mange Hold Booking & Release Booking**

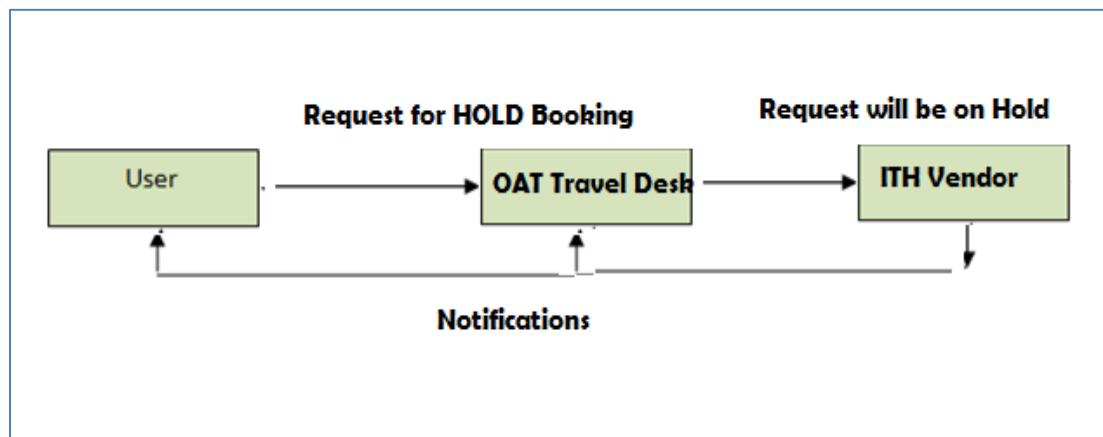


Fig. 1.10

4. Business Policy and Wait List

- Cab request would be separate instead showing pop up with the OAT request. -TBD
- OAT request on AOG situations approval/Procedure.... -TBD
- Wet Lease options and procedure. -TBD
- Company Guest/Consultants ticket request procedure.
- CFO/CXO approval also required for OAT how it will be process..
- Exceptions -Flight Ops International Travels/Pilots leaves approves by Capt. SPS Suri & Domestic Ticket approves by Mr. Vivek Singh (GM) for Operational purpose. -TBD
- OAT request and procedure for CXO travel (International). -TBD
- OAT Ticket request with the class of travel for Every employee and guest/Vendor.
- Financial approval required again by the HOD if not opting least fare option for International travel/Except for training pilots-Procedure. (Amount >8000 (INR))
- Procedure for getting HOD approval for reschedule/Cancel Tickets. -TBD
- Is there any free flow text writing options will also be available for International travel options. -TBD
- Required matrix list for business approval for Domestic and International flight booking.

5. MOM (Minutes of Meeting)

MOM 06-MARCH-2019

1. Other Airline Ticketing will applicable for Domestic and International flight.
2. Other business logic will apply for domestic and International sector flight booking.
3. Other Airline Ticketing – booking will manage under the below categories
 - a. Self-Employee Booking
 - b. On behalf of Employee booking
 - c. On behalf of Non-Employee booking
 - d. Spoc booking on behalf of employee
4. Other Airline ticketing process will be completed under below steps
 - a. Request initiation
 - b. OAT – Travel desk Panel
 - c. Request Approval - HOD & Financial approver
 - d. IHT/Vendor process over the email
5. OAT booking form will capture below details
 - a. Passenger Info
 - b. Flight Info
 - c. Hotel Info
 - d. Other remarks and fields will be updated as per the requirement
6. Option for Changes/amendments in booking request as per business policy.

7. Option for Cancel the booking request.
8. Preview and confirmation option, before final submission of the request.
9. Option to send email to multiple IHT vendors and get their provided response over the panel for rate analysis and further will further send for final HOD and financial approver as per business policy.
10. Managing record user login wise.
11. OAT having a separate module/panel also the business design and process look like travel desk, as per the requirement it will flexible to change or modify the layout of the panel.
12. Provision to manage IROP cases.
13. Request validations for the same flight, travel date and sectors.
14. Others business validations will be applicable as per the policy.
15. Record will be managed separately for the user, approver, ITH and OAT - Travel desk panel.
16. Email, SMS and whatsapp integrations for notifications purposes.

MOM 08-March-2019

1. Other Airline Ticketing booking and hotel allocation policy will be different for the employee designation/pay band wise.
2. Below are the business policies for Rostering department for the domestic booking-
 - a. Able to book multiple passengers booking
 - b. Up to amount 8000 (INR) booking, no approval will require.
 - c. Above amount 8000 (INR) financial approval will require
 - d. Business team will provide an approved list from Roistering department.
 - e. An option should be there to manage Booking on "Hold" and "Release".
 - f. "Hold" and "Release" option will available with the roistering department.
 - g. After "Hold" and "Release"- notification should be triggered with a respected channel.
 - h. Request capturing validation for Pilot booking is 03 hrs.
 - i. Request capturing validation for others/sod booking is 12 hrs.
 - j. All the validation option should be configurable.
 - k. Meal option is selected by default for pilot and optional for others.
 - l. Option to view download itinerary and rate details list.
 - m. Option for Edit the booking request, before booking confirmation.
 - n. Option for booking cancellation.
 - o. For the International booking, a few changes in the business policy, TBD.
3. Below are the business policies for ITH
 - a. Responsive email option.
 - b. Able to upload rate list and screen sort over the responsive email.
 - c. The ITH desk will provide the best three rate option choice for travel desk for flights/hotels.
4. OAT-Travel desk
 - a. Able to manage multiple rates which will be provided by ITH's desk.
 - b. Option to view/download the attached rate list uploaded by ITH's desk.
 - c. Option to send email to User/HOD.
 - d. Option to Re-send email to User/HOD/ITH.
 - e. Option to manage IROP cases.
 - f. Request filtration provision like (within 2 hrs/3 hrs/6hrs/12 hrs...etc)

- g. WhatsApp integrations for HOD approval and user notifications.
 - h. Travel desk will receive alert notification if any request is pending more than 15 minutes (Email Id should be configurable as per business policy).
 - i. OAT Main panel will be yet discussed as per the further RA/TBD.
 - j. To manage User wise request submission
- 5. Billing Desk
 - a. All the hotels and flights booking detail amount will be configured with the billing desk in the reporting module.
 - b. Report display format will be provided by the travel desk/billing panel.
 - c. Option to show all the ITH communications and able to download the reports.
 - d. Option to show approval details.
 - e. Currency wise details.
 - f. Able to download data in an excel format.
- 6. User
 - a. Will receive rate list as provided by ITH to travel desk for final approval.
 - b. Responsive email notifications.
 - c. Option to cancel the request.
 - d. Option to put on Hold/release the request.
 - e. Option to cancel the request.
 - f. Travel history panel for the user.
- 7. HOD
 - a. Able to approve the request.
 - b. Able to view the entire rate list as provided by ITH and selected by User.
 - c. Able to override the rate as proposed by the user and it will be the final rate list.
 - d. Approval panel for HOD.
 - e. The system will manage approval records as date time wise.

MOM 18-March-2019

- 1. Validations: AOT request with SOD/Bulk Booking to manage the duplicate booking.
- 2. SMS Integrations with Travel desk after hotel confirmation.
- 3. WhatsApp integration with Travel desk after hotel confirmation.
- 4. Auto E-mail trigger to User after 15 minute after hitting the request to Travel desk panel (configurable)
- 5. Auto email trigger to Travel desk Admin if no action has taken within 1 Hrs. from travel desk against request (configurable).

MOM 12-April-2019 (Design Document demo points)

1. Changes in text i.e. Departure & Arrival Airline Name, Hotel Entitlement, ITH to Travel Agent
2. Manage Passenger Type like – Adult, Child & Infant.
3. OAT form submission/email User guide line text. like “* kindly ensure all details should be correct, norms applicable as per company policy”. And over the email like “All fare are unless ticketed are not guaranteed”. Also Travel desk recommended text as on email “Travel desk recommends L1; however you select L2, L3, Kindly accept to override the policy”.
4. Provision to manage auto job email process for financial approval for Rostering department.
5. Meal & beverage option should be available for Rostering department.
6. Changes in Email notification header, it should be like “OAT Booking <Request No > <Employee Name> & Email subject.
7. New Ticket booking request number should able to capture old booking request no.
8. Validation for duplicate booking.
9. Provision for Edit the request, before send it to ITH/Travel Agent.
10. Rostering department have an option to “hold and release” the booking request.
11. Responsive email provision for ITH (Travel Agent).
12. SMS/Email integrations over the link, where notifications, approval & cancellation are going on.
 - a. 1) Approval sent to HOD for the approval.
 - b. 2) Message sent for full refund and attaching endorsement for full refund.
 - c. 3) Message for cancellation.
 - d. 4) Message and mail triggering to HOD when we have booked the ticket, for which the approval is not received.
 - e. 5) Message whether are you travelling or not, if not cancel the ticket.
13. Provision to upload Boarding Pass for the passenger.
14. System should able to manage all the uploaded documents.